

National Council of Child Support Directors
2018 Annual Meeting & Conference
Child Support: A Safe Harbor for the Future
May 13 – 16, 2018 • Norfolk, Virginia



Castoff to Section 1115 and Beyond

Tuesday, May 15, 2018 • 1:15 PM – 2:45 PM

Kate Cooper Richardson, Director, Oregon Child Support Program

Larry Desbien, Director of the Division of Child Support Services, Colorado Department of Human Services

Wally McClure, Director, Washington State's Division of Child Support

Benidia A. Rice, Deputy Attorney General/IV-D Director, Office of the Attorney General, Child Support Services Division

Barbara Lacina, Division Director, Office of Child Support Enforcement

Kate Richardson

Kate Cooper Richardson is the IV-D director of the Oregon Child Support Program in the Oregon Department of Justice. Kate joined the program in 2010, and was appointed by the Attorney General in January 2013 as director. A graduate *cum laude* of Willamette University School of Law, her 21-year public service career spans work in all three branches of state government, including eight years as Chief of Staff to the Oregon State Treasurer. Kate is an active member of the National Council of Child Support Directors and hosts the monthly “Newbie” calls for the Mentoring Committee. She is also a board member of NCSEA, serving as co-chair of the Policy & Government Relations Committee. Kate is currently leading her organization through a multi-year \$130+ million replacement of Oregon’s legacy child support system, scheduled to begin an 8-month phased rollout in summer 2018.





Guidelines & parenting time

- Oregon's guidelines factor parenting time into its calculation
- Child support orders taken by the Oregon Child Support Program don't include a parenting time order, but the child support calculation takes into account
- For the parenting time credit calculation, the program can use a court-ordered parenting time agreement or an agreement signed by both parties
- If there's no written parenting time agreement or court order, the parent with primary physical custody will be treated as having all parenting time



Parenting Time Opportunities for Children

- OCSE offered grant: Parenting Time Opportunities for Children (PTOC)
- Oregon received 1 of 5 PTOC grants awarded – fall 2012
- Two parts:
 - Free mediation services for low-income parents to develop parenting plans
 - Development of comprehensive, self-directed interactive web-based parenting plans
- Partnered with Center for Policy Research (CPR) to study and evaluate



What's an interactive parenting plan?

- Since 2000, Oregon had a downloadable PDF to create parenting plans
- The PTOC grant allowed Oregon to advance the process to create a user-friendly, more adaptable online process
- A online self-guided interview program that allows users to create a customized parenting plan
- Tool used: the Oregon courts' Odyssey Guide & File created by Tyler Technologies
- Oregon launched its interactive parenting plan in February 2017



Who designed it?

State Family Law Advisory Committee workgroup

- Child support program representatives
- Judges
- Mediators
- Domestic violence advocate
- Legal Aid representatives
- Family law attorneys
- Court staff
- Child development experts



What did they do?

- Reviewed existing parenting plans based on:
 - age of children
 - distance between households
 - safety issues
- Developed the questions and logic flow that parents would need to answer to arrive at a customized parenting plan
- Compiled list of resources helpful to parents
- PTOC grant paid for person to develop in Guide & File (not an IT person!)
- PTOC grant paid for helpdesk analyst for phone assistance to parents after go-live (not an IT person, either!)

What does it look like?

- Interactive parenting plan is accessed through the Oregon Judicial Department's website
- Users can create free account so they can save plan and return later (up to 90 days)
- Go to: <https://oregon.tylerhost.net/SRL/SRL/#>
(yep, it needs a better URL!)
- Let's take a very fast trip through the site....



Start a New Filing Interview

Please select the type of filing you would like to complete.

- Divorce, Children, and Separation (Petition)
- Divorce, Children, and Separation (Response)
- FAPA Restraining Order Renewal
- Parenting Plan
- Residential Eviction (FED) Complaint
- Satisfaction of Money Award
- Small Claims - Complaint
- Small Claims - Response




INTRODUCTION VIDEO



OJD Guide & File

In the Oregon Circuit Courts

Welcome ▾

Home Start a Filing My Interviews

Select Interview

Complete Interview

Review Summary

Submit Documents

Welcome to the Guide & File Parenting Plan Interview!

A parenting plan is a document that states when the children will be with each parent, and may include other issues about the children's care. Your plan may deal with things like exchange and transportation, communication, day care, babysitters, resolving disputes, and other subjects.

Click here to get a pdf that can help you think through your parenting plan before you start this interview.

You can use this interview to make a parenting plan that you can file with the court, or to manage co-parenting on your own.

Your parenting plan may be either general or detailed. If you are filing it as part of a court case, it must at least have the minimum amount of time the children will be with each parent.

Parenting plans are not permanent and need to change as the children develop and grow and the family circumstances change.

This interview does not provide a complete statement of the law. For legal information, talk to a lawyer, visit your local law library, or refer to the resources in the help boxes on the right side of each page.

You can also...

Sign up to save your work

Already signed up? Log in

- **Family Law Program Website**
[Family Law Program](#)
- **Safety Resources**



Family Resources

- **Where to Get Legal Help**
- **Court Finder Tool**
- **Legal Words and Definitions**
- **Talk to a Lawyer If:**



Legal Resources



OJD Guide & File

In the Oregon Circuit Courts

Welcome Mom Sample ▾

Home Start a Filing My Interviews

Select Interview

Complete Interview

Review Summary

Submit Documents

THE FAMILY LAW PROGRAM Website has valuable information about courts, parenting plans, legal forms and other services in the community. The information there can help you with your parenting plan whether or not you are filing with the court. [Click here](#) to access the website.

You can find information there about crafting and enforcing a parenting plan, filing for divorce (dissolution), annulment, or separation, custody and child support, and domestic violence

MEDIATION

Mediators can help parents find ways to talk to each other about their children and work through their disagreements about their parenting plan. You can also find out about family mediation services by contacting your local Court or visiting the [Family Law Mediation page](#)

FINANCIAL CONSIDERATIONS

Decisions about parenting time can have financial implications. They can affect how much child support a parent is responsible for, who can claim a dependent child tax deduction, and other issues. The Oregon Child Support Program has a percentage calculator for child support and other resources. You may need to see an attorney or tax professional, depending on your situation. [Click here](#) to go to the Child Support Calculator.

Exit

Go to

Resources ▾

Previous

Next

- **Family Law Program Website**
[Family Law Program](#)
- **Safety Resources**
- **Do you have questions about how to use this interview?**



Family Resources

- **Where to Get Legal Help**
- **Court Finder Tool**
- **Legal Words and Definitions**
- **Talk to a Lawyer If:**



Legal Resources

- **Child Support Questions?**



Child Support



Safety

Protect Yourself



CAUTION!

Information you provide to the court is **PUBLIC INFORMATION**.

If you are in danger of abuse or stalking, be aware that you can use a contact address that is not your home address. The court will assume that you receive all notices sent to your contact address. Notify the court if you need to change your contact information.

If you choose to electronically file your forms, you will receive notices from the court by **email**. If someone else can access your email account, that person will also see the court notices.

If an abuser is monitoring your computer activity, it may be impossible to erase all trace of the sites you visit on your computer or mobile device. Click [here](#) for information on erasing your browser's history. Learn more about safety and technology at ocadsv.org/technology

- **Family Law Program Website**

[Family Law Program](#)

- **Safety Resources**

- **Do you have questions about how to use this interview?**

The Oregon Child Support Program provides a **Parenting Plan Helpline** to answer questions about how to use this interactive interview.

To ask questions, call **503-949-2776** or email: parentingplanhelp@doj.state.or.us

Hours:

Monday, Wednesday, and Friday
MORNINGS from 10 am to 2 pm
Tuesday and Thursday AFTERNOONS
from 2 pm to 6 pm
the first Saturday of the month from
10 am to 5 pm

If you need help outside those hours, leave a message with the best time to reach you.



Family Resources

- **Where to Get Legal Help**

- **Court Finder Tool**

- **Legal Words and Definitions**

- **Talk to a Lawyer If:**



Legal Resources

Select Interview

Complete Interview

Review Summary

Submit Documents

If you have concerns about your safety or the safety of your children with the other parent, you can ask the court for special limits on parenting time

* = required field

A parenting plan is not a protective order!

If you fear abuse by the other parent, or just need some help sorting out your situation, talk with a domestic violence advocate

The Safety Resources link in the Help Box to the right that can help you find resources in your area

If you feel unsafe for any reason, you may want to consider making a safety focused parenting plan

Would you like to see some questions that can help you decide whether you should consider a safety-focused parenting plan? *

- Yes
- No

You can also...

Sign up to save your work

Already signed up? Log in

- **Family Law Program Website**
[Family Law Program](#)
- **Safety Resources**



Family Resources

- **Where to Get Legal Help**
- **Court Finder Tool**
- **Legal Words and Definitions**

Does the other parent

- o damage or destroy property?
- o make you feel afraid or that you are "walking on eggshells"?
- o grab, push, kick, shove, choke, punch, slap, hold you down or hurt you or your children in some way?
- o threaten (or has attempted) to commit suicide??
- o consume drugs or alcohol to excess?
- o threaten to keep your children from you?
- o threaten or hurt you with weapons?
- o scare or hurt you in such a way that you have had to call the police?

If you answered "yes" to any of these questions, please consider creating a safety focused plan.

If you have experienced any of the behaviors listed below, consider speaking to a Domestic Violence (DV) professional about your situation. **A safety-focused plan may be appropriate.**

Does the other parent

- o pressure or force you into having sex or going farther than you want to?
- o have access to firearms or other weapons (knives, stun gun, etc.)?
- o get extremely jealous or possessive?
- o check up on you all of the time or make you check in?
- o try to control what you wear or how you look?
- o try to keep you from seeing family and friends?
- o insist on controlling all of the money in the household?
- o call you names, put you down, humiliate you, or tell you no one else would ever want you?

[Click here](#) for DV information and resources including hotlines, crisis centers, and legal help

Do you want to make a safety focused plan? *

- Yes
- No

- **Legal Words and Definitions**
- **Talk to a Lawyer If:**



Legal Resources



Select Interview

Complete Interview

Review Summary

This interview will help you make a parenting plan that is best for your family situation

Note: this plan is not enforceable by the court or law enforcement unless it is filed as part of a court case.

This might be a FAPA Restraining Order, a custody order, or dissolution of marriage (divorce).

All children benefit from a consistent and predictable schedule. Regular parenting time can help children feel more secure and safe. It also minimizes the number of times the children switch homes and caretakers. This can be a stressful time, especially for young children. Frequent transitions also increase your risk of contact with the other parent.

This interview has links to information about domestic violence, staying safe in abusive relationships, and the parenting needs of children at different ages

A Domestic Violence Advocate can help you to create a safety plan for you and your children. To find domestic violence resources in your area [Click here](#) or **call 800-799-7233**

Interview format

- Walks parents through a series of threshold questions
 - Parents' names
 - Number of children, their names, date of birth
 - Whether children live primarily with a parent, etc.

Do you and Steven currently live together? *

- Yes
 No

Child's Full Name *

First Middle Last

Date of Birth

Use MM/DD/YYYY or click the calendar

MM/DD/YYYY

Age

0

* = required field

Safety focused plans

The first step is to select the type of plan you want. Consider your children's need for regular, safe time with the other parent, and your safety. You will be able to customize the plan to best fit your family's needs. * = required field

All of the Safety Focused Parenting Plans provide for public drop-off and pick-up sites, and the option to limit Dad's contact with you



OVERNIGHT

You feel your child can safely spend time with Dad, this plan allows for *overnight parenting time*

NO OVERNIGHT

You feel your children can safely spend time with Dad for limited periods of time but not overnight

SUPERVISION

You feel your children cannot be safe alone with Dad. This plan has parenting time *under supervision only*.

Which plan do you want to create? *

- Overnight parenting time
- Limited parenting time with no overnights
- Supervised parenting time

• Family Law Program Website

[Family Law Program](#)

• Safety Resources

[Click here for a link to domestic violence help](#)

• Do you have questions about how to use this interview?

• Where to Get Legal Help

• Court Finder Tool



Resources

• Understanding Your Child Birth-Five Years Old

• Understanding Your 6-12 year old



Planning



* = required field

Overnight Parenting Time

This will be the **regular schedule** and will show when Dad has the children. You will have the children at all other times.

We will start with the **Weekend Schedule**. Many families find it easiest to share weekends by *alternating every other weekend*.

The schedule might look like this (the part you will customize is in **bold**):

*Dad will have parenting time every other weekend. We define "weekend" as beginning **4 pm on Friday** and ending at **6 pm on Sunday**.*

Parenting Time Schedule *

- I want to start with an every-other-week weekend schedule
- I want to pick specific weekends to alternate
- I want to make my own schedule

What DAY do you want the weekend to **begin**? * What TIME do you want the weekend to **begin**? *

Example: Friday or Saturday

Example: 4:00 pm, 6:00 pm

What DAY do you want the weekend to **end**? * What TIME do you want the weekend to **end**? *

Example: Sunday

Overnight Parenting Time * = required field

This will be the **regular schedule** and will show when Dad has the children. You will have the children at all other times.

We will start with the **Weekend Schedule**. Many families find it easiest to share weekends by *alternating every other weekend*.

The schedule might look like this (the part you will customize is in **bold**):

*Dad will have parenting time every other weekend. We define "weekend" as beginning **4 pm on Friday** and ending at **6 pm on Sunday**.*

Parenting Time Schedule *

- I want to start with an every-other-week weekend schedule
- I want to pick specific weekends to alternate
- I want to make my own schedule

The "first" weekend of the month is the first weekend in the month that both weekend days fall within the new month. You can choose any day you want to begin "weekend" time.

For example, if you choose Saturday as the first day of your "weekend", then:

If July begins on a Saturday, that will be the first weekend of July

If July begins on a Sunday, the first weekend for July would be the *next* weekend

*Some months have **5 weekends**. Using this plan, the parent who has the children on the 1st, 3rd, and 5th weekends will have 2 weekends in a row on those months.*

The children will be with Dad on the: *

- First, third, and fifth weekends of each month
- Second and fourth weekends of each month

* = required field

Overnight Parenting Time

This will be the **regular schedule** and will show when Dad has the children. You will have the children at all other times.

We will start with the **Weekend Schedule**. Many families find it easiest to share weekends by *alternating every other weekend*.

The schedule might look like this (the part you will customize is in **bold**):

*Dad will have parenting time every other weekend. We define "weekend" as beginning **4 pm on Friday** and ending at **6 pm on Sunday**.*

Parenting Time Schedule *

- I want to start with an every-other-week weekend schedule
- I want to pick specific weekends to alternate
- I want to make my own schedule

Enter your own **weekend** schedule here. Be sure to include the day and time it starts, and the day and time it ends. *

Exchanging the Children

* = required field

Using a neutral exchange site minimizes the contact you have with Dad and decreases the stress on the children. You can pick a person you trust who knows the children to pick them up from you and take them to the exchanges site, where Dad can pick them for parenting time. Afterwards, Dad brings them back the exchange place and your trusted person brings them home.

If you feel safe, you can have the exchange in front of your home (or place where you are a staying) or in front of the other parent's home

Place to Exchange Children

Pick a place to exchange the children that you feel will be safe. This might be a neutral place like a library, mall, or the police station parking lot.

If you feel safe, you can have the exchange in front of your home (or place where you are a staying) or in front of Dad's home.

You can pick more than one place. If you don't know now, you can write "I don't know yet"

Second, pick the person you want to transport the children. This should be someone the children know and trust. *

- I will transport the children
 I don't know yet
 The person named below

If you want to also name a back up person, in case the person above is not available, you can do that here

Transportation

The plan will say that the children are not to ride in a car unless the driver has a valid driver's license, auto insurance, seat belts, and child safety seats as required by Oregon law



Do you want to include parenting time for holidays, like Easter or Christmas?

- Yes
- No

Write your holiday schedule here:

Example: Easter 9 am to 4 pm

Would you like to include extra parenting time during school vacations?

- Yes
- No



Winter Break and Spring Break are the main vacations during the school year

Here are some ideas for plans you might want to use:

Half Each: One parent has the children beginning the day school lets out, and ending at noon on Wednesday. The other parent will have the children for the rest of the break.

Or

Long Weekend: one parent has the children for a long weekend at the beginning or end of the break (Friday - Sunday, Saturday - Monday, etc.)

Or

Weekdays/Weekends: one parent has the children Monday - Friday of the break and the other has them both weekends

(We will look at Summer Vacation on the next page)



Winter Break

Do you want to add extra parenting time during Winter Break?

- Yes
- No

Write your Winter Break schedule here

You can copy and paste a sample to start with, or create a schedule of your own. If you use sample, remember to check your names and days.

Winter Break:

Spring Break

Do you want to add extra parenting time during Spring Break?

- Yes
- No

Write your Spring Break schedule here:

You can copy and paste a sample to start with, or create a schedule of your own. If you use sample, remember to check your names and days.

Spring Break:



Summer Vacation is the longest break in the school calendar

You can choose to add parenting time for the summer, or keep the regular school year schedule in place

Be sure you consider the children's activities like camp or sports, and vacations or family events

Summer Vacation

Here are some ideas for summer schedules you might want to use:

Alternate Weeks: The children will spend every other week with Dad beginning on the first week after school ends, and ending the week before school begins. Time starts at 6:00 pm on Friday and ends at 6:00 pm the following Friday.

One Week/mo: Dad will have the children on the 2nd week of the months June, July and August, beginning at 6 pm on the second Friday and ending at 6 pm on the third Friday

Full Month: Dad will have the children for the full month of July beginning at 6:00 pm on June 30th and ending at 6:00 on July 31st

Do you want to add parenting time during Summer Vacation?

Yes

No

Write your summer vacation schedule here

You can copy and paste a sample to start with, or create a schedule of your own. If you use sample, remember to check your names and days.

Summer Vacation:



Day Care and Babysitting

Dad will be responsible for arranging day care for the children during his or her time with them. No children under the age of 11 will be left unsupervised.

If daycare or babysitting is required* (*choose one*):

- Dad will notify Mom of the name, location and contact information of the provider. Mom will be added to the provider's list of emergency contact persons.
- Dad will only use an approved day care provider, listed below

Approved day care providers:

The "right of first refusal" for babysitting or day care means that Dad would offer to let you provide any temporary **overnight** care needed during Dad's parenting time instead of a babysitter or day care provider.

Do you want this agreement in your plan?

- Yes
- No



Access to Activities and Events

It is important for both parents to be involved in the children's lives as much as possible. Keeping a stable routine ensures the children are loved and helps them cope with the changes in the family. It is also important to keep you safe during any time that you and Dad are at a school event at the same time.

The court can limit 's contact with you for your safety. The statement in the plan would look like this:

Dad may attend the children's sports activities and school events (field trips, plays, award ceremonies for example). **At these gatherings, Dad must not approach within 20 feet of Mom.** While at the event, the parents will treat each other in a courteous and positive manner. They will not act in a negative, angry or hostile way towards each other, either verbally or physically.

The court can also require to notify you in advance. The statement in the plan would look like this:

Dad may attend the children's sports activities and school events (field trips, plays, award ceremonies for example) but **must notify Mom in advance.** While at the event, the parents will treat each other in a courteous and positive manner. They will not act in a negative, angry or hostile way towards each other, either verbally or physically.

Select the option you want in your plan.

If you do not want either, skip the questions by clicking NEXT

- Dad can attend school activities and events but must stay at least 20 feet from me.
- Dad can attend school activities and events but must notify me in at least 24 hours in advance.
- Both



Communication with the Children

Choose any limitations you want on communication with the children. Check all that apply.

- Dad may NOT CONTACT (call, write, or email) the children without prior approval by Mom
- Dad may NOT CALL, but may WRITE or E-MAIL the children. Each parent will provide a mailing address (and e-mail address if appropriate) to the other parent.
- Dad may CALL, WRITE, or E-MAIL the children. Each parent will provide a mailing address (and e-mail address if appropriate) to the other parent.
- Dad may contact the children as follows:

Parent to Parent Communication

Chose the ways that you and Dad will communicate with each other.

- Phone
- In writing to a contact address (you can use a contact address instead of your residence)
- Email
- Other

What other rules do you want on how Dad communicates with you?

For example, only through a trusted person you name

If you picked email or phone above, you can also give the email address or phone number to use

Do you want to limit communications to any of these topics?

- Emergencies relating to the children
- Issues relating to the children
- Changes to the parenting plan (dates, times, etc)



If this plan is filed with the court as part of a case, Dad can be required to follow certain safety rules once the order or judgment is entered by the court. If Dad violates any of the rules, you can ask the court to help by filing a motion for a parenting time enforcement order. Your local court has forms for enforcement if you need them, or go to the Family Law Program website (link in the box on the right).

Safety Rules

Do you need any of these rules in your plan?

- There will be no firearms in Dad's home, car, or in the children's presence during parenting time
- The children will not be physically disciplined
- Dad will not be under the influence of intoxicating liquor, recreational drugs, or a controlled substance as these terms are defined in ORS 813.010 during parenting time
- The following persons might be a danger to the children and may not be present during parenting time:

List anyone who should be prohibited from contact with the children:

Note: If the court approves this rule, the person(s) must be notified of the rule

Use full names

Exit Go to **Safety Rules** Previous Next

- **Family Law Program Website**
[Family Law Program](#)
- **Safety Resources**
[Click here for a link to domestic violence help](#)
- **Do you have questions about how to use this interview?**
- **Where to Get Legal Help**
- **Court Finder Tool**



Resources



This is the place to put other limits or requirements that you want in your parenting plan

Your plan might include things like:

Neither parent is to make negative comments about the other parent or other family members in the presence of the children

Dad will not ask the children to share information about Mom, including a new address

Dad will not interfere with the children's mental health services

Dad will not take the children out of state without the prior written approval of Mom

Dad will return all clothing, medicines, and supplies that came with the children

Tip: you can use the Cut and Paste feature on the computer to copy a rule and paste it into the answer box

Other rules or requirements:

* = required field

Changes to the Parenting Plan

This is not a permanent plan. You can go back to the court and ask for changes to the parenting plan even when the other parent doesn't agree, as long as the changes you are requesting are in the best interests of the children.

This request is called a "Motion Requesting Modification." The court will consider the request and decide based on what is best for the children and for your safety.

You can access forms from the [Family Law Forms page](#)

In some circumstances, both parents will be required to sign the parenting plan. For example, if you will submit this form to the Child Support Program as part of obtaining child support, both parties will be required to sign the form to show they both agree to the terms.

Some family law mediators also require the parents to sign the parenting plan before filing it with the court.

Do either of these circumstances apply to you? *

- Yes
 No

Safety

Remember to Protect Yourself



CAUTION!

Information you provide to the court is **PUBLIC INFORMATION**.

If you are in danger of abuse or stalking, be aware that you can use a contact address that is not your home address. The court will assume that you receive all notices sent to your contact address. Notify the court if you need to change your contact information.

If you choose to electronically file your forms, you will receive notices from the court by **email**. If someone else can access your email account, that person will also see the court notices.

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- **Family Law Program Website**

[Family Law Program](#)

- **Safety Resources**

[Click here for a link to domestic violence help](#)

- **Do you have questions about how to use this interview?**

- **Where to Get Legal Help**

- **Court Finder Tool**



Resources

- **Domestic Violence Resources**



Domestic Violence



Select Interview

Complete Interview

Review Summary

Your interview is complete and your form is ready to print

Click "Proceed" to view, download, and print your form. If you have any changes, you can return to the interview to change your answers. Select the "Go To" drop-down below and select the page where you would like to make changes. After you make the changes, you can click "Next" at the bottom of each page or use the "Go to" drop-down menu to advance to this End Page again and click "Proceed" to re-generate your forms with your changes.

If you have registered for an account with Guide & File, your answers will be saved for 90 days. Log in and click the "Welcome" window to select "My Interviews". From there you can resume and complete, or change your plan and create new forms. Your new information will be saved for 90 days after you last accessed the interview.

Exit

Go to

End Page



Previous

Proceed



Summary

You have successfully completed your Parenting Plan - Safety interview.

You must review each document before you can proceed.

If eFiling is available for this filing, you will see that option after you have reviewed your forms. Save a copy of the **Next Steps** document for your records. It includes blank forms that you will need later, as well as instructions about deadlines and service.

If eFiling is not available or if you don't want to eFile, view or download each document. Save a copy for your records and print the documents you need to file. You do not need to file the **Next Steps** document. Keep the **Next Steps** document in your records - it includes blank forms that you will need later, as well as instructions about deadlines and service.

Your court may have specific local procedures and requirements. Check with the court for further information. [Click here](#) to find your court's website.

Documents

Document Name	Actions	Reviewed
Parenting Plan-SFA	Select... <input type="button" value="v"/>	

Exit

Return to Interview



Safety-Focused Parenting Plan

Filer's Name Mom Sample Other Parent's Name Dad Test

Our Minor Children

Full Name	Age
<i>I'm # 1</i>	14
<i>Second Born</i>	3

Additional Children page attached

- The children live more than half of the time with Dad
- The children split their time evenly between both parents
- The parents and children live in the same residence

1. **PARENTING TIME SCHEDULE** The children will be with Dad on the following schedule. They will be with Mom at all other times.

The Regular Schedule

WEEKENDS: Dad will have parenting time on first and third and fifth weekends. In this plan, "weekend" is defined as beginning Saturday at 8:00 a.m. and ending Sunday at 8:00 p.m..

The "first" weekend of the month is the first weekend in the month that both weekend days fall within the new month. For example, if Saturday is the first day of the "weekend", then: If July begins on a Saturday, that will be the first weekend of July. If July begins on a Sunday, the first weekend for July would be the NEXT weekend

The Holiday, Vacation, and Special Schedules

2. **Exchange and Transportation of the Children**

The children will not ride in a car unless the driver has a valid driver's license, auto insurance, seat belts, and child safety seats as required by Oregon law



The children will be exchanged in a neutral place, named below

The children will be transported to and from the exchange point by

-
- A person will choose in the future
- A person the children know, named below

Alternate If that person is unavailable, the children will be transported by

3. Access to Activities and Events

Dad may attend the children's sports activities and school events (field trips, plays, award ceremonies for example) but must notify Mom at least 24 hours in advance and must not approach within 20ft of Mom. While at the event, the parents will treat each other in a courteous and positive manner. They will not act in a negative, angry or hostile way towards each other, either verbally or physically.

4. Communication with the Children - Dad

- may NOT CONTACT (call, write, or email) the children without prior approval by the other parent
- may NOT CALL, but may WRITE or E-MAIL the children. Each parent will provide a mailing address (and e-mail address if appropriate) to the other parent
- may CALL, WRITE, or E-MAIL the children. Each parent will provide a mailing address (and e-mail address if appropriate) to the other parent
- Other

5. Communication Between Parents

Communication between the parents is limited to (check all that apply)

- Telephone In writing E-mail

The subject of communications between the parents is limited to (check all that apply)

- Emergencies relating to the children
- Issues relating to the children
- Changes to the parenting plan (dates, times, etc.)

6. Day Care

Dad will be responsible for arranging day care for the children during his or her time with them. No children under the age of 11 will be left unsupervised Dad will notify Mom of the name, location and contact information of the provider. Mom will be added to the provider's list of emergency contact persons.

7. Child Safety Rules

Dad will follow the safety rules checked below. If Dad violates any of the rules below, Mom may seek the court's help through a contempt action.

- Dad will not have firearms in the home, car or in the children's presence during parenting time
- The children will not be physically disciplined



- Dad* _____ will not be under the influence of intoxicating liquor, marijuana, or other controlled substance (drugs) as defined in ORS 813.010 during any period of time that he or she is to be with the children
- The following person(s) might be a danger to the children and may not be present during parenting time (Notice to this person is required)

8. Other Parenting Time Rules:

9. Changes to the Parenting Plan

This is not a permanent plan. A parent can ask the court to make changes to the parenting plan (a modification) even if the other parent doesn't agree, as long as the changes are in the best interests of the children.

10. This plan is part of a Court Order when part of a signed Judgment and can be enforced by the court. If one parent does not follow the rules in this plan, the other parent is not excused from following the rules.

-End of Plan-

In signing below, we agree to follow the agreements of this parenting plan.

Mom Sample

Dad Test

Signature / Date

Signature / Date



Plans for young children

Each family and child is unique. The sample schedules on these pages are generally appropriate for children in each age group. The best plan for your child may be more like a sample plan for another age group.

Scheduling



Some families have both little kids (children under 5) and big kids (children who are in school) and so choose to make more than one schedule. Multiple schedules can help to meet the special needs of young children for predictability and consistent time with the primary caretaker, and also the social and activity plans of the older children.

However, two schedules also mean more coordination and planning, and less flexibility for the kids' activities.

If you and A Great have difficulty communicating or working together, a mediator may be able to help. [CLICK HERE](#) for more information about mediation.

If you have children under 5 years old and want to see information about plans for young children in the scheduling section, click Yes

- Yes
- No

Exit

Go to

Intro to Schedules



Previous

Next

Legal Resources



For Legal Help

- Safety Resources
- Family Law Program Website
- Talk to a Lawyer If:
- Co-Parenting Education
- Court Finder Tool



Family Resources

Birth Through Three Guide

The *Birth Through Three Guide* is designed to help parents create parenting plans for very young children.

The *Birth Through 3 Toolkit* provides additional resources. Access the Toolkit [here](#)

- Understanding Your Child Birth-Five Years Old
- Understanding Your 6-12 year old
- Sample Parenting Schedules
Click [here](#) for the Family Law Program's sample parenting time schedules



These are for the regular monthly schedule. You will look at holidays and other special days later in the interview.

Each sample is in a .pdf file that you can download and save or print

The first few years of a child's life are especially important for their future health, happiness and growth. During these years, a child is learning much more than how to walk, talk and follow directions.

It is important for parents to learn about the emotional and developmental needs of preschoolers. Click the links in the box to the right for resources to help you understand the needs of your children at different stages.

SAMPLE A

This schedule may work for families where one parent wants regular contact but has not been the child's primary caregiver

SAMPLE B

This schedule may work when both parents have been at least partially involved in the day-to-day care of the child, have good parenting skills and have a strong bond with the child

SAMPLE C

This schedule may work when both parents have been equally involved in caring for the child, have been involved in things like medical appointments and have a strong bond with the child

Samples for 3 -5 year olds are on the next page



Ages Birth to 24 months Sample A-1:

This schedule may be appropriate for families when one parent wants regular contact, but has not been the child's primary caregiver or has never lived with the child.

- Three periods of 3 to 6 hours spaced throughout the week.
- Provides frequent contact to support bonding.
- Parents need to be able to support child exchanges per week without conflict.
- A sample might look like the calendar below. Parent B is the non-residential parent.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						9 am-1 pm Parent B
	1-4 pm Parent B		1-4 pm Parent B			
						9 am-1 pm Parent B
	1-4 pm Parent B		1-4 pm Parent B			
						9 am-1 pm Parent B
	1-4 pm Parent B		1-4 pm Parent B			



Sample A-2: If parents have inflexible work schedules or higher levels of conflict, a schedule with two periods of 4 to 6 hours (two exchanges instead of three) spaced throughout the week.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						9 am-3 pm Parent B
		12-5 pm Parent B				
						9 am-3 pm Parent B
		12-5 pm Parent B				
						9 am-3 pm Parent B
		12-5 pm Parent B				
						9 am-3 pm Parent B
		12-5pm Parent B				

Source: *Birth Through Three: A Guide for Parents creating Plans for young Children*, available at <http://courts.oregon.gov/OJD/OSCA/JFCPD/Pages/FLP/Parenting-Plans.aspx>



Ages Birth to 24 months Sample B:

This schedule may be appropriate when both parents have been at least partially involved in day-to-day care of the child, have adequate parenting skills and have established a strong bond with the child. This plan could also be phased in after the child has successfully managed an A level schedule for a period of time.

- Two periods of 3 to 4 hours and one 8-hour period spaced throughout the week.
- A sample might look like the calendar below. Parent B is the non-residential parent.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
9 am-5 pm Parent B						
		5-8 pm Parent B		5-8 pm Parent B		
9 am-5 pm Parent B						
		5-8 pm Parent B		5-8 pm Parent B		
9 am-5 pm Parent B						
		5-8 pm Parent B		5-8 pm Parent B		
9 am-5 pm Parent B						
		5-8 pm Parent B		5-8p m Parent B		



Ages Birth to 24 months Sample C:

This schedule may be appropriate when both parents have been equally involved in the day-to-day care of the child, have been involved with medical appointments and enjoy a strong attachment bond with the child. This plan could also be phased in after a child has successfully managed a B level schedule for a period of time.

- Two periods of 3 to 6 hours each week and one overnight each week or alternating weeks.
- A sample might look like the calendar below. Parent B is the non-residential parent.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	Parent B 4-7 pm		Parent B 4-7 pm		Parent B 6 pm overnight	to 3pm.
	Parent B 4-7 pm		Parent B 4-7 pm			
	Parent B 4-7 pm		Parent B 4-7 pm		Parent B 6 pm overnight	to 3 pm
	Parent B 4-7 pm		Parent B 4-7 pm			



Ages 24 to 36 months Sample D

If you are just now establishing a schedule for your 2-3 year old, any of the schedules for children ages 0 to 24 months may be an appropriate starting point. For children who have lots of practice being separated from a primary caregiver, have already adapted well to the earlier schedules, or have two parents who have been equally involved in caregiving, the following schedule might be a consideration.

- One period of 3 to 6 hours and two nonconsecutive overnights each week.
- A sample might look like the calendar below. Parent B is the non-residential parent.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				to 9 am		
	Parent B 5-8 pm		Parent B 4 pm overnight			Noon overnight
to noon.				to 9 am		
	Parent B 5-8 pm		Parent B 4 pm overnight			Noon overnight
to noon				to 9 am		
	Parent B 5-8 pm		Parent B 4 pm overnight			Noon overnight
to noon				to 9 am		
	Parent B 5-8 pm		Parent B 4 pm overnight			Noon overnight



Ages 3 to 5 years Schedule E

This schedule is best suited for parents who have been involved in the day-to-day care of the child and who want continued and increase contact.

- A three-night weekend on alternate weeks, plus one overnight on the other week.
- A sample might look like the calendar below. Parent B is the non-residential parent.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					Overnight	Overnight
				Parent B 4 pm Overnight to 9 am		
until noon.						
			Parent B 4 pm overnight			
					Overnight	Overnight
				Parent B 4 pm Overnight to 9 am		
until noon						
			Parent B 4 pm overnight			

Distance-based plans

Does distance matter?

* = required field

When parents live over 60 miles (or more than an hour) apart from each other, fewer blocks of parenting time may work best to reduce the number of exchanges and time spent in transit. "Distance" plans use this approach of having longer blocks of time less frequently.

If you want to see the Distance options, click "yes." You can return to this page and click "No" to use schedules for local plans with more frequent parenting time options. Use the PREVIOUS button or the Go To window at the bottom of the page.

Tip: You can always navigate to a previous page by using the Go To window. You can also use the Go To bar to move forward to any pages you have already answered.

Do you want to see options for "Distance Plans?" *

Yes

No



* = required field

List the names of the children who will be on this schedule

If all children will be on the same schedule, enter "All" *

All

First names are fine here

The children will attend school in the district: *

- where I live
- where the other parent lives
- Does not apply--Children are too young for school

Will any of the children be home-schooled? *

- Yes
- No

Name the children to be home-schooled. If all children, put All.



* = required field

Regular Schedule

When parents live at a distance, it can be challenging to transport the children. In some cases, fewer long blocks of parenting time may work best.

Which type of **regular schedule** do you want to start with? *

- Alternate (every other) Weekend
 - One weekend a month
 - Time Blocks spread out through the year
 - I want to make my own schedule.
-

What DAY do you want the weekend to BEGIN? What TIME do you want the weekend to BEGIN?

Example: Thursday or Friday *

Example: 4:00 pm or After school *

What DAY you want the weekend to END? * What TIME do you want the weekend to END? *



* = required field

Regular Schedule

When parents live at a distance, it can be challenging to transport the children. In some cases, fewer long blocks of parenting time may work best.

Which type of **regular schedule** do you want to start with? *

- Alternate (every other) Weekend
- One weekend a month
- Time Blocks spread out through the year
- I want to make my own schedule.

How many blocks of time each year?

Example: 4 or 6 *

How many days in each time block?

Example: *

When should you and A Great provide your proposed schedule of time blocks to each other?

Example: May 1st *

* = required field

Missed and Make up Parenting Time

Select any of these rules you want to include in your plan

- Agreements about making up missed parenting time will be made in writing
- If one child is too ill for parenting time, only that child's time is cancelled unless the parents agree
- The personal plans of a parent or a child do not justify a failure to follow this schedule
- If there is a conflict between this schedule and special exchange times (like holidays or birthdays), the parents will follow the special exchange times
- Other (for example, bad weather)

Are any of the children under **11 years old** or in need of care or supervision at all times? *

- Yes
- No

Day Care

A Great is responsible for arranging day care for the children during his or her time with them. No child under the age of 11 will be left unsupervised.

- A Great will notify The Best of the name, location and contact information of the provider. The Best will be added to the provider's list of emergency contacts.
- A Great will only use the day care provider listed below



School Breaks

Even Split - Some families choose to split the main school breaks in half. One parent has parenting time in the first half and the other parent has time for the second half.

Alternate Year - Other families choose to alternate parenting time for the whole break. One parent has the children for the full break in odd-numbered years and the other parent has the children for the full break in even-numbered years.

The regular school year parenting schedule does not apply during vacation periods

Holidays will be scheduled separately in later questions

What schedule do you want for **Winter Break**?

- No change to our regular schedule
- Even Split (50/50 every year)
- Alternate Year (100% every other year)
- I want to make my own schedule for Winter Break

Even Split: Enter the DAY and TIME you will exchange the children for Winter Break

include AM or PM

Example: Weds at 2:00 pm

Which schedule do you want for **Spring Break**?

- No change to our regular schedule
- Even Split (50/50 every year)
- Alternate Year (100% every other year)
- I want to make a custom schedule for Spring Break

A Great will have Spring Break parenting time on:

- Odd numbered years
- Even numbered years



Now we will look at some ideas for Summer Vacation

Here are a few schedule options that work for some families. You can use one of these as a starting place, or you can create your own.

No Change

Some families do not want to make any change to the parenting time schedule for the summer and continue the school year schedule

Time Blocks

Some families choose to keep the same regular schedule throughout the summer and also allow the children to have additional **blocks of time** with the parent they do not live with. This allows for vacations and activities with the other parent.

Time block schedules should include a date when parents have to be notified of when the time blocks will be scheduled. This lets both parents plan for care and activities.

Alternate Weeks

Some parents share summertime equally. The children spend every other week with each parent.

Keep in mind that the end and start of school may interfere with that schedule. Some families begin the summer schedule with the weekend **after** school ends, and end it the weekend **before** school begins.

Others may begin and end **on** the first and last weeks of school. You can begin your summer schedule whenever is best for your family.



What summer vacation schedule do you want to start with?

- No change to our regular schedule
- Time Blocks
- Alternating Weeks
- I want to make my own schedule for Summer Vacation

How many time blocks will A Great have during Summer Vacation?

Example: you can have 2 blocks of 2 weeks each, 4 blocks of 1 week each, 1 block of 4 weeks, etc.

How many weeks in each time block?

Example: 2 weeks

When should you and A Great provide your proposed summer schedules to each other?

This will apply every year. Set a date that gives you and the children time to plan and prepare for summer schedule changes, including summer commitments like camp, sports, and other activities.

Example: May 1st

Now we will look at holidays. The first part includes common holidays listed in the order they appear on the calendar. If your family celebrates additional holidays like Hanukkah or Ramadan, you can add them in the next section.

To keep planning simple, many families share holidays based on an **alternating odd/even year schedule**.

For example, if A Great has the children on Thanksgiving day on the odd-numbered years then The Best will have the children for Thanksgiving day in the even-numbered years.

If there are holidays that you want one parent to have **every year**, like Mother's Day or Father's Day, you can choose the EVERY YEAR option.

Skip over any holidays that you do not want to include in your plan. Holiday schedules override the regular schedule. Any holidays you don't specify will just follow the regular schedule. You do not need to select any holidays if you don't want to.



Which parent will have the children on **New Year's Eve and Day**?

If you want to separate New Year's Eve from New Year's Day, put that in the "Details" section.

- In ODD YEARS - The Best will have the children
- In ODD YEARS - A Great will have the children
- EVERY YEAR - The Best will have the children
- EVERY YEAR - A Great will have the children

Which parent will have the children on **Easter**?

- In ODD YEARS - The Best will have the children
- In ODD YEARS - A Great will have the children
- EVERY YEAR - The Best will have the children
- EVERY YEAR - A Great will have the children

Which parent will have the children on **Mother's Day**:

- In ODD YEARS - The Best will have the children
- In ODD YEARS - A Great will have the children
- EVERY YEAR - The Best will have the children
- EVERY YEAR - A Great will have the children

Which parent will have the children on **Father's Day**:

- In ODD YEARS - The Best will have the children
- In ODD YEARS - A Great will have the children
- EVERY YEAR - The Best will have the children
- EVERY YEAR - A Great will have the children

Some families observe holidays based on a different calendar than the one commonly used by schools, banks, and most employers. If you aren't familiar with the Eastern Orthodox calendar, click "No".

Do you want your holidays to follow the Eastern Orthodox calendar?

- Yes
- No

There are more holidays on the next page. Click NEXT button to continue.



Which parent will have the children on **July 4th**?

- In ODD YEARS - The Best will have the children
- In ODD YEARS - A Great will have the children
- EVERY YEAR - The Best will have the children
- EVERY YEAR - A Great will have the children

Which parent will have the children on **Halloween Night**?

- In ODD YEARS - The Best will have the children
- In ODD YEARS - A Great will have the children
- EVERY YEAR - The Best will have the children
- EVERY YEAR - A Great will have the children

Which parent will have the children on **Thanksgiving**?

- In ODD YEARS - The Best will have the children
- In ODD YEARS - A Great will have the children
- EVERY YEAR - The Best will have the children
- EVERY YEAR - A Great will have the children

Which parent will have the children on **Christmas**?

If you want this to include Christmas Eve, put that in the "Details" section

- In ODD YEARS - The Best will have the children
- In ODD YEARS - A Great will have the children
- EVERY YEAR - The Best will have the children
- EVERY YEAR - A Great will have the children



Would you like to add other holidays or observances?

You can add up to three

Yes

No

you can include birthdays here

You can add up to 3 additional yearly events to your schedule. If you want to include more holidays, or if there are events that do not happen every year, you will be able to add them in the Additional Agreements section.

You have added the following additional holidays, events, or observances:

Enter your **additional holidays** one at a time

Name the holiday or observance

Which parent will have the children for this holiday?

- In ODD YEARS- The Best will have the children
- In ODD YEARS- A Great will have the children
- EVERY YEAR-The Best will have the children
- EVERY YEAR-A Great will have the children

List the begin and end times and other details here:



* = required field

Are any of the children under **11 years old** or in need of care or supervision at all times? *

- Yes
- No

Day Care

A Great is responsible for arranging day care for the children during his or her time with them. No child under the age of 11 will be left unsupervised.

mation of the provider. The Best

Days Off

Schools often close for teacher in-service, furloughs, and and other events throughout the year when parents are likely working.

Sometimes daycare centers close as well. It's important to have a plan for how you and A Great will handle these changes to the children's routine.

Many families find it easiest to handle **scheduled closures** by adding that day to the parent's regularly scheduled time. For example, if the day off is a Friday or Monday, that day will be added to the weekend time.

For example, if there is a Monday in-service day after a weekend when A Great has the children, then A Great's parenting time would continue through Monday and end on Monday at the regular end time.

- I want to use this plan
- I want to make my own plan
- Does not apply



Snow Days, Emergency Closures

Sometimes school or daycare center is delayed or cancelled for weather (snow, ice, flooding, etc.), maintenance emergencies, or other unexpected reasons. Parents need to have a plan for such days. Keep in mind that the most common unexpected school closure is weather-related, so consider whether you and A Great will be able to safely travel during these times.

Many families find it easiest to have the parent who had the children the night before to keep the children until school or center reopens. That parent is then responsible for taking the children to school when it reopens.

Also, if there is an unexpected closure on a Friday or Monday, the parent that would have the children for the weekend would have extended parenting time if both parents agree.

For example, if school closes on a Friday, and A Great has the children for that weekend, A Great can pick them up Friday morning if the other parent agrees.

- I want to use this plan
- I want to make my own plan
- Does not apply

Unexpected closures will be handled as follows:



Parent and Child Communication

We agree that each parent has the right to communicate with the children during reasonable hours without monitoring by the other parent or anyone else. The communication may be in letters, email, video, text messaging, or telephone calls.

- Yes, I want this statement about communication
- No, I want to make my own rules on communication

Describe the rules you want on how A Great communicates with the children

Example: time of day, number of calls per week

Additional Agreements

Now you can add any extra agreements to your plan

They might be general, like an agreement about being prompt for exchanges, or how to handle disagreements about the plan later on. This is also the place to put things that are specific to your family, like caring for the medical needs of a child or agreements about pets.

Do you want to include any extra agreements in your plan?

- Yes
- No



Follow-up and Success

- Using PTOC grant funds, Oregon retained dedicated helpdesk support for parents for a few months
- In the first few months, 496 parenting time plans were completed
 - 354 basic plans
 - 142 (28%) safety-focused plans
- *oregonchildsupport.gov* references and links to the parenting plan site
- Parents using the plans to bring to the child support program
- Parents can file the order in court to make it enforceable
 - Future enhancement of site: direct filing in court

Top 13 Recommendations

1. Know that it is more difficult and time-consuming to create and launch an interactive parenting plan than you anticipate
2. Start with basic parenting plan and develop questions parents will be asked – foundation for programming and developing unique plans
3. Secure high-level support from the court and child support community to ensure a successful development process
4. Involve all relevant stakeholders, including private bar, DV advocates, the courts, mediators, and child support professionals



Top 13 Recommendations

5. Clarify the role of stakeholders—advise but not dictate website content
6. Keep in mind the 80/20 rule
7. The interactive parenting plan is a tool, not a class
8. Don't recommend what parents *should* do – it has to work for them
9. Stay with the big picture – don't feel obliged to use everything subject matter experts suggest



Top 13 Recommendations

10. Clarify the division of labor between subject matter experts and technology experts
11. Don't let the length of time a parent may spend on the plan be a critical consideration
12. Consider using off-the-shelf software to reduce potential delays or resource issues
13. Ensure that the interactive parenting plan website, link, or location is easy for parents to find

Larry Desbien

Larry Desbien has more than 36 years' experience with child support programs at both the state and county level in Colorado starting as a legal technician and progressing to County Child Support Manager to Director of the Division of Child Support Services at the Colorado Department of Human Services. He has served on the Board of Directors of the National Child Support Enforcement Association (NCSEA), co-chaired the NCSEA Research Committee, and served on the National Judicial Child Support Task Force. He began his tenure as director in January 2015. His focus is to provide improved support, technology and training to the county child support professionals and implement strategies and initiatives to move the Colorado program from purely enforcement to a 2-Generational model by providing enhanced child support services, emphasizing employment, child well-being, and connecting both parents to the resources they need. Larry is proud to be a part of the 600 plus child support professionals in Colorado who dedicate themselves every day to deliver high quality, effective and efficient services to the families served.



Colorado's Work with BICS - Phase I (with six counties)



Process	Control Group	Experimental Group
Order Establishment	Parties are provided order	Parties are provided a copy of the order and a 10 minute Payment Meeting with obligor
Missed Payments	System coupons, alerts for workers, and enforcement remedies occur	All interventions as laid out from the control group plus 3 months of follow up with reminders /personalized support via text/email

- Why the focus on establishment cases?
 - Low compliance rate on percentage of current child support paid on these cases.

What is the Changed Practice in the Intervention?

After the conference to establish the child support order, the child support professional focuses on these key tasks:

- Reviews infographic with parent illustrating concepts of missing payments.
- Use of decision tree to identify the best payment option for parent (based on characteristics, preferences, and other bill-paying behavior).
- Payment plan recorded on wallet card as a reminder.
- Reflecting on self-responsibility.
- Three-month follow-up of payment reminders via text or email.



Use of Behaviorally Informed Resource Materials

MY PAYMENT INFO

Name of your child(ren) _____

FSR # _____

Monthly Payment Due _____

I WILL PAY:

Weekly Biweekly Monthly

Each time I make a payment I will pay:

\$

If you cannot make your payments please call us at 720-944-2960. For more information, please visit our website <https://childsupport.state.co.us>. We are here to help you.

ONLINE BANKING

▼

Cost: **FREE**

Connect to the Colorado Family Support Registry through your online bank account. You will need to enter your FSR number and the FSR address:

*Family Support Registry
P.O. Box 2171
Denver, CO 80201-2171*

1 day to be processed.

AUTOPAY ("RAW")

▼

Cost: **FREE**

Enroll here:
<http://tinyurl.com/jpnfjhw>

Enrollment takes 5 days.

1 day to be processed.

I will make my first payment on _____

Make sure your full payment is processed by the 27th of each month.

S	M	T	W	Th	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Circle the date(s) you plan to make payments.

BICS wallet card_DENVER_Court_v0.indd 1
6/26/16 12:15 AM

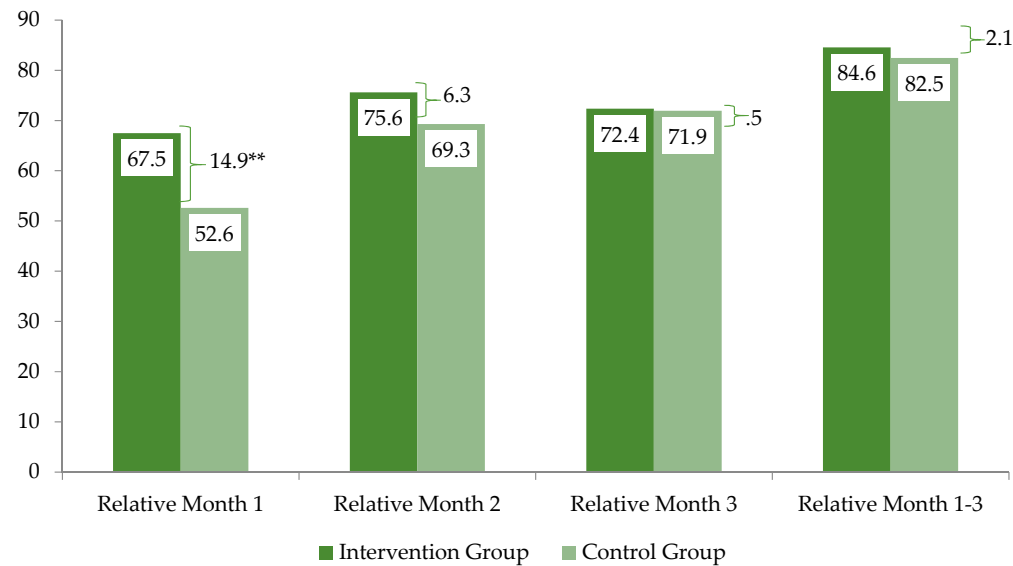


Use of Behaviorally Informed Resource Materials

PAY BY PHONE	CHECK OR MONEY ORDER	CASH	CASH (Child Support Office)
<p>Cost: FREE</p> <hr/> <p>Enroll here: http://tinyurl.com/gvyum3e. Receive your PIN in 5 days.</p> <hr/> <p>Call 1-800-374-6558, enter your PIN, and choose payment amount.</p> <hr/> <p>1 day to be processed.</p>	<p>Cost: 49¢ stamp plus a money order fee of 75¢ – \$1.25 if applicable.</p> <hr/> <p>Purchase money order at Walmart, 7-Eleven, or the post office.</p> <hr/> <p>Write your FSR number and name, and mail to:</p> <p><i>Family Support Registry</i> P.O. Box 2171 Denver, CO 80201-2171</p> <hr/> <p>2-3 days to be processed from the day letter is received.</p>	<p><input type="checkbox"/> PayNearMe (Cost: \$1.99)</p> <p>Enroll online and bring your barcode.</p> <p>Find payment locations at http://tinyurl.com/zs39bjt 3-4 days to be processed.</p> <hr/> <p><input type="checkbox"/> MoneyGram (Cost: \$4.99)</p> <p>Find payment locations at http://tinyurl.com/oa5afwu Bring FSR number and "receive code" 14651. 3-4 days to be processed.</p> <p>I will pay at > _____</p> <hr/>	<p>Cost: FREE</p> <hr/> <p>Bring FSR number and exact change to make your payment at:</p> <p><i>1200 Federal Blvd.</i> <i>Denver, CO 80204</i></p>

Early Results

Figure 1
Percent of Cases That Ever Made a Payment



- The intervention increased the percentage of NCPs who made a payment in the month of their commencement date (Relative Month 1) by 15 percentage points, from 53 percent in the control group to 68 percent in the intervention group (statistically significant).
- Somewhat higher percentage of NCPs in the intervention group made payments in relative months 2 and 3 (not statistically significant).
- MDRC is completing the full evaluation.



Colorado's Focus and Strategies

Focus on data and performance:

- 2-Gen strategies that improve child support performance, improve employment outcomes, and strengthen whole-family systems.
- Pursue efforts for Unemployed/Underemployed Noncustodial Parents.
- For every barrier to employment reported by an NCP, the odds of paying child support decreased by 34-38%, making it the strongest predictor of payment behavior (Family Resource Assessment report).

Caseload Stratification

Risk of Nonpayment (Full Caseload = Approx. 90,000 parents who owe a current child support obligation)



Non-payers 34%

Inconsistent Payers 13%

Consistent Payers 53%



Colorado Parent Employment Project (CO-PEP)

- Funded by DHHS-ACF-OCSE Demonstration Project
 - Serves noncustodial parents who are unable to meet their child support obligations **due to being either unemployed or underemployed**
 - Creates a **fatherhood presence**, as the majority of noncustodial parents are fathers, for children being raised in one-parent households
 - **Administered locally** by 4 of our 64 counties
-
- **Enrolled 749 participants in enhanced services**, for at least a six-month period, over the three years of the demonstration project. Of those 749 participants:
 - **66% were employed by the end of the 6th month of enrollment**
 - **77% were employed by the end of the 12th month of enrollment**
 - **Full evaluation reports from national evaluator in 2019**



2Gen Transformation Project (2GenT)

Advancing child support by teaching technicians new family-centered skills and offering families the services needed (e.g., employment, custody) to achieve self-sufficiency and consistent payment.

Phase I: Family Resource Assessment (FRA) Analysis

- **Seven counties tested a predictive analytics tool to measure for possible barriers affecting child support payment**
- **Initial results indicate that the FRA can successfully predict a parent's risk for nonpayment**

Phase 2: Implementation and Impact Evaluation

- **Eleven counties will pilot the 2GenT CSS Model April through October 2018 utilizing a randomized controlled trial to determine its impact on child support payments**

Wally McClure

Wally McClure is Washington State's Division of Child Support Director. He joined the child support program in 1988 as a Support Enforcement Officer, establishing and enforcing obligations. Since then he has supervised enforcement units, taught new SEOs in the statewide training academy, and written policy. Before becoming director in 2011, he managed a variety of teams in Washington's child support program, including Manuals and Publications, Training, the Central Order Registry, and the Division's information technology unit as Operations Chief. Wally has participated in many interstate workgroups and presented training to national audiences on subjects as diverse as financial institution withholding, internet services for child support customers, training, electronic referral processing, and data analytics. He is a past president of the National Council of Child Support Directors and finishing his second term on the Board of Directors of the National Child Support Enforcement Association. He is leading two multi-state work groups: Re-imagining the Public Perception of the Child Support Program and Collaborative Data Analytics.





BICS – Behavioral Interventions in Child Support

A high percentage of administrative notices default, often without input or engagement from the paying parent.

Phase 1 – Pre-service contact and simple, friendly communication when setting support administratively.

- Positive conversations
- Able to reach more parents than anticipated
- Initial call does not seem to have a negative impact on service time
- Reinforcing a sense of urgency and procedural justice is impactful



BICS – Behavioral Interventions in Child Support

Most parents do not satisfy current support in the months immediately after an order is finalized.

Phase 2 – Using phone, letter, or text messaging as an early payment reminder.

For more on BICS in Washington state, contact: Thomas Smith
thomas.smith@dshs.wa.gov



Strength in Families

We noticed an ACF grant that aimed to “help inmates with children transition back into society and be successful parents.”

- We saw the notice and alerted our Department of Corrections partners.
 - Since they had no experience with ACF we help with the grant writing.

<http://www.doc.wa.gov/corrections/programs/docs/strength-in-families-grant-summary.pdf>



Strength in Families

Pre-release

- Skill-building
- Family engagement
- Transition planning in collaboration with Case Managers, Employment/Education Navigators and Family Services Specialists
- Family reintegration counseling with family members and participants to support successful transition home



Strength in Families

Post-release

- Skill-building focused on parenting
- Family reintegration counseling
- Case management: Multidisciplinary approach with Case Managers, Family Services Instructors and Education and Employment Navigators.
 - The primary areas of focus are family reintegration, stability and wellness;
 - Access to key supportive services and resources;
 - Economic stability; and the development of both a long-term plan for participant and family success and an effective community support system.



RISE – Resources to Initiate Successful Employment

- Funded by USDA Food and Nutrition Services
- \$22 million for additional SNAP Employment & Training

Because of our positive relationship with our TANF & Food Assistance partners, they included:

- NCPs in their grant application
- An FTE in child support to coordinate with food assistance

<https://www.dshs.wa.gov/esa/community-partnership-program/resources-initiate-successful-employment-rise>

Families Forward

Kellogg Foundation, through MDRC, reached out to several states to propose this opportunity.

- Identify paying NCPs with minimum wage job history
- Provide technical training to prepare for a higher paying job
- See if current support goes up and payments remain consistent

- Kellogg wanted a more significant buy-in from states than the classic 1115 grant
- Needed waiver for match
- Commissioner Lekan supported as the kind of public-private collaboration OCSE should encourage
- Challenge with ability to pay while in the training program



University Partnership

This grant is long since completed, but the relationship remains, which was one of the major objectives of the grant.

UW recently studied the effects of the King County \$15 minimum wage on child support outcomes.

UW also helping us with co-parenting project planning
&

Helped us with a question we had about the effects of credit bureau reporting on poor NCPs.



The lingering effects of BIAS

Another after effects thing ... What should we do to our forms?

Not just simplified language

But

Inviting language

Benidia Rice

Benidia Rice was appointed Deputy Attorney General and IV-D Director for the Office of the Attorney General, Child Support Services Division in November 2003. Before joining the Office of the Attorney General for the District of Columbia, Ms. Rice worked for the Arizona Attorney General for more than 10 years, starting in the Liability Defense Division, and later becoming the Managing Attorney in the Child Support Enforcement Division and the IV-D Director for the Arizona Department of Economic Services Child Support Program. Ms. Rice holds an undergraduate degree in Government from the College of William and Mary in Williamsburg, Virginia, and a Juris Doctorate from Arizona State University. Ms. Rice was the 2013 president for the National Council of Child Support Directors.





Goals

- Change first contact with child support system - **friendly and helpful** rather than adversarial
- Improve **perception** of the child support system
- Obtain **information** to avoid negative outcomes (e.g. reduce sanctions against CP) and increase chances of successful outcomes (e.g. higher NCP payment rates)
- Improve **communication** while continuing to meet federally-mandated timeframes



First Response Unit



Old Application

**OFFICE OF THE ATTORNEY GENERAL
CHILD SUPPORT SERVICES DIVISION
APPLICATION FOR CHILD SUPPORT SERVICES DIVISION SERVICES**


INSTRUCTIONS

- Form Name:** Application for Child Support Services Division (CSSD) services
- Purpose:** The purpose of this form is to gather information from the individual applying for Child Support Services
- What to do:** Read and Complete Sections I, II, III, IV, V VI, VII, VIII, IX, and X.

	<u>SECTIONS</u>	<u>PAGE</u>
Section I	BASIC SERVICES PACKAGE1
Section II	NOTICE OF LEGAL REPRESENTATION2
Section III	CSSD PROCESSES AND CUSTOMER RESPONSIBILITIES3
Section IV	APPLICANT'S (YOUR) INFORMATION4
Section V	NON-CUSTODIAL PARENT INFORMATION5
Section VI	CHILD(REN)'S INFORMATION7
Section VII	BASIC SERVICES AND FEES9
Section VIII	CUSTOMER AGREEMENT FOR SERVICES11
Section IX	CUSTOMER AUTHORIZATION AGREEMENT13
Section X	REQUEST FOR CONFIDENTIALITY OF INFORMATION15



New Application



**D.C. CHILD SUPPORT SERVICES DIVISION
IV-D APPLICATION**

OFFICE OF THE ATTORNEY GENERAL
 CHILD SUPPORT SERVICES DIVISION
 Attention: Intake
 441 4th ST, NW
 Suite 550 North
 Washington, DC 20001

IV-D or Docket #: _____

CUSTOMER INFORMATION

Customer Full Name (Include Maiden/Other Names Used) _____
 Full Mailing Address _____
 Cell Phone _____ Home Phone _____ Work Phone _____
 Date of Birth _____ SSN _____ Race _____ Occupation _____
 Marital Status: Single Married/Date (provide spouse name) _____ Divorced/Date _____ Domestic Partnership _____
 Have you or your children ever received public assistance or foster care?
 Yes, Currently (If yes, how much? _____) Yes previously Never What State? _____
 What is your relationship to the child(ren)? Mother Father Grandparent Guardian
 If you are the Guardian, are you the legal guardian? Yes No If yes, by a Court or State Agency? Yes No (Please provide proof: _____)
 When did the child start living with you? _____
 Are you presently, or have you ever, lived with the Non-Custodial Parent? Yes No
 When/Where did you live together? _____
 If you receive public assistance or foster care? If yes, provide name used _____
 Do you or your children receive Medicaid only? Yes No
 Nearest relative or neighbor name and phone number _____
 Payee name (if different from above), Phone Number, & Relationship _____
 Email Address _____ Do you agree to receive text messages from Child Support? Yes No
 Social Media Names (Facebook, Twitter, etc.) _____


CHILD'S NAME	CHILD'S DOB	STATE OF CONCEPTION	STATE OF BIRTH	SOCIAL SECURITY NUMBER	SEX
_____	_____	_____	_____	_____	<input type="checkbox"/> M <input type="checkbox"/> F
_____	_____	_____	_____	_____	<input type="checkbox"/> M <input type="checkbox"/> F

(Please add additional children on the back of this form)

NON-CUSTODIAL PARENT INFORMATION (MUST FILL OUT ADDITIONAL APPLICATION FOR DIFFERENT NON-CUSTODIAL PARENTS)

Non-Custodial Parent Full Name (Include Other Names Used) _____
 Full Mailing Address (Current or Last known) _____
 Cell Phone _____ Home Phone _____ Work Phone _____
 Date of Birth _____ SSN _____ Race _____ Occupation _____
 Height _____ Weight _____ Eye Color _____ Hair Color _____
 Other identifying features such as tattoos and piercings, etc. _____
 Do you have a photo? No Yes, Please provide _____
 What is Non-Custodial Parent's relationship to the child(ren)? Mother Father Other _____
 Employer Name, Address, Phone _____
 Is there health insurance coverage for the child(ren) from this employer? Yes No
 If health insurance has been ordered, has it been provided? Yes No
 Insurance Company Name _____ Policy Number _____
 Date _____ Applicant Signature _____ Interviewer Name _____

Alternative Solutions Center (ASC)




You're Invited!

To Participate In

Child Support Services
Division's (CSSD)

Alternative Solution
Center

Employment Program



OUR RECORDS INDICATE THAT YOU ARE UNEMPLOYED AND/OR HAVE NOT MADE A CHILD SUPPORT PAYMENT FOR TWELVE (12) MONTHS. THEREFORE, YOU HAVE BEEN SELECTED TO PARTICIPATE IN OUR **EMPLOYMENT PROGRAM!**

ALL OF THE SERVICES PROVIDED TO YOU AS A ASC PARTICIPANT WILL BE AN EFFORT IN ASSISTING YOU IN OBTAINING GAINFUL EMPLOYMENT.

OTHER POTENTIAL BENEFITS WHILE ACTIVELY PARTICIPATING IN THE PROGRAM MAY INCLUDE:


- MAINTAINING YOUR DRIVER'S LICENSE
- AVOIDING LEGAL ACTION
- POSSIBLE ELIGIBILITY TO PARTICIPATE IN FRESH START PROGRAM FOR DEBT COMPROMISE
- INVITATION TO A CSSD ASC JOB FAIR EXCLUSIVELY FOR PARTICIPANTS

PLEASE NOTE THAT ONCE YOU BECOME EMPLOYED OR ARE NO LONGER ACTIVE IN THE ALTERNATIVE SOLUTIONS CENTER, CSSD IS BOUND BY LAW TO USE ALL ENFORCEMENT TOOLS TO COLLECT CHILD SUPPORT.

IF YOU ARE INTERESTED IN ENROLLING IN THE EMPLOYMENT PROGRAM, OR IF YOU HAVE ANY QUESTIONS ABOUT THE PROGRAM OR YOUR CHILD SUPPORT CASE, PLEASE FEEL FREE TO CONTACT US AT (202) 442-9900.



ASC Appointment Letter



NCP NAME
 ADDRESS
 ADDRESS1
 CITY, STATE, ZIP CODE

DATE:
 CASE #:

DEAR: NCP FIRST NAME

**YOU HAVE BEEN SELECTED TO PARTICIPATE IN
 ALTERNATIVE SOLUTIONS CENTER (ASC)
 CHILD SUPPORT SERVICES DIVISION'S
 EMPLOYMENT PROGRAM**

Your Appointment	DATE: _____ TIME: _____	Need to reschedule? Call us at: 202-442-9900
-------------------------	-------------------------	---

ASC SERVICES AND WORKSHOPS INCLUDE:

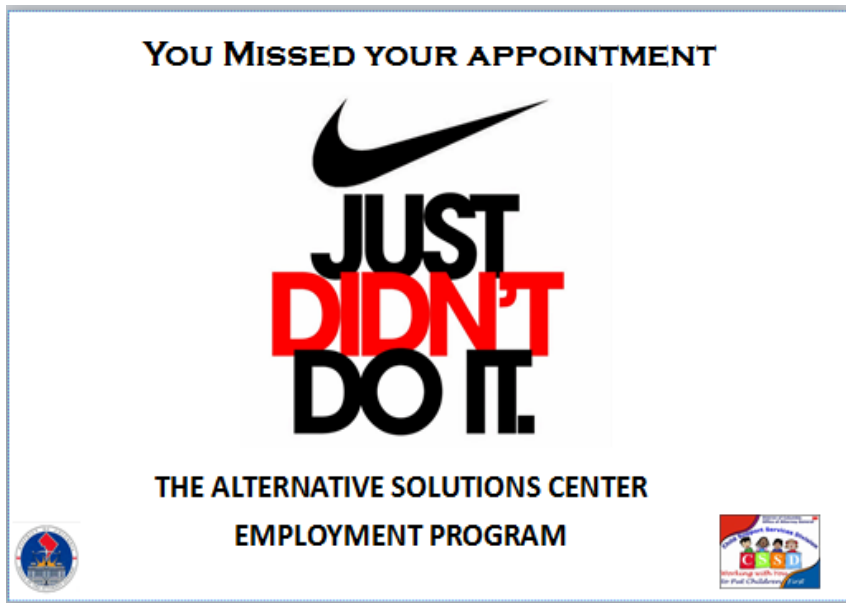
Job Readiness Training	ASC Orientation
Wraparound Services	Skills Identification
Job placement Assistance	Resume Writing
Possible eligibility in Fresh Start	Interviewing Techniques
Program for debt reduction	Maintain your driver's license
Avoid legal action	And more...

**TAKE ADVANTAGE OF THE
 OPPORTUNITY FOR YOU TO PROVIDE ASSISTANCE FOR YOUR CHILD!**

If you have any questions about the program or your child support case, please feel free to call us at:
 (202) 442-9900

OFFICE OF THE ATTORNEY GENERAL CHILD SUPPORT SERVICES DIVISION 441 4TH ST. NW, SUITE 550N WASHINGTON, DC 20001

Missed Appointment Postcards



Postcards cont..

You Missed Your Appointment



**THE ALTERNATIVE SOLUTIONS CENTER
EMPLOYMENT PROGRAM**



SORRY, WE MISSED YOU.

What You are Missing!!

- The opportunity to obtain a job
- The opportunity to provide support for your children
- The ability to avoid legal action
- The ability to maintain your driver's license
- Eligibility for the Fresh Start Program
- And more...



NAME:

PHONE:

ADDRESS:

CITY:



The Litigation Unit

Old Letter

[Type here]

NCP_NAME
NCP_ADDRESS
NCP_CITY, NC_STATE, NC_ZIP

CASE #: CASE_NUM

Dear NC_NAME:

Our records show that there is an outstanding bench warrant for your arrest for a child support related case in the District of Columbia.

We are offering you a unique opportunity to get on track with your child support case by coming to the D.C. Superior Court, located at 500 Indiana Ave. NW, Washington, DC 20001, on Friday, June 9, 2017, from 8:30 a.m. to 3:30 p.m. While you can arrive at any time during the initiative to clear your bench warrant, you will be processed more quickly if you arrive between 8:30am and 9:00am. The purpose of coming to the court is to have your bench warrant quashed, to sign and receive notice to report for a new court hearing and, if appropriate to your situation, to obtain genetic testing for the purpose of establishing paternity of the minor child(ren). You can even make a payment that day at the court registry.

Here is what you should expect when you come to the courthouse:

- A court room clerk will check you in. **YOU WILL NOT BE ARRESTED ON THE OPEN CHILD SUPPORT WARRANT.**
- You will appear before the court.
- The judge will remove the warrant and provide you with a new hearing date.
- An attorney or paralegal from the Child Support Services Division will be available to meet with you to discuss your case and to answer questions you might have about your case. Staff will also provide you with referrals for services to assist you with employment or other supportive services that can help you.

If you have any questions prior to the event please call [REDACTED]

This is a special opportunity. We hope to see you on June 9, 2017.

Sincerely,

CSSD REPRESENTATIVE



Newly Designed Letter

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of the Attorney General

★ ★ ★
— — —

March 16, 2017

NCP_NAME
NCP_ADDRESS
NCP_CITY, NC STATE, NC_ZIP

CASE #: CASE_NUM

Dear NC_NAME:

Our records show that there is an outstanding bench warrant for your arrest for a child support related case in the District of Columbia.

We are offering you a unique opportunity to get on track with your child support case by coming to the D.C. Superior Court, located at 500 Indiana Ave. NW, Washington, DC 20001, on Friday, [June 9, 2017](#), from 8:30 a.m. to 3:30 p.m.

A court room clerk will check you in. **YOU WILL NOT BE ARRESTED ON THE OPEN CHILD SUPPORT WARRANT.**

HERE IS WHAT YOU SHOULD EXPECT WHEN YOU COME TO THE COURTHOUSE:

- ✓ You will appear before the court.
- ✓ The judge will **remove** the warrant and provide you with a new hearing date.
- ✓ An attorney or paralegal from the Child Support Services Division will be available to meet with you to discuss your case and to answer questions you might have about your case. Staff will also provide you with referrals for services to assist you with employment or other supportive services that can help you.

If you have any questions prior to the event please call 202-724-2261.

This is a special opportunity. We hope to see you on [June 9, 2017](#).

Sincerely,

CSSD REPRESENTATIVE

441 Fourth Street, NW, Suite 1100S, Washington, D.C. 20001, (202) 727-3400, Fax (202) 741-0580

DON'T MISS YOUR OPPORTUNITY TO HAVE YOUR BENCH WARRANT DISMISSED

IF YOU APPEAR AT COURT:

- You will **NOT** be arrested
- You will receive notice to report for a new court hearing
- You can make sure decisions aren't made without you
- You will protect your rights

Your Appointment Is On	DATE:	TIME:	Questions? Call us at: 202-724-2261
------------------------	-------	-------	-------------------------------------

We can help you with more than just child support.

Help with finding a job

We help parents find jobs through our Alternative Solutions Center.

Assistance with financial hardship

The District of Columbia may reduce your child support order amount if you are facing financial hardship. Check to see you qualify!

ARRIVE EARLY

You will be processed more quickly if you arrive between 8:30am and 9:00am



Parentage Project

OFFICE OF THE ATTORNEY GENERAL CHILD SUPPORT SERVICES DIVISION

Date _____
 Custodial Parent's Name _____
 Custodial Parent's Address _____
 City, State Zipcode _____

Hello <NAME>. Help us help you get money to support your family.

You may have noticed that your TANF cash support is lower. That is because your caseworker is waiting for you to send back information for your child support case. At Child Support Services Division, we want to work with you so that you can receive all the cash benefits that are due to you and your family.

What do you do now?

Complete the enclosed form(s) to get your full TANF cash benefits restored.

1.	2.	3.	4.
If your child WAS born in DC, fill out the attached Affidavit of Paternity form.	Mail the Affidavit of Paternity form to 441 4 th Street NW, Washington, DC 20001	If your child WAS NOT born in DC, bring your Affidavit of Paternity form to 4 th Street NW, Washington, DC 20001 to get it notarized for FREE .	Call (Worker) at 202-724-xxxx if you have questions or to make an appointment.

Again, thank you for helping us help you.
 Sincerely,
 Worker

OFFICE OF THE ATTORNEY GENERAL CHILD SUPPORT SERVICES DIVISION

AFFIDAVIT IN SUPPORT OF ESTABLISHING PATERNITY
 (Please complete a separate affidavit for each child)

I, _____ (Full Name) on oath, under penalty of perjury depose and allege:

- I live in: _____ (City and State, Ward, if applicable)
- I am the natural mother of _____ (Child's full name)
- My child was born on _____ (Month/Day/Year)
- The name of the alleged father of my child is _____
- I have known the alleged father since _____
- I had sexual intercourse with the alleged father between _____ (Month/Day/Year) and _____ (Month/Day/Year), which is the probable period of conception of my child.
- The child was conceived in _____ (City and State), as a result of sexual intercourse between me and the alleged father during the time state above.
- The child was born in _____ (City and State).
- The child named above was _____ full-term _____ pre-mature and born at _____ weeks of gestation (for example, premature at 29 weeks)
- The alleged father's name is on the child's birth certificate? _____ yes _____ no
- List all the child support cases you have opened on behalf of the child named above: _____
- Please check one of the following:
 - I have never been married to the alleged father of my child.
 - I am/was married to _____ (Name of Spouse) from _____ (Date of Marriage) to _____ (Date of Divorce if Divorced)
 - I entered a domestic partnership with _____ (Name of Domestic Partner) on _____ (Date Entered)

I solemnly swear or affirm under criminal penalties for the making of a false statement that I have read the foregoing paper and that the factual statements made in it are true to the best of my personal knowledge, information, and belief. *28, U.S.C., Code § 1746. Revised 4/2/27*


Date _____ Signature _____



Enforcement Unit



Amnesty Project



April 18, 2018

[Redacted]

Docket No:
Case No:

Dear Mr. Simpson:

PLEASE DON'T MISS THIS OPPORTUNITY! According to our records, you are behind in your child support payments. You may be facing penalties for your failure to pay. CSSD has a limited opportunity that may help you—the Amnesty Program.

The Amnesty Program will run for a three week period, from August 21, 2017 through September 8, 2017.

If you make a minimal payment of at least \$75.00, CSSD may:

- > Forgive a portion or all of your total arrears owed to the Government
- > Assist in reinstating your Driver's License
- > Address outstanding Bench Warrants
- > Withdraw pending Contempt Hearings

Note: A larger payment may be required based on the status of your case.

Please visit our office located at 441 Fourth Street, NW, Suite 550 North, Washington, DC 20001 between 8:15 and 3:45 p.m. or call us at (202) 442-9900 to discuss the **Amnesty Program**. When visiting our office please be prepared to make a payment in the form of certified check, cashier's check, or money order. You should also bring with you this letter and picture ID.

You may also mail a payment to the address below. **Please** contact our office upon mailing the payment:

DC Child Support Clearinghouse
PO Box 37715
Washington, DC 20013-7715

All envelopes **must** be postmarked on or before the closing date of September 8, 2017. Payments must be made by a certified check, cashier's check, or money order and include your full name, case number and Social Security Number.

We urge you to take advantage of this limited time Amnesty Program. After the program ends on September 8, 2017, all delinquent cases will be enforced to the full extent permitted by law.

Thank You,
Benedia Rice
Benedia Rice
Director

**DON'T MISS
THIS
OPPORTUNITY
TO PARTICIPATE
IN OUR
AMNESTY
PROGRAM**

How our **AMNESTY PROGRAM** can help you:

- > We can **FORGIVE** a portion or all of your total arrears owed to the government
- > Assist you in **REINSTATING** your Driver's License
- > We can assist you in **REMOVING** outstanding Bench Warrants
- > **WITHDRAW** pending Contempt Hearings

This opportunity won't last long!! ACT NOW
**You may participate in the Amnesty Program from
 August 21, 2017 through September 8, 2017**

**HOW CAN YOU PARTICIPATE IN
THIS LIMITED OPPORTUNITY?**

Visit our offices located at:
 441 4th Street NW
 Suite 550 North
 Washington, DC 20001
 8:15 AM-3:45 PM
 Or call and ask about the
Amnesty Program at
 202-442-9900



Job Readiness and Job Placement Assistance is Also Available

Amnesty Project Text Messages




Script: Hi, this message is from the Child Support Services office. Last week we sent you a letter about our Amnesty Program. Enrolling in the program can help you get arrears owed to the government removed, your driver's license reinstated, bench warrants dismissed and contempt hearings withdrawn. Please don't miss out on this exciting opportunity because it expires September 8th. You may reply to this text message with any questions or you can come into our office at 441 4th Street NW, Suite 550 North to speak with a specialist. Standard text rates apply. Text STOP to stop receiving messages. For more info about these texts: <https://cssd.dc.gov>



Intake Unit



Non IV-D Outreach Newsletter



DC CSSD
441 4th Street, NW
Suite 550 North
Washington, DC 20001
202-442-9900



DC CHILD SUPPORT SERVICES DIVISION

FAMILIES MATTER NEWSLETTER

2018

**CSSD Is A One-Stop Shop For
Regular and Consistent
Enforcement of Your Child Support Order!!!**

FREQUENTLY ASKED QUESTIONS

IF I ALREADY HAVE A PRIVATE ORDER, WHAT DO I NEED TO PROVIDE IN ORDER TO GET YOUR SERVICES?

Your court order, children's birth certificates, social security cards, the \$5 fee and a completed application.

CAN I KEEP MY ATTORNEY?

Yes. You can continue to retain the services of your private attorney while CSSD assists with collection efforts.

Do you want to make sure you get child support payments every month? If so, CSSD has several tools available to increase your chances of receiving timely payments:

- ◊ Wage Garnishment/ Income Withholding
- ◊ Civil Contempt Filings
- ◊ Denial of Passports
- ◊ Reporting to the Credit Bureau
- ◊ Suspension of DMV Driver's License and Vehicle Registration

We have the tools to help you get the regular and consistent payment that you deserve!!

Are You Owed A Lot of Back Support? Get those Arrears Paid Up

CSSD also collects Lump Sum payments on arrears. Here is a list of lump sum enforcement tools:

- ◊ Federal/DC Tax Intercept
- ◊ Federal Administrative Offset
- ◊ Freeze and Seize Bank Accounts
- ◊ Lottery Intercept
- ◊ Lien Registry
- ◊ Unemployment Intercept
- ◊ Workers Compensation Intercept

Lump sum payments to the families mean that you will have large amounts of cash for your children's needs.

Special points of interest:

Hello! My name is Sushani Wickramasinghe pronounced: (SOO-SHA-NEE) and I am a Child Support Specialist. Please contact me to discuss how CSSD can help you. My direct contact information is: 202-724-9721 SUSHANI.WICKRAMASINGHE@DC.GOV



New Email Messages

From: Kimberly Niono (OAG)
Sent: Friday, September 1, 2017 1:05 PM
To: Hart-Wright, Christine (OAG) <Christine.Hart-Wright@dc.gov>
Cc: Reece, Nicole (OAG) <nicole.reece@dc.gov>
Subject: Test email

Dear Parent:

Help us help you get money to support your family. How? You have a case with Child Support Services. You may have noticed that your cash support (TANF) is lower. That is because your child support caseworker is waiting for you to send back information for your child support case.

Working with our office to open a child support case can mean money for your family now.

Please call Mr. Fernando Myrie at 202-724-xxx for any questions that you may have and to get your money added back to your TANF.

Again, thank you for helping us help you.

Sincerely,
District of Columbia Child Support Services

Barbara Lacina

Barbara Lacina has served the public as a child support professional since 1992. First, as a frontline caseworker in a state child support office, directly serving parents and partnering with program stakeholders. Then in various management and administration roles, always with a focus on improving outcomes for children and providing services to both parents. Barbara has been with the Federal Office of Child Support Enforcement since 2010 as a Program Specialist and Regional Program Manager in Region VII in Kansas City, where she worked closely with State and Tribal child support programs on efficient and effective services and performance improvement. In 2015, Barbara began her current role as the Director for OCSE's Division of Program Innovation and the Acting Director for the Division of Performance and Statistical Analysis.





Vision for the PJAC Grants

- Procedural Justice-Informed Alternatives to Contempt
- Designed to increase:
 - Reliable child support payments
 - Compliance with child support orders
 - Trust and confidence in the child support agency
- Cost-effective alternatives to inappropriate use of contempt
- Find out what works
- Provide best practice guidance



Focus on Engagement, Not Employment

The program components of PJAC assist parents who owe child support to engage with the child support program by:

- Promoting positive engagement with the agency and other parent
- Overcoming barriers to reliable payment of child support, and
- Increasing willingness to pay support through the formal process



Early Experiences/Observations

- NCPs in treatment group have some ability to pay
 - Have some income through various sources
 - Express fear and distrust of the program
 - Feel they were not heard or treated fairly
- Parents are more likely to respond to text messages than phone calls
- Early success engaging parents with new PJ approach
 - Building trust of both parents with CS agency, and each other
 - Parents reconnecting with children and the program
 - Seeing consistent payments begin or resume
- CPs are excited about the program
 - Willing to forego CP owed arrears for consistent payments



New FY18 Section 1115 Grant Program

- “Using Digital Marketing to Increase Participation in the Child Support Program”
- Will test outreach to families that could benefit from CS services, and create or improve two-way digital communication with parents
- Grantees will design at least three time-bound digital marketing interventions; examples may include:
 - Launching a digital media campaign
 - Testing specific approaches to Search Engine Optimization
 - Communicating through a new digital medium
- Use rapid cycle evaluation led by each grantee

Digital Marketing Grant Budget Overview

- 2-year project period with a single budget period
- OCSE estimates making 12-15 awards to states and tribal programs
- \$2.5 million of Section 1115 funding available
- Total award ceiling for all projects, accounting for Section 1115 funding and applicable FFP is \$500,000
- OCSE anticipates most awards will be funded at the award ceiling amount for applicant's organization type



Looking Ahead: FY 2019 Section 1115 Grants

- OCSE is committed to awarding grants with shorter project periods and a single budget period moving forward
- \$2.9 million available for Section 1115 grants in FY 2019
- OCSE staff survey found these topic areas most strategic to OCSE's policy goals:
 - Intergovernmental case processing
 - Systems integration
 - Rural employment project
 - Foster care partnership for child savings accounts or opioid response