

# NCP CHOICES



# COMPREHENSIVE FIELD GUIDE

Edition FY 2013

“He’s excited about helping with his daughter, and so it’s pretty good because we communicate about something else, something besides him not paying. We communicate about him helping out and what he’s doing with his job.”

- Custodial Parent



ATTORNEY GENERAL OF TEXAS

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CHILD SUPPORT DIVISION

FAMILY INITIATIVES

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## INTRODUCTION

“This program is a blessing in disguise. Now that I have a job, I’m paying my child support. I’m on the right track, paying my bills and being able to take my kids and do whatever I want with them. It’s the best feeling in the world.”

Alex, NCP Choices Graduate

NCP Choices has proven to be an important child support collection tool for some of the hardest-to-serve noncustodial parents (NCPs) in Texas. By leveraging each agency’s core competencies and removing barriers to communication between participating agencies, the project has put more child support in the hands of families who need it most.

### Field Guide

This field guide is to be used by Child Support and Workforce staff at leadership and frontline levels. The guide will:

- Set forth the basic principles and policies regarding the NCP Choices program,
- Explain program standards that will ensure consistency across sites,
- Provide staff with procedural guidance and program resources and tools, and
- Help sites create their own protocols based on local needs.

The guide applies to enforcement and establishment cases. Notes specific to establishment participants are highlighted in “Establishment Note” boxes.

The guide should be used in conjunction with policies and procedures of the Office of the Attorney General’s Child Support Division (CSD) and the Texas Workforce Commission (TWC).

## PROGRAM OVERVIEW

### What Is NCP Choices?

Families have changed since the federal child support system was created in 1975, and so has the Texas child support program. In 2005, the Office of the Attorney General (OAG) partnered with the TWC and the IV-D courts to create NCP Choices. As part of current family-centered child support strategy represented in the diagram on the next page, the OAG seeks to provide resources and tools to enable both parents to share in successfully raising their children. The OAG has developed nationally recognized programs and [publications](#) for military families, teens, victims of family violence and others. NCP Choices is a cornerstone of this work.



NCP Choices is a departure from previous employment programs for NCPs that had little to no consequences and mediocre results, or were successful but prohibitively costly. By leveraging resources of the OAG, TWC and IV-D associate judges, the program has collected more than \$3 in child support for every \$1 spent on the program.

NCP Choices links strong court-ordered compliance monitoring to assistance with job search efforts, backed by swift and certain sanctions for those who fail to comply with program requirements. It serves unemployed and underemployed NCPs who have fallen behind in their child support payments, and who need more than just a little enforcement “nudge” to get back on track. It helps parents with new orders start off on the right track to avoid accruing child support debt. The program is modeled after Texas Choices, the employment services program for custodial parents (CPs) who receive Temporary Assistance for Needy Families (TANF). NCP Choices gives NCPs the same set of support services and program compliance expectations as CPs on public assistance.

## Program Eligibility

Program participants are parents who:

- Are facing jail time for nonpayment of child support or establishing new child support orders
- Are unemployed or underemployed
- Reside in a county served by a participating local workforce development board
- Are medically able to work and not incarcerated during the term of their participation
- Have a Social Security number

## Workforce Services

Workforce provides NCP Choices participants with job referrals and tracks their job search efforts. (Participants are required to spend 30 hours per week in search of employment.) Workforce also monitors each participant's job retention for six months. Participants may receive additional support services such as help in obtaining work clothes or tools and assistance with vision care (e.g., eye glasses) or transportation (e.g., gas cards, bus passes). In some cases, participants are able to complete GED or ESL courses, or receive short-term job training and subsidized work experience.

## Program Outcomes

**Child Support:** The program has seen very strong collection outcomes for parents ordered into NCP Choices.

The Ray Marshall Center at the University of Texas evaluated the NCP Choices program. When compared to a comparison group, NCP Choices parents were **more likely** to pay their child support, **pay more** of it and **pay more consistently** over time. The results continued two and four years after parents were ordered into the program. A predictor of long-term payment is collections made through wage withholding. The number of NCP Choices parents paying through wage withholding almost doubled that of the comparison group.

NCP Choices participants pay, on average, \$0 in child support in the eight months prior to program enrollment, but pay \$1,500 in the eight months after program entry.

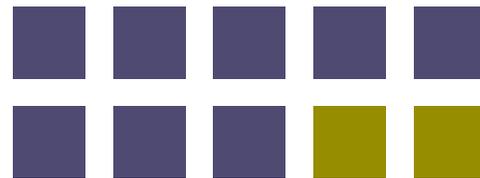
**Employment:** The program also has seen positive employment outcomes for NCP Choices participants. Parents who engage in program services find a job by the second month of enrollment, and 61% of those parents retain employment six months after entry into the program.

**Ripple Effect:** NCP Choices parents are one quarter as likely to apply for unemployment insurance (UI) benefits as the comparison group. There was more than a 20% drop in TANF use by CPs linked to program participants.

### Average Monthly Child Support Payment

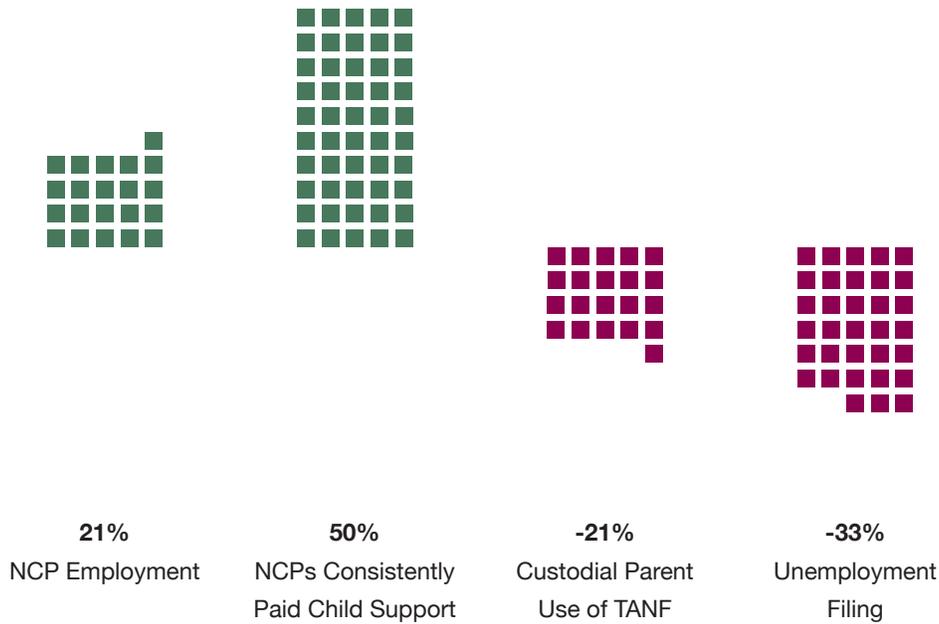


**NCPs (on average) made no child support payments in the 8 months preceding their order into the program.**



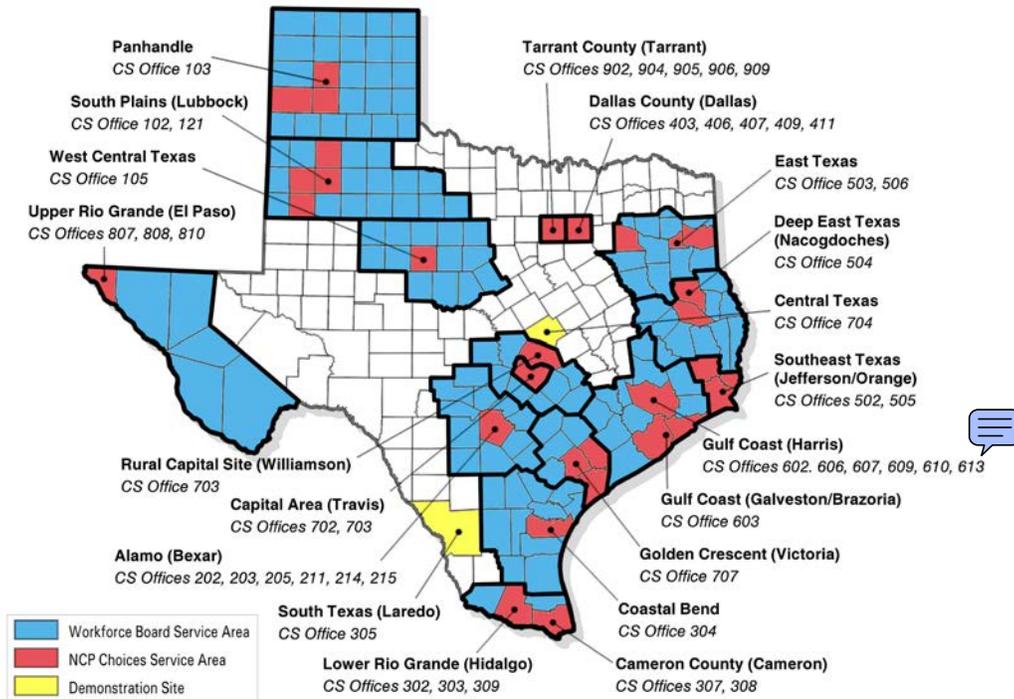
**8 out of 10 participants find employment within 8 weeks of program entry.**

## NCP Choices Participants vs. Comparison Group\*



## Where Is NCP Choices Being Used?

In 2005, NCP Choices began as a pilot project in five largely urban sites. The success of the program led to expansion, and by March 2013, the program was operating in 19 workforce board areas serving parents from 46 child support offices.



Source: Schroeder, D. & Doughty, N., "Texas Non-Custodial Parent Choices: Program Impact Analysis", August 2009

\*The program comparison group members were selected through a multivariate nearest-neighbor match of 32 demographic, child support case, legal enforcement action, and employment and earnings characteristics.

## Not Just about the Dollars

NCP Choices diverts non-compliant obligors from jail and directs them into productive employment activities—increasing their ability to financially support their children. Beyond the impact on financial stability, consistency in child support yields a positive impact on father-child and mother-father relationships.

**Jorge, NCP Choices participant:**

“My relationship with my kids has been much better. Now I know they have insurance, and I know they are safe.”

**Mary, custodial parent on NCP Choices impact:**

“He’s excited about helping with [his daughter], and so it’s pretty good because we communicate about something else, something besides him not paying.”

### Facts at a Glance

**NCP Choices Participants**

- 15,000 NCPs, 24,000 families impacted
- More than \$100 million collected
- 81% find work within 8 weeks
- 61% stay employed for at least 6 months

**Results Relative to Comparison Group**

- NCPs paid child support 50% more often
- 44% increase in total collections
- CPs are 17% less likely to receive TANF benefits

*Data on enforcement participants July 2005–Aug. 2012*

# DEVELOPING AND MAINTAINING THE PARTNERSHIP

Agreements between the OAG and local workforce development boards (LWDB) must be completed before a local child support office can become an NCP Choices site. The OAG’s State Office facilitates the execution of these agreements, which are also referred to as memorandums of understanding (MOUs). The MOUs describe responsibilities of local child support and workforce staff, and provide a legal framework for the NCP Choices program. An [MOU template](#) is available in the appendix of this guide. (Individual sites may have some variation to the template.)

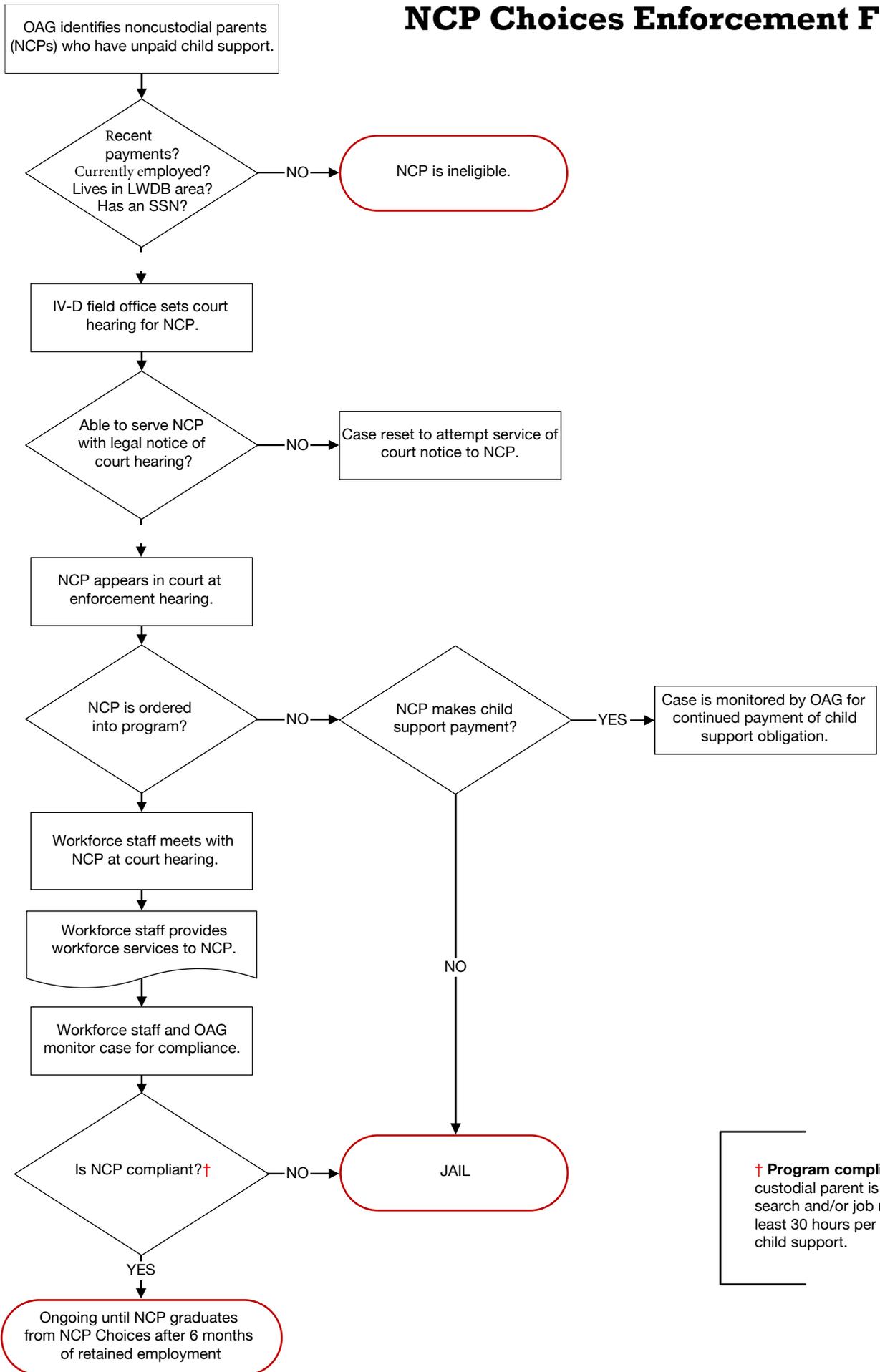
Although MOUs outline each agency’s responsibilities, they do not specify details for accomplishing them. Program sites have some flexibility to adapt methods to their area as long as they meet standards required by State Office and set forth in the MOUs. Communication among all parties, such as what takes place at preliminary training sessions and ongoing monthly meetings, is critical to local success.

The table below summarizes general roles and responsibilities of each agency. NCP Choices flowcharts for enforcement and establishment cases, found on pages 9-10, depict the general program process.

## NCP Choices Partner Roles and Responsibilities

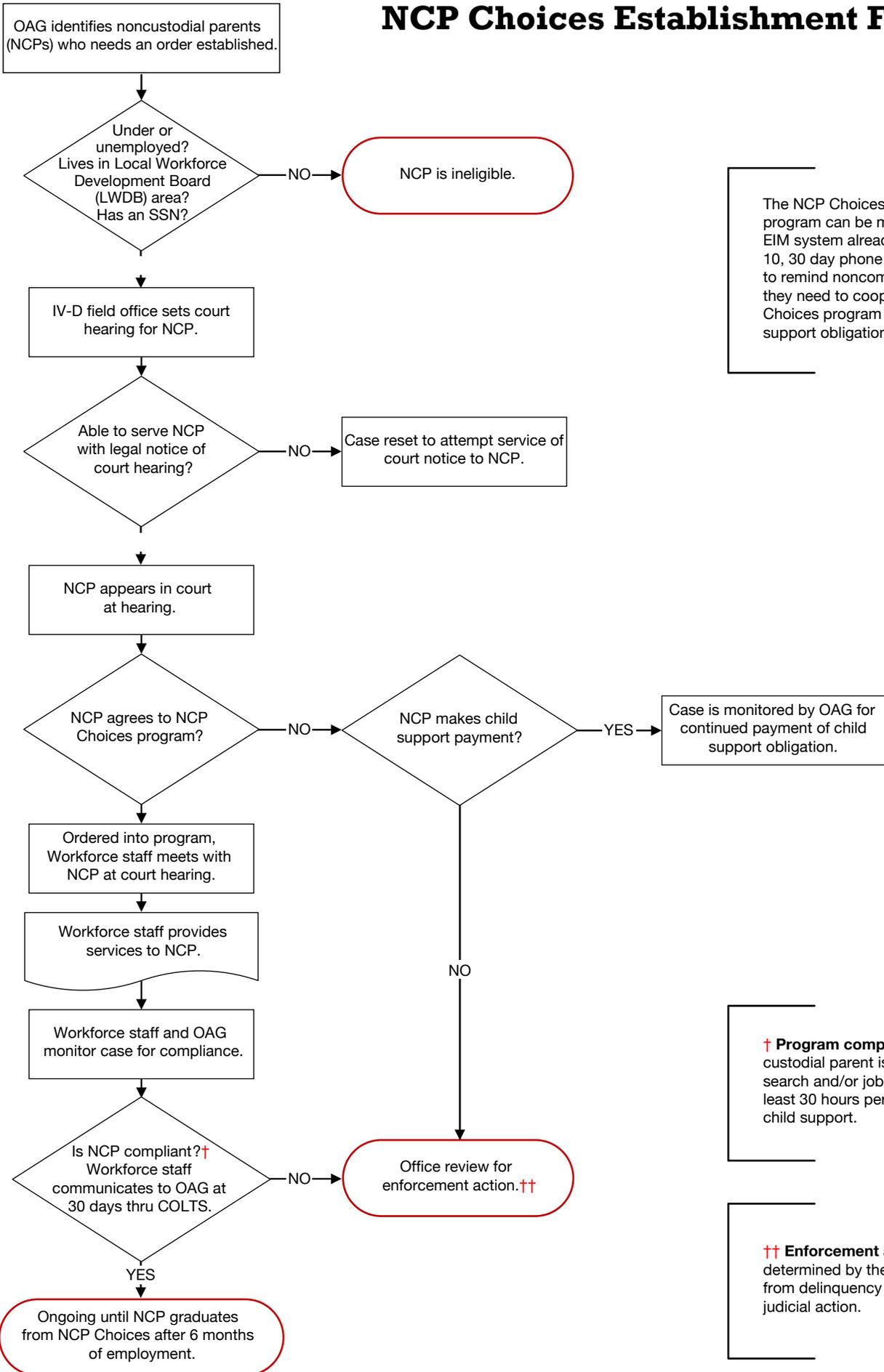
Child Support Field Staff	Workforce Staff	IV-D Court
<p>Orient Workforce staff to court process, review components of the court order specifying participation in NCP Choices.</p> <p>Identify NCPs for program participation.</p> <p>Communicate program benefits and consequences of non-compliance to CPs and NCPs, and parties’ attorneys during court.</p>	<p>Designate which staff will attend Title IV-D child support court hearings.</p> <p>Orient participants to program:</p> <ul style="list-style-type: none"> <li>• Explain requirements &amp; available services</li> <li>• Obtain Authorization to Release Information</li> <li>• Complete workforce intake forms and collect NCP’s information</li> </ul>	<p>Set docket to include NCP Choices cases.</p> <p>Provide space in courthouse for Workforce staff to meet with participants.</p> <p>Order NCPs into program and direct NCPs to local workforce staff present at court.</p>
<p>Prepare appropriate court orders.</p> <p><b>Best Practice:</b> Enforcement orders should include compliance review hearing date.</p> <p>Add NCP’s relevant legal action and case information on the NCP Choices Online Tracking Systems (COLTS).</p> <p>Initiate an income withholding when notified of NCP’s job status (COLTS’ auto-notification).</p>	<p>Provide 30 hours per week in workforce activities.</p> <p>Create initial COLTS record and track each NCP’s progress on COLTS.</p> <p>Notify CSD of NCP’s job status within 3 days by updating information on COLTS.</p>	<p>Enforcement cases: Monitor compliance at review hearings.</p> <p>Establishment cases: Hold enforcement court hearing when parent fails to pay support. (CSD must first assess case for judicial enforcement.)</p>
<p>Present evidence at enforcement hearings for non-compliant NCPs.</p>	<p>Submit compliance reports to CSD and IV-D court.</p> <p>Follow up for 6 months after participant has secured employment.</p>	<p>Order punitive program removal, e.g., capias, jail time or other consequence, e.g., re-order, probation on non-compliant cases.</p>

# NCP Choices Enforcement Flowchart



† **Program compliance** means the non-custodial parent is participating in work search and/or job readiness activities at least 30 hours per week and pays child support.

# NCP Choices Establishment Flowchart



The NCP Choices establishment program can be monitored using the EIM system already in place. EIM 10, 30 day phone calls can be used to remind noncompliant NCPs that they need to cooperate with the NCP Choices program and pay their child support obligation.

† **Program compliance** means the non-custodial parent is participating in work search and/or job readiness activities at least 30 hours per week and pays child support.

†† **Enforcement action** taken will be determined by the office. It can range from delinquency letters to judicial action.

## Monthly Meetings

The MOU gives NCP Choices partners three specific responsibilities regarding communication:

1. Promote joint planning of process and procedures.
2. Reach out to other appropriate partners to develop additional resources for NCPs.
3. Attend monthly meetings to review NCP Choices progress.

Face-to-face monthly meetings offer partners a venue for regularly addressing program performance, coordinating work and celebrating success. In addition to scheduled meetings, communication between all program partners should occur anytime coordination, clarification or troubleshooting is needed. And, partners should educate each other about their respective agencies' missions, priorities and operations, particularly when new staff joins the team.

**Resource:** Child support leaders can use points in the [CS101 Outline](#) to explain child support basic operations to Workforce staff, and Workforce board leaders can use points in the [WF101 Outline](#) to explain the workforce system and employment supports to child support partners.

The checklist below includes items local partners can discuss informally or in meetings.

### Monthly Meeting Agenda Items

#### **Courthouse Logistics and Process**

- ✓ Making space and equipment available to Workforce
- ✓ Orientation to court process for new Workforce liaisons
- ✓ Sharing court docket schedule

#### **Identifying and Enrolling Participants**

- ✓ Progress toward performance targets
- ✓ Documentation and communication regarding enrollment

#### **Serving and Monitoring Participants**

- ✓ Trends in participation and noncompliance
- ✓ Problem-solving about case monitoring
- ✓ Celebrating success stories

#### **Terminating Services and Closing Cases**

- ✓ Discussing procedures for program removal
- ✓ Clarifying grounds for punitive action, i.e., explain what warrants a motion to revoke

#### **Keeping Track and Communicating**

- ✓ COLTS troubleshooting, i.e., are progress notes and case status information being updated
- ✓ Partner meeting dates, time, agenda, follow-up
- ✓ Requests or recommendations to State Office

## Keys to a Successful Site

There are four key elements to program success: program partners communicate often, Workforce staff attend court to meet NCPs, judges require participation with consequences for non-compliance, and technology is used effectively to track NCP progress.

1. **Communication:**

At successful sites, program partners communicate often and continually about program achievements and improvements. This can be accomplished during monthly partnership meetings scheduled by Workforce and through impromptu communication methods.

2. **Workforce staff attend court:**

Logistical arrangements (designated space, web connectivity, etc.) must be made so that Workforce staff can immediately meet with NCPs who have been ordered to participate.

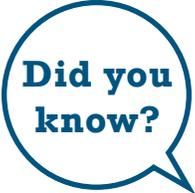
3. **Judges require participation with consequences:**

High-performing sites are those jurisdictions with judges who hold compliance hearings or set clear consequences for noncompliant NCPs.

4. **NCP Choices Online Tracking System (COLTS):**

The effective use of technology is another important part of making the program work. The NCP Choices Online Tracking System is an easy-to-access, secure communication and record keeping tool. Participation status, verified job and wage withholding issuance information, and court hearing dates are readily available in COLTS when both OAG and Workforce take full advantage of the system's ability to track and share information. Each staff member with access to COLTS will receive in-depth training on how to access, add and analyze the data maintained in the system.

Effective sites fully integrate NCP Choices into their operations. Child support offices use the program as another enforcement tool in their toolbox—just like license/passport suspension or liens—and make the program part of their office's daily operation, not a transitory effort. And, likewise, Workforce centers give NCP Choices participants access to the full range of workforce investment activities in the community.



**Did you know?**

There are several resources that keep members up-to-date about what's going on across the state in the NCP Choices community: monthly statewide performance reports that include tips from the field, quarterly site visits that allow state-level representatives to attend local partnership meetings, and peer learning (in-person and virtual) opportunities that bring program management and staff from both agencies together.

# DEVELOPING AND MAINTAINING THE PARTNERSHIP



## NCP Choices Partnership Checklist

### Who

- ✓ **Exchange contact info** – Management and frontline Workforce (WF) and CSD staff should know when, who and how to reach each other.
- ✓ **Celebrate and problem-solve** – WF and CSD management should discuss with each other kudos and concerns about elements of program delivery.
- ✓ **Remember the court** – Remember the IV-D judge and Court Coordinators in the relationship. Thank them and keep them informed of program performance, staffing and success stories.

### What

- ✓ **Keep each other informed about:**
  - Workforce programming – new services, staffing changes, upcoming events
  - Child support operations – staff priorities, case follow-up, documentation in COLTS
  - Court process – docket schedule, judge's feedback
  - Program challenges
  - Individual success stories
- ✓ **Reinforce the message with parents:**
  - When customers see WF and CSD working together, they get the message that they are accountable to both Workforce and Child Support.
  - WF – Encourage participants to get and stay in compliance with their child support order. COLTS displays which participants are and are not paying support.
  - CSD – Remind parents that WF participation is a factor the judge will consider. COLTS displays which NCPs are non-compliant with workforce.

### When

- ✓ **During monthly meetings** - Review performance data (from COLTS, TWIST, statewide reports), discuss staff and schedule changes, strategize participant engagement and consequences, and adjust local procedures for serving and removing participants.
- ✓ **At court, at lunch, anytime** - Use every opportunity to strengthen your partnership.

### Where

- ✓ **Your place and mine** - Alternate monthly meeting locations among the Workforce Center, child support office(s) and courthouse, as space allows.
  - Workforce Center – tour the workforce center to learn about services for parents
  - Child support office – attend a staff meeting or schedule a joint staff luncheon
- ✓ **By phone, via email, on COLTS** - Remember to communicate using traditional and new methods.

# IDENTIFYING AND ENROLLING NONCUSTODIAL PARENTS

NCP Choices distinguishes itself from other employment services by providing consequences to NCPs who fail to cooperate. Eligible parents are enrolled in NCP Choices as a condition of their enforcement or establishment child support court order; they are not “referred” for services. While it is critical that NCPs understand that noncompliance could lead to court-imposed sanctions, it is equally important for parents to know the benefits of NCP Choices services.

## Determining Eligibility

An eligible noncustodial parent is one who:

- Could be facing jail time for nonpayment of child support or is establishing a new child support order
- Is unemployed or under-employed. Under-employed NCPs are:
  - Unable to meet their full child support obligation
  - Working in unstable jobs, e.g., seasonal, temporary
  - Voluntarily working at low-wage jobs below skill or education level
  - Employed part-time when capable of working full-time
- Resides in the participating workforce development board’s service area and has a court order within the participating court’s jurisdiction
- Is physically able to participate (**is not** medically unable to work, incarcerated or on work release)
- Is **not** currently ordered into the program by another office or court
- Does **not** have three prior enrollments (as shown in COLTS, the C.O.L.T. screen in TXCSES or the NCP Choices macro screen print)

Before an NCP can be ordered into the program, the field office will establish a process for identifying eligible NCPs, filing on those cases and confirming eligibility during courthouse negotiation. An NCP cannot be ordered into the program if the field office has requested another state to enforce the order (I/R indicator = I), or for default orders or foster care cases. Also, local workforce development boards can only provide services to individuals who have a Social Security number.

In establishment cases, the judge directs enrollment into NCP Choices by signing an agreed order, or sometimes by holding a hearing and requiring participation. For enforcement cases, enrollment occurs when the judge finds a parent in contempt of court for nonpayment of child support and issues a suspended commitment order. New participants cannot be “referred” for NCP Choices by staff or other programs, and prior participants cannot resume participation unless the judge issues a new order.

**Incarceration:** Parents must be able to immediately meet with Workforce at the time the judge orders them into the program. NCPs who are incarcerated on criminal charges at the time of the child support court order are ineligible for NCP Choices. If an NCP is jailed on non-child support matters after being ordered into the program, the NCP becomes ineligible and should be removed. NCPs who have previously served time in jail are eligible for services.

When an NCP is in jail due to child support matters—arrested for not appearing in court or jailed for nonpayment of support—and has no other (criminal) charges that would keep him/her in jail, then the NCP can be released from jail and ordered to participate in NCP Choices.

Each local site must determine the specific protocol for giving the Workforce career development specialist immediate access to the incarcerated NCP in court at the time of the order.

## Identifying Potential Participants Prior to Court

Workforce representatives are hired to work exclusively with NCP Choices clients. Regular and consistent identification of eligible NCPs by Child Support Division staff is a major success factor in the program. If a site is not enrolling enough parents in the program, the TWC has the authority to evaluate whether program funds should be redistributed to a site that is hitting its “monthly target” and maximizing its use of NCP Choices services.

The monthly per site/court/office target “order in” number varies depending on local workforce service capacity, size of local “universe” of potentially eligible NCPs and other factors that program leaders re-assessed in September 2012. Offices can monitor the number of parents ordered into the program by checking the NCP Choices Online Tracking System (COLTS). Offices also can use the statewide report distributed monthly by the CSD State Office that contains details on each office’s performance.

Field offices should identify program-eligible NCPs when preparing legal pleadings on enforcement and establishment cases. Because circumstances may change between case assessment and the court hearing, the final decision will be made at court. However, when cases are identified prior to court, the process for Workforce and CSD staff is more efficient.

Identifying cases before court makes it possible to:

- Have plenty of potentially eligible NCP Choices cases set for court;
- Have the necessary NCP Choices paperwork on hand for court;
- Group pre-identified cases and handle them consecutively at court, rather than spread them throughout the docket; and
- Notify Workforce staff in advance, giving them time to prepare.

## Finding Program-Eligible Parents Using Tools and Local Knowledge

There are several methods staff can use to find NCPs who may be eligible to participate in NCP Choices.

### **Use What You Know:**

No tool can replace the knowledge of child support staff at every level who know about NCP Choices, how it helps NCPs and their families, and how it enhances child support enforcement and collections. Any staff member who has contact with NCPs, including those employees who deal with phone or walk-in customers, can screen cases for eligibility and identify potential NCP Choices participants. So that staff at all levels know what NCP Choices has to offer, child support management can schedule time for Workforce representatives to talk about the program at office or team meetings.

### **Run an IDEAS report:**

Running an ad hoc report on CSD’s Information Delivery Analysis System (IDEAS) generates a pool of enforcement cases that can be reviewed for judicial enforcement action. This is one way for offices to load future court dockets with a sufficient number of cases where the NCPs could be ordered into NCP Choices. The [IDEAS Ad Hoc Instructions](#) describe which fields to select when running this report.

### **Conduct Enforcement or Establishment Case Review:**

When preparing a case for judicial filing, child support officers can check whether the NCP is a candidate for NCP Choices. Some offices include a note on TXCSES, print the TXCSES notepad and place it in the case file to indicate that an NCP is potentially eligible for the program.

### **RESOURCE:**

The [CSO Reference Card](#) describes how to find and file on an eligible NCP (specific to enforcement cases).

## **Review and Approve (R&A) Pleadings:**

An assistant attorney general (AAG) uses the R&A stage to confirm that the appropriate legal pleadings are prepared and that NCP Choices participation language is included on cases where the NCP could be ordered into the program. The AAG may add R&A notes on TXCSES or in the case file to indicate that an NCP may be a likely NCP Choices candidate.

## **RESOURCE:**

The [AAG Reference Card](#) is tailored for courthouse use by AAGs or negotiating CSOs.

## **Prepare Cases Set on the Court's Docket:**

Cases that have not been reviewed for NCP Choices eligibility should be screened during court docket preparation. There are two ways to screen the cases.

### **1. Use the NChoices.ncp macro.**

The [NChoices.ncp macro](#) is a shortcut for reviewing cases on TXCSES. The macro reviews cases set on a particular docket and prints an NCP Financial Summary (NCFS) screen for cases that pass the macro's filters. Printouts can be placed in the corresponding case files. The printout will also document whether the NCP is a former Choices participant. If the NCP was previously enrolled in the program, talk to your Workforce counterpart to determine if the NCP was compliant. If the NCP has a history of non-compliance, relay that information to the judge. The NChoices macro also has the option of printing a text file with a list of eligible cases.

You can also use the macro's output file to track outcomes on potentially eligible cases; for example: Case #123 no show, Case #111 is employed, Case #222 ordered in, etc.

For assistance using or saving this macro, contact your NCP Choices Site Coordinator.

If your child support field office has developed a macro that helps you with NCP Choices, please send the macro to your NCP Choices Site Coordinator to share with other sites.

## **ESTABLISHMENT NOTE**

Use the [Establishment Talking Points](#) for discussing the program and its benefits with potential participants.

### **2. Perform docket review.**

If an AAG leads your field office's docket review, it would be during this stage that the AAG again checks cases for NCP Choices criteria and makes adjustments to the case file, i.e., ensures that program participation language is included in pleadings or available as a slip-in page.

## **RESOURCE:**

The [NCP Choices brochure for parents](#) explains benefits, requirements and consequences. An AAG or child support officer can hand the brochure to an NCP during enforcement or establishment order negotiations and should always give a brochure to NCPs upon being ordered in to the program. The [DA flyer](#) can be given to NCPs' attorneys to explain the program's purpose, requirements and benefits. To receive additional copies of these or other resource materials, contact your NCP Choices Site Coordinator.

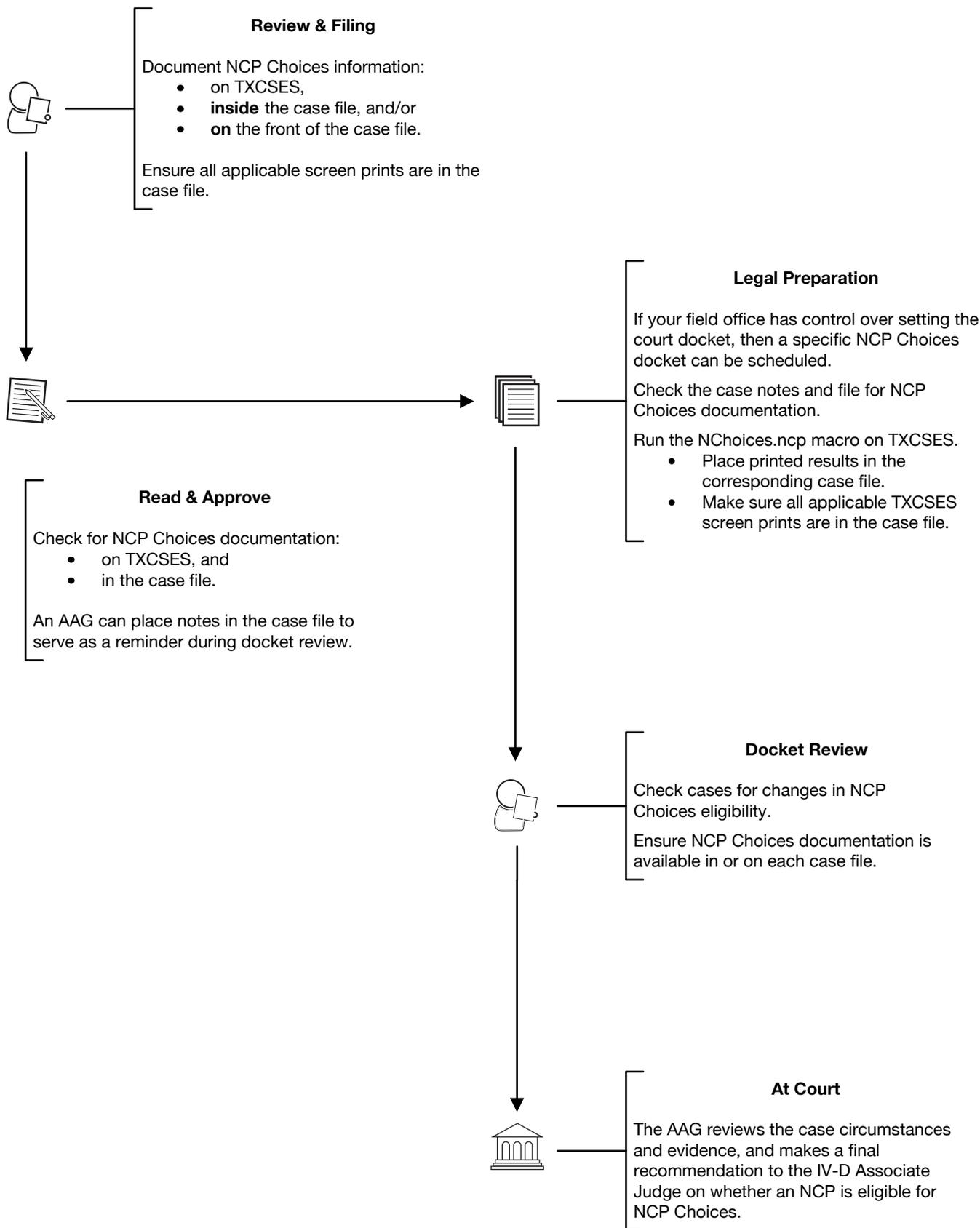
## **Notifying Partners Prior to Court**

Field offices that notify all interested parties (Workforce, Domestic Relations Office, etc.) of the number of probable NCP Choices participants set for a court hearing give partner agencies time to prepare for court. Workforce can better allocate staff time when information about court dockets is provided in advance.

## **Handling Final Program Eligibility Review at Court**

Although program eligible cases should be identified prior to court, the final recommendation and determination is made in the courtroom. The following flowchart shows the stages of case handling for documenting NCP Choices eligibility.

# Documenting NCP Choices Eligibility



## Enrolling Participants into NCP Choices

### ***The Court Process:***

Court is where the final assessment of cases for NCP Choices eligibility is made. An AAG will review the NCP's circumstances and determine whether he or she should be recommended for program enrollment. Sometimes the NCP's attorney will request that his or her client be ordered into the program. Only those NCPs who meet all eligibility criteria may be ordered into the program.

The NCP appears in court on an enforcement action involving contempt or revocation of community supervision, or on an establishment proceeding for a new order. The NCP will be questioned about his or her particular circumstances, such as whether or not he or she has a job.

The judge directs enrollment into NCP Choices by finding a parent in contempt of court for nonpayment of child support and issuing a new or continued [suspended commitment order](#). In the case of establishment, the judge includes NCP Choices as part of an [agreed order](#). NCP Choices cannot be ordered during default establishment proceedings.

### **ESTABLISHMENT NOTE**

The NCP Choices Establishment legal order contains language that allows establishment participants to be removed from the program without any further notice or hearing.

### ***The Workforce Connection:***

Once an NCP is ordered into the program and the parties agree to the terms of the order, the judge announces the agreement on the record with the Workforce representative present. It is at this time that the OAG should give an NCP Choices brochure to the NCP and introduce the participant to the NCP Choices Workforce liaison. Child support staff should also ensure that the Workforce liaison receives a copy of the order at that time or within two business days so that Workforce can create the COLTS record within three business days.

The NCP will immediately meet with the Workforce representative, who will give the NCP an information packet that describes local services offered. They will set an initial appointment to meet at the career center, usually within one week, and the participant will sign documents, including a Workforce Participation Agreement (requiring 30 hours a week job search and weekly check-ins) and an OAG Authorization to Release Information to the local workforce development board. The Workforce representative will retain the original of the release.

Since dockets are set well in advance, the Workforce liaison should be informed well in advance of scheduled hearings. Some child support offices are able to work with the court to set a specific day for NCP Choices enforcement hearings, or one day is set for both establishment and enforcement cases, which is the best possible scenario from the Workforce perspective. If that is not possible, it is recommended that potential NCP Choices cases be grouped toward a specific part of the day so that the Workforce representative can be in attendance for that part of the docket, rather than have NCP Choices cases scattered throughout the court day.

Local child support office management should make sure that Workforce has a clear understanding about the court process, proper equipment and a place to interview NCPs. Child support staff should ensure that Workforce representatives are fully briefed on the legal details of the docket process and have attended an enforcement or establishment hearing at court to become familiar with the process before they begin receiving orders and working with participants. Field office staff can assist Workforce staff in determining whether the courthouse is equipped with Internet connectivity for laptops. It is especially helpful if field staff can allow Workforce staff to use printers and copiers at the courthouse, as needed.

# IDENTIFYING AND ENROLLING NONCUSTODIAL PARENTS



## Five Things Child Support Offices Can Do to Maximize Orders

1. Create or request eligible case lists from State Office and work through the list
2. Proactively file on eligible cases
3. Educate private attorneys about the program
4. Assign specific staff to run the NCP Choices macro
5. Probe for proof when eligible parents claim to be working

## Five Things Workforce Can Do to Engage Participants Immediately

1. Be positive and encouraging about the steps the parent is taking to support his/her children
2. Give examples and testimonials from successful NCP Choices participants—even those with “backgrounds”
3. Listen for interests and skills that can be helpful for a job search
4. Provide job leads and information before the participant leaves the courthouse
5. Ask about the participant’s children and family

## Five Things Associate Judges Can Do to Drive the Program Home

1. Ask the NCP, AAG and private attorney if the parent meets the program eligibility requirements
2. Inquire about whether earnings are sufficient to meet child support obligations or about specific job search efforts
3. Highlight program benefits of individualized case management, support services and retention support
4. Remind participants about consequences for non-compliance with Workforce and Child Support
5. Emphasize next steps, including immediate meeting with Workforce and continued cross-agency communication about compliance

# SERVING AND MONITORING NCP CHOICES PARTICIPANTS

At each stage of program operation, partners contribute each agency’s unique resources to engage parents and enforce participation.

## Providing Workforce Services

Soon after an NCP is ordered to participate, the Workforce representative will meet with the NCP, conduct an assessment of employment support needs and provide job search assistance. Once the NCP obtains employment, the Workforce representative will verify employment and begin employment retention monitoring. The range of services provided to an NCP varies depending on his or her specific needs as well as resources of the local workforce development board. Each participant will receive:

1. A complete intake assessment, including an in-depth evaluation of employability, educational history, vocational and educational skills, literacy levels, work experience, criminal history, special circumstances and support service needs;
2. An orientation to available workforce services;
3. An Individual Employment Plan (IEP) developed with the participant, based on the individual’s particular skills, knowledge and experience, used to guide the NCP toward employment;
4. A minimum of 30 hours per week of job search activities, using job referrals from Workforce staff and Work in Texas;
5. Support services such as assistance with transportation (gas cards or bus passes), clothing, and uniforms or tools for specialized jobs; and
6. Six months employment retention monitoring.

Depending on local workforce board resources, services might also include short-term training (typically 6-8 weeks, and coordinated with local OAG and the court), work experience, community service or subsidized employment. With subsidized employment, Workforce pays a portion of the wages for a period of time in order for the participant to gain work experience and job skills. In addition, some sites provide GED preparation courses, English as a Second Language and other classes.

Participants must meet at least weekly with Workforce staff until they get a job. After getting a job, they must check in at least monthly for the six-month retention period.

### ESTABLISHMENT NOTE

For participants ordered into the program as part of their establishment orders, it is critical that compliance is monitored carefully and early—the goal of establishment participation is that parents get off on the right foot and do not fall behind in child support.

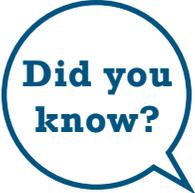
- EIM CSO makes a 10-day reminder call to the participant.
- Workforce checks the 30-day compliance button on COLTS to communicate to OAG whether the NCP has complied with the initial order.
- EIM CSO reviews COLTS for compliance at 30 days. The EIM CSO makes a 30-day payment reminder call. If the NCP is neither paying support nor complying with Workforce, the CSO documents noncompliance on COLTS and assess the case for further administrative and judicial enforcement action, even if only one payment has been missed.

## Enforcing Participation

Offices should use a progressive enforcement approach for participants ordered into the program as part of an enforcement action. This means an NCP is first mandated to participate with NCP Choices as part of a suspended commitment order; next, an NCP could be placed on community supervision; and last, if nonpayment persists, ordered to serve jail time.

By law, an NCP's suspended commitment cannot be revoked without giving the parent prior notice that he or she will be incarcerated at the compliance review hearing. This means that a Motion to Revoke Suspended Commitment must be filed and the NCP served with notice prior to the hearing.

The judge may order an NCP to serve time in jail for failing to adhere to the court's order or require the NCP to continue with NCP Choices and set a subsequent hearing date. The Workforce liaison's testimony can strongly impact the judge's decision.



### Did you know?

There are [two different macros](#) (choicedoc.ncp and choicerev.ncp) that can assist child support staff with identifying current participants in NCP Choices and monitoring their compliance.

## Tracking NCP Choices Participants

NCP Choices Online Tracking System (COLTS) is an online database and communication tool developed for Child Support Division and Workforce personnel. COLTS users can view or log case information, employment information and progress notes on COLTS for each NCP ordered into the program. Both local partners – CSD field and Workforce center staff – must have at least one COLTS user who is responsible for adding and assessing data in COLTS. Local child support office and workforce center management will determine who on their staff will serve as designated users. At least one primary user and one back-up user should be selected by each partner and both agencies can designate as many local users as they wish.

### **Customer Service and Caseload Management:**

Improving collection rates, swiftly enforcing cases and facilitating efficient case management are beneficial to you, coworkers, management and families. Using COLTS helps to:

- **Collect child support.**

Child support staff can access verified, up-to-date employment information to immediately issue income withholding orders. The faster an income withholding order is issued to an employer, the better chance the CP has of receiving child support for the family.

- **Enforce court orders.**

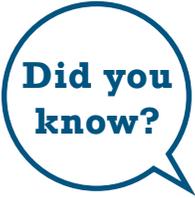
Child support staff can periodically review NCP Choices compliance status on COLTS to determine which parents to bring back to court for noncompliance with the court-ordered conditions. Swift and certain consequences for noncompliance with the program is a key element to the success of NCP Choices.

- **Prepare court dockets.**

Print an NCP Summary Report from COLTS and place it in the NCP Choices case file so that staff members have participants' program compliance status and progress notes during prove-up before the judge.

- **Manage caseloads.**

Workforce staff can view payment histories to congratulate and encourage participants about paying child support, or staff can view pending legal actions and upcoming court dates in order to remind noncompliant or inconsistent participants that the judge will ask about their cooperation with workforce service at pending compliance hearings.



**Did you know?**

Whenever COLTS is updated with a new record, locate or employment information, or when an NCP is marked as non-compliant at the 90-day WF compliance check-in, the database sends an auto-notification via email to designated staff. This alerts child support to review the record and take action.

***Using COLTS to Help with Your Day-To-Day Work:***

COLTS allows local sites to communicate an NCP's status and case information securely. The online tracking system does not replace other forms of communication, but it does supplement traditional forms of information sharing. When site teams are consistent in using and updating COLTS, staff find that it makes their jobs easier.

The information updated and stored on COLTS is useful for all levels of staff. CSD leadership at field offices and State Office rely on monthly reports created with COLTS data to evaluate outcome measures and make program decisions. Local Child Support and Workforce management may use COLTS to track their site's monthly progress in meeting certain program targets or to see how much has been collected from parents participating in Workforce services. Assistant attorneys general (AAGs) can quickly pull up an NCP's program compliance status by viewing the NCP Summary Report on COLTS and can use the report as evidence during compliance or revocation hearings – as long as all partners' case notes are current. By accessing COLTS, any user in your site can quickly and easily see whether NCPs are complying with workforce services and paying child support obligations.

# SERVING AND MONITORING NCP CHOICES PARTICIPANTS



The NCP Choices Online Tracking System (COLTS) is an important part of serving and monitoring NCP Choices participants. COLTS enables child support and workforce staff to share information about program participants—it is the program’s central communication system. It is important to keep COLTS data current, correct and concise.

The table below describes how Child Support and Workforce are accountable for keeping each other informed and maintaining accurate records in COLTS.

Child Support Field Office	Workforce Liaison
<b>At Entry</b>	
<ul style="list-style-type: none"> <li>• Verify that the NCP’s SSN is correct</li> <li>• Confirm that the NCP was court ordered to participate—set Member Flag to “Open”</li> <li>• Select the appropriate Trigger ID (case ID associated with the court order)</li> </ul> <p><b>! Workforce cannot see payment or legal action information until OAG sets the flag and trigger.</b></p>	<p>Create record within 3 days of court order:</p> <ul style="list-style-type: none"> <li>• Date ordered in, NCP’s SSN</li> <li>• NCP’s contact information</li> <li>• Select the CS field office and site</li> <li>• Completed Authorization for Release of Information</li> </ul> <p><b>For ESTABLISHMENT Cases:</b></p> <ul style="list-style-type: none"> <li>• Change the Order Type from ENFORCEMENT to <b>ESTABLISHMENT</b>.</li> </ul>
<b>During Program</b>	
<p>Update any time:</p> <ul style="list-style-type: none"> <li>• An auto notification is received</li> <li>• Legal action is taken, e.g., court hearing date, issuance of a capias, re-order</li> <li>• Case information is available, i.e., office is notified that NCP is employed, is incarcerated</li> <li>• Action is taken to respond to removal request from Workforce</li> </ul> <p><b>For ESTABLISHMENT Cases:</b></p> <ul style="list-style-type: none"> <li>• EIM CSO makes a <b>10-day reminder call</b> to the NCP.</li> <li>• EIM CSO makes a <b>30-day reminder call</b> to the NCP and reviews COLTS for compliance with Workforce and payment status at 30 days. If NCP is neither paying support nor complying with Workforce, the EIM CSO documents noncompliance on COLTS and assess the case for additional administrative and judicial enforcement action, even if only a single child support payment has been missed.</li> </ul>	<p>Log participation information:</p> <ul style="list-style-type: none"> <li>• First Workforce appointment</li> <li>• Job search activities and participation</li> <li>• Employment information</li> <li>• Employment retention status</li> <li>• Compliance at 30 days and 90 days</li> <li>• Request made to Child Support for removal for Workforce noncompliance</li> </ul> <p><b>! OAG staff and IV-D judges might refer to COLTS records of Workforce participation to help determine consequences for participants.</b></p>
<b>At Termination</b>	
<ul style="list-style-type: none"> <li>• Make a notation on COLTS and TXCSES indicating successful completion or program removal.</li> </ul>	<p>Enter a date in Date Services Terminated:</p> <ul style="list-style-type: none"> <li>• Meets program requirements (graduates)</li> <li>• Removed from the program</li> </ul>

# TERMINATING SERVICES AND CLOSING OUT RECORDS

Parents exit the NCP Choices program because they 1) meet program requirements, 2) fail to comply with the court’s order, 3) become ineligible or unable to participate in the program or 4) pay support but do not participate with Workforce. NCPs who graduate or have been removed from the program cannot re-enroll unless a judge issues a new order for participation. CSD customers who need employment support services, but are ineligible for NCP Choices, should be encouraged to use the universal employment services offered by local workforce boards.

**1. Meets program requirements.**

The noncustodial parent’s NCP Choices participation ends when the NCP retains employment for six months, pays child and medical support as ordered by the court and has no further hearings set by the court on the trigger case. Workforce terminates services and closes out the NCP’s COLTS record. Workforce boards may choose to celebrate an NCP’s accomplishment by handing out NCP Choices completion certificates and hosting modest recognition gatherings with other program graduates.

**2. Fails to comply with the court’s order.**

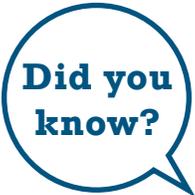
The parent neither pays child support nor participates in job search activities or meetings. When an NCP is not meeting the conditions of his or her court order, the NCP must be removed from the program.

Some courts set 30- and 90-day compliance review hearings when a parent is placed on suspended commitment and mandated to participate with NCP Choices. Other courts choose not to reset cases for compliance review. Offices can file a Motion to Revoke or a Motion to Remove to bring the case before the IV-D court when a compliance hearing is not set. Either way, the NCP should be brought before the IV-D court for the judge to determine what consequence to impose. The judge may order an NCP to serve jail time for failing to adhere to the court’s order or require the NCP to continue with NCP Choices and set a subsequent hearing date. The Workforce liaison’s testimony can strongly impact the judge’s decision.

**ESTABLISHMENT NOTE**

An establishment participant who fails to comply with Workforce and is facing enforcement action may be enrolled as part of enforcement proceedings. This will be determined locally on a case-by-case basis.

If a capias is issued or an NCP is incarcerated for nonpayment of child support, Workforce staff must terminate services and close that parent’s COLTS record. Workforce can close out a record and terminate services when a Motion to Revoke or Motion to Remove is filed.



An NCP who has completed or been removed from NCP Choices cannot access NCP Choices services through a “referral.” An NCP can regain entry into NCP Choices only if he or she has been re-ordered into the program by the IV-D judge.

### 3. **Becomes ineligible or unable to participate.**

When an NCP dies, Workforce shall terminate services and close the NCP's COLTS record after obtaining proof of death and sharing the information with the OAG.

When an NCP is jailed for non-child support related charges, becomes medically unable to work (as documented by the Social Security Administration) or has moved out of the service area, Workforce staff shall immediately contact the local child support office with this information.

The child support office will review the case and update Workforce via email or an OAG comment in COLTS of the office's determination: whether a [Notice of Ineligibility](#) will be sent to the NCP as part of a non-punitive removal process, if other action is needed to execute program removal or if the circumstances of the case warrant immediate closure of the COLTS record and termination of NCP Choices services.

### 4. **Pays support but does not participate in Workforce.**

NCPs who pay child support as ordered, but do not cooperate with Workforce should be removed from the program.

The Workforce liaison shall communicate directly with the local child support office regarding an NCP's noncompliance and request that the case be reviewed for program removal. Workforce can submit a [Request to Remove](#) form to Child Support as early as 30-days post-enrollment. Once the child support office receives the removal request, it is imperative to assess the case and notify Workforce regarding the action that will be taken (e.g., wait for hearing, file a motion). Notice must be given to Workforce via an OAG comment in COLTS. In addition to the COLTS notice, Workforce may be informed of the next action in person or by phone or email.

Workforce staff cannot terminate services until the child support office confirms that a motion to revoke or remove will be or has been filed, a capias has been issued or the court has removed the NCP from the program at a compliance hearing.

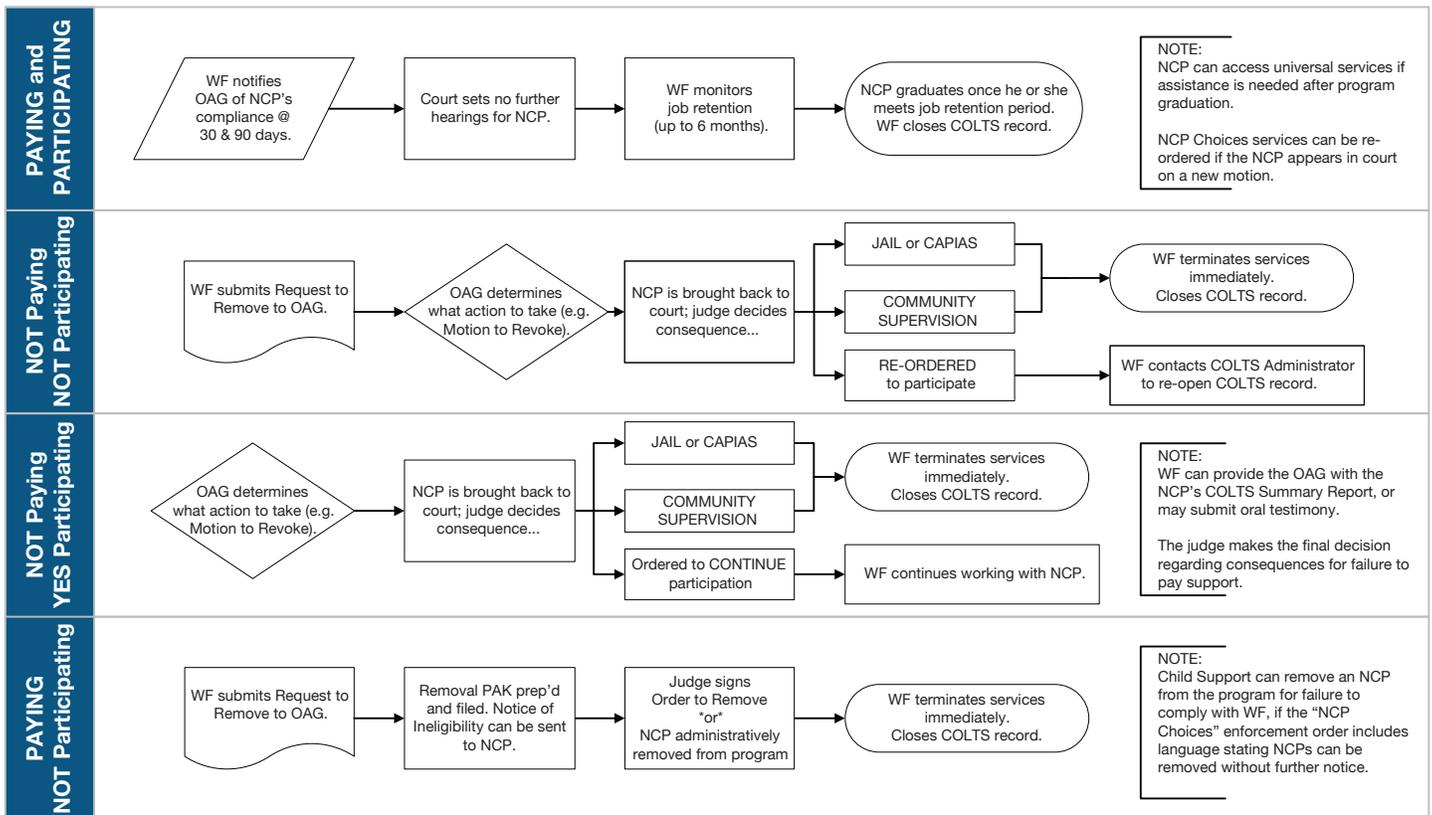
# TERMINATING SERVICES AND CLOSING OUT RECORDS



There are several ways that a parent can exit the NCP Choices program, including meeting program requirements. Below is a Removal from Program flowchart. Not all cases will follow the flowchart exactly.

It is important that participants for whom Workforce has requested removal due to noncompliance receive prompt removal review and action. A caseload that is overloaded with inactive cases can negatively affect the program's performance statistics. Also, those cases take spaces away from new participants who might benefit from the program.

## Removal from NCP Choices



**NOTE:** In any of these scenarios, there should be sufficient documentation in COLTS from both agencies regarding actions taken. **An email from the Child Support office** confirming the removal of an NCP from the program **or an OAG notation in COLTS** regarding an NCP's removal from the program can be used by Workforce as documented proof that NCP Choices services can be terminated.

## CONCLUSION

NCP Choices is one of the most successful child support enforcement and NCP employment efforts in the nation. Implementing NCP Choices involves designing local processes that meet statewide program guidelines, adhering to agency policy and procedures, and integrating a site's dynamics. Forming a strong partnership between agencies at the local level is critical, because over time sites may need to jointly adjust procedures when caseload characteristics change, new staff come on board, agency policies and procedures are revised, or trends in participation emerge that suggest the need for change.

Operating an effective NCP Choices site enhances the way we serve our customers—families like Mary's.

“When he told Aliah (his daughter) that he had a job, she was like, ‘My daddy got a job.’ She was really proud of him. She told him, ‘Daddy, I’m proud of you ‘cause you got a job.’ So I know it makes him feel a whole lot better. He’s excited about helping with Aliah, and so it’s pretty good because we communicate about something else besides him not paying. We communicate about him helping out and what he’s doing with his job. I was very surprised he was enjoying working, but I guess it’s part of him maturing—and the help he got from you guys.”

Mary, Custodial Parent

Thank you for your part in making NCP Choices a success.

# NCP CHOICES



# COMPREHENSIVE FIELD GUIDE

## Appendix

“He’s excited about helping with his daughter, and so it’s pretty good because we communicate about something else, something besides him not paying. We communicate about him helping out and what he’s doing with his job.”

- Custodial Parent



ATTORNEY GENERAL OF TEXAS

GREG ABBOTT

CHILD SUPPORT DIVISION

FAMILY INITIATIVES

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# NCP CHOICES



# COMPREHENSIVE FIELD GUIDE

## Appendix: The Basics

“He’s excited about helping with his daughter, and so it’s pretty good because we communicate about something else, something besides him not paying. We communicate about him helping out and what he’s doing with his job.”

- Custodial Parent



ATTORNEY GENERAL OF TEXAS

GREG ABBOTT

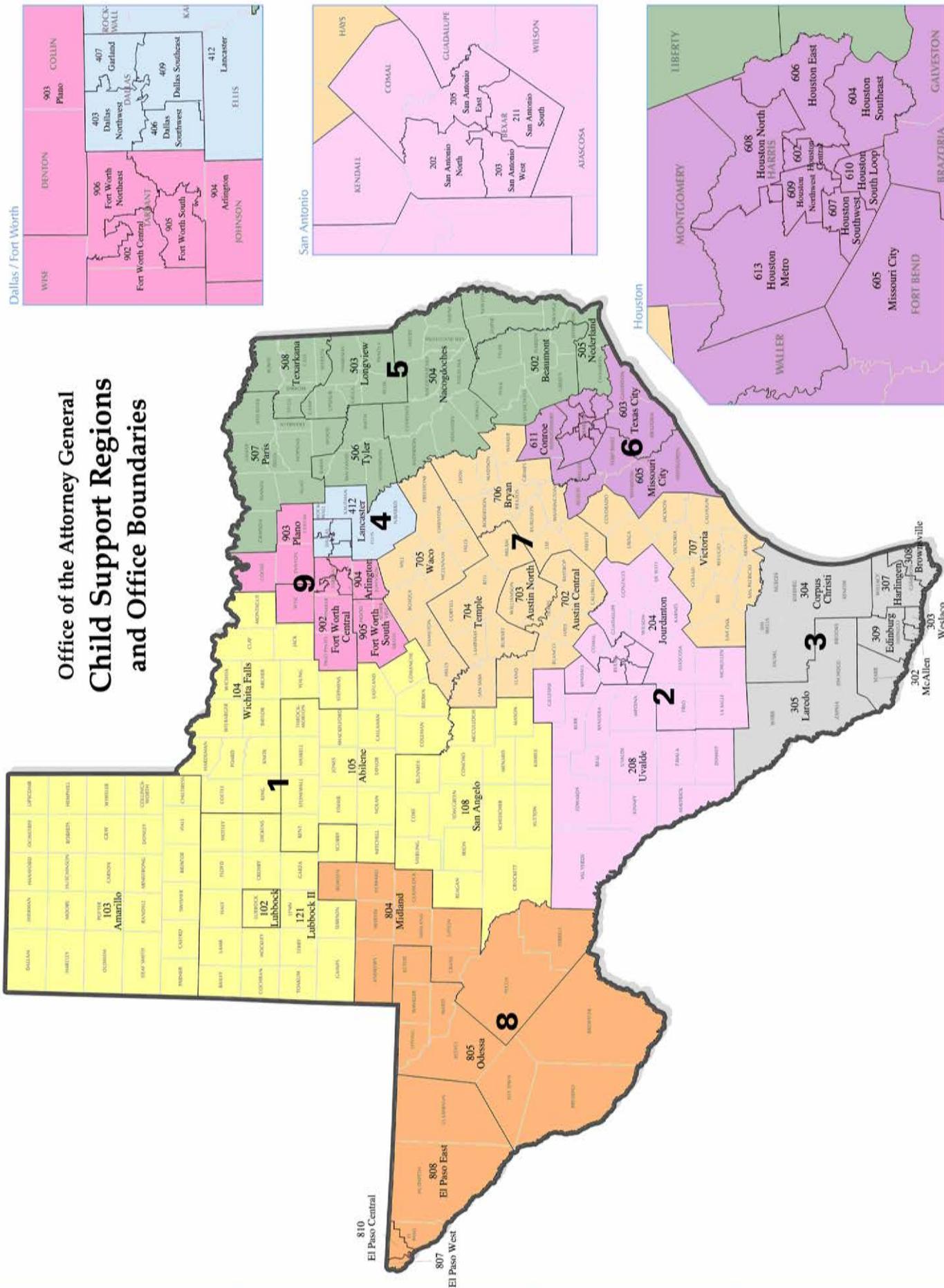
CHILD SUPPORT DIVISION

FAMILY INITIATIVES

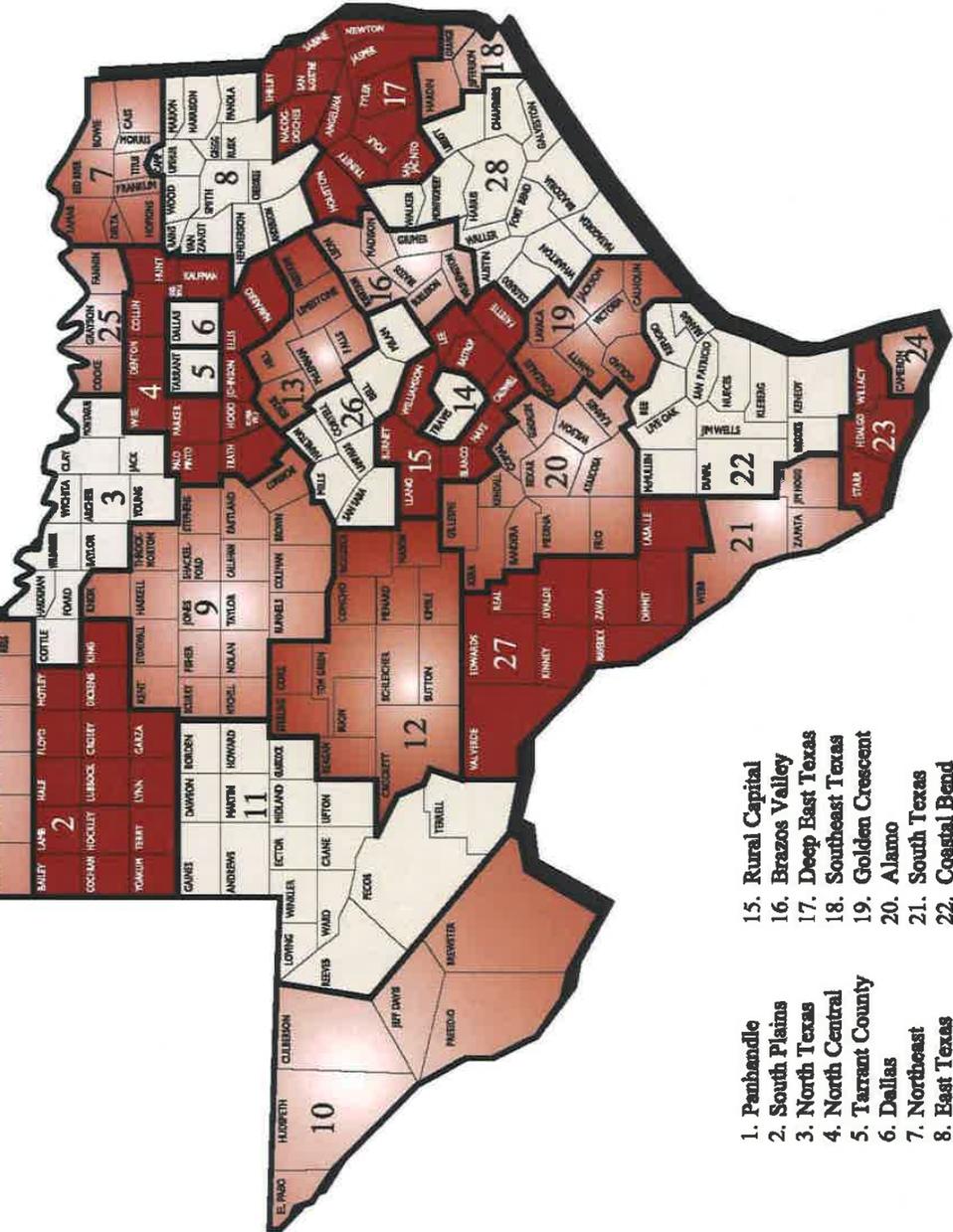
# ACRONYMS-DEFINITIONS

<b>AIW:</b>	Administrative Income Withholding
<b>ALPS:</b>	Automated Local Printing System
<b>AOP:</b>	Acknowledgment of Paternity
<b>CAPIAS:</b>	Arrest warrant
<b>CIR:</b>	Citizen's Inquiry Representative
<b>COLTS:</b>	Choices Online Tracking System
<b>COLTS USERS:</b>	People who access or enter data on COLTS system
<b>CP:</b>	Custodial Parent
<b>CSD:</b>	Child Support Division
<b>CSO:</b>	Child Support Officer
<b>DRO:</b>	Domestic Relations Office
<b>EIM:</b>	Early Intervention Monitoring (Establishment cases)
<b>ENF:</b>	Enforcement cases
<b>IV-D:</b>	Refers to Child Support (agency designated under Title IV-D of the Social Security Act)
<b>LWDB:</b>	Local Workforce Development Board
<b>MEMM:</b>	Motion to Enforce and Modify
<b>MENF:</b>	Motion to Enforce
<b>MOU:</b>	Memorandum of Understanding
<b>MREV:</b>	Motion to Revoke
<b>NCP:</b>	Noncustodial Parent
<b>OAG:</b>	Office of the Attorney General
<b>OCSE:</b>	Office of Child Support Enforcement
<b>PELO:</b>	Preparing Easy Legal Orders
<b>SSN:</b>	Social Security Number
<b>TANF:</b>	Temporary Assistance for Needy Families
<b>TWC:</b>	Texas Workforce Commission
<b>TXCSES:</b>	Texas Child Support Enforcement System
<b>TWIST:</b>	The Workforce Information System of Texas
<b>WF:</b>	Local workforce center

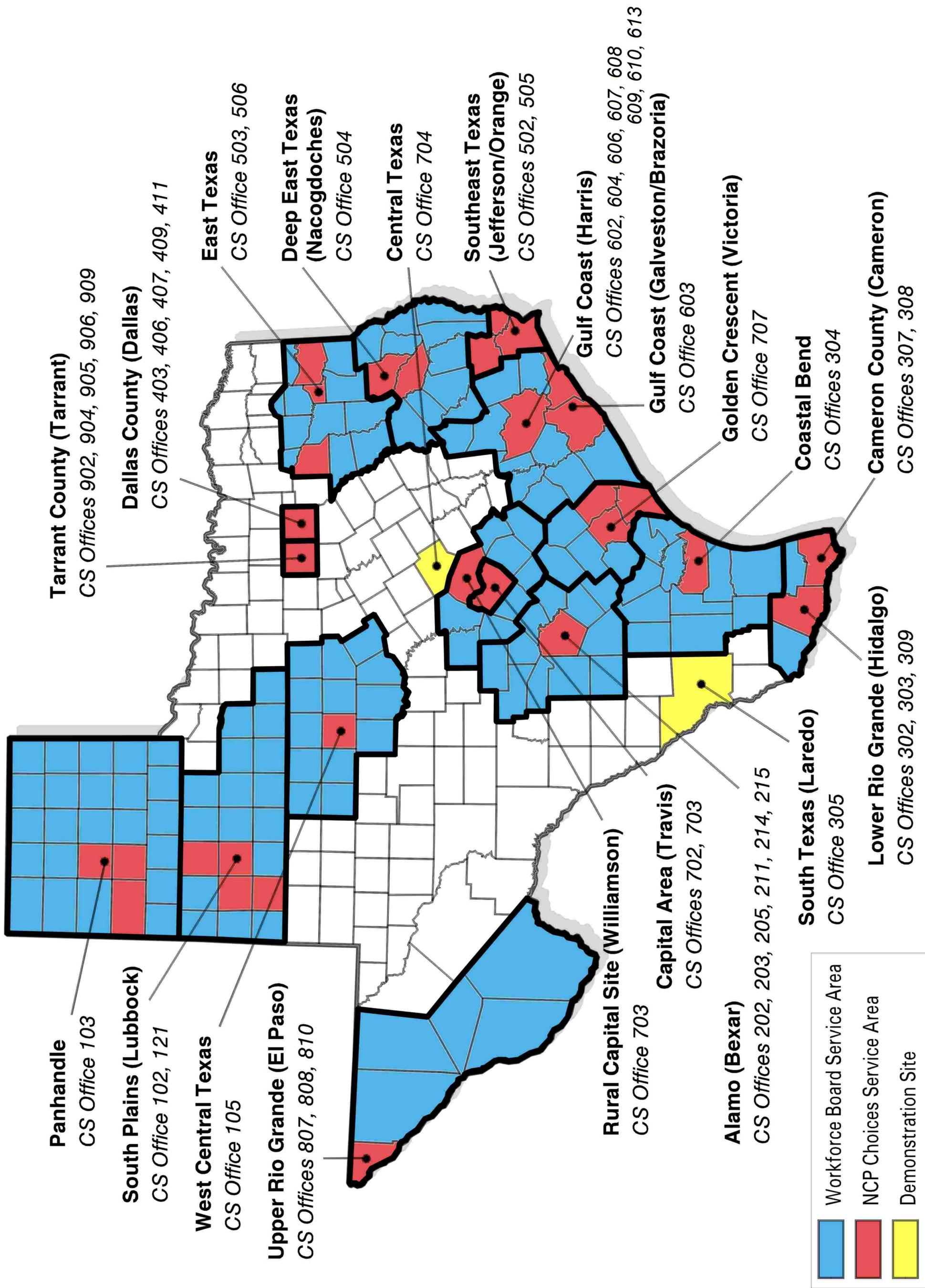
# Office of the Attorney General Child Support Regions and Office Boundaries



DALLAS	BERNARD	HARRIS	GOULD	SPICER
HUNTLEY	HOOKE	REDFORD	ROBERTS	BERNELL
CLAPHAM	POTTER	CARSON	GRAY	WHILLER
DEAF SMITH	SANDALL	ARTHUR	DONLEY	COLLING
WHEELER	CARTER	FRISER	BURKOR	HALL
CHADWICK	CHADWICK	HALL	CHADWICK	FEEL



- 1. Panhandle
- 2. South Plains
- 3. North Texas
- 4. North Central
- 5. Tarrant County
- 6. Dallas
- 7. Northeast
- 8. East Texas
- 9. West Central
- 10. Upper Rio Grande
- 11. Permian Basin
- 12. Concho Valley
- 13. Heart of Texas
- 14. Capital of Texas
- 15. Rural Capital
- 16. Brazos Valley
- 17. Deep East Texas
- 18. Southeast Texas
- 19. Golden Crescent
- 20. Alamo
- 21. South Texas
- 22. Coastal Bend
- 23. Lower Rio Grande Valley
- 24. Cameron County
- 25. Texoma
- 26. Central Texas
- 27. Middle Rio Grande
- 28. Gulf Coast



# NCP CHOICES FAQ

## Eligibility

**Q. Must a family have received public assistance to participate in NCP Choices?**

A. Initially, program participation was limited to NCPs whose families had received public assistance in the form of TANF or Medicaid. Beginning in April 2013, the program was expanded to include all IV-D cases.

**Q. Are cases where the NCP has just been released from jail good candidates for enforcement filings with NCP Choices language?**

A. No. Jail is a reasonable defense for nonpayment of child support, so an office would not be able to ask the judge to find the NCP in contempt of court and NCP Choices language can only be part of a contempt finding (suspended commitment order). However, a recently released NCP with an establishment case may be eligible for NCP Choices.

**Q. Should NCPs who are in jail be ordered to participate?**

A. An NCP who is in jail because of criminal charges (i.e. violation of probation, traffic tickets, etc.) is ineligible and should not be ordered to participate. NCPs on work-release are also ineligible.

An NCP who is in jail because of child support matters (e.g., capias, contempt) can be released from jail and ordered to participate with NCP Choices.

**Q. Can an NCP who lives in a different Workforce board area from the child support office of his/her case be ordered into the program?**

A. No. Each workforce board is a separate entity, and cross-board service provision and tracking is not possible at this time.

**Q. If an NCP meets all other eligibility criteria, but the case before the court is a responding interstate case, can the NCP be ordered to participate with NCP Choices?**

A. Yes.

**Q. What if an NCP wants to voluntarily participate in NCP Choices?**

A. The IV-D court mandates an NCP's participation in NCP Choices in conjunction with an establishment agreed order or an enforcement contempt order.

Any parent in need of employment services can voluntarily access universal workforce services through his or her local workforce center.

## Orders

**Q. Are child support offices required to order 15 eligible NCPs per month?**

A. Each NCP Choices site has a set number of available program slots – typically it is 15 slots per workforce representative at the site. Workforce resources are budgeted, in part, on the number of slots filled each month (orders obtained). When program slots go unfilled and the workforce caseload is too small, NCP Choices workforce staffing levels may be negatively impacted (e.g., a site could lose a workforce representative). Therefore, offices should be good stewards of program resources and hit their monthly order-in target.

**Q. What about an NCP who has cases in multiple offices, all of which want to order the parent into the program?**

A. The office in the Workforce board area where the NCP lives and which orders him/her in first will get credit for that order. An NCP should not be ordered by another child support office if the NCP is already under a court's order to participate.

# Knowledge Works - Sample Document

Q. **When is a case considered a re-order and when is it just 'program continuation'?**

A. Program continuation occurs when an NCP appears at a compliance hearing, and the judge orders the NCP to participate with NCP Choices. A re-order only occurs when an NCP is ordered to participate in the program after the NCP was removed from NCP Choices (e.g., graduation, filing of motion to revoke, capias, etc).

Q. **How many times can an NCP be re-ordered to participate?**

A. The maximum number of times an NCP can be ordered into the program is three.

## Child Support and Workforce

Q. **Is there a set amount or percentage of child support that an NCP must pay on his/her case(s) to be considered in compliance with NCP Choices?**

A. The amount will vary, but the NCP should be meeting the full obligation of his/her current support due, plus payments on arrears.

Q. **Can an NCP who previously participated in NCP Choices go back for services if he or she loses the job?**

A. A noncustodial parent will not be able to receive the enhanced workforce services that are part of NCP Choices once participation in the program has ended unless a new order is obtained from the IV-D court by the child support office. However, anyone can contact their local Workforce center to receive services open to the public (universal services).

Q. **Can workforce services automatically terminate if an NCP is certified as disabled or is incarcerated on criminal charges?**

A. No. Workforce must notify their local OAG partner office about the NCP becoming ineligible. The OAG will determine whether the case must go back before the court in order to change the conditions of the parent's suspended commitment order's conditions.

## MEMORANDUM OF UNDERSTANDING

By and Between

\_\_\_\_\_ Workforce Development Board

And

The Office of the Attorney General

**OAG Contract:**

This Memorandum of Understanding (MOU) is made and entered into by and between the \_\_\_\_\_ Regional Planning Commission the administrator and fiscal agent for the \_\_\_\_\_ Workforce Development Board and the Office of the Attorney General (OAG) pursuant to the authority granted by and in compliance with the provisions of the Interlocal Cooperation Act, Tex. Gov't Code Ann. §791.001 et seq. The terms and conditions in the MOU are general terms and conditions concerning the ongoing relationship between the parties. In consideration of the mutual covenants and agreements, herein contained, the parties agree to the following:

### **I. PURPOSE OF THE MOU**

The MOU is to establish a cooperative and mutually beneficial relationship between the parties to assist unemployed or under-employed non-custodial parents (NCPs) by providing employment services through the Noncustodial Parent Choices Project (NCPC).

### **II. PROGRAM DESCRIPTION**

The NCPC is an employment project designed to increase employment opportunities for unemployed or under-employed NCPs with the goal of increasing employment outcomes and child support payments for their children who are currently receiving or previously received public assistance. These NCPs are ordered by the court system to participate in the NCPC or face enforcement action as ordered by the courts. The Board works in tandem with the OAG to carry out NCP court orders.

### **III. DURATION OF AGREEMENT**

This MOU is in effect upon written execution by both parties and shall continue in effect until August 31, 2012.

### **IV. RESPONSIBILITIES OF THE PARTIES**

#### **4.1 The Board shall:**

4.1.1 Facilitate the development and continuance of effective working relationships between the OAG, the local court system and The Board through the coordination of joint staff training and information sharing as they pertain to NCPC guidelines.

4.1.2 The Board shall acquire NCP information from sources to include but not be limited to: the NCP him/herself, the OAG, the local court system and the OAG Choices Online Tracking System (COLTS). The Board shall share NCP information with the following to include but not be limited to: the NCP, the OAG, and the local court system.

4.1.3 Ensure that The Board's Career Center Operators:

a. Designate staff to serve as liaison between Board, OAG and local court system.

b. Develop a thorough awareness of OAG and the local court system procedures and policies.

c. Provide employment services and timeframes for those services to eligible NCPs that mirror those found in the CP Choices program.

c.1 Program requirements for NCPs include but are not limited to completing an average of 30 hours of job readiness and job search efforts per week as verified by Career Center Operator, and

c.2 Follow up with Career Center Operator for six months after the NCP has secured employment to ensure success of participants and the program.

- d. Attend court dockets, enroll the NCP in NCPC, require NCP to execute the OAG Authorization to Release Information to the Local Workforce Development Board, attached to and incorporated as Form 1670, to this MOU, and explains program requirements including consequences for non-compliance. See Section 6.11. Confidentiality and Security of Information below.
- e. Co-enroll participating NCPs in other workforce programs as needed.
- f. Initiate the NCP record and maintain a comprehensive log of participant outcomes utilizing COLTS, to which both parties will have their respective read/write accessibility.
- g. Attends monthly meetings with OAG and the local court system to review NCPC progress.
- h. Attends compliance hearings when requested in conjunction with OAG and court to provide evidence of NCP compliance and/or employment.
- i. Provides job placement information via COLTS or another method agreeable to both OAG and Board staff within three working days of receiving information that the NCP participant begins working, including name and address.
- j. Notify OAG via COLTS or another method agreeable to both OAG and Board staff within three (3) working days of determining that an NCP fails to comply with the employment plan.

#### 4.2 The Office of Attorney General shall:

- 4.2.1 Identify NCPs that are not paying child support and file an appropriate motion for judicial action.
- 4.2.2 Communicate NCPC benefits and consequences to NCPs, if NCPs are ordered by the court into NCPC.
- 4.2.3 Prepare appropriate NCP court orders, including provisions to participate in NCPC.
- 4.2.4 Maintain a comprehensive log of participants ordered into NCPC and participant outcomes including child support payments, utilizing COLTS.
- 4.2.5 Set enforcement hearings when NCPs are not compliant with program guidelines.
- 4.2.6 Attend monthly meetings with Workforce Board and/or Career Center Operator, and the local court system to review NCPC progress.

#### 4.3 Both Parties shall:

- 4.3.1 Formalize processes for sharing information regarding NCPC outcomes for reporting requirements, as appropriate and allowable.
- 4.3.2 Promote joint planning to include process and procedures.
- 4.3.3 Provide coordinated services that address barriers to assisting participants with finding and retaining employment and payment of child support.
- 4.3.4 Promote the development of additional resources with other appropriate supportive service partners for NCPs.
- 4.3.5 Develop and implement an efficient and effective process for participants ordered into the program.
- 4.3.6 Maintain the confidentiality of applicant information and use applicant data only for the administration of the parties' appropriate programs. For purposes of this MOU, "OAG Data" shall mean all data and information (i) submitted to The Board by or on behalf of OAG, (ii) obtained, developed, or produced by the Board in connection with this MOU, (iii) communicated verbally whether intentionally or unintentionally or, (iv) to which the Board has access in connection with provisions of these services.
- 4.3.7 Designate liaisons whose functions will include serving as a resource to their respective agency for the implementation of the MOU, providing guidance for the implementation of services under the MOU, coordinating communication and meetings between the parties to review policy, procedures and other issues related to the MOU, and coordinating interagency training programs.

## V. ALLOCATION OF COSTS

The parties of this MOU assume full responsibility for their respective costs associated with their performance of the terms of this MOU.

## VI. TERMS AND CONDITIONS

### 6.1 NOTICES AND LIAISON

The following terms and conditions are requirements on the Parties, as applicable.

#### 6.1.1 Written Notices Delivery

Any notice required or permitted to be given under this MOU by one party to the other party shall be in writing and shall be addressed to the receiving party at the address hereinafter specified. The notice shall be deemed to have been given immediately if delivered in person to the recipient's address hereinafter specified. It shall be deemed to have been given on the date of certified receipt if placed in the United States mail, postage prepaid, by registered or certified mail with return receipt requested, addressed to the receiving party at the address hereinafter specified.

#### **The Board**

The address of The Board for all purposes under this MOU and for all notices hereunder shall be:

Tony White, Assistant Director  
Workforce Development Division  
\_\_\_\_\_ Regional Planning Commission  
Mailing Street  
P. O. Box 9257 415 West 8<sup>th</sup> Avenue (ZIP: 79101-2200)  
Amarillo, Texas 79105-9257 Amarillo, TX 79101

With copies to (registered or certified mail with return receipt is not required for copies):

Mr. Trent Morris, Director  
Workforce Solutions \_\_\_\_\_  
1206 W. Seventh Avenue  
Amarillo, TX 79102

#### **The OAG**

The address of the OAG for all purposes under this MOU and for all notices hereunder shall be:

Alicia G. Key  
Deputy Attorney General for Child Support  
Office of the Attorney General  
P. O. Box 12017  
Austin, Texas 78711-2017

With copies to (registered or certified mail with return receipt is not required for copies):

Joseph Fiore (or his successor in office)  
Manager, Contracts Attorneys, Child Support Legal Counsel Division  
Office of the Attorney General  
P. O. Box 12017  
Austin, Texas 78711-2017

#### 6.1.2 Liaison

The Board and OAG each agree to maintain specifically identified liaison personnel for their mutual benefit during the term of the MOU. The liaison(s) named by the Board shall serve as the initial point(s) of contact for any inquiries made pursuant to this MOU by OAG and respond to any such inquiries by OAG. The liaison(s) named by OAG shall serve as the initial point(s) of contact for any inquiries made pursuant to this MOU by the Board and respond to any such inquiries by the Board. The liaisons will serve as a resource for the implementation of the MOU, provide guidance for the implementation of services under the MOU, coordinate communication and meetings between the parties to review policy, procedures and other issues related to the MOU, and coordinate interagency training programs. The

liaison(s) shall be named in writing at the time of the execution of this MOU. Subsequent changes in liaison personnel shall be communicated by the respective parties in writing.

## 6.2 Audit and Investigation

The Board understands that acceptance of this MOU acts as acceptance of the authority of the State Auditor's Office, the OAG, the United States Department of Health and Human Services and the Comptroller General of the United States (or any of their duly authorized representatives), to conduct an audit or investigation. The Board further agrees to cooperate fully with the State Auditor's office or its successor in the conduct of the audit or investigation, including providing all records requested during normal business hours.

## 6.3 Legislative Appropriations and State Plan Approval

All obligations of the Parties are subject to the availability of State legislative funding and Federal financial participation for its IV-D activities. The parties agree that if future levels of Federal financial participation or state funding for the OAG Child Support Enforcement Strategy and/or the State Disbursement Unit Strategy are not sufficient to continue operations without any operational reductions, the OAG, in its discretion, may immediately terminate this MOU, either in whole or in part.

It is expressly understood that any and all of the OAG's obligations hereunder are contingent upon the existence of a state plan for child support enforcement approved by the United States Department of Health and Human Services providing for the statewide program of child support enforcement, pursuant to the Social Security Act, and on the availability of Federal Financial Participation for the activities described herein. In the event that such approval of the state plan or the availability of Federal Financial Participation should lapse or otherwise terminate, the OAG shall promptly notify the Board of such fact in writing.

## 6.4 Reporting Fraud, Waste, And Abuse

The Board must report any suspected incident of fraud, waste or abuse associated with the performance of this MOU to any one of the following listed entities: the Contract Manager; the Deputy Director for Contract Operations, Child Support Division; the Director, Child Support Division; the Deputy Director, Child Support Division; the OAG Ethics Advisor; the OAG's Fraud, Waste and Abuse Prevention Program ("FWAPP") Hotline (866-552-7937) or the FWAPP E-mailbox (FWAPP@oag.state.tx.us); the State Auditor's Office hotline for fraud 1-800-892-8348).

The report of suspected misconduct shall include (if known): the specific suspected misconduct; the names of the individual(s)/entity(ies) involved; the date(s)/location(s) of the alleged activity(ies); the names and all available contact information (phone numbers, addresses) of possible witnesses or other individuals who may have relevant information; and any documents which tend to support the allegations. The words fraud, waste or abuse as used in this Section have the following meanings: Fraud is the use of one's position for obtaining personal benefit (including benefit for family/friends) through the deliberate misuse or misapplication of resources or assets. Waste is the extravagant careless or needless expenditure of funds or consumption of property that results from deficient practices, system controls, or decisions. Abuse is the misuse of one's position, title or authority to obtain a personal benefit (including benefit for family/friends) or to attempt to damage someone else.

## 6.5 Cooperation with the OAG

The Board must ensure that it cooperates with the OAG and other state or federal administrative agencies, at no charge to the OAG, for purposes relating to the administration of this MOU. The Board agrees to reasonably cooperate with and work with the OAG's contractors, subcontractors, and third party representatives as requested by the OAG.

## 6.6 Subcontracting Approval Required

In the event that the Board should determine that it is necessary or expedient to subcontract for any of the performances specified herein, the Board shall subcontract for such performance and require that the subcontractor comply with the responsibilities and obligations of the Board under this MOU and all state and federal laws, rules, regulations, requirements and guidelines applicable to the Board. The OAG reserves the right to view, either hard copy or electronic copy, all subcontracts entered into by the Board with its subcontractors upon OAG request. The Board agrees to provide said subcontracts to the OAG within five (5) business days of the OAG's request. The Board, in subcontracting for any performances specified herein, expressly understands and acknowledges that in entering into such subcontract(s), the OAG is in no manner liable to any

subcontractor(s) of a board. In no event shall this provision relieve the Board of the responsibility for ensuring that the performances rendered under all subcontracts are rendered so as to comply with all terms of this MOU.

## VII. CONFIDENTIALITY AND SECURITY

The Board shall require the NCPs to execute an Authorization to Release Form (**Form Number: 1670**), which authorizes the OAG, via the Choices On-Line Tracking System (COLTS), to disclose information or records in its possession or control that would be disclosed by the NCP under applicable law or rules. **A copy of Form 1670 is attached hereto and incorporated herein.** Notwithstanding the NCP's execution of the **Authorization to Release Form 1670**, the Board shall ensure that all persons having access to information obtained through COLTS are thoroughly briefed on related security procedures, restricted usage, and instructions requiring their awareness and compliance. The Board shall verify that an **Authorization to Release Form 1670** has been executed by the client prior to any authorized user accessing COLTS to acquire information about the client. Any information the Board compiles or creates as a result of this MOU must be maintained and protected in accordance with any federal, state, or local laws and regulations that apply. The Board shall ensure that all **Form 1670s** are maintained as part of the client file. The Board shall establish a method to secure the confidentiality of records and other information relating to clients in accordance with applicable federal and state laws, rules, and regulations. The Board agrees that all requirements **in this Article** are subject to verification and audit by the OAG. This provision shall not be construed as limiting the OAG's right of access to recipient case records, or other information relating to clients served under this MOU.

### 7.1 Survival of Provision

The obligations of the Board under this Security and Confidentiality Article shall survive this MOU.

### 7.2 Inclusion in All Subcontracts

The requirements of this Security and Confidentiality Article shall be included in all subcontracts.

## VIII. AMENDMENT

This MOU shall not be amended or modified except by written amendment executed by duly authorized representatives of both parties

## IX. TERMINATION OF THE MOU

### 9.1 Convenience of the State of Texas

Both parties reserve the right to terminate the MOU at any time, in whole or in part, without penalty, by providing thirty (30) calendar days advance written notice to the other party, if either party determines that such termination is in its best interest. Both Parties shall, unless otherwise mutually agreed upon in writing, cease all work immediately upon the effective date of termination. All such work shall have been completed, per the MOU requirements, prior to the effective date of termination.

### 9.2 Cause/Default

To the extent allowed under the Constitution and laws of the State of Texas, if the Board fails to provide the commodities and or services according to the provisions of this MOU, or fails to comply with any of the terms or conditions of this MOU, the OAG may, upon written notice of default to the Board, immediately terminate all or any part of this MOU. Termination is not an exclusive remedy, but will be in addition to any other rights and remedies provided by law or under this MOU. The OAG may exercise any other right, remedy or privilege which may be available to it under applicable law of the State and any other applicable law or proceed by appropriate court action to enforce the provisions of this MOU, or to recover damages for the breach of any agreement being derived from this MOU. The exercise of any of the foregoing remedies will not constitute a termination of this MOU unless the OAG notifies the Board in writing prior to the exercise of such remedy. The Board will remain liable for all covenants and indemnities under the aforesaid MOU.

### 9.3 Changes in Federal or State Requirements

If Federal or State laws or regulations or other Federal or State requirements are amended or judicially interpreted so that either party cannot reasonably fulfill this MOU and if the parties cannot agree to an

amendment that would enable substantial continuation of the MOU, the parties shall be discharged from any further obligations under this MOU.

## **X. GENERAL TERMS AND CONDITIONS**

### 10.1 Compliance with Laws

The Board shall perform its obligations under this MOU in such a manner to assure its compliance with federal and state law.

### 10.2 Records Retention and Inspection

The Board shall retain all financial records and supporting documents (collectively referred to as records) relating to the performance called for in this MOU. The Board shall retain all such records for a period of three (3) years after the expiration of the term of this MOU, or until the OAG or the United States are satisfied that all audit, claim, negotiation and litigation matters are resolved, whichever period is longer. The Board shall grant access to all such records to the OAG, the State Auditor of Texas, the United States Department of Health and Human Services and the Comptroller General of the United States (or any of their duly authorized representatives) for the purposes of inspecting, auditing, or copying such records. The requirements of this provision shall be included in all subcontracts.

### 10.3 Civil Rights

The Board agrees that no person shall, on the ground of race, color, religion, sex, national origin, age, disability, political affiliation, or religious belief, be excluded from the participation in, be denied the benefits of, be subjected to discrimination under, or be denied employment in the administration of, or in connection with, any program or activity funded in whole or in part with funds available under this MOU. The Board shall comply with Executive Order 11246, "Equal Employment Opportunity" as amended by Executive Order 11375, "Amending Executive Order 11246 relating to Equal Employment Opportunity", and as supplemented by regulations at 41 C.F.R. Part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity Department of Labor." The Board shall ensure that all subcontracts comply with the above referenced provisions.

### 10.4 Non-Waiver of Rights

Failure of a party to require performance by the other party under this MOU will not affect the right of such party to require performance in the future. No delay, failure, or waiver of either party's exercise or partial exercise of any right or remedy under this MOU shall operate to limit, impair, preclude, cancel, waive, or otherwise affect such right or remedy. A waiver by a party of any breach of any term of this MOU will not be construed as a waiver of any continuing or succeeding breach. Should any provision of this MOU be invalid or unenforceable, the remainder of the provisions will remain in effect.

### 10.5 Entire Agreement

This MOU represents the entire agreement between the parties. No prior agreement or understanding, oral or otherwise, of the parties or their agents will be valid or enforceable unless embodied in this MOU.

### 10.6 Counterparts

This MOU may be executed in one or more counterparts, each of which shall be deemed an original, but all of which together shall constitute one and the same instrument.

### 10.7 News Releases or Pronouncements

News releases, advertisements, publications, declarations, and any other pronouncements pertaining to this transaction by The Board or OAG, using any means of media, must be mutually approved in writing by both parties prior to public dissemination.

## **XI. Certifications**

The OAG further certifies that it has the authority to contract for the above services pursuant to the Contract by the authority granted in Texas Government Code Section 402.001 *et seq.* and in the applicable General Appropriations Act.

The Board further certifies that it has authority to contract and perform the services pursuant to the Contract by the authority granted in the Texas Labor Code Section 302.002.

It is the Parties' intent that, without regard to the date upon which final signatures of the parties are obtained, this agreement becomes effective on September 1, 2010.

**IN WITNESS WHEREOF**, the Parties have caused this MOU to be executed in duplicate counterparts. Such counterparts shall together constitute only one instrument.

\_\_\_\_\_  
**REGIONAL PLANNING  
COMMISSION AS ADMINISTRATOR FOR  
THE \_\_\_\_\_ WORKFORCE  
DEVELOPMENT BOARD**

\_\_\_\_\_  
**OFFICE OF THE ATTORNEY GENERAL  
CHILD SUPPORT DIVISION**

\_\_\_\_\_  
Gary Pitner  
Executive Director

\_\_\_\_\_  
Alicia G. Key  
Deputy Attorney General for Child Support

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

# NCP CHOICES SITE COORDINATORS

NOTE: Contact information has been removed as this document is for sample purposes

<b>only CSD Region</b>	<b>Site</b>	<b>WF Board</b>	<b>OAG Site Coordinator</b>	<b>TWC Technical Assistance</b>
1	Panhandle	Panhandle		
	Lubbock	Southplains		
	West Central	West Central		
2	Bexar	Alamo		
3	Cameron/Brownsville	Cameron		
	Coastal Bend	Coastal Bend		
	Hidalgo	Lower Rio		
	Laredo	South Texas		
4	Dallas	Dallas		
5	Deep East Texas	Deep East TX		
	East Texas	East TX		
	Southeast TX	Southeast TX		
6	Gulf Coast - Harris/Houston	Gulf Coast - HOU		
	Gulf Coast - Brazoria/Galveston	Gulf Coast - TX City		
7	Travis	Capital Area		
	Victoria	Golden Crescent		
	Rural Capital	Rural Capital		
	Temple	Central Texas		
8	El Paso	Upper Rio Grande		
9	Tarrant	Tarrant		

## Child Support Division, Family Initiatives

Father/NCP Program Supervisor

NCP Choices PEER Director

NCP Choices Site Coordinator

NCP Choices Site Coordinator

NCP Choices Site Coordinator

## Texas Workforce Commission

NCP Choices/Choices/SNAP Supervisor

Technical Assistance

# NCP CHOICES



# COMPREHENSIVE FIELD GUIDE

## Appendix: Everyday Tools

“He’s excited about helping with his daughter, and so it’s pretty good because we communicate about something else, something besides him not paying. We communicate about him helping out and what he’s doing with his job.”

- Custodial Parent



ATTORNEY GENERAL OF TEXAS

GREG ABBOTT

CHILD SUPPORT DIVISION

FAMILY INITIATIVES

# CHILD SUPPORT 101 FOR NCP CHOICES WORKFORCE PARTNERS - OUTLINE

This can be used by office management when leading a CS 101 orientation with Workforce partners.

## I. Purpose and central functions of CSD

- A. OAG is Texas' official child support enforcement agency.
- B. OAG represents the state, not the CP, NCP involved in the case.
- C. Services include: locating absent parent, establishing paternity, establishing & enforcing court orders (child support, medical support), review/adjustment of child support orders, collecting/distributing payments (child, medical support).
- D. Explain office goals (e.g., collections, etc) and why they are important (i.e., federal incentives).

## II. Life Cycle of a Child Support Case

- A. A case is "born" – who can apply, ways to apply, automatically opened (TANF/Medicaid)  
HANDOUT – Frequently Asked Questions
- B. Establishing paternity or establishing an order (if paternity already established)
  - Explain that some parents do not have to go to court, when CSRP is availableHANDOUT – CSRP Know Before You Go
- C. Enforcement
  - Give examples of remedies: automatic (credit bureau), manual (freeze 'n seize), administrative (wage garnishment), and judicial (MENF, MREV)
  - Explain how to read (and understand) an enforcement orderHANDOUT – NCP Handbook  
HANDOUT – Suspended commitment order with NCP Choices language
- D. Review/Adjustment of orders
  - Explain when and how reviews can be conducted, CSRP vs judicialHANDOUT – Quick Reference Guide for Workforce (download from COLTS' Resources)  
ONLINE Reference – C/S Modification calculator

## III. Access and Visitation

Explain who can enforce custody/visitation in your area (i.e., DRO or private attorneys), and provide Access and Visitation Hotline information.

## CS 101 Specific to Local Office

- ✓ Tour the office, explain what each staff position does.
- ✓ Give some local stats – volume of customer contacts (walk-ins, calls, appointments), size of your enforcement case-load, number of courts and average size of dockets, etc.
- ✓ Discuss 'game plan' for NCP Choices participants – order in, monitor, remove through revocation or motion to remove, explain what documentation is needed, timeframes for action, etc.
- ✓ Provide contact information for management, office's program contact (if someone other than management), COLTS contact, and back-ups.

# WORKFORCE 101 FOR NCP CHOICES CHILD SUPPORT PARTNERS - OUTLINE

This can be used by board and center management when leading a Workforce 101 orientation with CS partners.

## I. Purpose and central functions of CSD

Explain Workforce:

- A. Hierarchy (TWC, Board and workforce contractor)
- B. Services and goals (e.g., employment and retention) and why they are important

## II. Life Cycle of an NCP Choices Case

### A. Order/referral – court intake

HANDOUT – required forms, local information provided

### B. Orientation, assessment, IEP process (explain what each is and why it's done)

HANDOUT – copies of forms

### C. Services/Case Management

- Give overview and examples of employment and support services available, also include information provided about other community services/resources
- Describe local case management processes and procedures; include employment and retention documentation and post-employment services.

HANDOUT – NCP Choices Guide

### D. Review Case Closure

- Explain when, why, and how case closure requests are submitted, how this is different from actual (OAG) case closure, include importance of timely case closure

## WF 101 Specific to Local Center

- ✓ Tour the office, explain what each staff position does.
- ✓ Give some local stats – volume of customer contacts (walk-ins, calls, and appointments), size of your caseload, etc.
- ✓ Discuss 'game plan' for NCP Choices participants – strategies for engagement, case management and monitoring, timeframes for action, etc.
- ✓ Provide contact information for board, management, office's program contact (if someone other than management), COLTS contact and back-ups. Specify who is to be contacted for which types of issues.

# HOW TO FIND CASES ELIGIBLE FOR NCP CHOICES

CSOs can find cases by running an Ad Hoc report from IDEAS.

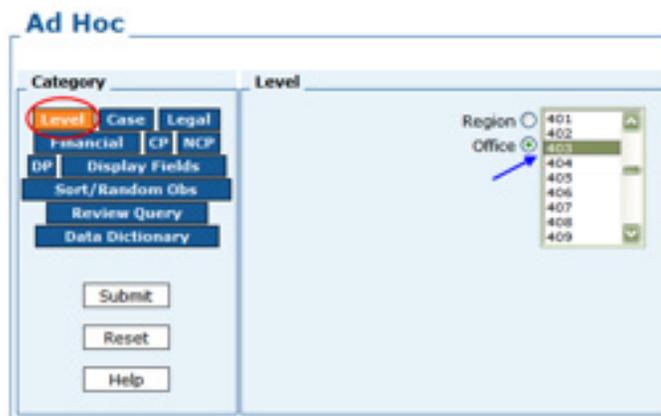
## Here are the steps:

Open in the Intranet, click on IDEAS, click on Ad Hoc, scroll down to Ad Hoc report.

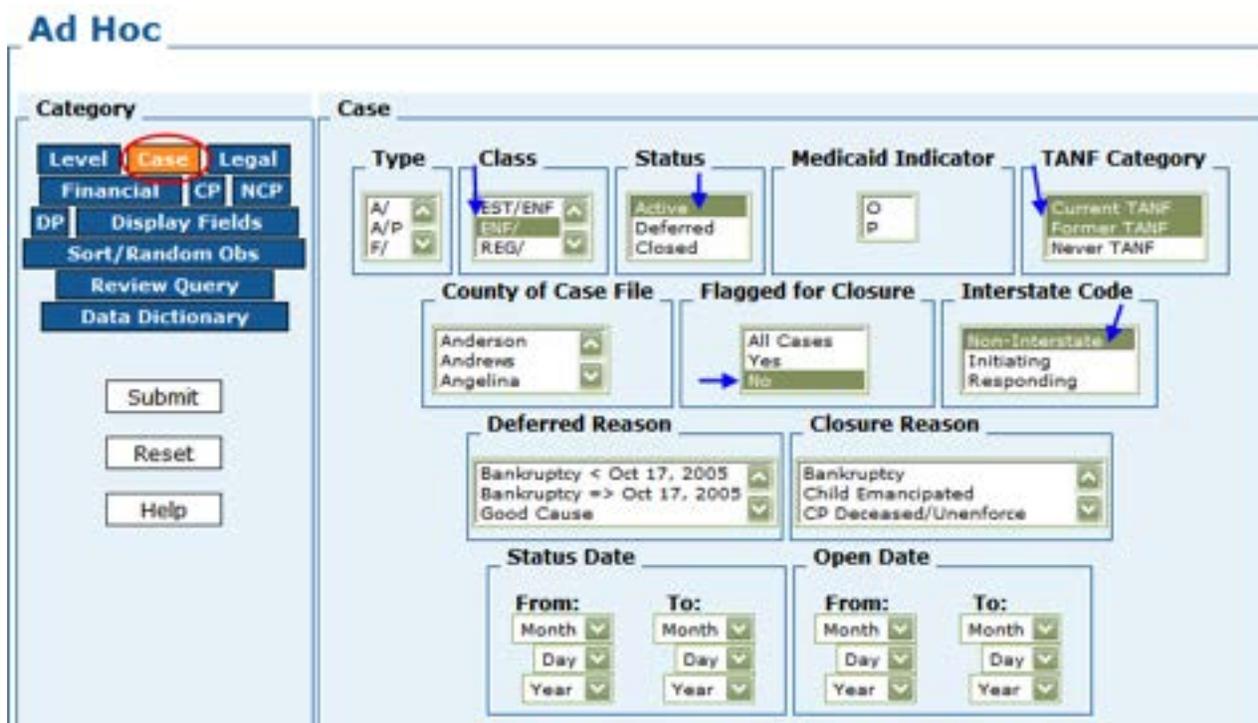
Select the criteria you are looking for under each category: Level, Case, Legal, Financial and NCP.

The following pictures illustrate the selection process.

You will first select the office number you want to view.



Note: Filter for TANF Category and Medicaid Indicator separately by running two separate IDEAS reports.



Make the appropriate filtering selections.

Ad Hoc

**Category**

Level Case **Legal**

Financial CP NCP

DP Display Fields

Sort/Random Obs

Review Query

Data Dictionary

Submit

Reset

Help

**Legal**

**Pending Legal Action**

All Cases  
Yes  
No

**LIEN Indicator**

All Cases  
Yes  
No

**Order Description**

CS Review Process  
Divorce Decree  
Motion to Stay

**Order County**

Anderson  
Andrews  
Angelina

**Unobligated Order**

All Cases  
Yes  
No

**Capias**

All Cases  
Yes  
No

**Newly Obligated**

All Cases  
In the last 10 Days  
In the last 45 Days

**Obligated**

All Cases  
Yes  
No

**NOAA Indicator**

All Cases  
Yes  
No

**Hearing Date**

All cases  
 Specific Date  
 Date Range

Under Legal category, make the following selections. (Blue arrows)

Ad Hoc

**Category**

Level Case Legal

**Financial** CP NCP

DP Display Fields

Sort/Random Obs

Review Query

Data Dictionary

Submit

Reset

Help

**Financial**

**Total Arrears**

Equal  
Less Than  
Greater Than  
Less Than or Equal to  
Greater Than or Equal to

\$ 1000

OR

Arrears Attack

**Paid Indicator**

All Cases  
 No Payments  
 Payments  
 Never Paid Since 9/1/1997

in 30 Days  
in 45 Days  
in 60 Days  
in 90 Days  
in 180 Days  
in 1 Year

**Non Payer Score Group**

1  
2  
3  
4  
5

Select the arrears amount you want.

Select the no payments range you want.

Make final selections, then hit the Submit button.

**Ad Hoc Request**  
**212 Records Returned From Your Query.**  
**As of the end of June 22, 2008.**

WHERE: Office = (403) and Case Class = (ENF) and Case Status Code = (A) and InitResp Code = ( ) and TANF Category = (C or F) and Case Closure Flag = (No) and Obligated Case = (YES) and Pending Legal Action = (No) and NCP Has an Address and NCP Has No Employer and NCP Has a SSN and NCP Application = 0 and NCP TDCJ Indicator = (Out of Jail) and Unobligated Order = (F) and Paid Indicator = No Payments in 60 Days and Total Arrears >= \$1,000.00

[Print](#) [Help](#) [Back](#)

Region	Office	# Cases
4	403	212

Please select one of the following download methods:

**To SAVE this query, [Click Here](#) and add it to your Favorites list!**

If you like the criteria you set up, save it as a favorite to your Web browser.

Select "Download to Excel"

# NCP CHOICES CSO REFERENCE CARD FINDING AND FILING ON ELIGIBLE NCPS

## What you will need

- TXCSES

## Eligibility Screening

Review case file for minimum eligibility criteria.

- Does the NCP have an SSN?

YES - Proceed with screening

NO - STOP, case ineligible

- Does the NCP reside within the workforce service area?
- Has the NCP **never** been ordered into NCP Choices?

YES - NCP appears to be eligible

NO - Proceed cautiously, NCP may not be eligible

## Filing on a potentially eligible NCP

Motions can include contempt or be an establishment case.

NCP Choices can be used with responding interstate cases.

Check the COLT screen in TXCSES to see whether the NCP is a former or current NCP Choices participant, and to see whether the NCP has legal actions pending on other cases.

There is no minimum arrears threshold.

**\*\*\*\*In the filing notepad on TXCSES, note that the NCP is potentially eligible.\*\*\*\***

## Dealing with requests for NCP Choices

- Is an NCP with an upcoming court date asking for NCP Choices?
  - Screen the case for eligibility.
  - If the NCP appears to be eligible, make a notepad, mark the case, or notify legal staff that the case is for an NCP Choices candidate.
- Is an NCP asking for NCP Choices because he/she needs help finding a job or wants employment support services?
  - Inform the NCP that the local workforce center offers assistance to the general public – this is called, “universal services.”
  - Inform the NCP that the judge could find the NCP in contempt of court if the case is in enforcement.

# NCP CHOICES CSO REFERENCE CARD COMMUNICATING WITH WORKFORCE

## What you will need

- Access to COLTS or assistance from your office's COLTS user
- Workforce partner's contact information
- SSN for or name of the NCP ordered into the program

## Before releasing information

### Check COLTS

- Does the "Release Completed" say "Yes"?
- Has the trigger case been identified?
- Has the "Member Flag" been set to "Open"?

YES - Child support info can be shared

NO - Proceed to questions below

### Check TXCSES

- Is there a court order requiring NCP Choices participation?
- Talk with workforce representative. Did the NCP sign the release?

YES - Child support info can be shared

NO - Contact OAG COLTS Administrator

## Information to share

If you answered "yes" to the questions above, then notify Workforce whenever a program NCP:

- Has a *capias* or motion to revoke filed against him/her
- Has been jailed for non-payment of support
- Has died, the case has been non-suited or closed

*Information can be shared in person, by phone, or email, but supporting documentation should be added to COLTS – a note added to the OAG Chronology.*

## Program materials

NCP Choices brochure for NCPs

Flyer for Defense Attorneys

Flyer for Custodial Parents (available FY12)

AAG Reference Card

IV-D Judge Reference Card

# NCP CHOICES AAG REFERENCE CARD ORDER IN

## What you will need

- Local workforce services handout, if available
- NCP Choices slip-in page from ALPS or PELO
- Workforce partner's contact information

## Pre-screening of case

Review case file for minimum eligibility criteria.

- Does the NCP have an SSN?

YES - Proceed with screening

NO - STOP, case ineligible

- Is the NCP's last known address within the boundaries of workforce service area?
- Is the NCP physically able to participate?

YES - NCP appears to be eligible

NO - Proceed cautiously, NCP may not be eligible

## In-court eligibility screening

Verify with NCP that she or he resides in WF service area, is unemployed or under-employed and is physically able to look for work (not jailed, not certified by SSA as disabled).

YES - NCP is eligible

NO - STOP, NCP ineligible

## Negotiation of terms

- Discuss benefits of program with each party.
  - NCP will receive help finding a job, or building skills to find a better job.
  - CP –this is a 'chance' to see payments become consistent; a jailed NCP = no \$
- Discuss consequences of failure to comply
  - No WF compliance = may lead to punitive action (jail time)

**\*\*\*\*Whenever possible, set compliance hearing.\*\*\*\***

## Hand-off to WF Partner

- Emphasize OAG & WF partnership – NCP must pay & play, not just one or the other

# NCP CHOICES AAG REFERENCE CARD ORDER OUT (REMOVAL)

## What you will need

- Access to COLTS or assistance from your office's COLTS user
- Workforce partner's contact information

## Payment and WF compliance Monitoring

- Are payments coming in each month from NCP or via wage garnishment?
- Do WF notes in COLTS indicate NCP is complying – searching for work or employed?

YES - Office should continue to monitor

NO - Office notifies WF that case is being reviewed

## Enforcement assessment

- Is a compliance hearing scheduled?

YES - Make sure WF partner will be available to provide testimony at hearing

NCP is complying (paying & participating).

### Removal Option

NCP can complete NCP Choices portion of suspended commitment order by “graduating” the program at 6 month job retention.

\*\*\***Notify WF about enforcement assessment outcome.**\*\*\*

**NO - Select the appropriate removal option**

### Removal Options

**NCP is not complying, (either not paying or not participating).**

**Not paying— not participating:** file appropriate enforcement (i.e., Motion to Revoke) and recommend jail sentence at final hearing

**Not paying—yes, participating:** What does WF say about NCP's job status? Should NCP continue with program or would punitive action for nonpayment be more appropriate?

**Paying— not participating:** Order of Removal should be prepared.

\*\*\***Notify WF about enforcement assessment outcome.**\*\*\*

**\*\* Establishment cases have waiver language included so they do not require a legal action to be filed.**

# NCP CHOICES MACROS

There are currently three NCP Choices macros available on the CSD [Macro Warehouse](#) website. This document describes each macro and instructions on how to save and run a macro.

If your office has developed a macro that helps you with the NCP Choices project, please share the macro with other offices through the NCP Choices Site Coordinator.

## Macro file name: [NChoices.ncp](#)

### AKA: Finding eligible NCPs on docket

**When to use:** **Run this macro before dockets.**

**Why use:** It automates the identification of NCPs who may be eligible for NCP Choices.

**What it does:** The macro prompts the user to answer a series of questions, and then reviews cases set on a specific docket date. The macro then prints out the list of cases reviewed and provides information on whether the case met all eligibility criteria or what criteria was not met.

The macro also prints out an NCFS and CPRF for each case where the NCP met all eligibility criteria.

## Macro file name: [choicedoc.ncp](#)

### AKA: NCP Choices notepad, tracking

**When to use:** **Run this macro after an NCP has been ordered into the NCP Choices program.**

**Why use:** Easy identification of NCP Choices cases on TXCSES and offline.

**What it does:** The macro creates a notepad on CASD, on LOCD for the selected NCP, and on LGLD under the selected cause number. The notepad will state that all new locate information on the NCP needs to be emailed to the field office.

The macro will also add the case number and NCP name to a master text file so that all participants can be listed at once.

## Macro file name: [choicerev.ncp](#)

### AKA: NCP Choices notepad, monitoring

**When to use:** **Run this macro after an NCP has been ordered into the NCP Choices program.**

**Why use:** Easy monitoring of NCP's compliance on NCP Choices program.

**What it does:** The macro creates LGLD activities to monitor for NCP Choices compliance with the program. The user enters the original Choices order in date and the start of the macro.

## Sample scripts for initial contact with noncustodial parents on cases reviewed for NCP Choices establishment

### Establishment Cases

Identify/introduce yourself

- *I've reviewed your case with [CP's name], and you might be eligible for a program called NCP Choices. This program helps people find a job so they can pay their child support. I'd like to offer you the opportunity to participate in the program as part of your child support order.*
- *Are you working?*

"No. What does it mean if I sign up for the program?"

- *First of all, it will be written into your child support order, which means your participation can be monitored and enforced just like other parts of the order. In other words, if you sign up to participate and then you don't, you're violating a court order. But if you do sign up:*
  - *You get a job counselor who will work with you to help you find a full-time permanent job. Sometimes they can offer help with things like bus passes or gas vouchers, so you can get to a job interview. They can sometimes help with work clothes or help you build a resume.*
  - *There may be other benefits that your job counselor can help with, like help with answering interview questions even if you have a criminal background.*
  - *You'll need to check in with your job counselor weekly until you get a job, then once a month for six months after that.*
  - *If you participate in the program, you and your job counselor will develop a plan to help you find a job that will help you pay your child support. The workforce staff will report whether you are working with them to find employment. The judge can take the fact that you're TRYING into consideration when he/she is checking to see if the child support is getting paid.*
  - *Now, if you DON'T comply, Workforce is required to report that, too, and the child support office could move on enforcement action.*

"I have a job."

- *Probe: Where? What do you do? How much do you make? How many hours? How long have you been there?*
- *Ask for documentation.*

If they can't tell you any specifics, encourage them to enroll:

- *With NCP Choices, you get individualized assistance with job openings, and someone who can vouch for whether you're trying to look for a job or not when your case comes up for review. (List other program benefits)*

"My job starts on Monday."

- *Probe: Where? What will you do? How much will you make? How many hours? When did you last work?*

If they can't tell you any specifics, encourage them to enroll:

- *To be on the safe side, you can go ahead and agree to the program in case things don't work out and then you're already set to start getting help keeping that job or finding a new one.*
- *With NCP Choices, you get (list other program benefits).*

# Knowledge Works - Sample Document

“No, but I’m already looking for a job. I can find a job on my own.”

- *With this program, you will get individualized assistance with job openings.*
- *And, you’ll get someone who can vouch for whether you’re trying to look for a job or not when your case comes up for review.*

“I can just go to the workforce center or workintexas.com to look for a job on my own.”

- *Yes, but with this program you’ll get a job counselor that all those other people just walking into the center don’t get. They can help you with... (list other program benefits).*
- *And, you’ll get someone who can vouch for whether you’re trying to look for a job or not.*

“But I’m in school.”

- *You still have to pay, and you might want some help looking for a job if you’re dealing with school, too.*

# NCP CHOICES

“I had been laid off for seven months ...  
you want to give up ... I think if it wasn't  
for [my Workforce case manager]  
I'd still be looking for work.”  
– Fort Worth, Texas



A collaboration between the Office of the Attorney General,  
Texas Workforce Commission and Child Support (IV-D) Courts.



ATTORNEY GENERAL OF TEXAS

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## NCP CHOICES

is a program offered to unemployed or under-employed noncustodial parents (NCPs) who are behind on their child support payments and facing possible jail time.

To receive program services, you must be court-ordered into the program. Once ordered into the program, you will meet with a Workforce representative to fill out enrollment papers before leaving the courthouse.

### { Program Benefits }

- **Personal Career Counselor**  
Receive one-on-one attention and referrals to needed services.
- **Job Leads**  
Get help finding job leads that fit your skills.
- **Job Search Guidance**  
Hear ideas and strategies job seekers use to get hired.
- **Career Planning**  
Learn about ways to earn better wages and advance your career.
- **Additional Services**  
You may receive assistance with things like work clothing, transportation, job training and GED or English as a Second Language classes, if available.

### Finding Work and Staying Employed

Participants find employment, on average, within eight weeks.

Average starting wage is \$9/hour and as high as \$32/hour, depending on skills and job openings.

### What do former participants say about NCP Choices?

“They took time out for you individually.”

– Longview, Texas

“They showed me how to describe my assets [on my resume] so I could find a better job.”

– Houston, Texas

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## { As a program participant you must: }

- Spend at least 30 hours a week looking for a job until employment is found.
- Meet with or call your Workforce Counselor weekly until employed.
- Attend all scheduled court hearings and Workforce or Child Support office appointments.
- Follow your child support court order.
- Send in child and medical support payments if they are not deducted from your paycheck.
- Contact your Workforce Counselor monthly after employment.

You will need to stay in contact with your Workforce Counselor every month until you graduate from the program – typically six months. You can talk to your Workforce Counselor about employment issues and must update your counselor when employment changes.

Once you graduate from the program, you can go back to Workforce Solutions to receive services available to the general public. You must continue making child and medical support payments as ordered by the court.

## { NCP Choices Graduates }

### **John, a noncustodial father**

When John was ordered into the program, he thought he would never get anywhere. At a program workshop, a past participant talked about his own experiences of feeling “doomed to fail” and how the program helped him find employment and change his outlook. He challenged the men at the workshop to take charge of where they were headed. John took on that challenge and is determined to be a better dad and role model for his children. He is now employed, paying child support and active in his children’s lives.

### **Terry, a noncustodial mother**

Upon enrolling in NCP Choices, Terry owed \$6,000 in unpaid child support, did not see her child often, had no job, but dreamt of becoming a welder. Within two weeks, Terry’s Workforce case manager helped her become trained and find a welding job. Terry now pays regular child support, spends more time with her child and has noticed her child is happier, healthier and making better grades, too.

# Knowledge Works - Sample Document

## { Consequences }

Workforce staff is required to notify the Office of the Attorney General about your participation in the program and job status. Lack of participation with Workforce will result in removal from the program. Failure to pay child support will lead to further enforcement action such as going to court again or serving up to six months of jail time.

## { Additional Resources }

### **Texas Child Support Division**

Phone: (800) 252-8014 toll-free

Online: [www.texasattorneygeneral.gov](http://www.texasattorneygeneral.gov), click on Child Support

### **Child Support Interactive**

Access child support case status and learn about payment methods by logging on to <https://childsupport.oag.state.tx.us/wps/portal/csi>

### **Mail Payments to:**

Texas State Disbursement Unit (SDU)

P.O. Box 659791

San Antonio, TX 78265-9791

*Include your 10-digit child support case number, court order cause number and your name.*

### **Texas' Online Job Resource**

[www.WorkInTexas.com](http://www.WorkInTexas.com)

**Workforce Counselor:** \_\_\_\_\_

**Address:** \_\_\_\_\_

\_\_\_\_\_

**Phone:** \_\_\_\_\_

**1st Appointment:** \_\_\_\_\_



## NCP CHOICES IN A NUTSHELL: Information for Defense Attorneys

- A partnership between the Texas Attorney General's Child Support Division, the Texas Workforce Commission, and IV-D courts
- Combines enhanced employment services for noncustodial parents (NCPs) who owe child support with sanctions for noncompliance
- Program participation is court ordered (NCPs cannot be voluntarily referred to the program)
- Workforce staff are present at the courthouse to meet with NCPs ordered to participate
- Funded with statewide TANF dollars and IV-D incentive funds

## ELIGIBLE NCPS

- Could be facing jail time for nonpayment of child support
- Owe support to a parent
- Are unemployed or underemployed
- Reside in a county served by the participating local workforce development board
- Are medically able to work and have a social security number
- Do not have an interstate case before the court except in limited situations

## NCP CHOICES SERVICE MODEL

Once enrolled, NCPs will receive job leads, job search guidance, and job retention monitoring. Services vary by local workforce board area. Keep in mind that any parent needing employment assistance can voluntarily access workforce services through his or her workforce center.

OAG QUESTIONS  
(Contact information has been removed)

TWC QUESTIONS  
(Contact information has been removed)

# NCP CHOICES



# COMPREHENSIVE FIELD GUIDE

Appendix:

## Legal Documents and Forms

“He’s excited about helping with his daughter, and so it’s pretty good because we communicate about something else, something besides him not paying. We communicate about him helping out and what he’s doing with his job.”

- Custodial Parent



ATTORNEY GENERAL OF TEXAS

GREG ABBOTT

CHILD SUPPORT DIVISION

FAMILY INITIATIVES

## SUSPENDED COMMITMENT

The Court suspends the commitment and places *FATHER TIME* on community supervision for \_\_\_\_\_ **months** from the date of this order or until the entire cumulative child support arrearage and all enforcement attorney's fees and costs of child support, plus interest, are paid in full, whichever occurs first. Upon notice to the Court by verified pleading that all sums have not been paid, the Court may issue an arrest warrant for *FATHER TIME*'s arrest and appearance before the court for a revocation hearing. As terms and conditions of community supervision, *FATHER TIME* shall:

1. pay current child support, including medical support, as ordered with the next payment due \_\_\_\_\_;
2. pay the child support arrearage, including medical support arrearage, as ordered;
3. pay court costs as ordered;
4. pay attorney's fees as ordered;
5. report all changes in job status, employer's name, employer's address, home address, and telephone number(s) as ordered;
6. deliver to any subsequent employer a copy of the wage withholding order authorized herein;
7. participate in mediation or other services to alleviate conditions that prevent *FATHER TIME* from obeying the court's order;
8. report to the Texas Workforce Development Board NCP CHOICES Program coordinator before leaving the court and comply with requirements as follows:
  - a. Participate in employment services arranged by the NCP CHOICES Program for 30 hours per week (starting the first work day after this hearing) and comply with the NCP CHOICES Program's weekly reporting requirements for those hours.
  - b. Accept the NCP CHOICES Program's job referrals.
  - c. Accept a reasonable job offer and refrain from quitting accepted job of at least 30 hours per week without good cause.
  - d. Maintain regular communication with and attend all scheduled appointments set by the NCP CHOICES Program.
  - e. Placed on legal and actual notice that failure to comply with the NCP CHOICES requirements may result in a non-compliant finding by the WORKFORCE Operator at or before ninety (90) days of being ordered to participate in NCP CHOICES PROGRAM, upon which an order of removal from NCP CHOICES PROGRAM shall be entered by the Court; and
9. personally appear at the compliance hearing scheduled below.

# Knowledge Works - Sample Document

## COMPLIANCE HEARING

The Court ORDERS *FATHER TIME* to appear before this Court located at LUBBOCK CNTY COURTHOUSE, 904 BROADWAY, 4TH FLR, RM 430, LUBBOCK, TX on \_\_\_\_\_ at \_\_\_\_\_ for a compliance hearing. The Court notifies *FATHER TIME* that he is entitled to be represented by counsel, including court-appointed counsel, at the compliance hearing. The Court notifies *FATHER TIME* that if he fails to appear at the compliance hearing, the Court may order a capias issued for his arrest.

# Knowledge Works - Sample Document

## NCP CHOICES AGREED ORDER

Order of Referral: The Office of the Attorney General, \_\_\_\_\_(obligee), and \_\_\_\_\_(obligor), agree that Obligor will comply with the requirements of the NCP Choices Program (the "Program") as a provision for the support of the child(ren). Pursuant to Texas Family Code Sec. 154.124, the court finds that the agreement is in the child(ren)'s best interest, and orders Obligor to comply with the requirements of the Program as a provision for the support of the child(ren).

Waiver of Notice. The parties agree that upon an administrative determination of noncompliance the Obligor may be removed from the Program without any further notice or hearing. Any removal pursuant to this waiver of notice shall not prejudice the parties' right to request participation in the Program at a later time.



ATTORNEY GENERAL OF TEXAS  
GREG ABBOTT  
CHILD SUPPORT DIVISION

Authorization to Release Information to \_\_\_\_\_ Workforce Development Board

My name is \_\_\_\_\_. I am a participant in NCP Choices/Trabajo Andale. By submitting this completed, signed, and dated form, I authorize the Office of the Attorney General (OAG) to release information or records about my case(s) to the \_\_\_\_\_ Workforce Development Board and its agents.

This authorization applies to all cases I have with the Office of the Attorney General, Child Support Division. I understand that this authorization will expire for each case at the time the case is closed. I may revoke this authorization at any time by submitting a signed revocation to \_\_\_\_\_ Workforce Development Board and the Office of the Attorney General, Child Support Division.

## PARTICIPANT

\_\_\_\_\_  
Name Date

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone No: \_\_\_\_\_

AG Case ID #(s): \_\_\_\_\_



ATTORNEY GENERAL OF TEXAS  
GREG ABBOTT  
CHILD SUPPORT DIVISION

Autorización para Divulgar Información a la Junta de Desarrollo Laboral

Mi nombre es \_\_\_\_\_. Soy participante del programa Opciones para Padres Sin Custodia (NCP Choices). Al presentar este formulario llenado, firmado y con fecha, estoy dando autorización a la Procuraduría General para divulgar información y archivos sobre mi caso(s) a la Junta de Desarrollo Laboral y sus agentes.

Esta autorización se extiende a todos los casos que tengo con la División de Manutención de Niños de la Procuraduría General. Comprendo que esta autorización terminará para cada caso en el momento que cada caso sea cerrado. Puedo cancelar esta autorización en cualquier momento al presentar una cancelación firmada ante la Junta de Desarrollo Laboral y la División de Manutención de Niños de la Procuraduría General.

**PARTICIPANTE**

\_\_\_\_\_

Nombre	Fecha
--------	-------

Dirección: \_\_\_\_\_

Ciudad, Estado, Código Postal:

\_\_\_\_\_

Número de Teléfono: \_\_\_\_\_

Número(s) de Identificación del Caso de la Procuraduría General:

\_\_\_\_\_

# Knowledge Works - Sample Document

Date \_\_\_\_\_

NCP \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
(Address)

RE: Notice of Removal/Ineligibility for NCP Choices Services

OAG No. \_\_\_\_\_

Cause \_\_\_\_\_

Dear NCP:

The Court's Order to the NCP Choices Program in this cause has been reviewed. It has been determined that you, \_\_\_\_\_, Obligor, have not complied with the requirements remain on, or you ineligible for, the NCP Choices Program for the following reason(s):

- Obligor has been certified as disabled by the Social Security Administration.
- Obligor is serving a prison or jail sentence for matters unrelated to this child support matter.
- Obligor does not have a Social Security number.
- Obligor resides in \_\_\_\_\_ County, which is outside the service area for the NCP Choices program.
- The NCP has not complied with conditions of the court's order.

As a result, a motion to remove you from the NCP Choices Program has been/will be filed, and an order to remove you from the Program will be presented to the Court on \_\_\_\_\_, 20\_\_\_\_.

Respectfully,

\_\_\_\_\_  
CSO/Attorney/Office Manager

# Knowledge Works - Sample Document

May 19, 2009

(OAG Contact)

Street

City, state ZIP

Re: Request to remove from NCP Choices Services

Cause #: -----

OAG #: -----

Dear (OAG Contact):

We have determined that (NCP - First Name Last Name), Obligor, has failed to cooperate with the NCP Choices Program for the following reason(s):

- Obligor is deceased.
- Obligor has been certified as disabled by (agency, organization – e.g., SSI, DADS, MHMR, Division of Workers' Compensation).
- Obligor is serving a prison or jail sentence for matters unrelated to this child support matter.
- Obligor is not legally able to work in the United States/does not have a Social Security number.
- Obligor resides outside the service area for the NCP Choices Program.
- Noncompliant: NCP has failed to maintain contact with NCP Choices program staff. NCP Choices staff has made numerous attempts to contact client by phone and mail, but has received no response.

We respectfully request that the NCP be removed from the NCP Choices program at this time.

Regards,

Name

Career Development Specialist

NCP Name: \_\_\_\_\_  
CP Name: \_\_\_\_\_  
OAG Number: 123  
LAC: MEMM

CAUSE NUMBER \_\_\_\_\_

IN THE INTEREST OF  
\_\_\_\_\_  
A CHILD

§ IN THE -  
§ OF  
§ LUBBOCK COUNTY, TEXAS

**MOTION TO REMOVE CONTEMNOR FROM THE NCP CHOICES PROGRAM**

1. The Title IV-D Agency, pursuant to Texas Family Code Chapter 231, files this pleading for which discovery is intended to be conducted under Level 2 of Rule 190, Texas Rules of Civil Procedure.

**JURISDICTION**

2. This Court has continuing jurisdiction of the child the subject of this suit because of prior proceedings.

**CHILDREN**

3. The following child is the subject of this suit:

Name	Sex	DOB	Birthplace
_____	M	12/4/1997	....., ..

No property, other than personal effects, is owned by any child the subject of this suit.

**PERSONS ENTITLED TO NOTICE**

1. The child resides with *MOTHER GOOSE*, the *mother* of the child. The Title IV-D Agency does not request the issuance and service of process on this person at this time.

2. *FATHER TIME* is the *father* of the child. The Title IV-D Agency does not request the issuance and service of process on this person at this time.

**COMMUNITY SUPERVISION**

3. On \_\_\_\_ / \_\_\_\_ / \_\_\_\_ the Court signed an order which found *FATHER TIME* in contempt of Court and ordered him committed to the county jail, but suspended the commitment and placed him on community supervision on specified terms and conditions. **EXHIBIT A**, attached and incorporated by reference, is a true copy of the relevant portions of said order.

**NON-COMPLIANCE WITH NCP CHOICES PROGRAM AND REMOVAL**

4. EXHIBIT B, attached and incorporated by reference, shows that *FATHER TIME* has not complied with the NCP CHOICES Program and thereby has not complied with the terms and conditions of community supervision as set forth in EXHIBIT A. As a result, and without requesting a finding or ruling on whether *FATHER TIME* has complied with the other terms and conditions of community supervision nor modifying same, it is requested that *FATHER TIME* be removed from the NCP CHOICES Program for the following reasons:

- a. *FATHER TIME* has not complied with the requirements of the NCP CHOICES Program.
- b. *FATHER TIME* has been certified as disabled by the Social Security Administration;
- c. *FATHER TIME* is serving a prison or jail sentence for matters unrelated to this child support matter;

# Knowledge Works - Sample Document

- d. *FATHER TIME* does not have a Social Security Number;
  - e. *FATHER TIME* resides in \_\_\_\_\_ County, which is outside the service area for the NCP CHOICES Program;
  - f. The child support Obligee's IV-A history prohibits Obligor's eligibility for the NCP CHOICES Program; and/or,
  - g. *FATHER TIME* is deceased.
5. Therefore, the Court should remove *FATHER TIME* from the NCP CHOICES Program.

## **PRAYER**

The Title IV-D Agency prays that the Court grant all relief requested herein. The Title IV-D Agency prays for general relief.

Respectfully submitted,

Greg Abbott  
Attorney General of Texas

Daniel T. Hodge  
First Assistant Attorney General

KAYLA MCCARTOR - SBN:  
Assistant Attorney General  
GC - Interstate Section  
*CHILD SUPPORT OFFICE 102E*  
*4630 50TH SUITE 200*  
*LUBBOCK TX 79414*  
Telephone No. (806)767-0521  
Toll Free 1(800)687-8203  
Fax No. (806)744-9734

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## CERTIFICATE OF SERVICE

I certify that a true and correct copy of the foregoing has been served on the below listed parties or their representatives pursuant to Rule 21a, Texas Rules of Civil Procedure, on the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

---

*KAYLA MCCARTOR*

*Assistant Attorney General*

**Party:**

FATHER TIME  
1212 PALM ST  
JOURDANTON, TX 78026

**Attorney for Party:**

# Knowledge Works - Sample Document

NCP Name: *FATHER TIME*  
CP Name: *MOTHER GOOSE*  
OAG Number: **0009274951**

CAUSE NUMBER \_\_\_\_\_

IN THE INTEREST OF

§ IN THE -

\_\_\_\_\_

§ OF

A CHILD

§ *LUBBOCK COUNTY, TEXAS*

## ORDER CONCERNING REMOVAL FROM NCP CHOICES PROGRAM

On the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_, the Court considered the Title IV-D Agency's Motion to Remove Contemnor from the NCP Choices Program.

The Court finds that is has jurisdiction of the parties and the subject matter of this suit, and that the following orders are appropriate.

The Court ORDERS *FATHER TIME* be removed from the NCP CHOICES Program.

Signed this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

\_\_\_\_\_  
ASSOCIATE JUDGE PRESIDING



ATTORNEY GENERAL OF TEXAS  
GREG ABBOTT  
CHILD SUPPORT DIVISION

CHILD SUPPORT OFFICE 102E  
4630 50TH SUITE 200  
LUBBOCK, TX 79414  
Direct Phone: (806) 767-0521  
Toll Free: 1(800) 687-8203  
Fax: (806) 744-9734  
March 8, 2013

FATHER TIME  
1212 PALM ST  
JOURDANTON, TX 78026

RE: Notice of Removal/Ineligibility for NCP CHOICES Services  
OAG No.: 0009274951  
Cause:

Dear *FATHER TIME*:

The Court's Order to the NCP CHOICES Program in this cause has been reviewed. It has been determined that you, *FATHER TIME*, Obligor, have not complied with the requirements to remain on, or you are ineligible for, the NCP CHOICES Program because:

- You have been certified as disabled by the Social Security Administration.
- You are serving a prison or jail sentence for matters unrelated to this child support matter.
- You do not have a Social Security number.
- You reside in \_\_\_\_\_ County, which is outside the service area for the NCP CHOICES Program.
- You have not complied with conditions of the Court's order.
- We have received information that you are deceased.

As a result, a motion to remove you from the NCP CHOICES Program has been/will be filed and an order to remove you from the Program will be presented to the Court on \_\_\_\_\_.

Respectfully,

---

CSO/Attorney/Office Manager

# Knowledge Works - Sample Document

## NCP Choices combined OAG and Workforce Flowchart

