



U.S. Department of Health and Human Services  
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**CHILDREN & FAMILIES**



## **OFA PeerTA Network Webinar**

# **Strategies for Building and Maintaining Noncustodial Parent Programs**

June 9, 2015 -- 1:30 to 3:00 p.m. EDT

Moderator:

Lisa Washington-Thomas, Self-Sufficiency  
Branch Chief, Office of Family Assistance



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## OFA PeerTA Network Webinar

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## **OFA PeerTA Network Webinar**

**Introductions, Logistics, Agenda Overview**  
Lisa Washington-Thomas, OFA



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- **Florida Noncustodial Parent Employment Program**, Ann Marie Winter and Margie McGranahan, Gulf Coast Jewish Family and Community Services
- **Illinois Parent Support Services Program**, Juan G. Valdez, Illinois Department of Healthcare and Family Services
- **Alabama Fatherhood Initiative**, Mike Roberts, Alabama Department of Child Abuse and Neglect Prevention
- **Facilitated Q&A**, Lisa Washington-Thomas, OFA



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## **OFA PeerTA Network Webinar**

### **Audience Poll #1**

**How knowledgeable are you about TANF-funded programs for noncustodial parents?**

- a) Expert
- b) Proficient
- c) Limited knowledge
- d) No knowledge



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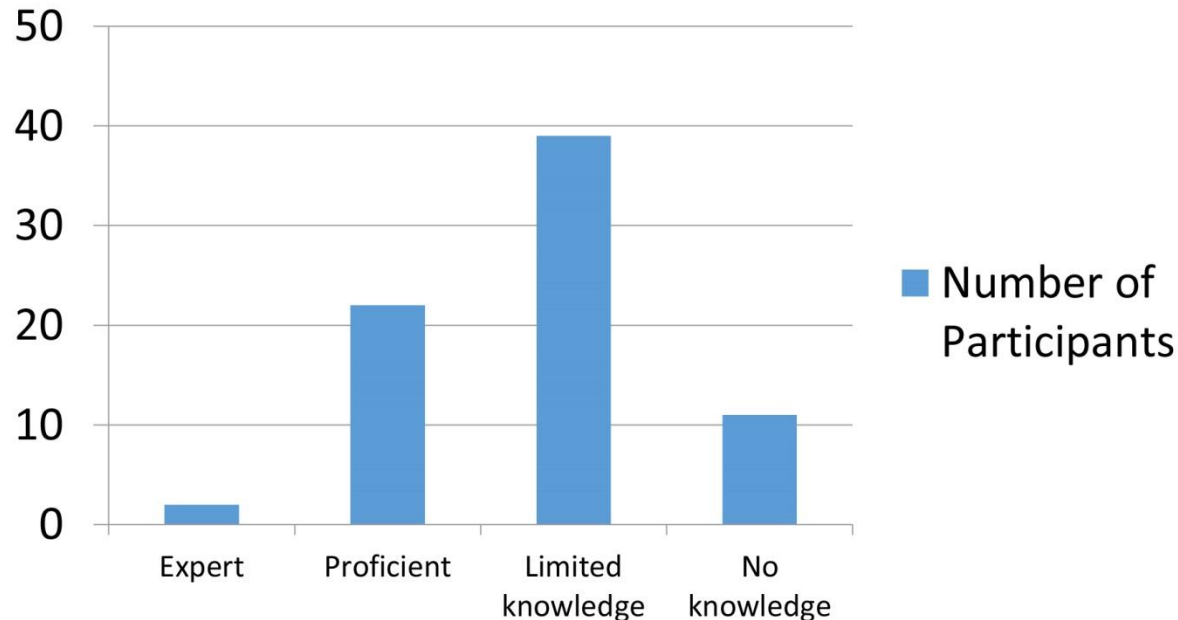


## OFA PeerTA Network Webinar

### Audience Poll #1

**How knowledgeable are you about TANF-funded programs for noncustodial parents?**

**Number of Participants**





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## **OFA PeerTA Network Webinar**

### **Audience Poll #2**

**Does your TANF program currently engage noncustodial parents of children in TANF households?**

- a) Yes, we offer employment and training services to noncustodial parents.
- b) We engage noncustodial parents primarily to encourage them to pay child support to custodial parents.
- c) We are exploring implementing a noncustodial parent program.
- d) No, we mainly provide services for custodial parents.





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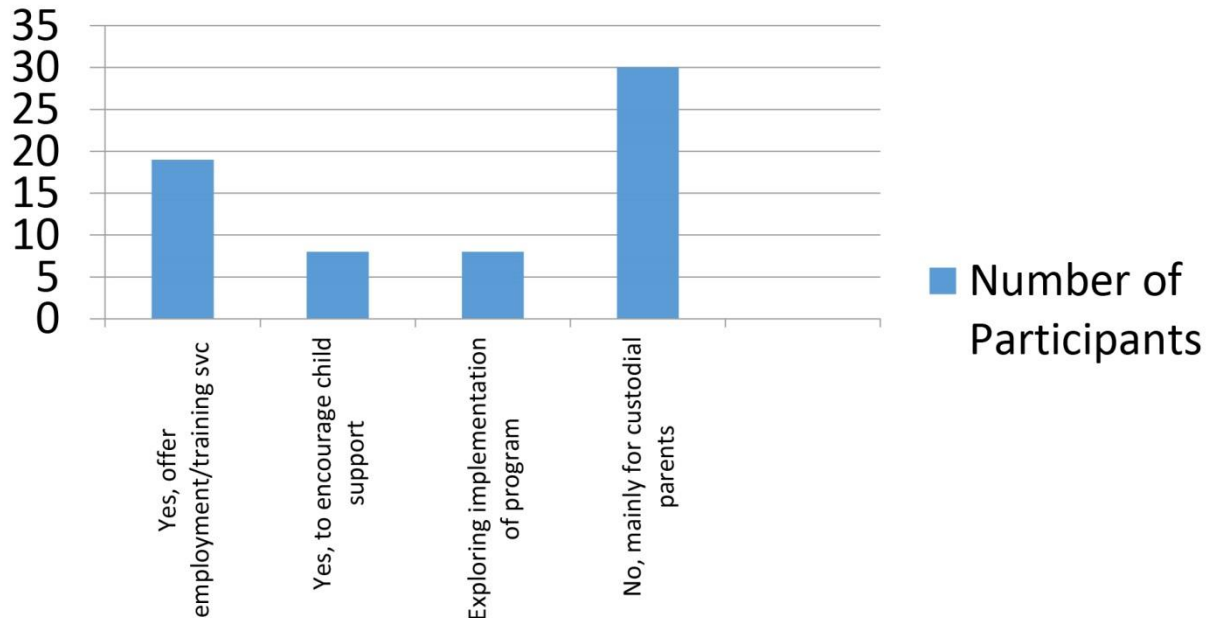


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### Audience Poll #2

**Does your TANF program currently engage noncustodial parents of children in TANF households?**

**Number of Participants**





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## **OFA PeerTA Network Webinar**

### **Audience Poll #3**

**What do you think is the biggest barrier for TANF programs to implementing programs for noncustodial parents?**

- a) Leadership support
- b) Staff buy-in
- c) Knowledge about how to develop effective programs
- d) Funding
- e) Interested partners



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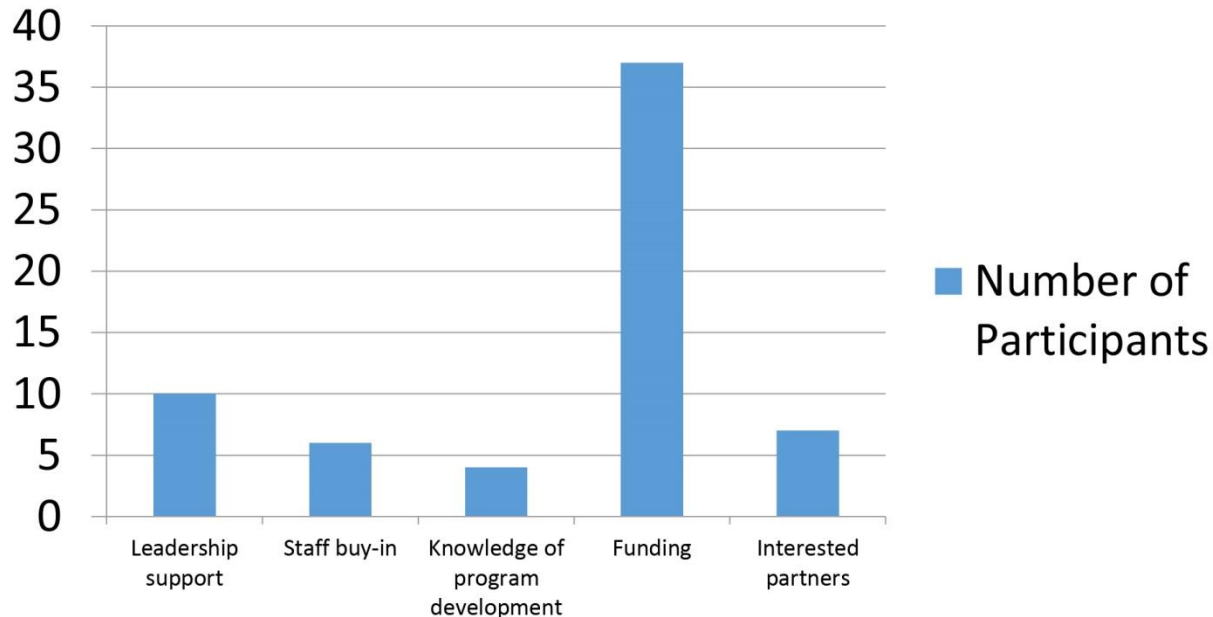


## OFA PeerTA Network Webinar

### Audience Poll #3

**What do you think is the biggest barrier for TANF programs to implementing programs for noncustodial parents?**

Number of Participants





## **Non-Custodial Parent Employment Program**

Gulf Coast Jewish Family & Community Services



# **“Strategies for Building and Maintaining Noncustodial Parent Programs”**

**Ann Marie Winter, COO**  
Gulf Coast Jewish Family & Community Services

**Margie McGranahan, Program Director**  
Gulf Coast Jewish Family & Community Services



## **Who we are ...**

The Noncustodial Parent Employment Program  
(NCPEP)

Established in 1995 by the Florida Legislature  
with programs in Pinellas, Pasco, and  
Hillsborough Counties in West Central Florida  
and Miami in South Florida



## What we do ...

The Noncustodial Parent Employment Program (NCPEP) assists unemployed and underemployed noncustodial parents who are not making their child support payments and have children who receive or are eligible to receive public assistance to:

- find employment
- make child support payments
- motivate participants to increase their interaction with their children, and
- decrease dependency on TANF



# NCPEP Participants:

- Low-income noncustodial parent
- Have children who are receiving or are eligible to receive assistance
- Court-ordered into the Program or volunteers who meet all criteria such as TANF eligibility and have a child support order
- Client base is predominantly male (80%)
- Over half of the participants are African American, (54%), 28% Hispanics, and 18% Caucasian
- An average of 60% are ex-offenders
- Their barriers to employment and earnings include: limited education and work histories, criminal backgrounds, lack of transportation, mental health and behavioral issues, substance abuse



# Program Services

- Some of the services we offer:
  - Supervised job search
  - Job development
  - Educational and vocational assessments
  - Job placements
  - Case monitoring
  - Support services
  - Interview preparation
  - Career planning
  - Financial & parenting training







# Expected Outcomes

- NCPEP helps provide absent parents with the tools they need to get and keep a job.
- In addition to increasing child support collections and reducing the need for public assistance, the program also helps parents regain confidence in taking care of their families.
- Everyone benefits when parents take financial responsibility for their kids, including the taxpayer.
- The impact on families receiving child support is substantial. Families who receive child support are less likely to rely on TANF, working parents are less likely to file unemployment claims, and their children are more likely to be covered by medical insurance.



# Expected Outcomes

## Continued

### Contractual Benchmarks

- Enrolled – 1,200
- Placements – 65%
- 90 Days Retention – 70%
- 180 Days Retention – 50%
- CS Payments – 65%
- Wage Increase – 30%
- Position Upgrade – 12%
- Training/Certificate – 54%

# Partners and Partnership Management



- Workforce Regional Boards (Known in Florida as CareerSource)
- Co-located at the CareerSource Centers in Pinellas, Pasco, and Hillsborough Counties and work very closely with the Miami Centers staff, access to all resources offered there
- Attend all the Workforce Board meetings
- Partners with DOR, Circuit Courts and State Attorneys office
- Ex-offender Coalitions and Probation Officers
- Community Social and Training Agencies
- Employers



# TANF Program Involvement

- We have no direct involvement with the TANF Program, as we do not work with the custodial parent.
- We do provide employment information to the courts, who in turn inform DCF.
- Mediation is one of the components we would like to add to the services to work with both sides of the continuum.

# Funding Sources (start-up and current)



- Florida Legislature
- Department of Economic Opportunity
- CareerSource Florida
- CareerSource Pinellas



# Initial Champions

- Our Past CEO
- Our Past Chair of the Board
- Legislators



# Start-up Considerations

- Theory of change
- Welfare Reform
- Missing Link
- No services available for this population
- Approached Legislators who passed the funding
- Meetings with DOR - Child Support Enforcement staff
- Experience with the many other programs in the agency
- Designed the Program focusing on this population's needs
- Policies and Procedures were created specifically for this program
- Staff hired and trained based on those policies

# Evaluation/Data on Outcomes



- Data is recorded on the State tracking system and on our own EHR
- The Program has had several independent evaluations over the years, all of which have yielded similar and positive outcomes
- The Program has yearly audits by the Funders and quarterly internal QI monitoring





# Notable Successes

- Since inception, the program has successfully served **19,900** noncustodial parents statewide, benefitting over **53,550** children since its inception and more than 20,000 jobs
- Average of 10 parents received custody of their child/ren each year
- Each year, an average of 60 clients are assisted with reinstatement of driver's license
- An average of 80 families stop receiving public assistance due to child support payments
- Strongly supported by the Florida Legislature, Workforce Boards, judges and hearing masters in multiple Circuits, Department of Revenue Division of Child Support Enforcement
- The program continues to be successful in both human terms and fiscal terms and promises to continue to be an asset to noncustodial parents and their children, the criminal justice system, and the State.

# Notable Successes Continued: Cost Effective



- The program costs less than the revenue collected through child support payments. Recent program evaluation shows that for every \$1.00 spent in the program, the state receives average of \$4.00 in child support.
- Collects an average of \$3.3 million child support payments per year.
- Approximately 80% of the clients who have enrolled in the program continue to make payments. Our estimate = \$383,770 per month, or over \$4.3 million a year in addition to the number above.
- NCPEP's impact on other public assistance programs was positive, as demonstrated by a sample of 140 clients who reported a 73% decline in receiving food stamps, a 24% reduction in custodial parents receiving public assistance, and the removal of 75 children from Medicaid.



# Program Challenges

- Funding
- Limited collaboration from DOR/CSE, State Attorney's Office and the Courts

# Advice on Starting Similar Programs



- Work very closely with Department of Revenue, Child Support Enforcement
- The Workforce System
- Establish personal relationships with employers
- Identify funding appropriate to your state
- Technical assistance from successful programs



# Contact Information

**Margie McGranahan**

**Program Director**

**Gulf Coast Jewish Family & Community Services**

**Direct Line: 813-930-7614**

**Cell: 727-422-7503**

**[MMcGranahan@gcjfcs.org](mailto:MMcGranahan@gcjfcs.org)**

**[www.gcjfcs.org/employment](http://www.gcjfcs.org/employment)**



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### **Illinois Parent Support Services Program**

Juan G. Valdez, Illinois Department of  
Healthcare and Family Services



# TANF

Mike Roberts

Field Director

Department of Child Abuse and  
Neglect Prevention

334.262.2951

[www.ctf.alabama.gov](http://www.ctf.alabama.gov)

# History

- Initial Champion – Alabama Department of Human Resources
- Initial Program
  - Programs focused entirely on single mothers
  - Joel Sanders, Family Assistance Division Director initiated program
  - Noncustodial fathers became the focus
  - Initial Target Population: DHR clients
  - Connection with agencies and organizations with similar goals



# History continued

- Target population/statistics
- Inadequate access of fathers to:
  - Information
  - Motivational techniques
  - Financial management

# Goals and expected outcomes

- Encourage noncustodial fathers to reconnect with their children
  - Prisoners Mother's Day vs. Father's Day
  - Percentage of men in prison without at-home fathers
  - Statements of fathers in program

# Goals and expected outcomes continued

- Support custodial mothers with collection of child support payments through DHR
  - Stressors to single moms
- Collections - the first step to any communication
- Encourage co-parents to realize the child must come first
- Rebuild the noncustodial father
  - Father's wounds
    - Rejection by father
    - No father figure

# Program components and services

- Work with DHR to increase noncustodial payments
- Teaching sessions for fathers
- Assistance with training and employment for fathers
  - Job readiness
    - Resume writing
    - Interview skills
    - Job search in community



# Program components and services continued

- Short-term job skills training
  - Community colleges
- Counseling services
  - Visitation rights
  - Substance abuse
  - Anger management
  - Legal assistance in court

# Program components and services continued

- Legal system navigation
  - Peer support
  - Life skills training
- Anger management
- Financial training
- Work ethic
- Relationship restoration

# Curricula

- Quenching the Father's Thirst
- Partners for Fragile Families
- Foundations of Fatherhood
- Dr. Dad
- Inside/Out Dads
- Understanding Dads



# Eligibility

- All noncustodial mandated parents (male and female)
- Any parent can access the program, but priority must be given to the noncustodial parents





# Partners and Partnership Management

- Department of Human Resources (grant recipient from Health and Human Services)
- ADCANP receives grant funds from DHR/administers contract for DHR
  - Periodic reports to DHR
  - Assess grant effectiveness with DHR at next grant period
- ADCANP had open grant applications for possible grantees
- Grantees follow grant contract from ADCANP
  - Financial oversight
  - Site visits
  - Technical support

# Evaluation

- Monthly reports from grantees
  - Total payments
  - Numbers currently employed/laid off
  - Number currently enrolled in educational program
  - Number graduated from educational program
  - Number currently enrolled in short-term skills training
  - Number graduated from short-term skills program
  - Total participants YTD
- Site Visits
  - Determine adherence to contract and stipulations
  - Assist in areas of concern
  - Assure maintenance of adequate numbers served
- Yearly assessment of programs by ADCANP and DHR personnel
- Compare allocation of funds with funds collected through DHR (collections continue through DHR in succeeding years)

# Challenges

- Funding
- Available jobs
- Felonies
- Participant buy-in
- DHR case worker relationships with fathers
- Co-parent relationships
  - Collection funds (mother/father views)
  - New partners of mother/father
  - Visitation rights
- Licenses revoked
- High percentage for penalty of failure to pay
- Apathy

# Successes

- Realization the child must come first
- Less anger between co-parents
- Job stability
- Fathers complete program



# Advice

- Must have full buy-in from judges
- Mandatory participation
- Understanding by all parties of the goals
  - Child comes first
  - Collections
  - Fathers reattachment with child
- Mandatory participation of mothers in some form to receive funds
- Establish mentors for fathers
- Have funding available for transportation



# Advice continued

- Well established rules by the grantees for the program
  - Punctuality
  - Continuity of sessions (continue on rotating basis)
  - Immediate initiation of contact by grantee at first court session
  - Encourage reduction/forgiveness of interest payments for fathers who make on time/full child support payments for a period of time
  - Semantics can affect receptiveness



## **Alabama Department of Child Abuse and Neglect Prevention**

334.262.2951

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## **OFA PeerTA Network Webinar**

### **Audience Poll #4**

**What federal technical assistance would be most helpful to you in implementing programs for noncustodial parents?**

- a) Additional webinars
- b) Peer exchanges
- c) Written products
- d) Targeted and individualized TA





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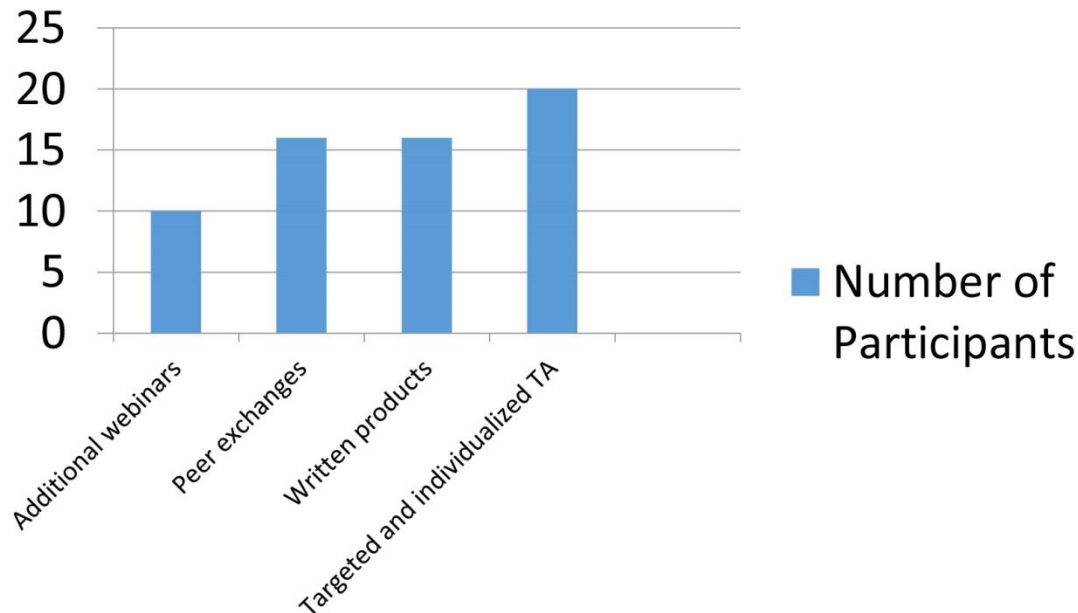


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### Audience Poll #4

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**Number of Participants**





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## **OFA PeerTA Network Webinar**

### **Facilitated Q&A**

Lisa Washington-Thomas, OFA



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