

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.*