

WE ENVISION

# AN AMERICA

IN WHICH A LEGACY OF ECONOMIC  
SECURITY AND EDUCATIONAL  
SUCCESS PASSES FROM  
ONE GENERATION TO THE NEXT.

MEETING THE NEEDS OF ALL  
FAMILY MEMBERS: ALIGNMENT &  
COORDINATION IN CSS

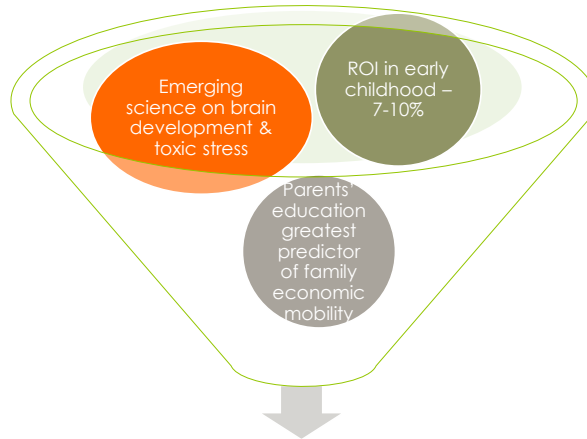
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## Why a two-generation approach?

The diagram illustrates a balance scale. On the left side, which is higher, is 'The American Dream' (in a thought bubble) supported by four blocks: 'Hard Work' (green), 'Equal Opportunity' (red), 'Optimism' (orange), and 'The Reality' (in a light green box). On the right side, which is lower, are four blocks: 'Demographic Shifts' (blue), 'Polarized Debate' (purple), 'Economy & Skills' (green), and 'Technology' (red). The scale is tilted towards the right, indicating that the current reality is more heavily weighted than the traditional American Dream.

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## Why a two-generation approach?



**New solutions for children, their parents, and adults in their lives together**



### The Need

Fragmented policies and programs that address the needs of children and parents separately leave either the child or parent behind and dim each family's chance at success.



### The Solution

Policies and programs that address the needs of *children and their parents together* can harness the family's full potential and put the *entire family* on a path to permanent economic security.

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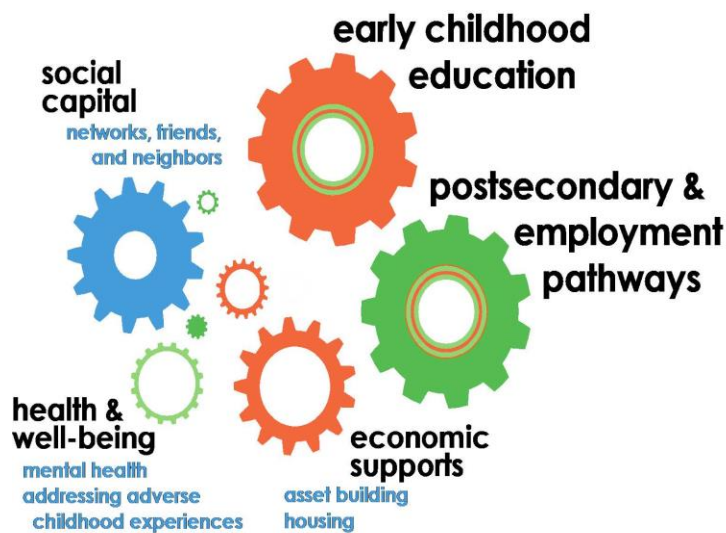
## What is a two-generation approach?

### The Two-Generation Continuum



TWO-GENERATION APPROACHES PROVIDE OPPORTUNITIES FOR AND MEET THE NEEDS OF CHILDREN AND THEIR PARENTS, OR THE ADULTS IN THEIR LIVES, TOGETHER

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## Building, Buying & Brokering

**It is not necessary that only one organization delivers all of the components of a two-generation approach.**

**BUILD:** Hire experienced case managers or provide extensive staff training

**BUY:** Contract out services from a partner

**BROKER:** Partner to provide services with no financial transactions

## Progression of Thinking

OLD THINKING	NEW THINKING
Serve child <b>or</b> parent	Serve two(or more) generations
Emphasize care <b>or</b> education	Emphasize care <b>and</b> education
Provide information to parents	Promote responsive parenting, family life and leadership skills
Require participation/responsibility of mothers	Assume partnership/responsibility include both mother and father (or both parents)
Give referrals for services	Partner with agencies to provide access to education, economic supports and social/mental health services
Use data for compliance	Use data for continuous improvement

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## Child Support Services & The 2Gen Lens

### HANDOUT: CSS 2GEN INFOGRAPHIC

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## From Enforcement to Services

### Current State

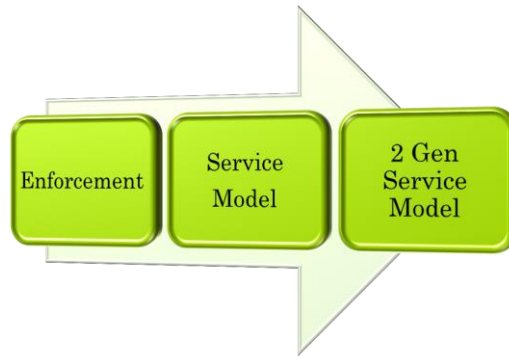
- Establish child support obligations & orders
- Locate assets & enforce orders
- Distribute collections

### Future State

- A realization that not all NCPs can pay and that a service orientation is warranted
- Many non-paying NCPs are willing, but unable, or not always able to pay

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## Beyond Grant Demonstrations: Child Support is Ready to Continue Its Model Shift



*Shift the Child Support Program from strictly and solely an enforcement and parent-focused system to one that connects families to services & interventions that benefit every family member.*

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## The Child Support Services 2Gen Strategy

*Align & coordinate Child Support Services to meet the needs of all family members, through family-centered assessment & case management*

***GOAL: To support family income growth by providing access to employment services & work supports, as well as providing both parents with tools to build social capital & to improve children's long-term outcomes***

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## WHY Alignment & Coordination Toward Family-Centered Services??

**FACT**

- Research confirms that children do best when both parents are involved in their lives

**FACT**

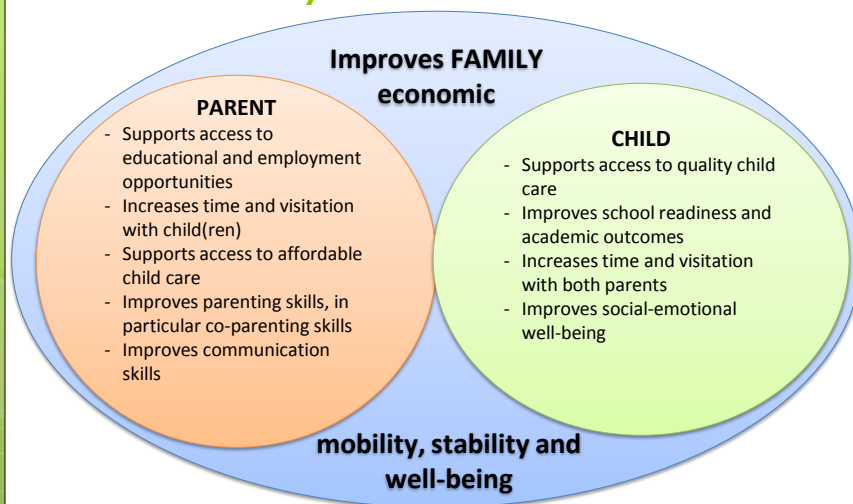
- Comprehensive assessment & case management, and ongoing connections to support services strengthen parents' connections to the workforce and, ultimately, the amount and frequency of child support paid by NCPs

**FACT**

- Increased family income during early childhood can have a profound and long-lasting impact on children's lives

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## WHAT Makes Alignment & Coordination Toward Family-Centered Services 2Gen??



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## **WHAT Does Alignment & Coordination Toward Family-Centered Services Mean In Practice??**

### **Phase 1 Assessment**

Case Management  
Triage Tool

Determines level of case  
management needed

Outcomes: Validity  
(accuracy), reliability  
(consistency)

### **Phase 2 Intervention**

Individualized Case  
Management

Connecting families to services  
& supports that will benefit ALL  
members of the family

Outcomes: Family income  
growth, social capital, child  
well-being, family stability

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# **WE NEED YOU!**

## **PLEASE CONSIDER PARTNERING WITH US AS WE DO THE FOLLOWING:**

- ✓ FINALIZE THE CASE MANAGEMENT TRIAGE TOOL (CMTT)
- ✓ HOLD FOCUS GROUPS WITH NCPs & WORKERS
- ✓ PILOT & EVALUATE THE CMTT
- ✓ DEVELOP AN INDIVIDUALIZED CASE MANAGEMENT INTERVENTION THAT WORKS FOR CSS
- ✓ DEVELOP & IMPLEMENT NEW WORKER TRAINING
- ✓ PILOT & EVALUATE THE INDIVIDUALIZED CASE MANAGEMENT MODEL



## Resources & Contact Information

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