

# Building an Effective Employment Program

Strategies for Developing a Child Support Led Program Leading to  
Reliable Payments

March 26, 2025

# 2025 Webinar

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to our  
sponsor



## Our Presenters

- Debbie Abrams-Cohen, State Director, Tennessee Child Support employment and Parenting Program
- Patti Wood, Director of Operations, Child Support Field Services and Family Assistance and Child Support Contracts, Tennessee Department of Human Services
- Shannon Longino, Outreach Manager, Georgia Dept of Human Services, Division of Child Support Services
- John Strickland, Fatherhood Program Manager, Georgia Department of Human Services, Division of Child Support Services
- Bryan Tribble, IV-D Director, State of Illinois
- Moderator, Kelly Micka, Director, Alvarez & Marsal LLC

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## Agenda

- Final Rule Authorization
- Getting Started –  
Considerations for  
Implementing an Employment  
and Training Program for IV-D
- Program Design
- Measuring Success

**On this sheep-scale,  
how do you feel today?**





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# Final Rule - Authorizing FFP for Employment and Training Services

This Final Rule, published on December 13, 2024, in the [Federal Register, Volume 89, Number 240, on page 100789](#) (PDF) allows state and tribal child support agencies the option to use federal financial participation (FFP) to provide employment and training services to eligible noncustodial parents.



# Final Rule - Authorizing FFP for Employment and Training Services

## **Who is eligible? The NCP must:**

- have an open IV–D case;
- have a child support order or be determined to be fully cooperating to establish a child support order;
- and be unemployed or underemployed or at risk of not being able to comply with their support order.

The IV– D agency must have policies and procedures for determining that the noncustodial parent is not receiving the same employment and training services under other federally funded programs, such as TANF or WIOA

**Reimbursable activities:** job search assistance; job readiness training; job development and placement services; skills assessments to facilitate job placement; job retention services; work supports, such as transportation assistance, uniforms, and tools; and occupational training and other skills training directly related to employment.

**Not reimbursable:** subsidized employment or to provide the noncustodial parent with cash, checks, reimbursements, or any other form of payment that can be legally converted to currency.

# Getting Started – Considerations for Implementing an Employment and Training Program for IV-D

# Implementing an Employment and Training Program - Tennessee

- *Origin Story*
- *Finding the Right Partner*
- *Defining the Scope*



# Implementing an Employment and Training Program - Tennessee



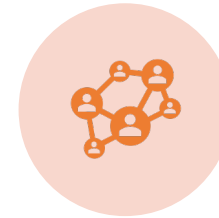
*HIRING STAFF*



*UNIVERSITY  
RESOURCES*



*COMMUNITY  
PARTNERS*



*RELATIONSHIPS*



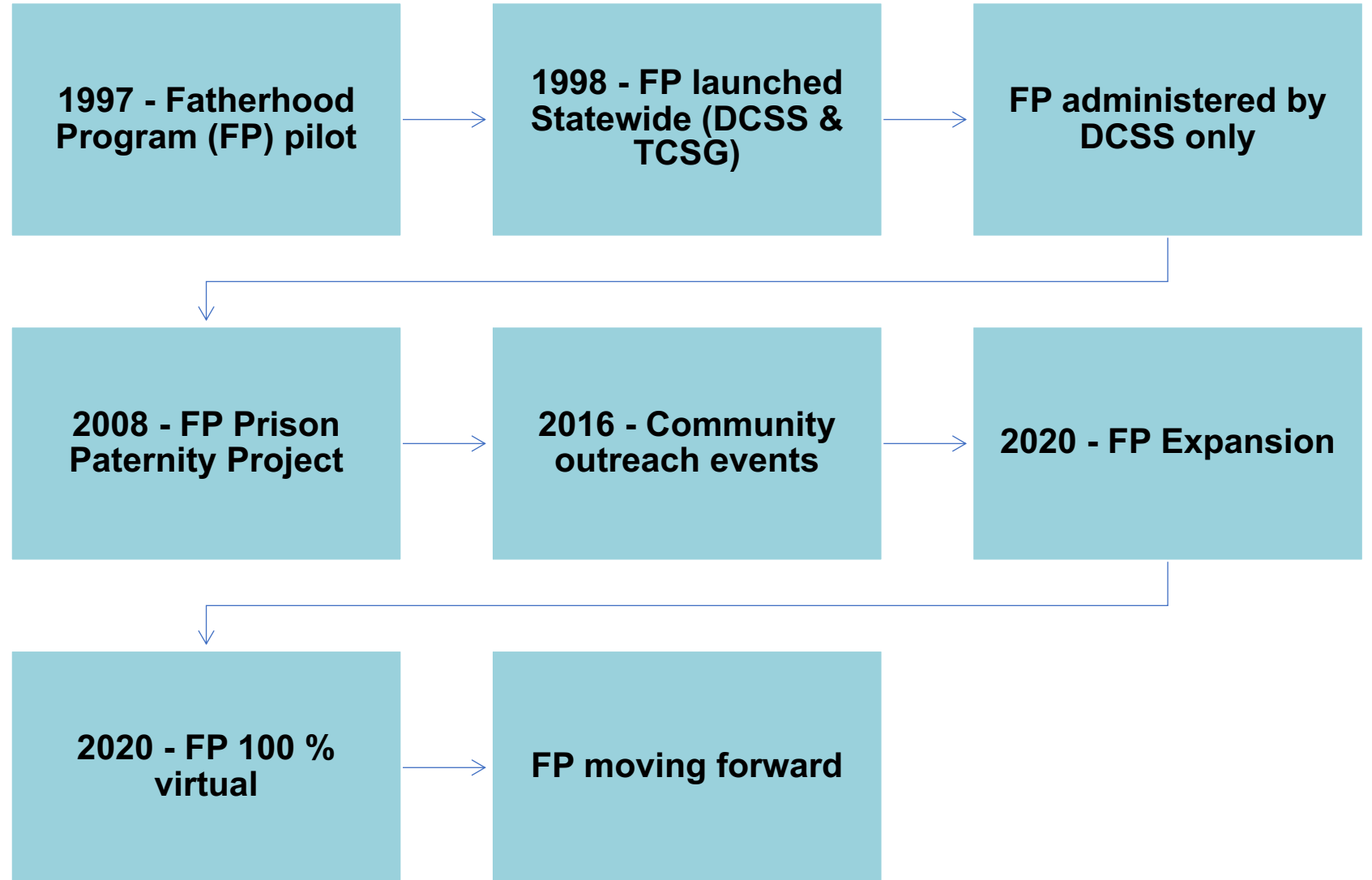
*TRUST*

# Georgia Fatherhood Program

John Strickland  
Fatherhood Manager

Georgia Department of Human Services

# Fatherhood Program History



# Program Overview

- Employment-based program
- Statewide program offered to both men and women
- Connects participants with resources leading to career employment
- Assists parents court-ordered to pay child support prior to contempt
- Increase self-sufficiency, financial, emotional, and parental involvement



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## Georgia Parental Accountability Court Program

Shannon Longino  
Outreach Manager

Georgia Department of Human Services





# Parental Accountability Court (PAC) Program History

## The Idea

- The idea was proposed by former Supreme Court of Georgia Chief Justice Leah Sears

## DCSS leadership

- DCSS leadership visited North Carolina and adapted the model for Georgia

## 1<sup>st</sup> PAC Program

- The first PAC program was launched in the Coweta Judicial Circuit in October 2009 with Judge John Simpson

## Pilot

- Initial pilot showed success, leading to expansion and funding of coordinators

## Criminal Justice Reform

- In 2011, the Special Council on Criminal Justice Reform, under Gov. Nathan Deal, recommended expanding accountability courts to support criminal justice

## Program Evolution

Expansion from 45 to  
51 judicial circuits.

Integration of strategies  
when working with  
customers

- PJAC, Motivational  
Interviewing, Trauma  
Informed Care

Strengthened  
collaborations with  
community partners

Standard Operating  
Procedures  
implemented to improve  
participant success.

## Lessons Learned

Importance of  
judicial and  
community buy-in.

Need for  
wraparound services  
beyond just  
employment.

Challenges in  
participant  
engagement and  
retention.

Data tracking and  
performance  
measurement are  
critical.

# Illinois Employment and Training Program

Bryan Tribble  
Director, Child Support Services  
Illinois Department of Healthcare and Family  
Services

# Implementing an Employment and Training Program - Illinois

- *Conceptualization*
- *Legislation*
- *Right People to Lead*

# Implementing an Employment and Training Program - Illinois

- *Conceptualization*
  - *Thought Experiment*



# Implementing an Employment and Training Program - Illinois

- ***Conceptualization***

- *Children deserve financial, emotional, and family support to grow and thrive. We are committed to helping parents by focusing on more than just money. Whether struggling with financial difficulty, unemployment, or experiencing other personal issues, we want to provide assistance and guidance by connecting parents with essential services.*

**Family Centered; Service Focused**



# Implementing an Employment and Training Program - Illinois

- *Legislation*
  - *Connecting Services and Opportunity*



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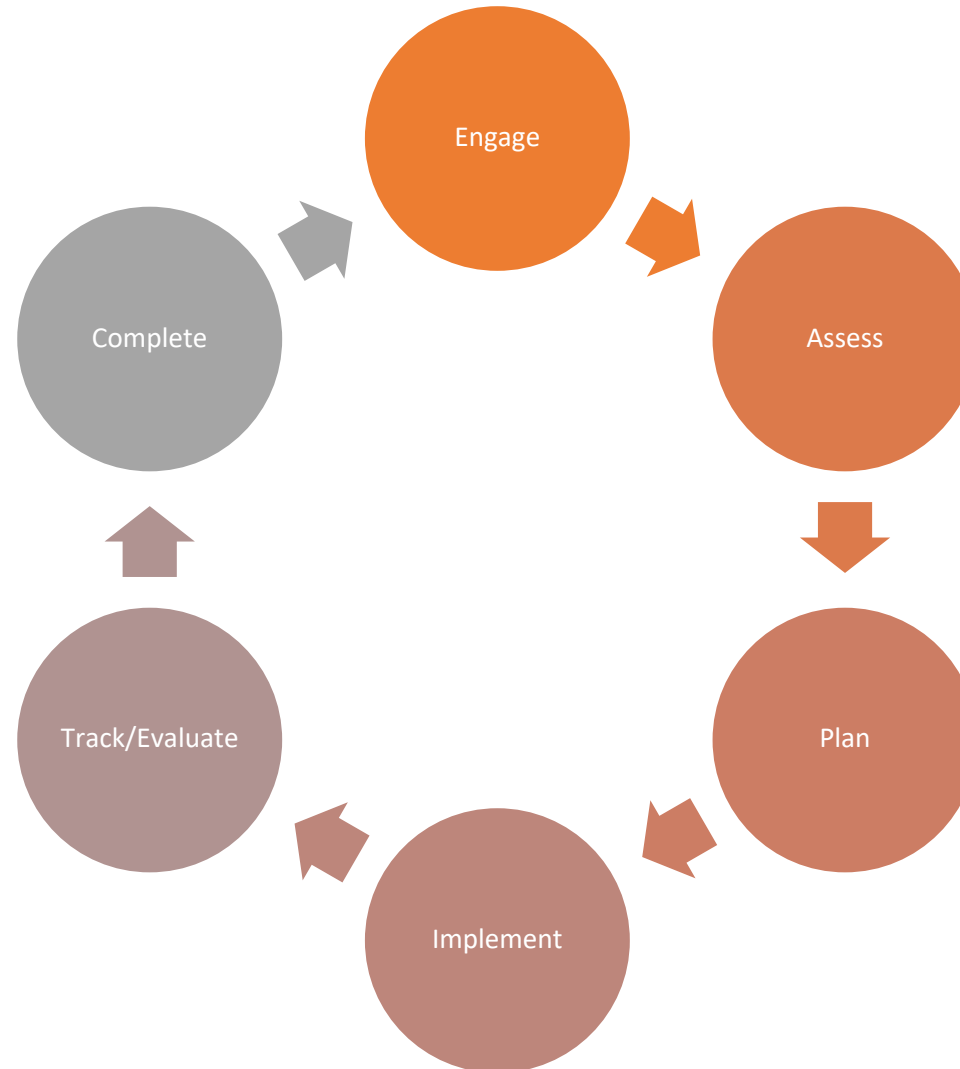
# Program Design



## Program Design - Tennessee

- *Collaboration*
- *Intensive Case Management*
- *Trial and Error*

# Program Design - Tennessee



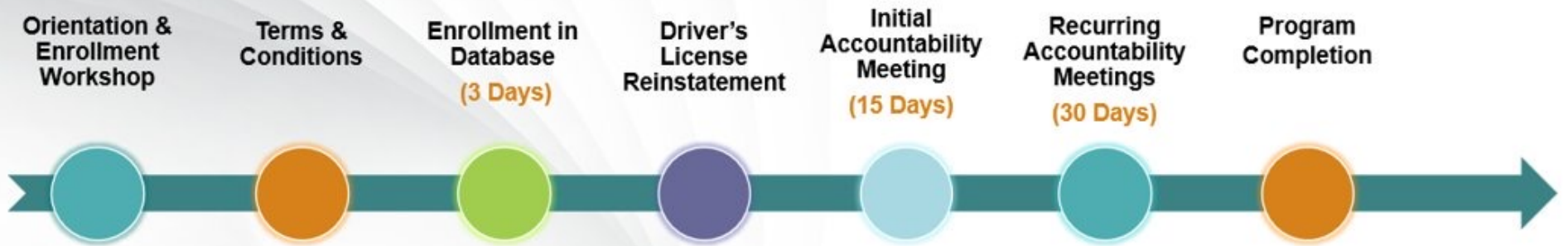
# Program Eligibility – Georgia Fatherhood Program

- Active IV-D case
- Paternity is established
- NCP resides within 50 miles of a Fatherhood Service area
- NCP is unemployed or underemployed
- NCP is receiving public benefits
- NCP is homeless

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## Program Eligibility – Georgia Fatherhood Program

### **Program Timeline**

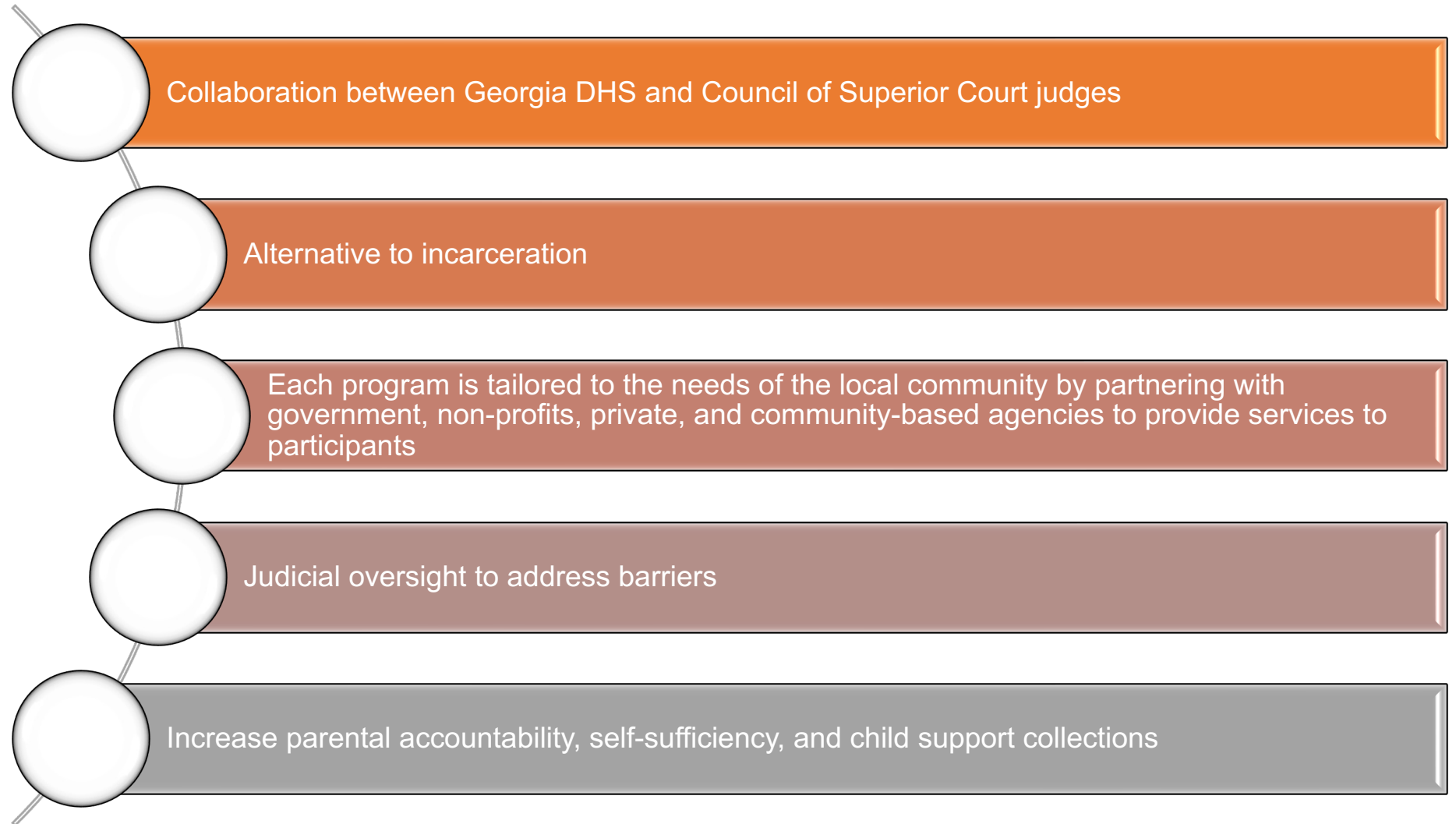


- ✓ Employment must be obtained within 90 days of enrollment
- ✓ Enrollment cannot exceed 6 months without management approval



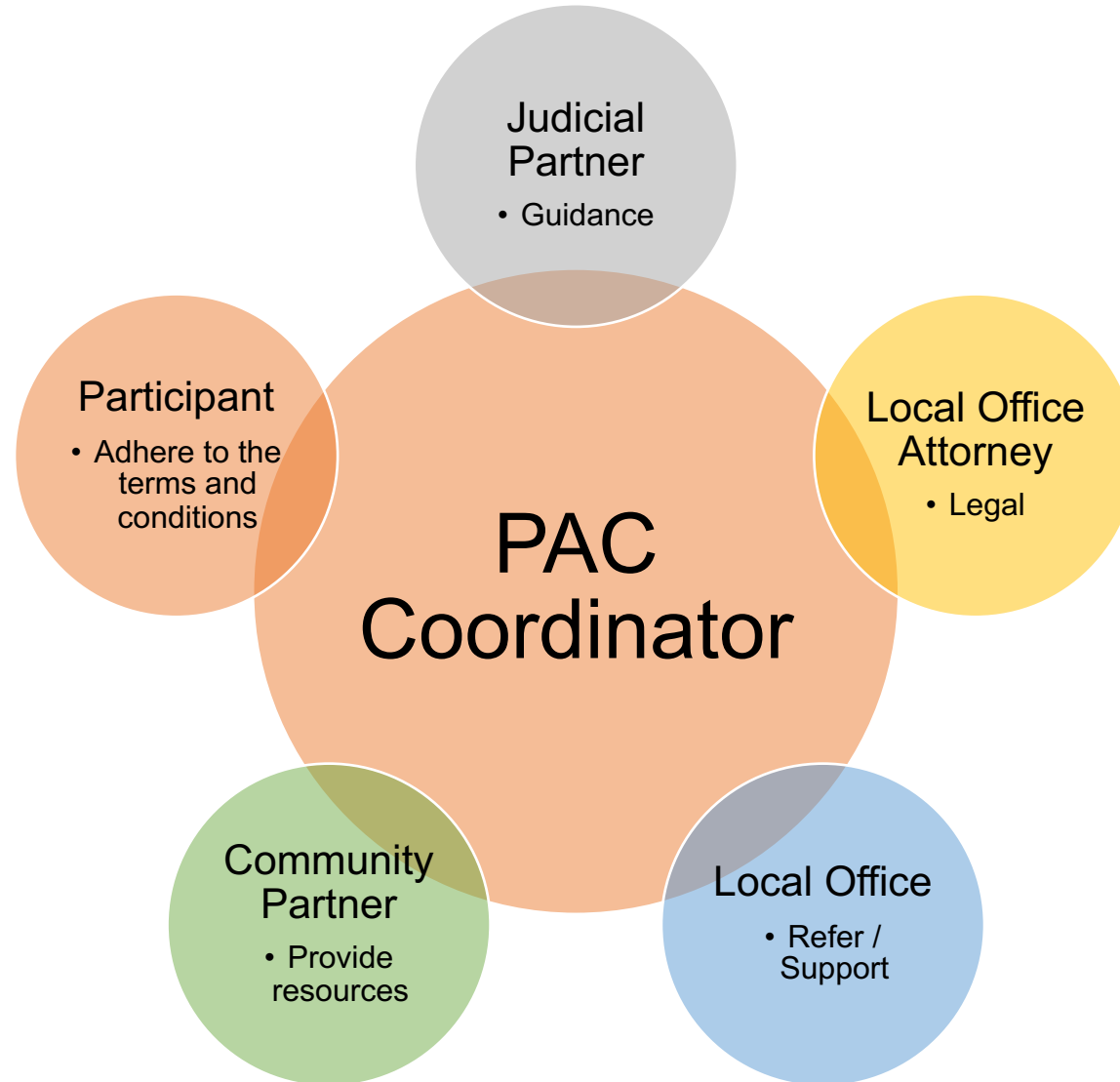
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## Georgia Parental Accountability Court Program Overview



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## PAC Team Members



## PAC Program Eligibility



- ✓ Contempt has been filed, or case qualifies for Consent Contempt.
- ✓ Consent Contempt – A Pre-Contempt Checklist has been completed, and case is eligible for contempt actions. Customer has provided voluntary consent to participate.
- ✓ Customer is currently incarcerated for failure to pay child support, or a pending arrest order is in place.



Important Note: It is important that the case has been screened by a PAC Coordinator and barriers have been identified.

## PAC Program Phases

### Intake

- Complete forms, interviews, and assessments (includes GCIC)
- Sign terms & conditions
- Referrals to service providers
- Driver's license reinstatement review

### Graduation

- Obtained gainful employment or secured an appropriate alternative for income
- Completed their case plan as required by the judge
- Paid as ordered for six consecutive months



### Phase I

- Complete job searches or attend approved training courses
- Comply with any treatment services or community outreach resources
- Provide updates to the PAC Coordinator at the determined frequency
- Attend PAC Court hearings

### Phase II

- Comply with any prescribed treatment plans
- Provide updates to the PAC Coordinator at the determined frequency
- Maintain employment
- Attend PAC court hearings, when applicable

## Program Design - Illinois

- *Not a side gig; a comprehensive vision for service delivery and case management*

## Program Design - Illinois

- *Early Intervention*
- *Targeted Outreach and Notices of Opportunity*
  - *Omnichannel*
  - *Escalation and Adjustment of Messaging*
  - *From Careers to Assistance*



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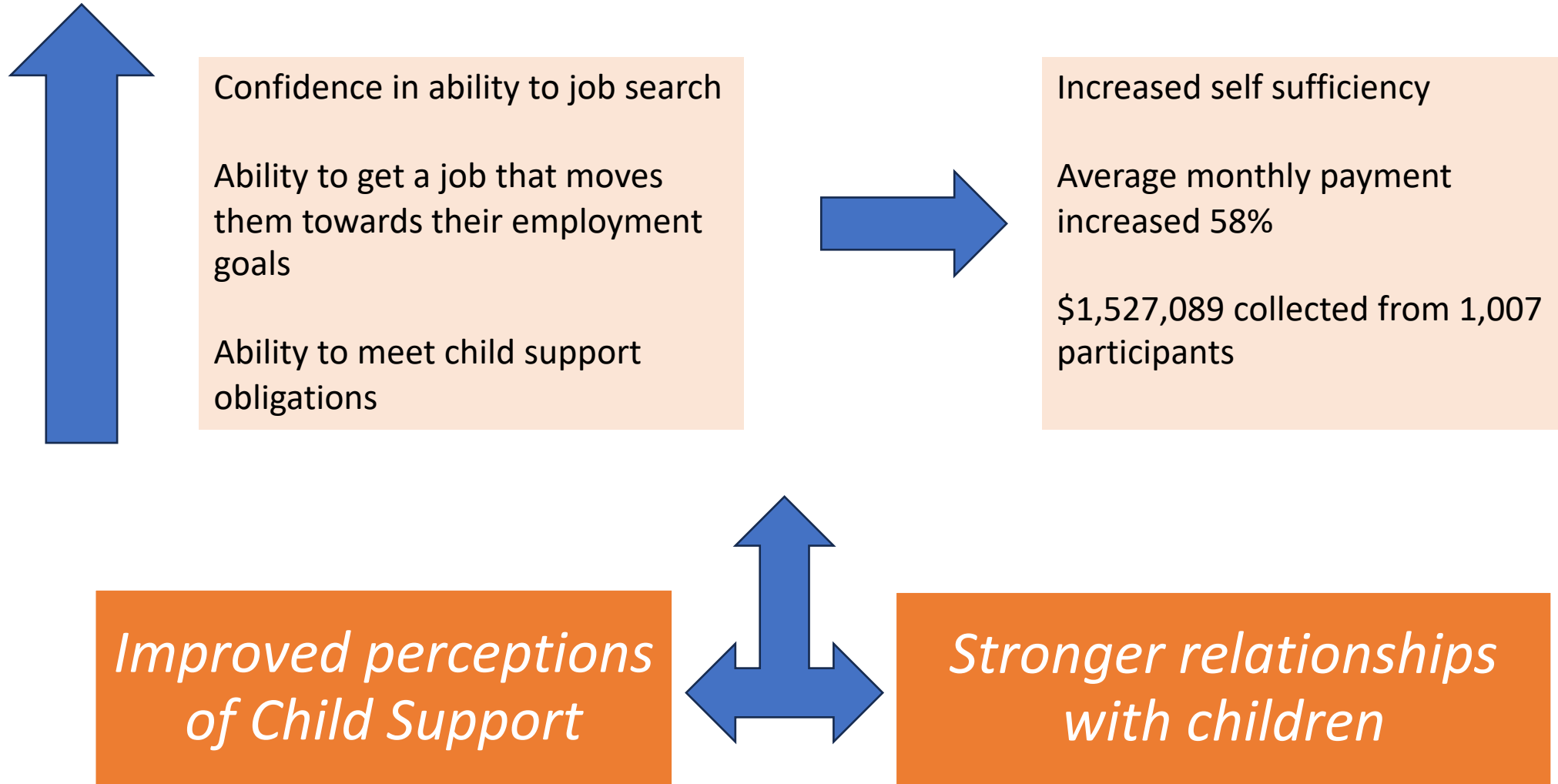
## Measuring Success



## Measuring Success - Tennessee

- *Numbers, Numbers, Numbers*
- *Compliance*
- *Relationships*

# Measuring Success - FY24



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In the Federal Fiscal Year 2024,

# 92%

of non-custodial parents owing  
child support in Georgia were  
fathers



## 68,338

cases are potentially eligible  
for an outreach program



## 5,485

parents were enrolled in the  
Fatherhood Program



## 11,036

children were served



## 1,924

Parents successfully  
completed the program



## 39

Fatherhood Outreach  
Specialists administered  
the program across  
Georgia



## 1,524

Participants were offered or  
referred to GED/short-term  
training resources

# PAC Program Evaluation

**Increases  
Payments**

Referred  
Enrolled  
Removed



**Graduation  
Success**

Increase in payments



**Employment  
& Education  
Matters**

Increase in payments



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## By the Numbers, as of Federal Fiscal Year 2024

**Since Fiscal Year 2009, the PAC program  
has helped:**



**7,878**

noncustodial parents who were at risk of incarceration avoid jail time and provide much needed support to



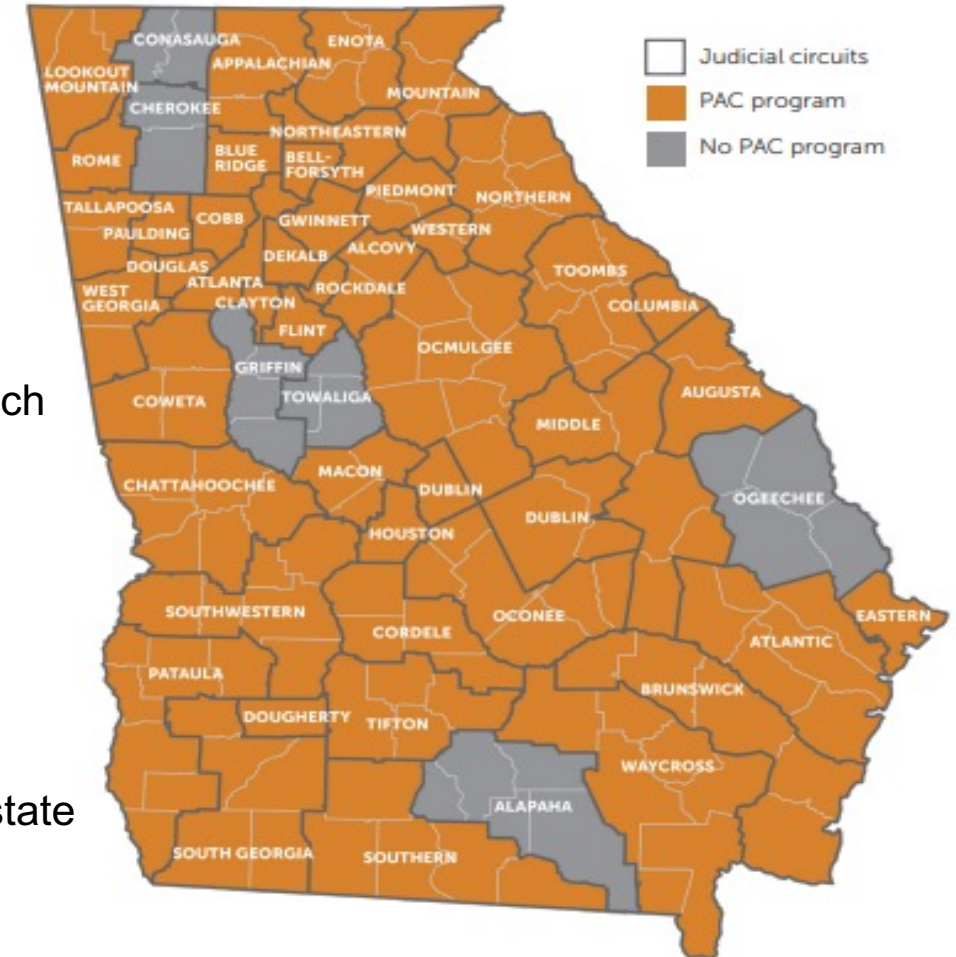
**18,544**

of Georgia's children. Program participants paid an estimated



**\$34.6M**

in support, which, in return, has saved the state millions in incarceration costs.





# Measuring Success - Illinois

## ***Primary Data Organization:***

*Mirror program design, i.e., 60-89; 90-119; 120-149; 150-179;>180; overall*

## ***Quantitative-Outreach Effectiveness***

## ***Quantitative-Program Effectiveness***

*Total Unique Parents Responsible for Paying Support; Unique Parents with a New Employer in CY; Unique Parents with Payment Made in CY; Unique Parents Making Payments in 2 or More Months, 3 or More Months, 4 or More Months, 5 or More Months, 6 or More Months, 7 or More Months, 8 or More Months, 9 or More Months, 10 or More Months, 11 or More Months, 12 or More Months; Total Amount of Payments Made; Mean Monthly Support Amount Due; Total Monthly support Amount Due; Mean Support Paid Per Month Post-Implementation; Total Support Amount Paid; Parent Responsible for Paying Support Have Active employer=y/n by month; Parent Responsible for Paying Support Have an Active Employer in CY; Parent Responsible for Paying Support Have an Active Employer in 2 or More Months, 3 or More Months, 4 or More Months, 5 or More Months, 6 or More Months, 7 or More Months, 8 or More Months, 9 or More Months, 10 or More Months, 11 or More Months, 12 or More Months*

## ***Qualitative***

*Parent Surveying*



# Thank You!

## Contact Information

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## Contact Information

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Contact Center: 1-877-423-4746

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Fatherhood: [fatherhoodinquiry@dhs.ga.gov](mailto:fatherhoodinquiry@dhs.ga.gov)

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*thank  
you*



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Contact Center: 1-877-423-4746

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*thank  
you*

