



ERICSA

1963 - 2023

A GEM 60 YEARS
IN THE MAKING

SAVANNAH

60TH ANNUAL TRAINING CONFERENCE & EXPOSITION

MONDAY, MAY 22 - FRIDAY, MAY 26, 2023

Reclaiming Capacity to Do More Good:

The Secret to Successfully Lead Family-Centered Child Support Transformation and How to Support Families Within This Approach

Carrie Broniec – Assistant Deputy Director, Missouri Child Support

Valerie Taylor – Assistant Deputy Director, Missouri Child Support

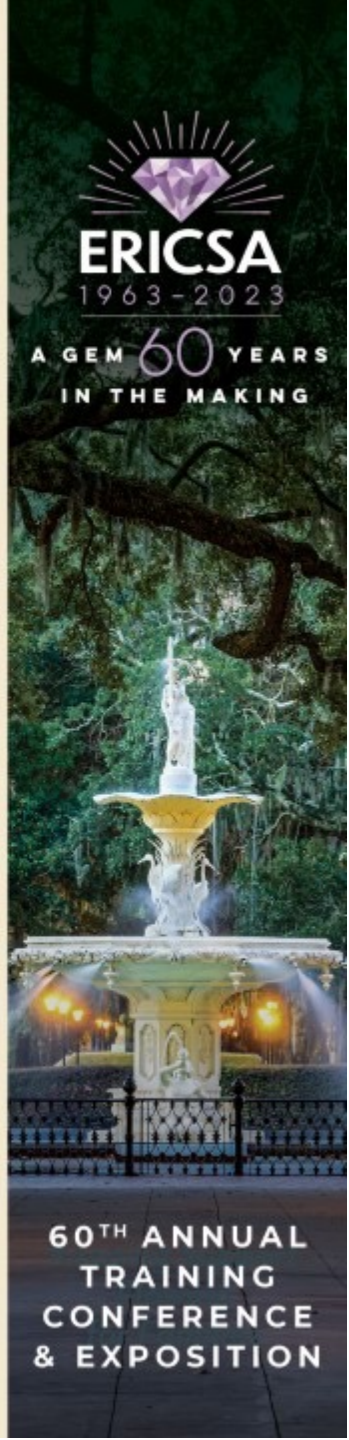
Daniel Boyle- DCFS Regional Administrator, Louisiana Child Support

April Klatt – Child Support Consultant, Change & Innovation Agency



Transformation: Vision and Purpose

- The vision of the Missouri Family Support Division's Business Process Improvement project is to transform the program to create a strong, resilient, and adaptable business model that improves the staff's capacity, because retirements and attrition have reduced staffing over the last decade.
- *We build staff capacity through redesigned processes, a state-wide distributed workload, staff remote work capability, and efficient best practices to promote parental responsibility, move more parents to paying status, and increase reliability of child support payments*



Capacity Challenges



Change in Customer
Needs

Staffing

Specialized Work

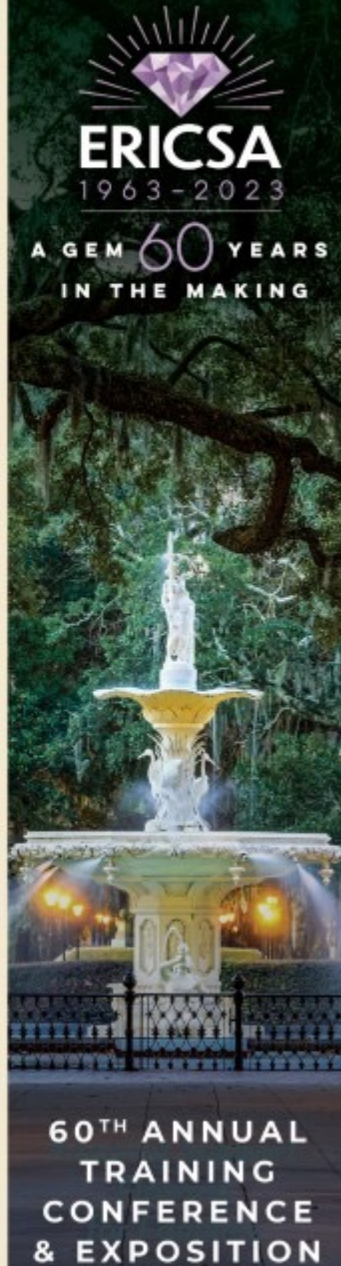
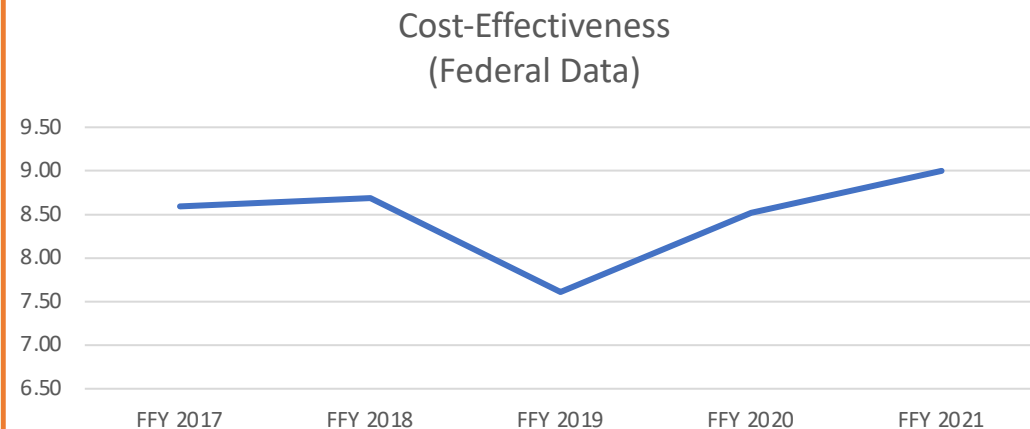
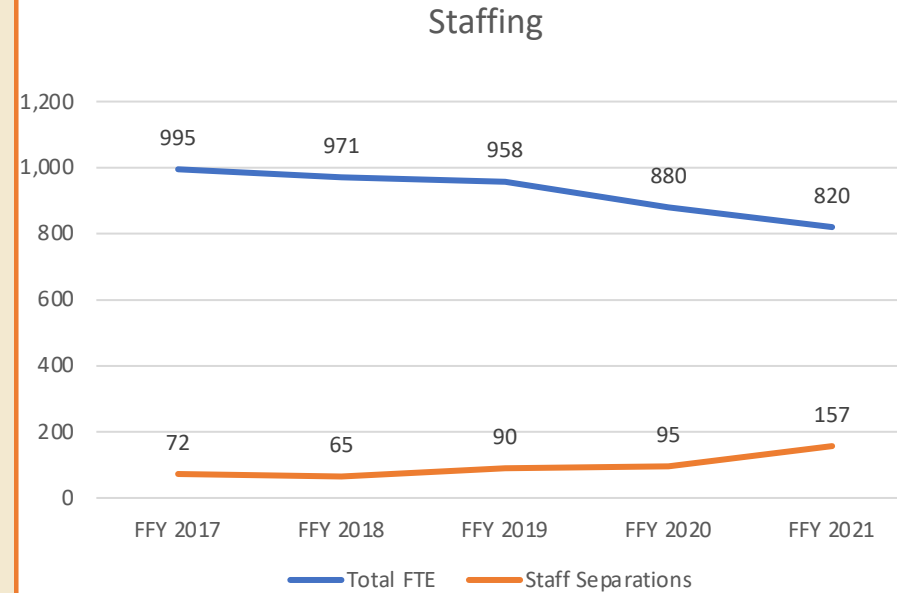
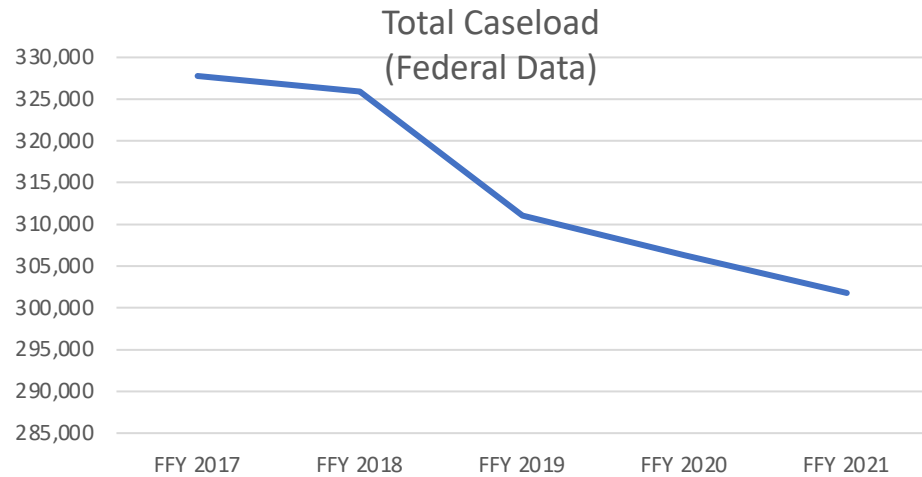


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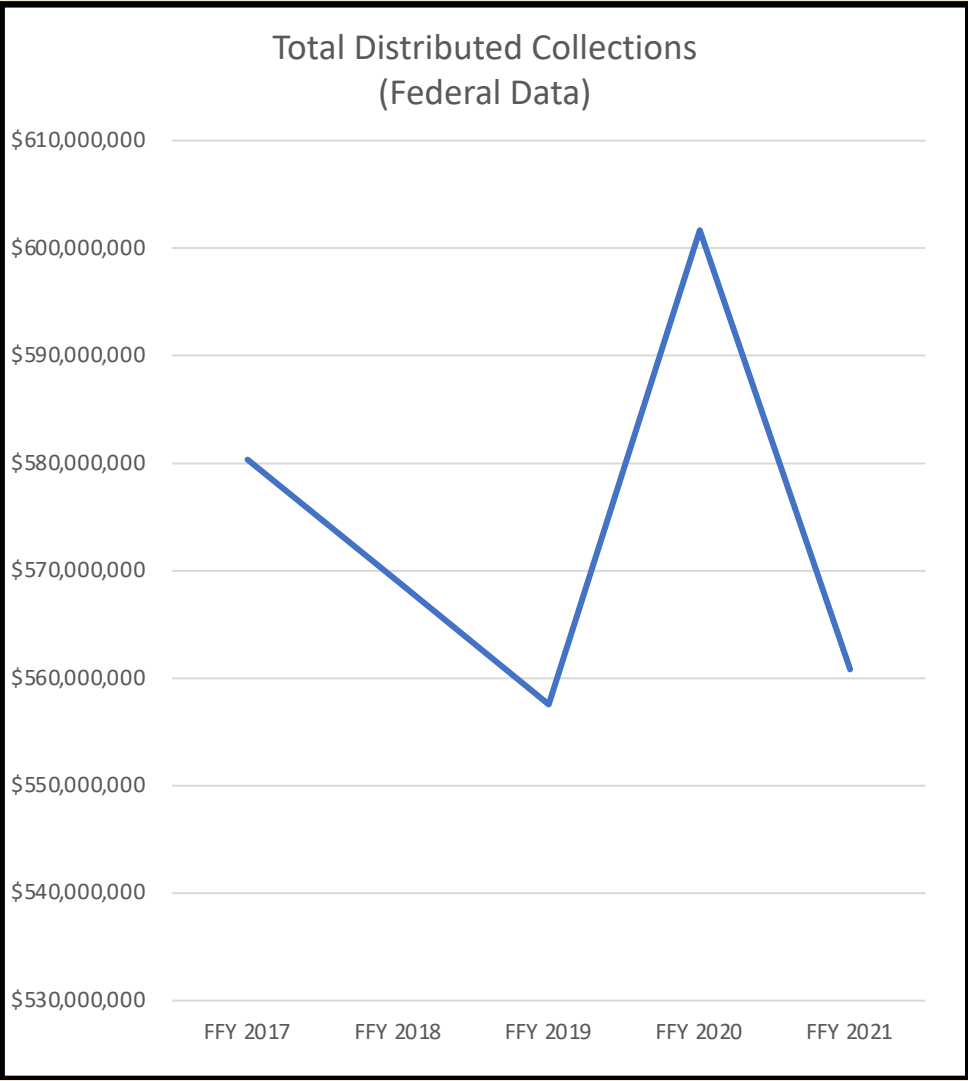
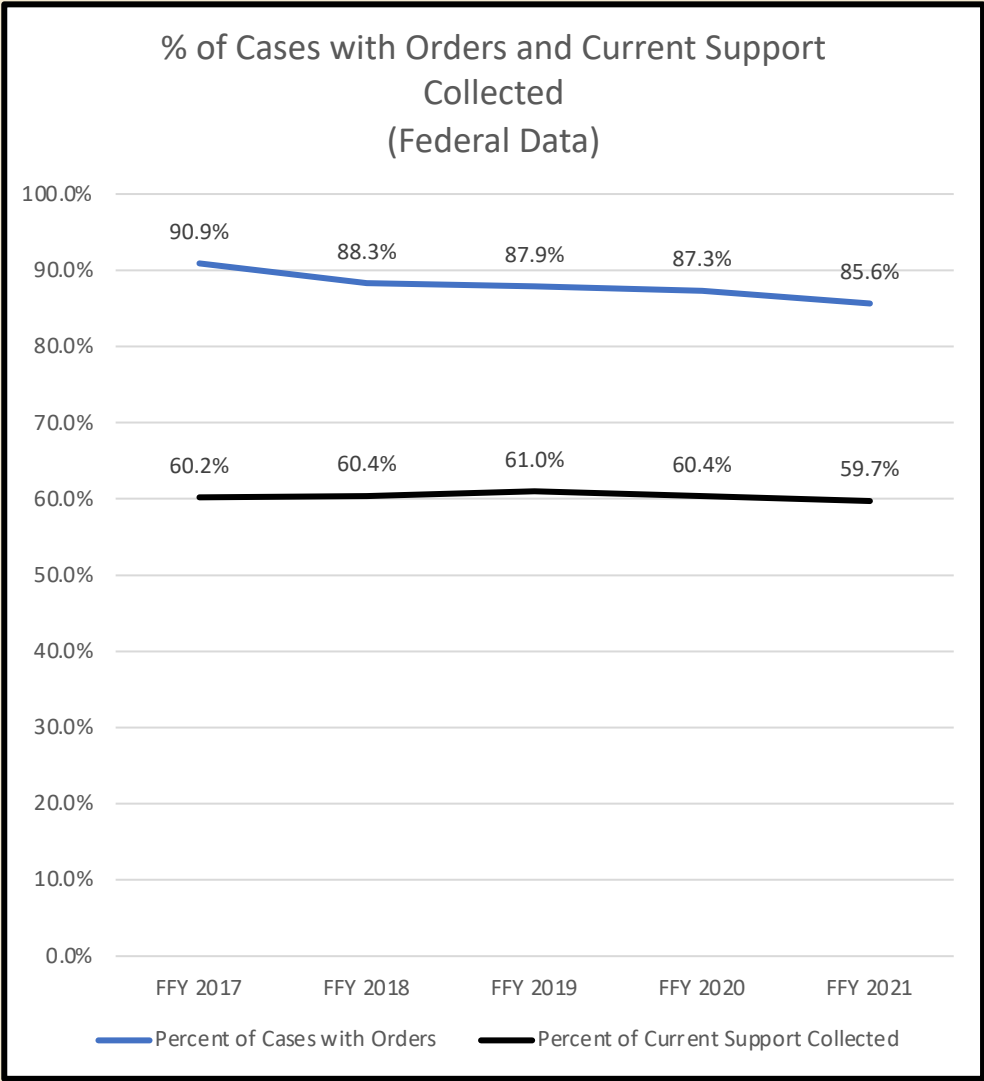


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Capacity



Capacity Impacts Performance



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How have the **CHANGING
CUSTOMER NEEDS**
impacted your business
capacity
to get
work done?

Communication
Channels

Staff Skillsets

Changing Needs of
Partners



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What are the
STAFFING CHALLENGES in
Missouri Child Support and
how have they decreased your
capacity to do more good?

Centralization
of
Work

Changing
Staff
Career
Priorities

Overwhelming
Workload

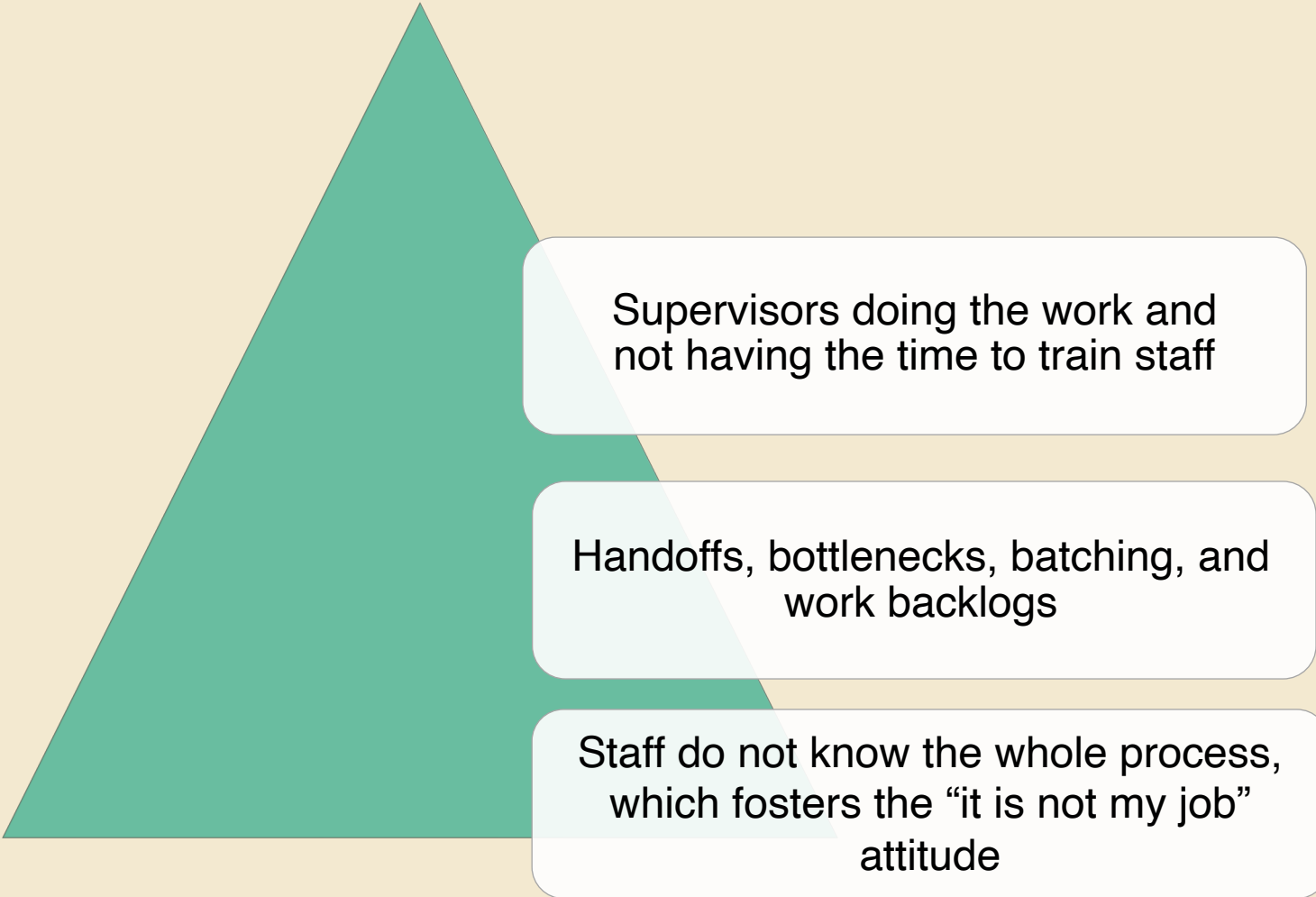


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How have SPECIALIZED WORK and office-specific processes added to the capacity challenges?



Supervisors doing the work and not having the time to train staff

Handoffs, bottlenecks, batching, and work backlogs

Staff do not know the whole process, which fosters the “it is not my job” attitude

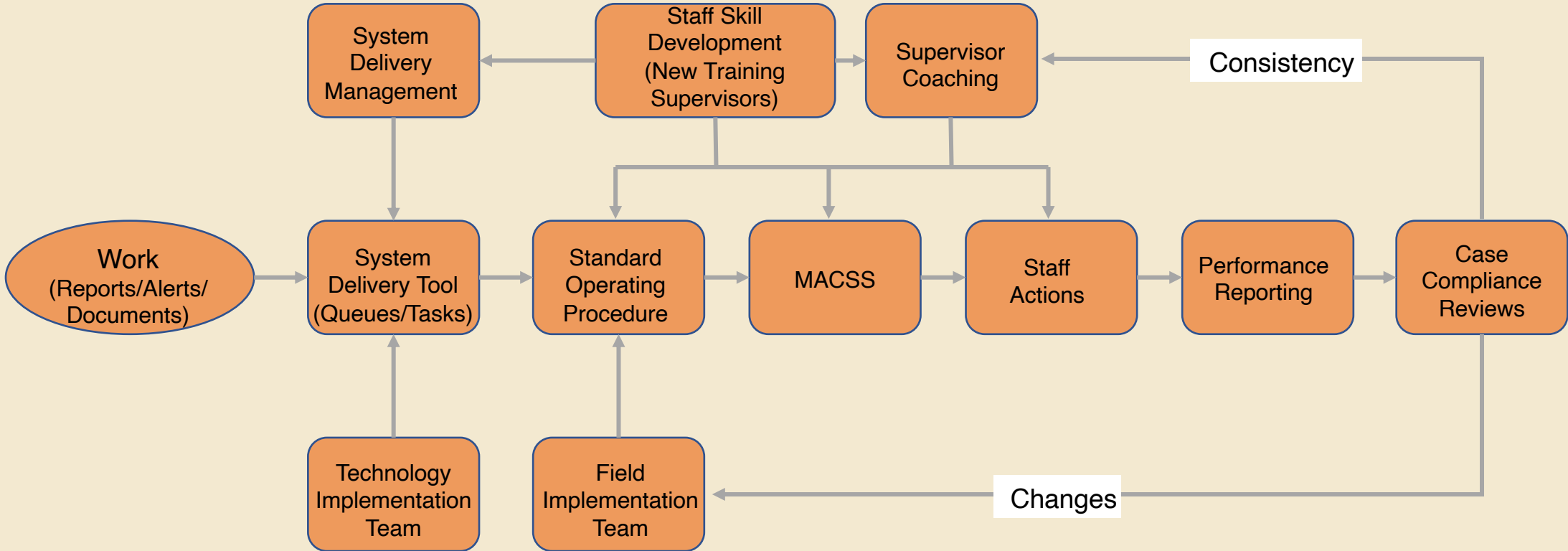


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Redesigned Business Model Vision



In the Words of Staff...

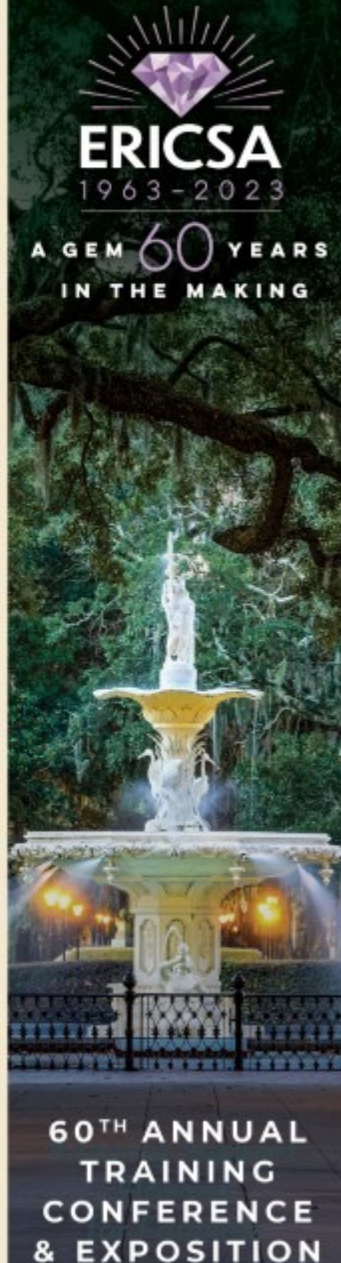


"It's beneficial to our clients."

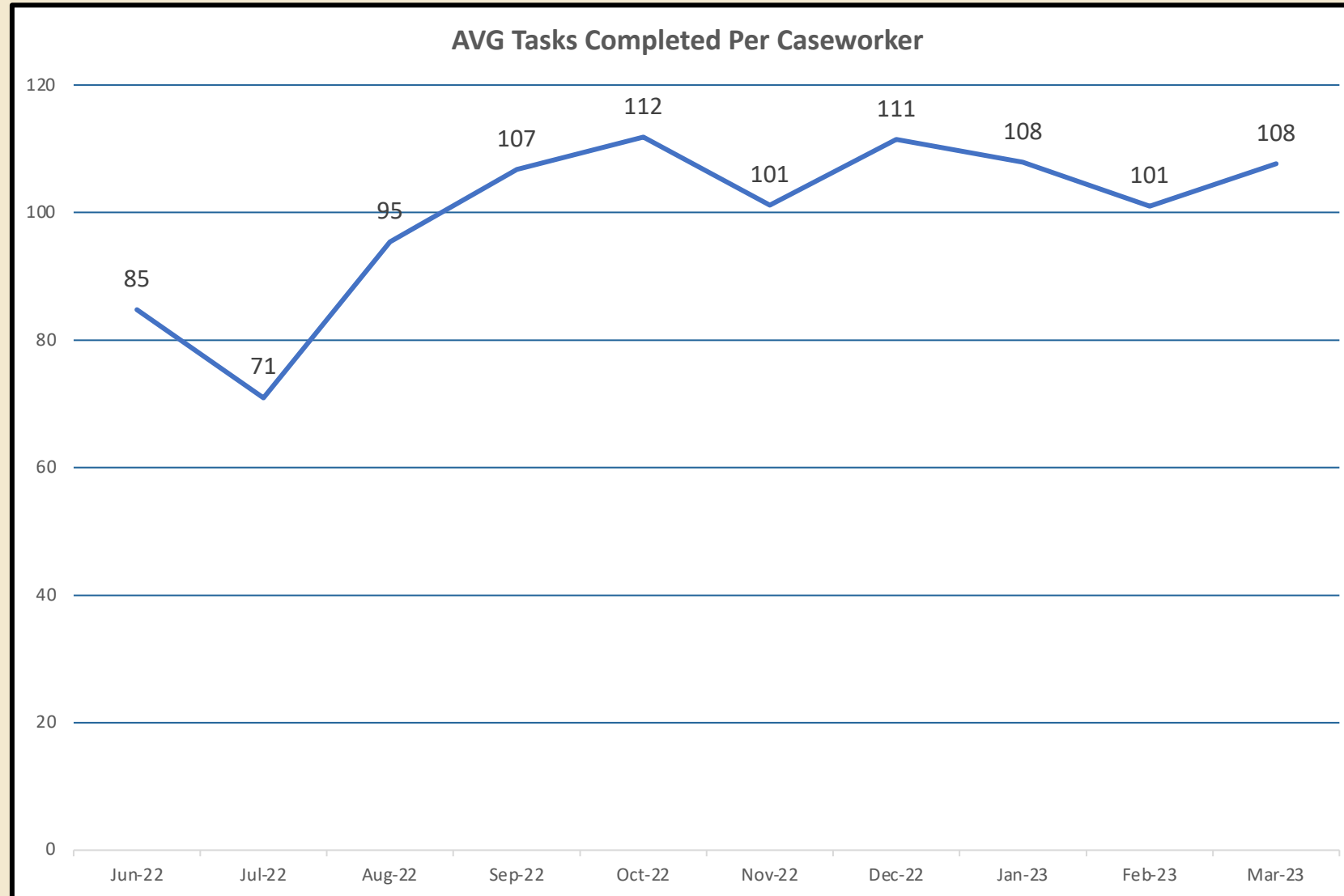
*"With cross-training we can handle all those tasks
and we won't re-queue anymore."*

*"We can be like – you know what – it needs amended down
right now – I'm going to do that right now for you.
That's what people want – they want that concrete 'it's done'."*

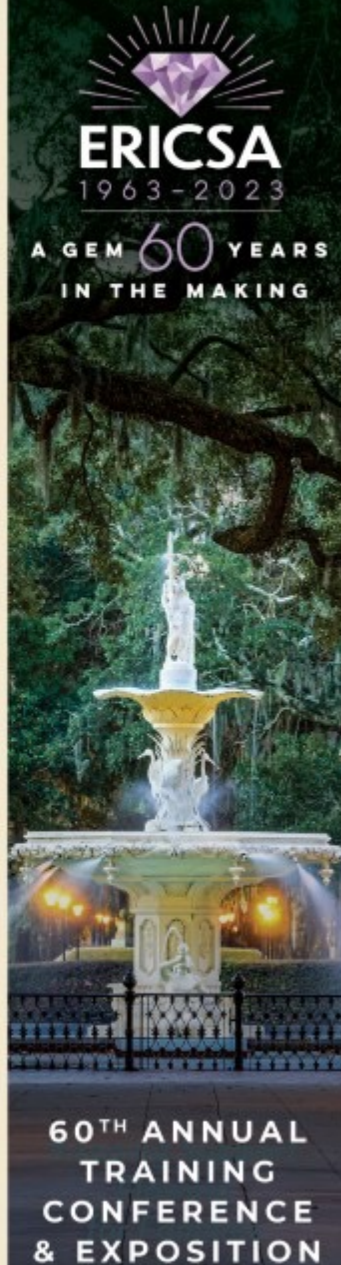
*"In the end, when we are statewide and each worker
is taking that case to completion,
they (customers) will see a difference."*



Performance: June 2022 – March 2023



*Gathered through Staff Discussions

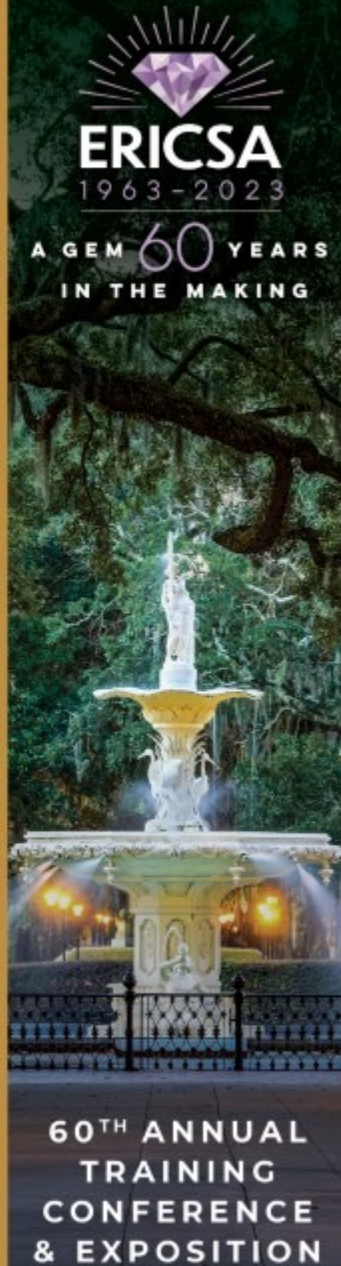


Supporting Families While Transitioning to a Family Centered Approach to Child Support

Speaker info: Daniel Doyle- Louisiana DCFS Regional
Administrator.

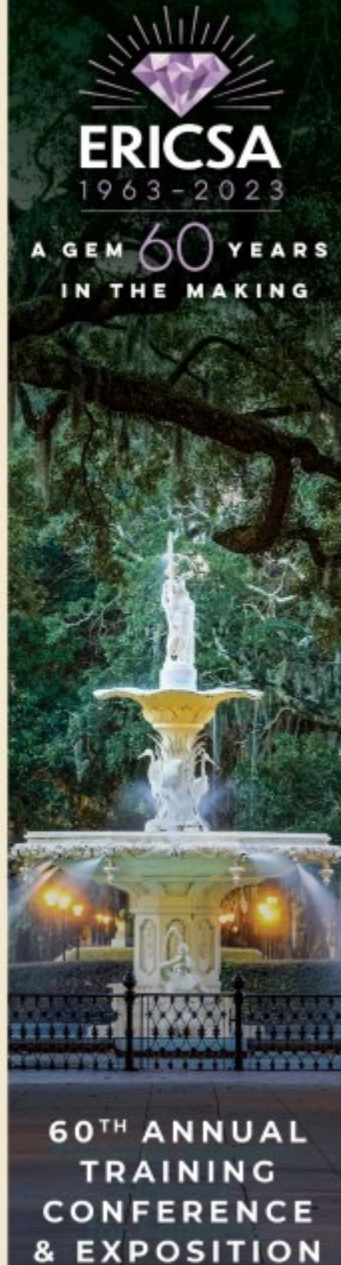


Louisiana's Efforts to Transition to a Family Centered Approach to Child Support.



Family Centered Workgroup

- Made up of the 4 Area Directors and various Child Support staff, Bureau of General Counsel, and Louisiana District Attorney Association Liaison
- Meet biweekly
- Review Policies/Procedures to be sure they align with a family centered approach to child support
- Make policy/procedure recommendations
 - Ability to pay (License Suspension)
 - Contempt
 - Review & Adjustment



Child Support Enforcement Employment and Training

**Having trouble making
child support payments? ?**

**Child Support
Enforcement
Employment & Training**

WE CAN HELP!

Louisiana Department of Children and Family Services is teaming up with Community Based Organizations to help parents find jobs in the Child Support Enforcement Employment & Training Program (CSE E&T).

Contact us if you:

- Need employment & training services.
- Want to find a job.
- Are having trouble paying your child support.

Community Based Organizations can help you:

- Prepare a resume.
- Identify and build your skills.
- Plan your career.
- Connect with employers.
- Prepare for hiring events.
- Resolve justice involved matters.

Child Support Enforcement can help you:

- With modification process, payment options and instructions.
- Assist with driver's license reinstatement due to non-payment of child support.

For more information, contact:
CSEEmployment&Training@la.gov

Revised 3/2023



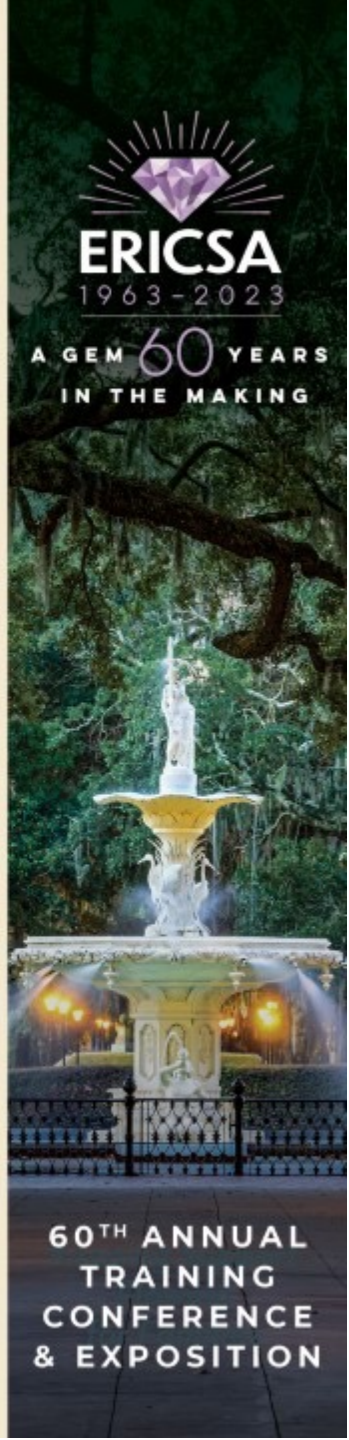




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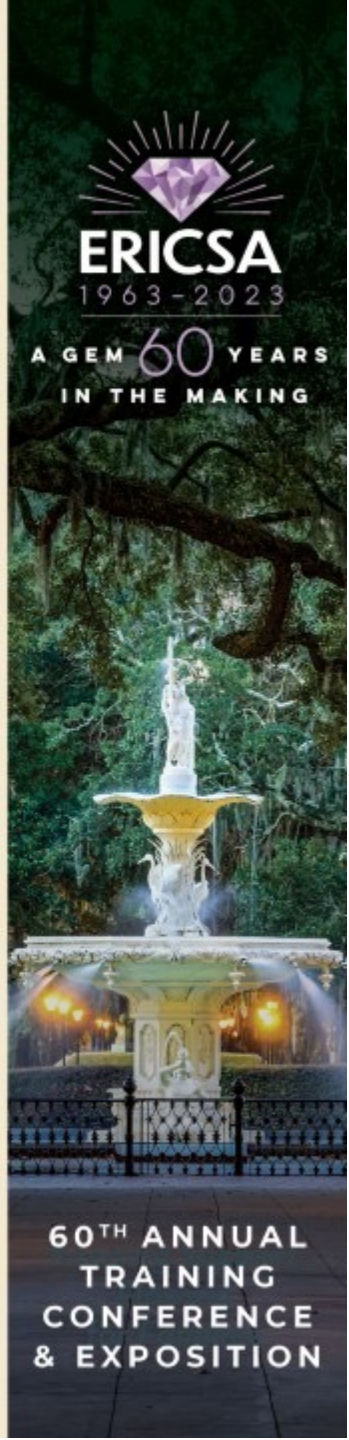
Cont'd

- New program formed
- Purpose- Offer parents access to job readiness, training, skills, education, and job placement services. The program helps parents overcome employment barriers and attain jobs that lead to successful, long term financial self-sufficiency.
- Contracted with service providers
- Available for both noncustodial and custodial parents.
- Eligibility requirements
- Consultants assigned to the Child Support Field Offices



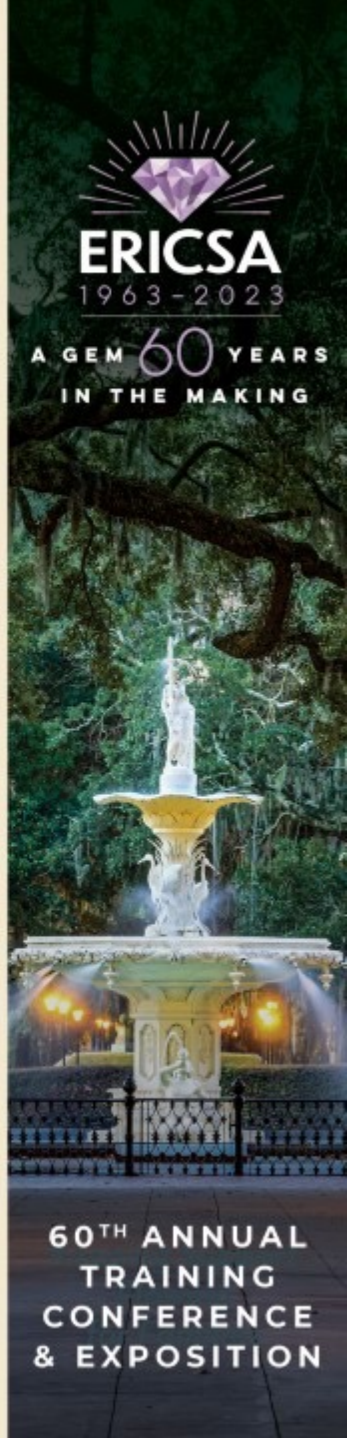
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- Voluntary program
- Court attendance
- Referral process
- Current Coverage Area
 - Shreveport Office (Caddo & Bossier)
 - Alexandria Office (Rapides & Grant)
 - Monroe Office (Ouachita)



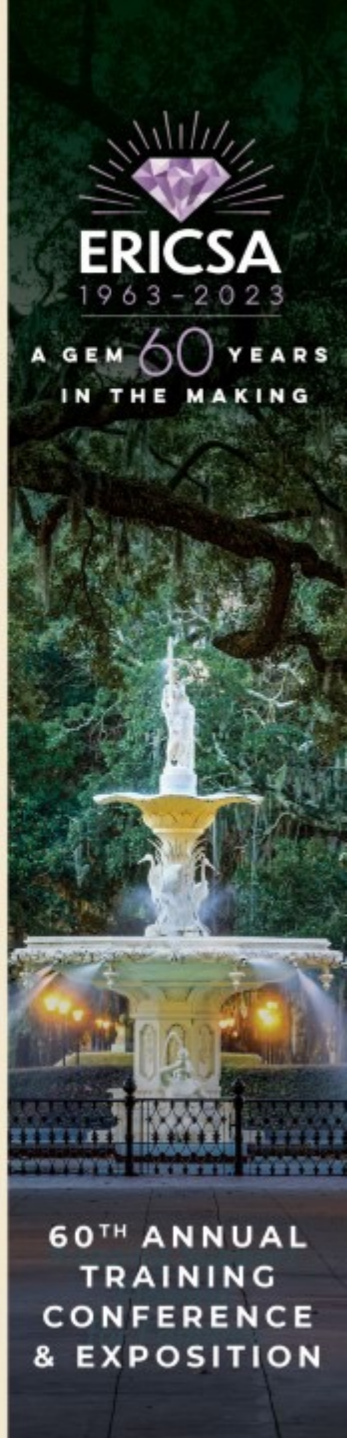
Cont'd

- Coverage area in the works
 - Tallulah Office (Madison & East Carroll)
 - Amite Office (St. Tammany)
 - New Orleans (Orleans)
 - Lafayette Office (Acadia, Iberia, Lafayette, St. Martin, St. Mary, & Vermillion)
 - Natchitoches Office (Natchitoches)
 - Baton Rouge Office (East and West Feliciana)

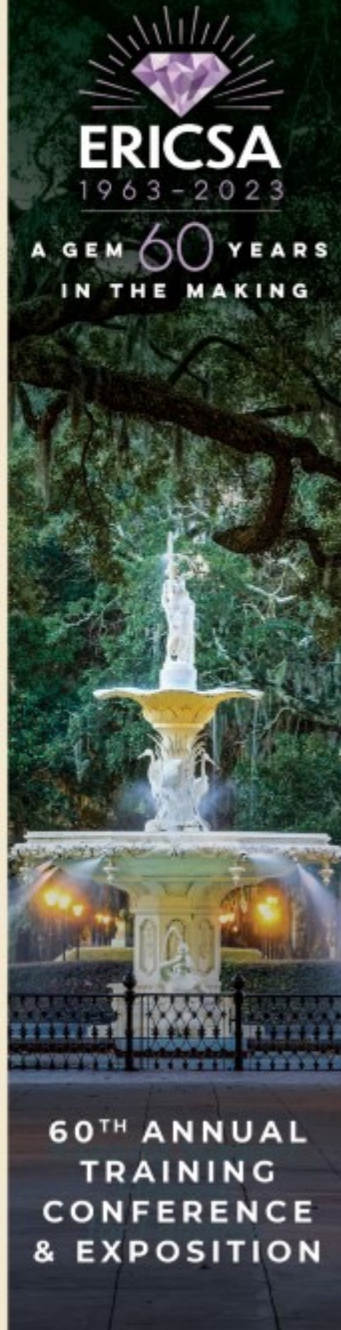


E&T Progress up to April 26th

- 89 total referrals
- 7 participants placed in jobs
- Average quarterly wage- \$12.20 hr
- Closed 17 cases
- Remaining 65 being worked

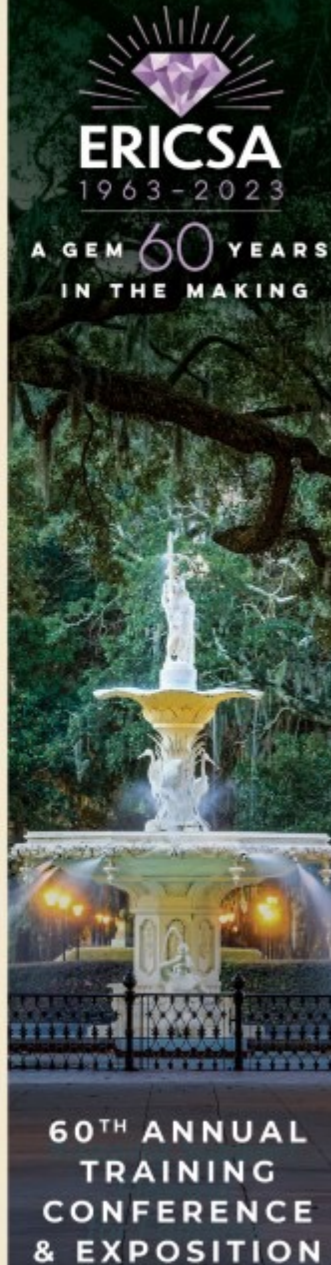


What can we do for families while they wait for child support payments?



Louisiana 211

- Louisiana Department of Children and Family Services partnered with United Way to assist families
 - Unit Us Platform allows us to connect our customers with Community Based Organizations (CBOs)
 - Received Federal Approval to send referrals to CBO's on behalf of our customers as it is related to Child Support
 - Must have customers consent
 - Can send referral directly to a specific CBO or can send to a Care Coordinator at 211 and they will send to the appropriate CBO
 - Removes barriers for our customers
 - Implemented statewide in December 2022



LA 211 Referral & Care Coordination

LA 211 Referral & Care Coordination



DCFS No Wrong Door

The DCFS No Wrong Door Initiative aims to improve access to services and resources for individuals and families in need, especially for those who may be facing complex challenges that require more support from multiple systems and agencies.



Individual
or Family



DCFS
Caseworker



LA 211 R&C
Coordinator



Community
Based
Organizations



Services
Provided

Closed Loop

A closed-loop referral system is a process in which a client is referred from one service provider to another, and the referring provider receives feedback from the receiving provider about the status and outcome of the referral.

Unite Us

Unite Us is a technology company that provides a referral case management platform to help connect individuals in need with a range of services and resources, including healthcare, housing, food assistance, employment, and more.

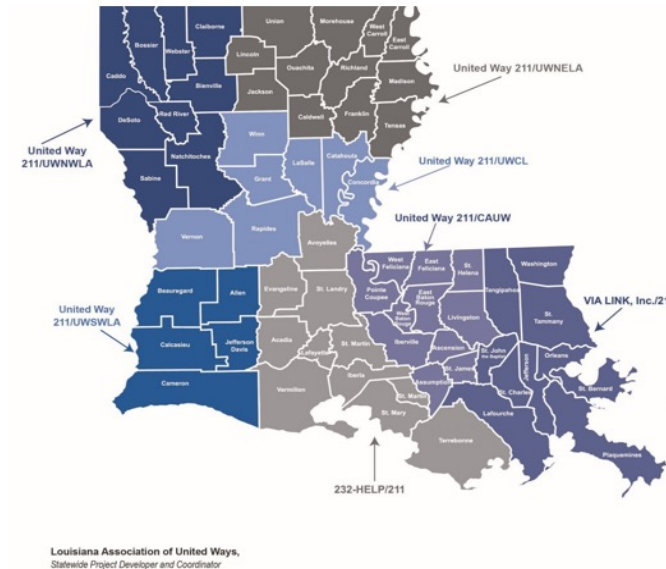


Coverage

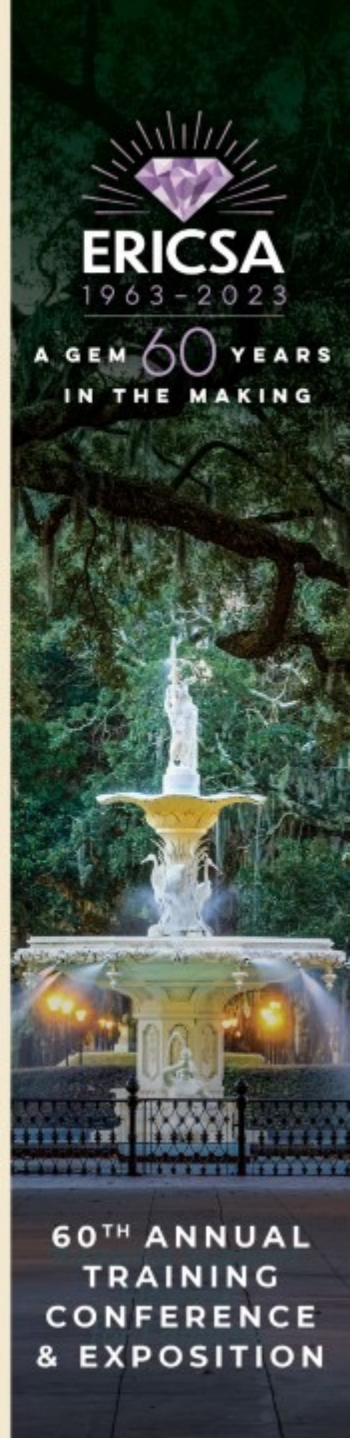
LA 211 Referral & Care Coordination Centers



- United Way 211/UWNWLA
- United Way 211/UWNELA
- United Way 211/UWCL
- United Way 211/CAUW
- United Way 211/UWSWLA
- 232-HELP/211
- VIA LINK/211

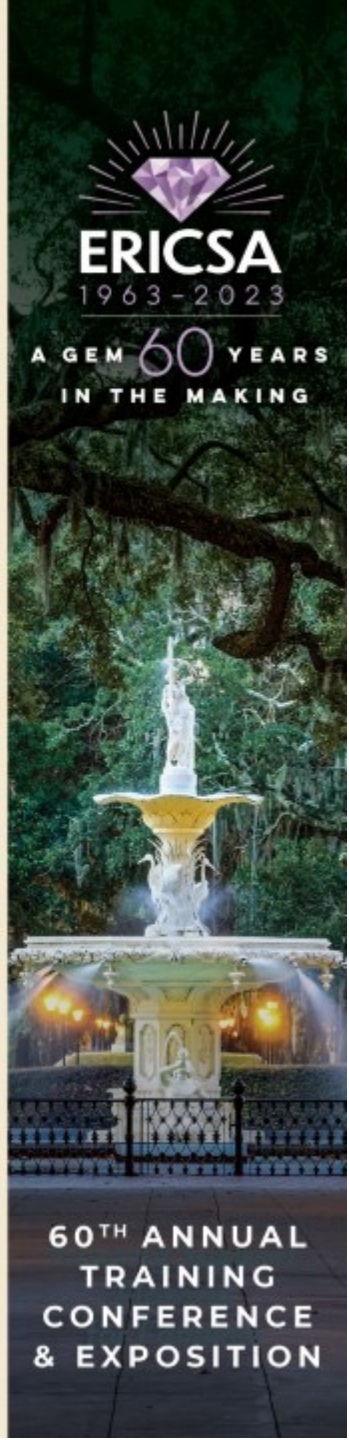


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211 Resources Examples

- Medical & mental health resources
- Employment support services- even outside of E&T
- Pregnancy services
- Food pantries
- Housing help
- Utility payment assistance
- Domestic violence



Louisiana 211- Without Sending Referrals

Louisiana 211
is a **FREE & confidential** service
that connects you to available
resources in your community.

**If you need assistance, simply dial 211
or text your zip code to 898-211**

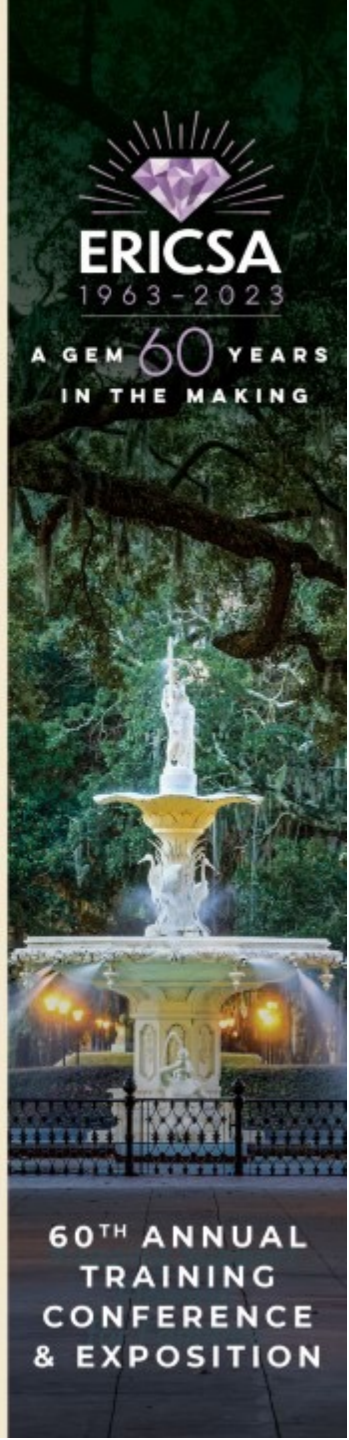
*STANDARD MESSAGE AND DATA RATES MAY APPLY

United Ways throughout the state proudly support Louisiana 211 services. 

**NEED HELP? Call 211 or
Text your zip code to 898-211**

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Louisiana Statewide Network
24 HOURS A DAY, 7 DAYS A WEEK
For more information
please visit
Louisiana211.org
 **@Louisiana211**



• Thank you!
Any questions?

