VERMONT
AGENCY OF HUMAN SERVICES

Work 4 Kids
Office of Child Support

AGENCY OF HUMAN SERVICES
VERMONT
AIM Agency Improvement Model
CUSTOMER FOCUSED SYSTEMS CHANGE
Based on the NIATx Change Model

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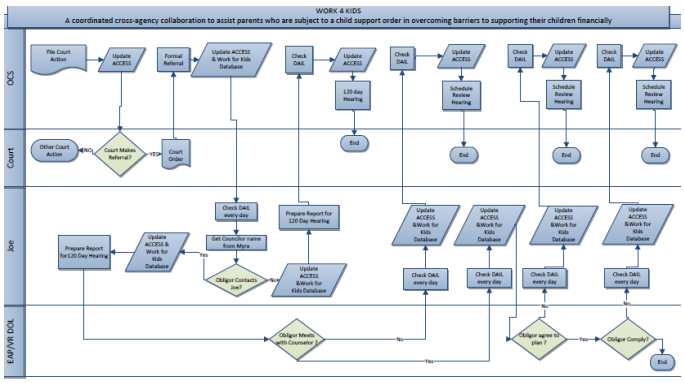
PLAN
Identify an opportunity and plan for improvement.

Work 4 Kids is a coordinated cross-agency collaboration between OCS, VR, and the courts designed to help parents who need to contribute financially to their children's well-being. This Agency of Human Services' program provides support to parents by helping them find resources to assist them in meeting their court-ordered child support obligations. These services may include job placement assistance, services related to personal counseling, help with Social Security applications, and other ways to stabilize income so that they can provide for their children.

Pilot Target Population
- Non-Custodial parents in contempt of court and in arrears for minimum of 2 months;
- Up to 200 cases referred beginning July 1, 2012. Pilot program lasts 12 months.

Pilot Target Goal(s)
- 25% of cases referred to Voc Rehab result in child support payments, within 6 months.

Target Process



Baseline Data
- This is a pilot program to provide support to non-paying non custodial parents aimed at addressing their individual barriers to gaining employment.

STUDY
What were the results of your test(s)? What is your final post-change data compared to the baseline data?

Data base Development
- Access database developed to track referrals and matching with OCS data warehouse to track outcomes.

Program Sequencing
- Program began in Chittenden County with 10 cases as of 10/1/12, then moved in Franklin County, followed by St. Johnsbury and Barre;
- Total population as of 11/20/12 = (21)
- Of the (21)
  - (18) are compliant & participating;
  - (3) are non-compliant;
  - (1) is employed and making child support payments.

ACT
What lessons did you learn from the process?
How will this change be sustained?

Lessons Learned
- Communications with stakeholders could have been better, i.e., courts;
- Data collection to determine compliance is ongoing;
- Original estimate of pilot population may be high.

Sustainability
- The program will not be fully rolled out until all operational aspects are fully working, and,
- All stakeholders clearly understand their role.

DO
What ideas for improvement did you test?

Testing
- We continue to test the tracking database and the process for non-compliance.
- We continue to work with the courts to assure the appropriateness of the court process.