

# Child Support Report

Vol. 40 No. 3 April 2018



## VOICES FROM THE FIELD — FEDERAL GRANTS

### Research Grants

Barbara Lacina, OCSE



Many of the articles in this edition of the *Child Support Report* explain how OCSE-funded grants are improving the performance of state, local, and tribal child support agencies and the lives of the families they serve. You'll also learn about a future funding opportunity, Using Digital Marketing to Increase Participation in the Child Support Program, in a feature article on page 7.

So, instead of the Commissioner's Voice, you will hear Voices from the Field. Specifically, the voices of child support professionals who work on our grant projects and the voices of several parents participating in those programs. Their quotes are representative of the feedback we receive during our periodic phone updates with each grantee site, and they convey the largely positive changes that staff and parents experience through our program innovation projects.

### PJAC

The [Procedural Justice-Informed Alternatives to Contempt](#) (PJAC) demonstration program is our most recent project. It funds six grants to state child support agencies to examine whether incorporating procedural justice principles into the civil contempt process increases reliable child support payments.

#### Staff quotes

"If the parties feel that [our agency] has allowed them to be heard, fair process, informed of the process, addresses questions and/or concerns, and is not biased, the participants are much more compliant and trust begins to form."

– Virginia

"Providing many options to communicate with a case manager has opened up conversations with both parents and is making payments more accessible. Text messaging is proving to be an instant response from both parents."

– Arizona

#### Parent quotes

"I have dealt with child support for 10 years and no one has ever explained to me the process before now, so I just gave up trying."

– Virginia

"It really seems like you care about me, my children, and the noncustodial parent. I really appreciate you trying to help my family."

– Ohio

*continued*

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### Coming in May

In 2017, North Dakota implemented new case closure criteria based on guidance published in a 2016 rule. We'll see what effect the changes had.

Adverse childhood experiences can impact people into adulthood. David Kilgore of Riverside County, CA, will discuss the relevance of this for child support professionals.

April is Child Abuse Prevention Month, Minority Health Month, and the Month of the Military Child. President Trump has also declared April as Second Chance Month, urging communities to provide opportunities for those who have served their time. In this edition, read why each topic is important for child support professionals.



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## BICS

The [Behavioral Interventions in Child Support Services](#) (BICS) demonstration program funds eight grants to state child support agencies to develop improvements informed by behavioral science principles. Each state is designing and testing multiple custom BICS interventions aimed at improving child support outcomes and processes.

### Staff quotes

"Parts of the intervention we will definitely continue in our everyday work, which goes to show that by testing an idea you can continue to move the program forward."

– Vermont

"Personally, the best experience has been working with our paying parents at an earlier time frame than the norm and providing information on our program, who to contact, encourage their participation, and along the way getting child support payments in a more timely manner."

– Colorado

### Parent quotes

"My son is about to graduate high school and hasn't received child support from his father in over 10 years. [My case manager] has been a part of bringing back hope into our lives and I'm so very grateful she was able to assist me."

– Ohio

"My case manager helped me a lot in our initial conference, and I never experienced this before."

– Washington

## CSPED

The [National Child Support Noncustodial Parent Employment Demonstration](#) (CSPED) program funded eight grants to state child support agencies to develop and implement programs that provide employment services to noncustodial parents who are willing but have been unable to pay. CSPED is now in a sixth, no-cost extension year and evaluation reports will be available in 2019.

### Staff quotes

"It allows me to use some of my creativity to connect with clients from all different walks of life and be able to get them to understand child support from a different perspective. Once they understand it and they see they truly have an advocate that is willing to go to bat for them, they are more than likely to pay their child support willingly and have a better relationship with their children."

– Tennessee

"It allows me to dispense compassion and hope — compassion with obligors who are unemployed and need assistance in finding employment and hope to obligees that when employment is obtained they will receive their child support."

– Texas

### Parent quotes

"My case manager has redefined how I feel about and view child support."

– South Carolina

"These are some of the things I have accomplished while in the program. I first had a full time job at [a fast food restaurant]. I held that job for a year and was promoted to crew leader after about 6 months. I also found a new job at a steakhouse where in just 4 months I have learned to bartend and am now one of three managers at the store. I also got my license back in October 2017, which I haven't had since 2006. The program helped me a lot on my journey to getting back on my feet."

– Colorado

## SPOTLIGHT — MONTH OF THE MILITARY CHILD

### Understanding Military Families

Every April, the Department of Defense celebrates the Month of the Military Child to recognize that it's not just the military members who serve their country, the whole family does. If you have military families in your caseload, you can learn more about this recognition event on the DoD [Month of the Military Child website](#).

### Resources for Military Families



Just in time for this year's celebration, the [Sesame Street for Military Families website](#) has resources for providers who support military families. A short video introduction features Elmo talking to Vice Admiral Raquel Bono, director of the Defense Health Agency. Together, they describe how the resources are laid out and can be easily used. Visit the website's [new section for providers](#) for more information.

**SPOTLIGHT — FEDERAL GRANTS****Grants Study Effects of Procedural Justice**

Tanya Miller, OCSE

Some parents find child support agencies and their processes unfair, frustrating, and difficult to navigate. This perception often has a negative effect on noncustodial parents' engagement with the child support program and compliance with support orders. Procedural justice, sometimes referred to as procedural fairness, is an approach designed to increase the perception of fairness in legal and government proceedings.

According to [Procedural Justice in Child Support](#) in the June 2016 *Child Support Report*, programs that focus on procedural justice strategies may receive more reliable payments because parents feel that the office arrived at the outcome fairly. Parents who make reliable payments avoid contempt hearings and may also improve their relationships with their children.

**Testing the theory**

In September 2016, OCSE launched the [Procedural Justice-Informed Alternatives to Contempt](#) (PJAC) demonstration with grant awards to Arizona, California, Michigan, Virginia, and Ohio. For the cross-site evaluation, we awarded a grant to Georgia who contracted with MDRC and its partners MEF Associates and the Center for Court Innovation.

During the five-year demonstration, we hope to change the negative perception that some parents have of the child support program by offering alternatives to civil contempt guided by procedural justice principles. We designed the PJAC program components to provide case managers with tools and services to focus on parents who are at risk of referral for contempt. We hope to increase their willingness to pay support by helping them overcome any barriers they have to making reliable payments and by promoting positive engagement with the agency and the co-parent or caretaker. Our goals include increasing reliable child support payments, reducing arrears, minimizing the need for continued enforcement actions and sanctions, and decreasing the inappropriate use of contempt.

**Busy first year**

The grantees spent 12 months preparing their service model and securing community partners. With the implementation of the [final rule](#), grantees had to review their business-as-usual services and pre-contempt screening processes to ensure that cases referred to contempt were appropriate. Grantees also worked on clarifying their PJAC service delivery plans while the whole PJAC team — the grantees, evaluators, and OCSE project officers — worked together to develop random assignment procedures. PJAC teams at each site have also received extensive training on procedural justice, domestic violence in the child support context, and dispute resolution and mediation.

*During the five-year demonstration, we hope to change the negative perception that some parents have of the child support program.*

**Pilot phase**

In October 2017, grantees began testing and adjusting procedures in anticipation of the project launch. In February, grantees came to Washington, D.C., to share information, meet with OCSE and evaluation team staff, and receive additional training. Commissioner Lekan spoke to the grantees and listened as Arizona and Stark County presented on their early challenges and successful engagement strategies.

**Implementation**

During February and March, grantees moved into full study implementation. The sites are already seeing improved outcomes related to locating parents who owe support, income withholding orders, and debt compromise. They are also reporting that parents are making payments on their own and reconnecting with their children. We're just 18 months in to the PJAC demonstration and we're looking forward to learning a lot more over the next four years.

For more information, visit the [PJAC webpage](#) or contact OCSE PJAC project officers Tanya Miller, [tanya.miller@acf.hhs.gov](mailto:tanya.miller@acf.hhs.gov), and Michael Hayes, [michael.hayes@acf.hhs.gov](mailto:michael.hayes@acf.hhs.gov).

## Arapahoe County Project Celebrates Graduates

Sharon Henderson and Michelle Jadczak, OCSE

The Arapahoe County Child Support Office graduated three students from its first GED diploma class. The dads were all smiles during their special ceremony on January 29, 2018, in Aurora, Colorado.

The child support office created the GED course as part of the [Child Support Noncustodial Parent Employment Demonstration](#) (CSPED) program grant OCSE awarded to Colorado in 2012. The CSPED goal is to increase the reliable payment of child support by noncustodial parents who are willing but unable to pay. Arapahoe felt that if they could remove an educational barrier, fathers would be more successful at finding employment.

While there were only three people enrolled in the first class, the county is ramping up this effort. The current GED class has a dozen students. Arapahoe County Child Support Director Bob Prevost believes they will have enrolled over 100 students by the year's end.

*“Through the CSPED grant, we can offer more to those who want to succeed in making their lives better”*

“Through the CSPED grant, we can offer more to those who want to succeed in making their lives better,” said Prevost. “As long as the individual is willing, we’ll work on increasing their ability through the supportive services model we’ve put into place.”

Commissioners, directors, and staff all participated in the evening graduation ceremony held at the Department of Human Services. The three fathers were joined by their families, including their children who were just as proud of their dads as the graduates were about themselves. “Pretty cool to see staff stick around for an extra few hours to show these parents the support we are offering,” said Prevost. “But it was even cooler to see the children and families support these dads’ success.”

The GED course is one of 11 supportive programs Arapahoe County developed for CSPED grant participants. The county also provides motherhood and fatherhood classes, mediation assistance, and employment services. Caseworkers also refer parents to domestic violence and substance abuse services, and to a free legal clinic. Arapahoe County uses the menu of services to meet the needs of each participating family and adjusts to the specific circumstances of each case.

For more information about this program, view the [Arapahoe County Human Services video](#). You can learn more about the grant and its other recipients on the [OCSE CSPED webpage](#).



First three graduates stand proudly with child support staff members.

**APRIL IS  
CHILD ABUSE  
PREVENTION  
MONTH**

In his March 29 [White House proclamation](#), President Donald Trump stated, “Every child is a precious and unique gift who deserves the security of a loving and nurturing home.” The president went on to say, “To realize this truth, we must dedicate ourselves to the noble cause of protecting and caring for our children.” ACF has several resources to help service providers in this task.

In [A Community Response](#), the ACF Children’s Bureau provides information on Community-Based Child Abuse Prevention programs that it funds. The 2018 Prevention Resource Guide supports “service providers in their work with parents, caregivers, and their children to prevent child maltreatment and promote child and family well-being.”

For more information, visit the [National Child Abuse Prevention Month 2018 webpage](#).

## Improving Outcomes by Testing Behavioral Strategies — Lessons Learned from the BICS Demonstration Grants

OCSE awarded five-year [Behavioral Interventions for Child Support Services](#) (BICS) demonstration grants to eight child support agencies in 2014 to test how behavioral economics principles can improve child support program processes and outcomes. The eight grantees are California, Colorado, Georgia, Ohio, Texas, Vermont, Washington, and the District of Columbia. Read about early results from three states in the [October 2017 Child Support Report](#).

Over the next few months, we will run stories from BICS grantees so that other child support programs can learn from their experiences. This month, we feature California and Vermont. In each article, the parents' names have been changed.

For more information on BICS, contact OCSE project officers Michael Hayes, [michael.hayes@acf.hhs.gov](mailto:michael.hayes@acf.hhs.gov), and Gretchen Lehman, [gretchen.lehman@acf.hhs.gov](mailto:gretchen.lehman@acf.hhs.gov).

### California — You Only Fail When You Stop Trying

Courtney Watts, BICS Coach, Sacramento County Department of Child Support Services

In September 2017, Donna was ordered to pay \$175 a month in child support. Sacramento Department of Child Support Services (DCSS) establishment workers had limited contact with her early in the process, and we had lost all contact with her by the time of her hearing, where Donna failed to appear.

Sacramento focuses its current BICS intervention on payment reminders and early engagement right after an order is established. I received Donna's case in October.

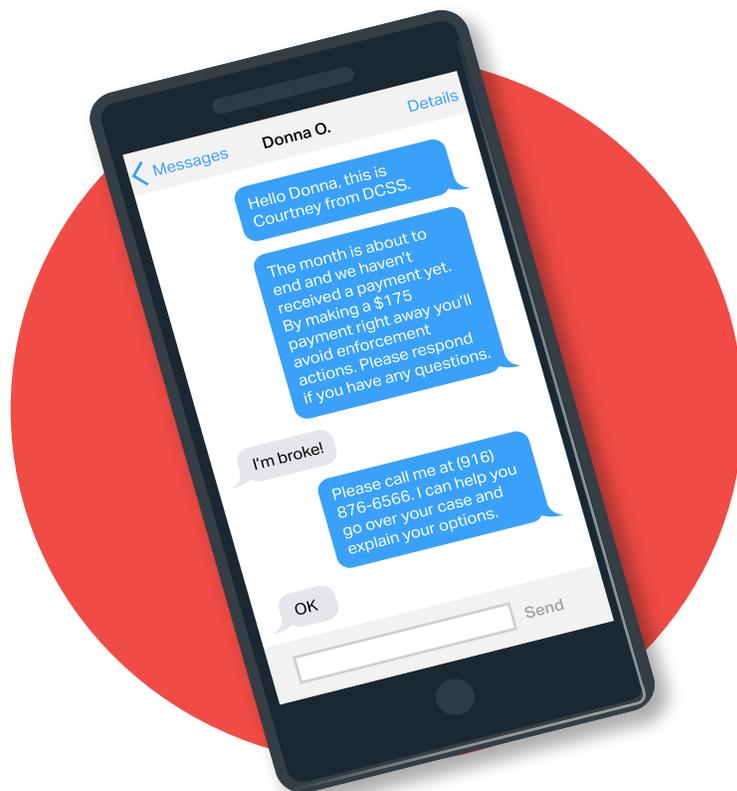
My initial review showed that Donna moved and changed phone numbers frequently. I correctly anticipated that reaching her would be hard. I tried all the usual caseworker tactics to reach her, but none worked. I ended up leaving a lot of voicemail messages. I also sent letters using different behavioral phrases such as, "This can be a very confusing process, but we are here to help make it easier for you and as fair as we can," hoping to get Donna to respond. Months went by and none of my attempts were successful.

It was frustrating not to be able to reach her. Prior to BICS, this case would've gone unattended for months, if not years. But I kept trying to contact Donna so I could understand her story, determine what might be happening in her life, and help her get on track with her child support case.

After three months of frustration, I decided to give it one last attempt so I texted Donna. I wasn't hopeful, but thought it couldn't hurt to try. Imagine my surprise when I received a text response from Donna a few hours later! I quickly texted her back asking her to call me so we could talk more in depth about her case. Just a few minutes later, my phone rang!

Donna told me she didn't know that an order had been set. Then she surprised me further by telling me that her son's father, who we had identified as the custodial parent, had died about a week before the child support hearing back in September. Her son was living with her, and she'd been too busy taking care of him to deal with the hassle of my calls and letters. My text made it easier for her to respond; she said that's the way she communicates with everyone.

Donna was relieved to learn that I could close the case and that she didn't owe any child support since her son had been living with her the whole time. With all the other things going on after the father's death, Donna was grateful I'd made that one last try to contact her.



## Vermont — BICS Pays Off for Dads, Moms, and State

Roberta “Birdie” Mayers, Director,  
*Vermont BICS Project*

Sam struggled to pay his bills and child support. His child support debt was more than \$17,000. Sam’s bank account had been frozen. Like many parents who have fallen behind, he worried about his debt that was growing each month. Sam decided to do something about it. He needed to earn more money, so he decided to go back to school.

Sam juggled working part-time, spending time with his kids, and going to school to become a Licensed Practical Nurse (LPN). In April 2017, he earned his LPN certification and got a job working as a licensed nursing assistant. Though he was making more money, Sam had fallen further behind during school and was worried about catching up.

Sam’s past interactions with the Vermont Office of Child Support Services (OCS) didn’t sit well. He felt the caseworkers and court staff had judged him and treated him unfairly because he has multiple cases. Sam wanted to support his children, but he didn’t want to go back to court. Despite his past experience, he called OCS to see if he could modify his order now that he was earning more so that he could begin to reduce his child support debt.

### Engaging parents differently

Under the BICS demonstration, the random assignment procedure put Sam’s case into a new resolution process. We’re using principles from behavioral economics and procedural justice to create a less intimidating and more informal process for parents to resolve disputes between themselves and with our office. Parents have a chance to tell their side of the story and to learn about child support rules and processes. We designed these new case resolution meetings to help parents feel like they are treated fairly.

Instead of sending Sam back to court, which could repeat his earlier negative experience, we invited Sam to an in-house case resolution meeting led by a specially trained facilitator. Sam’s situation is complicated because he has cases with three custodial parents. To address all of Sam’s child support orders and debt, we needed to schedule resolution meetings on the same day with each of the other parents. To make it even more challenging, we had to complete all three meetings in a particular sequence because the outcome of each meeting depended on the others.

To coordinate all of these meetings and engage the custodial parents, we developed letters and reminder call scripts using behaviorally informed language and concepts. The new materials included checklists and simple planning tools to help the parents see the value in participating in the

process and preparing everything before the meeting.

The new materials worked! All three custodial parents met with Sam and the OCS facilitator. It was a daylong process, but everyone stuck it out. At the end of the day, Sam was able to reach agreements with each of the custodial parents, and he left with modified orders on all of his cases.

### One year, thousands of dollars

It’s been over a year since Sam’s resolution meetings. He recently came into the office to make an additional, voluntary payment on his back support that reduced his balance to only \$1,732 for all three cases! The OCS facilitator who worked with Sam last year happened to be in the office when he came in, and Sam shared how the experience of being treated fairly and respectfully at the resolution meetings had totally changed his perception of us. He is no longer afraid to come into OCS.

Sam has also graduated from college. He obtained his Registered Nurse (RN) License and is interviewing for jobs at a nearby hospital. Once he gets an RN position, he told the facilitator he would be back to make sure his child support is coming out of his new paycheck. He said he would also ask for upward order modifications since he’ll be making more money and can pay more support.

#### SPOTLIGHT — REENTRY

### April is Second Chance Month

President Donald Trump declared April as [Second Chance Month](#) to celebrate people who have successfully reentered society after prison. “We encourage expanded opportunities for those who have worked to overcome bad decisions earlier in life and emphasize our belief in second chances for all who are willing to work hard to turn their lives around.”

Through the proclamation, the president wants to raise awareness of programs and policies that provide second chances for formerly incarcerated individuals. Child support programs work with our partners to help parents who are incarcerated or returning to their communities. For more information, visit the [OCSE Incarcerated Groups/Reentry webpage](#).

## SPOTLIGHT — GRANT OPPORTUNITY

# Increase Program Participation through Digital Marketing

Michelle Jadczyk, OCSE

In January, OCSE published a grant forecast for funding projects to determine whether digital marketing can help the child support program reach and serve families more effectively. The [Using Digital Marketing to Increase Participation in the Child Support Program](#) forecast provides advance notice of our intent to publish a funding opportunity announcement that eligible applicants can apply for.

The forecast notes that selected grantee funded projects will test digital marketing approaches and partnerships by:

- Using one-way communication to reach parents that could benefit from child support services; and
- Creating or improving two-way digital communication and engagement with parents.

## Declining caseload

Between 2003 and 2010, the national child support caseload hovered between 15.6 and 15.9 million. By 2016, the national caseload dropped by more than 1 million cases, to 14.5 million. The Analyze This blog [Child Support Caseload Trends: 1999-2016](#) has details.

The reduced caseload may be seen as concerning because child support is an incredibly important source of income for families, especially those living in poverty. According to OCSE's [2016 Infographic](#), the program collected \$33 billion, 95% of which went directly to families. For every \$1 spent on the program, \$5.33 was collected. Child support payments, when received, represent 50% of the average household income for families in poverty. In 2015, child support payments lifted a million families out of poverty.

## Connecting with the disconnected

Digital marketing may be able to reach eligible families that aren't using child support services currently. Some agencies are trying new methods to increase program awareness among eligible families, and retooling outreach language in an effort to change public perception of the child support program. They are attempting to connect with parents using digital advertising services, social media, and pop-up ads in mobile apps and on music and video web-streaming services. Some states have pursued these campaigns on a time-limited basis using federal incentive funds, and others have incorporated this goal into a broader strategy, including forming state-level social media outreach teams.

Data from the Pew Research Center shows that seven in ten Americans now use social media to connect with others, engage with news and online content, and share information. According to Pew's [Social Media Fact Sheet](#), 69% of adults used at least one social media site in January 2018. That number rose to 88% for young adults 18 to 29 years old and to 79% for those 30 to 49.

## Additional tools

Child support agencies can also use search engines to reach potential families. In a [2017 report](#), BrightEdge digital marketing reported that organic searches accounted for 51% of all channel traffic. Many agencies use search engine optimization (SEO) to make sure they are showing up in online search results. The General Services Administration website DigitalGov has more information in [Four Steps to Achieve Good SEO](#). Additionally, most digital marketing platforms provide extremely thorough data analytics with their services.

OCSE is excited about this new grant opportunity. We look forward to publishing the full funding opportunity announcement and learning how digital marketing can expand the reach of child support. We encourage states and tribes to watch for the funding opportunity announcement in the coming month and apply! You can go to the [Grants.Gov online forecast](#), login, and then click the red subscribe button to sign up so that you will be notified immediately when the announcement posts.

For more information, contact Michelle Jadczyk at [michelle.jadczyk@acf.hhs.gov](mailto:michelle.jadczyk@acf.hhs.gov).



SPOTLIGHT — OPIOID EPIDEMIC

## Combating the Opioid Epidemic

In the [September 2017 Child Support Report](#), John Langrock reported that child welfare experts are finding a significant rise in the number of children needing foster care because of their parents' abuse of opioids and methamphetamines. Some of these children end up being cared for by grandparents and other relatives who apply for public assistance or for help from local child support offices. Child support professionals may not be able to help directly with the war on opioid addiction, but they can pass information on to the families they serve. The Centers for Disease Control and Prevention (CDC) [Opioid Overdose webpage](#) has resources offices can use including a microsite that plugs right into an agency's existing website and provides ready-made CDC content.

The CDC has released a new Vital Signs report called [Opioid Overdoses Treated in Emergency Departments](#). Because this fast-moving epidemic does not stay within state and county lines, coordinated action between emergency departments, health departments, mental health and treatment providers, community-based organizations, and law enforcement can prevent opioid overdose and death.

Emergency department visits for opioid overdoses in the U.S. rose 30% between July 2016 and September 2017. In September 2017, the CDC launched [Rx Awareness](#), a powerful communication campaign featuring real-life accounts of people recovering from opioid use disorder and people who have lost loved ones to prescription opioid overdose. Child support agencies can display the campaign materials available on the Rx Awareness website as one way to contribute to the coordinated efforts in their community.



Around  
**46**  
PEOPLE

die every day from overdoses involving **prescription opioids.**

SPOTLIGHT — MINORITY HEALTH MONTH

## National Minority Health Month

James Murray, OCSE

Children's health and well-being is a primary goal of the child support program. Each April, our nation observes National Minority Health Month as a way of highlighting the health disparities that persist among racial and ethnic minority populations and the ways in which legislation, policies, and programs can help advance health equity. The HHS [Office of Minority Health](#) (OMH) selected Partnering for Health Equity as the 2018 theme for National Minority Health Month.

The national child support caseload includes parents and children of many racial and ethnic minorities. Parents' health and well-being is essential to their ability to be engaged in their children's lives. Healthy noncustodial parents can better maintain employment and make consistent support payments. Custodial parents need to be physically able to care for their children, which isn't always easy according to an article in Forbes, [Single Fathers at Increased Risk of Premature Death, Perhaps Due to Unhealthy Lifestyle](#).

National, state, tribal, and local partnerships are key to helping reduce health disparities and advance health equity. OMH held webinars and hosted a Partnering for Health Equity Twitter chat this month to focus on the role of partnerships in improving the health of people and communities across the country. To learn about events throughout the year, visit [OMH's website](#) and sign up for [OMH email updates](#).

Either formally or informally, child support agencies can be partners in the effort to improve the health of parents in their caseloads. Agencies can share information about physical wellness, diet and exercise, mental health, health care coverage, health fairs, free screenings, dental check-ups, and other health-related community activities.

*For information on developing culturally responsive customer service, read [Being More Culturally Responsive](#) on page 9.*

Partnering for Health Equity means stronger, safer and healthier communities.



#NMHM18

# Being More Culturally Responsive

Michael L. López, Ph.D., Co-Principal Investigator, *National Research Center on Hispanic Children and Families*

April is [National Minority Health Month](#), an ideal time to talk about service disparities, develop new delivery strategies, and support the overall health and well-being of all families. U.S. families are more and more linguistically and culturally diverse. Many service delivery organizations are trying to respond to their diverse needs. Many minority families live in poverty. They need help from government programs such as Temporary Assistance for Needy Families, the Supplemental Nutrition Assistance Program, Medicaid, and child support.

However, as much as they need that help, many low-income families, particularly Hispanic families, are less likely than others to enroll in these programs. This is especially true for Hispanic immigrant families. No one fully understands why, but we believe these may be some of the reasons. Hispanic immigrant families often face real or perceived obstacles including language barriers, being less aware of the programs and how to apply for them, eligibility requirements, and immigration-related concerns such as fear of deportation.

This growing diversity and concerns about families not using important government assistance programs have prompted a call to action. Providers need to deliver services that are more culturally responsive. Cultural competency is a way for service organizations to become more culturally responsive. It helps you develop behaviors, attitudes, and policies that better recognize and respond to families' diverse needs.

The National Research Center on Hispanic Children and Families wants to help. We recently published [Developing Culturally Responsive Approaches to Serving Diverse Populations: A Resource Guide for Community-Based Organizations](#). It helps with (1) defining and understanding cultural competency. Then it identifies easily accessible resources for (2) choosing interventions, (3) conducting a needs assessment, (4) selecting appropriate measures and measurement approaches, (5) collaborating with other organizations, (6) ensuring workforce diversity, and (7) budgeting for culturally competent programs.

Each section covers the relevant issues and provides links to a range of web resources. Your organization can use the resources to develop or improve your ability to provide culturally competent services. We didn't want to reinvent the wheel. Instead, the guide packages available and easy-to-access resources in a one-stop shopping experience.

We hope you can use this resource guide in your work,

and we encourage you to share it with others. It builds on similar OCSE efforts on the [Hispanic Outreach webpage](#).

*Michael López is a principal associate at Abt Associates, which is a founding member of the National Research Center on Hispanic Children and Families. The center was established in 2013 through a five-year cooperative agreement from the ACF Office of Planning, Research and Evaluation.*

For more, visit the [National Research Center on Hispanic Children and Families website](#) and follow their Twitter account, [@NRCHispanic](#).

## Seven Key Components



## Child Support Report

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