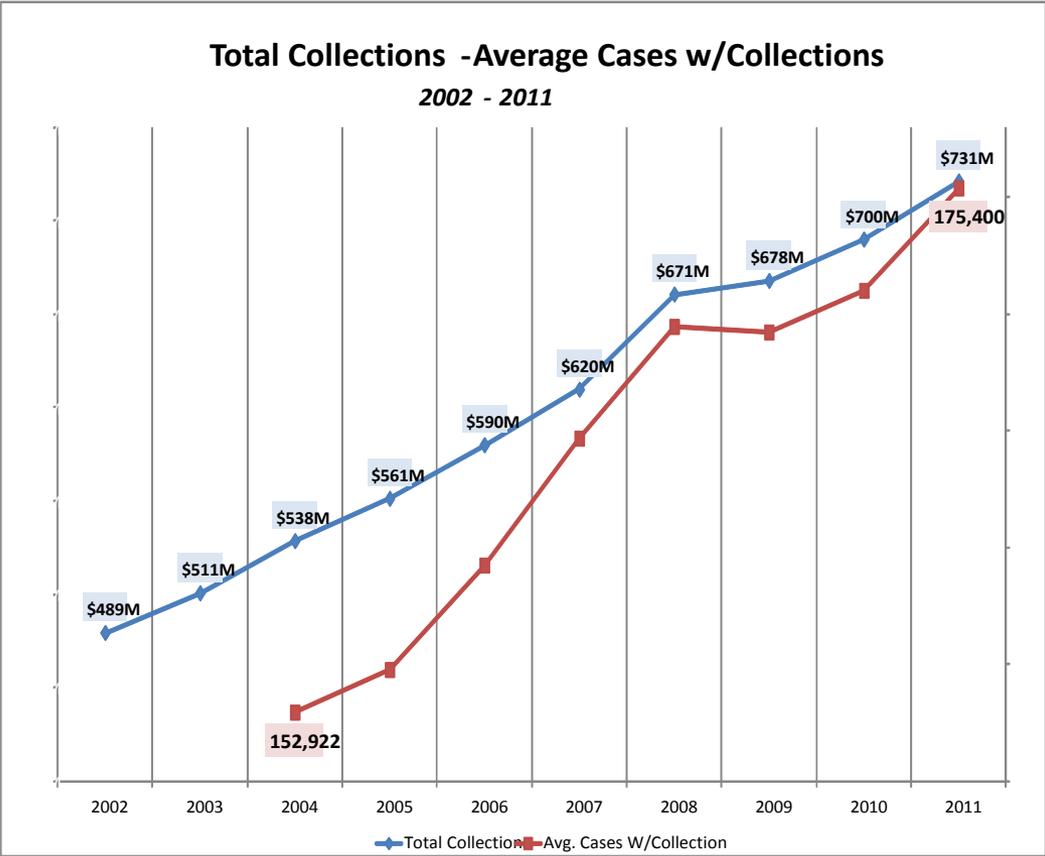


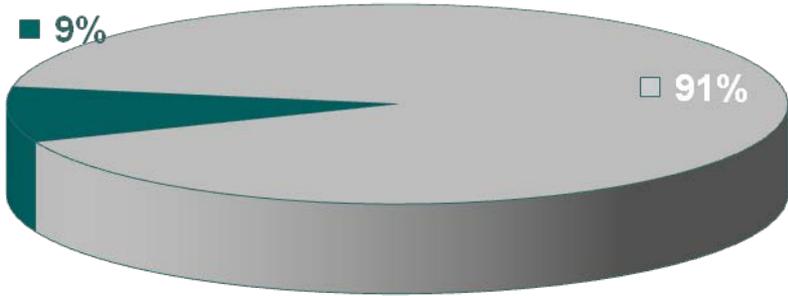
2012 Support Magistrate Conference

Frances Pardus-Abbadessa,
Executive Deputy Commissioner

**The number of NCPs paying CS continues to increase;
 More than 90% of the money goes directly to families.**



Families on CA get first \$100 collected (1 child) or first \$200 collected (2+ children)

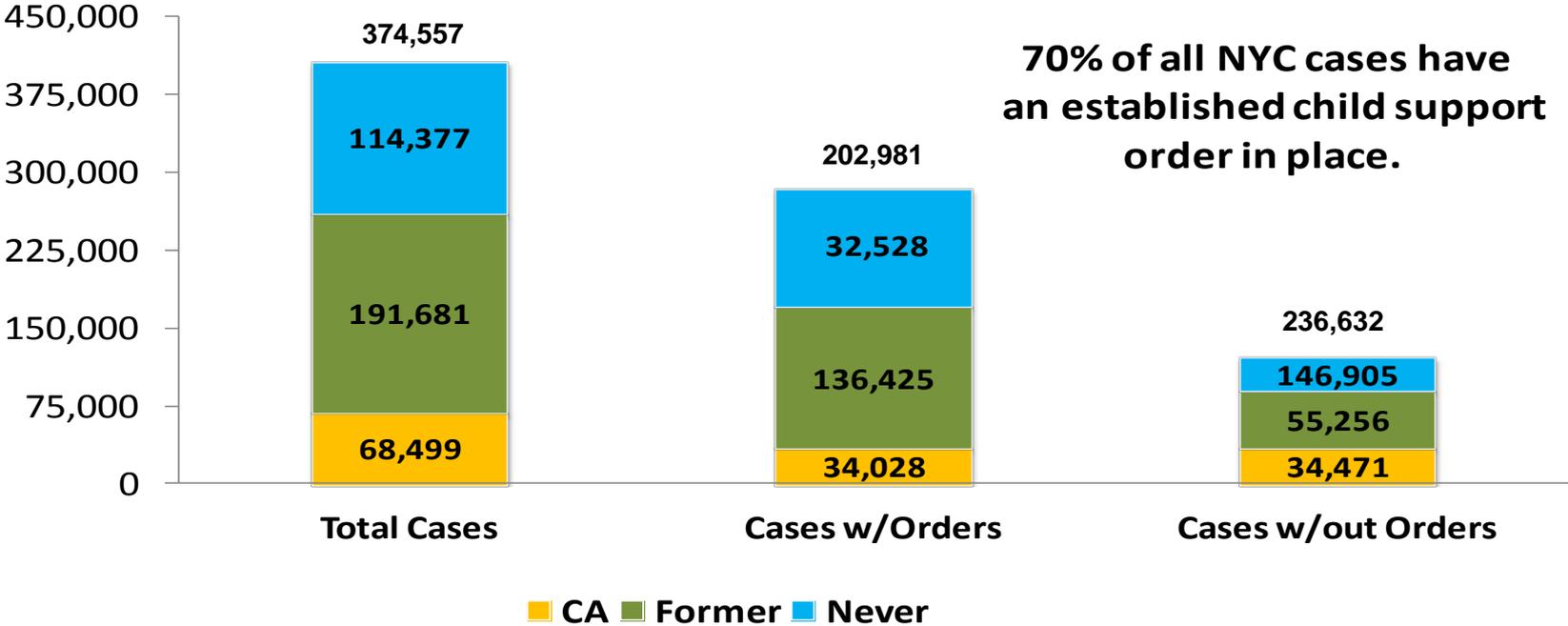


Legend:
 □ Distributed to families
 ■ Retained by government

Caseload Profile

Cases With & Without Support Orders

CY 2012 YTD Average



CY 2011 NCP Demographics

All NCPs by Age Range (393,083)

16-25	4%
26-35	24%
36-45	35%
46-55	25%
56-65	9%
66 & Over	3%

NCPs CA/MA/FS/SSI Status for Actively Charging Orders (183,396)

Currently On Assistance	22%
Formerly on Assistance	39%
Never on Assistance	39%

CY 2011 NCP Financial Stats

Arrears Owed	Custodial Parent	Dept. Social Services
Actively Charging Orders	\$9,456	\$3,475
Arrears Only/\$0 Orders	\$13,522	\$7,285

Paying Vs. Not Paying	Paid 50% of due	Made at least 1 payment	Made 0 payments
Actively Charging	62%	14%	24%
Arrears Only/\$0 Orders	33%	4%	63%

2010 Children Living in NYC with One non-resident parent - Poverty and Child Support Status

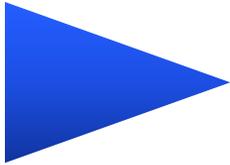
Poverty Status

369,414	68% between 100 and 200% of poverty
<u>172,304</u>	<u>32% over 200% of poverty</u>
541,718	live with one non-resident parent

Over 50% of children with non-resident parents in NYC do not have a child support order.

Child Support Data

279,101	51.5% no order or not connected to CS
<u>262,617</u>	<u>48.5% have a formal child support order</u>
541,718	100% live with one non-resident parent
134,713	24.9% have received at least one payment



QUESTIONS & ANSWERS



Back to Work Program



Overview of Back to Work: Work first for HRA

✦ Back to Work sites

BTW Vendors:

- America Works
- Arbor
- FECS
- NPAC (Seedco)
- CEC
- Goodwill
- Wildcat



Back to Work Goal:

To aid participants to find and keep a job quickly. This is accomplished through a work first approach with our performance based vendors all driving to self-sufficiency.

Results in 2011 :

89,511 Job Placements

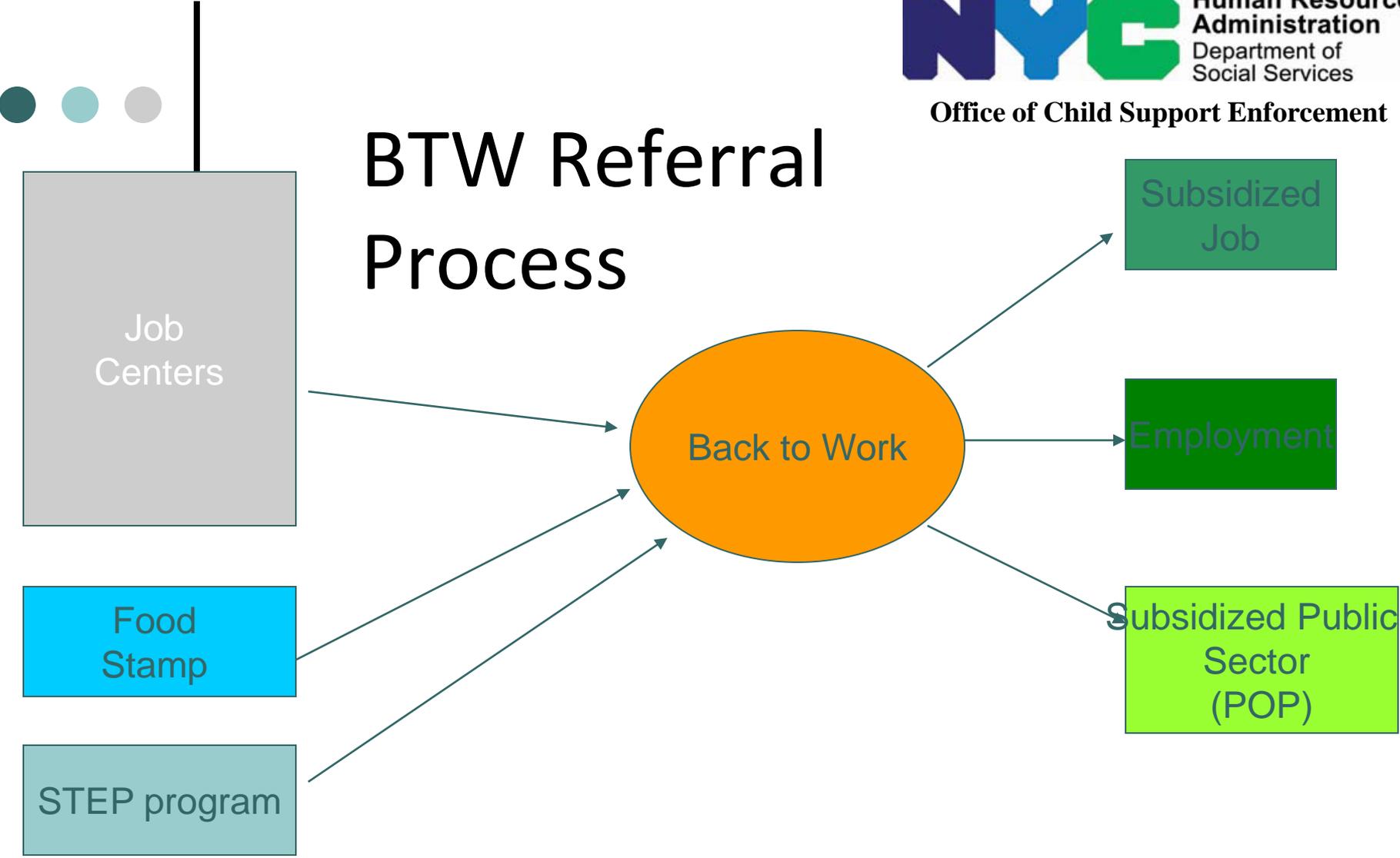
77,073 Employment Plans

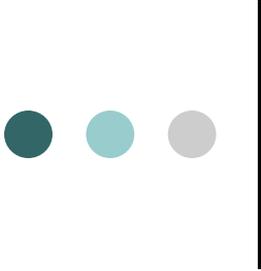
Over 330 Employers

90-Day Retention is 87.5%

180-Day Retention is 80.2%

BTW Referral Process





Back to Work Serves

- Employable Cash Assistance (CA) Applicants
- Employable Cash Assistance Participants
- Non-Cash Assistance (NCA) Supplemental Nutrition Assistance Program Participants
- Non-Cash Assistance Support Through Employment Program Non-Custodial Parents (NCPs) (who are court-mandated to seek employment or are voluntarily seeking employment), all of whom are referred by OCSE
- Non-Cash Assistance Foster Care Youth (referred by the NYC Administration for Children's Services)

Full Engagement – The Concept of a Simulated Work Week

HRA's goals around employable individuals are accomplished through a work-first approach that emphasizes personal responsibility

- Mandatory participation
- Applicants and recipients of cash assistance
- 35 hours during a work week: M – F, 9 to 5 pm
- Call-in if you are sick/out
- Plan day to be at work

Back to Work: Keys to Employment Success

- Individualized employability assessments
 - Resume preparation
 - Job readiness training
- Career counseling and advancement services
 - Job Placement referrals
 - Interview skills & preparation techniques
 - Clothing referrals, if needed
 - Child Support assistance
- Financial Empowerment/budgeting
 - On-line applications

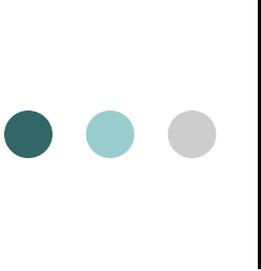
Keys to Employment Success

1. Create a professional resume
2. Search and apply for jobs online
3. Practice interviewing skills
4. Talk about my career goals with someone who is willing to help
5. Get work supports like Food Stamps, Medicaid, and Earned Income Tax Credits when I start working

NYC Human Resources Administration
Department of Social Services
Robert Dear, Commissioner

Employability Assessment

- Employability assessment is conducted via Employment Plan (EP)
- EP is
 - Employment Assessment
 - Prepared for every adult, 18-59 years of age, applying for or receiving cash assistance
- EP does
 - Track individual's progress towards self-sufficiency
 - Capture all information pertinent to participant's employability at a given point in time
 - Provide BTW vendors with a unified employability "blueprint" in their work with HRA-referred participants



BTW Employment Results

HRA's commitment has resulted in a significant increase in employment for single mothers, large reductions in child poverty, and the lowest Cash Assistance caseload since the 1960s

- Median Wage is \$9.32 BTW Program to Date
- Top Seven 2011 Employment Industries:
 - Home Health Care - 11%
 - Investigative & Security Services - 8%
 - Limited Services Eating Places – 8%
 - Employment Services – 6%
 - Department Stores – 5%
 - Health and Personal Care Stores – 5%
 - Clothing Stores – 4%

Back to Work: Keys to Employment Success

BTW offers over dozen different services for participants **to find and keep a job.**

- Second Jobs & Career Advancements
- Financial counseling and empowerment
- Cash bonus and other incentives
- Post-employment Metro Card assistance for 13 weeks
- Informational assistance with various work supports:
 - Free or low cost public health insurance
 - Food Stamp/SNAP and Medicaid applications
 - Child care at reduced rates
 - EITC
 - Child Support
 - SaveUSA Program



Transitional Benefits

- Transitional Medicaid
- Transitional Child Care
- Food Stamps
- Home Energy Assistance Program (HEAP)
- Lifeline Telephone Services
- Voluntary Income Tax Assistance (VITA)

B2W: The New Back to Work



- Lessons learned from six years of experience from current contracts
- Competition and flexibility within service areas
- Incorporate contextualize literacy into employment readiness
- No line-items – all performance based
- Aggregate milestones on some measures
- Anticipate launch on or around January 2013
- Winners to be announced this May or June



RFP: Program Requirements

- Orientation, intake, assessment, and client engagement
- Daily timekeeping and use of HRA systems to manage client activities
- Specialized Services
 - Long-term recipients of Cash Assistance
 - History of sanction or non-compliance with program rules
 - Ex-offenders
- Job development and retention services
 - “Fast track” for job-ready clients
 - Sector-based job development and retention focus
 - Business-facing strategies
- Literacy Services (previously provided by BEGIN)
 - GED, ESL, vocational training
 - Short-term, contextualized services provided through vendor
 - Outside referrals for longer-term education

RFP: Facilities Requirements

Expected Awards

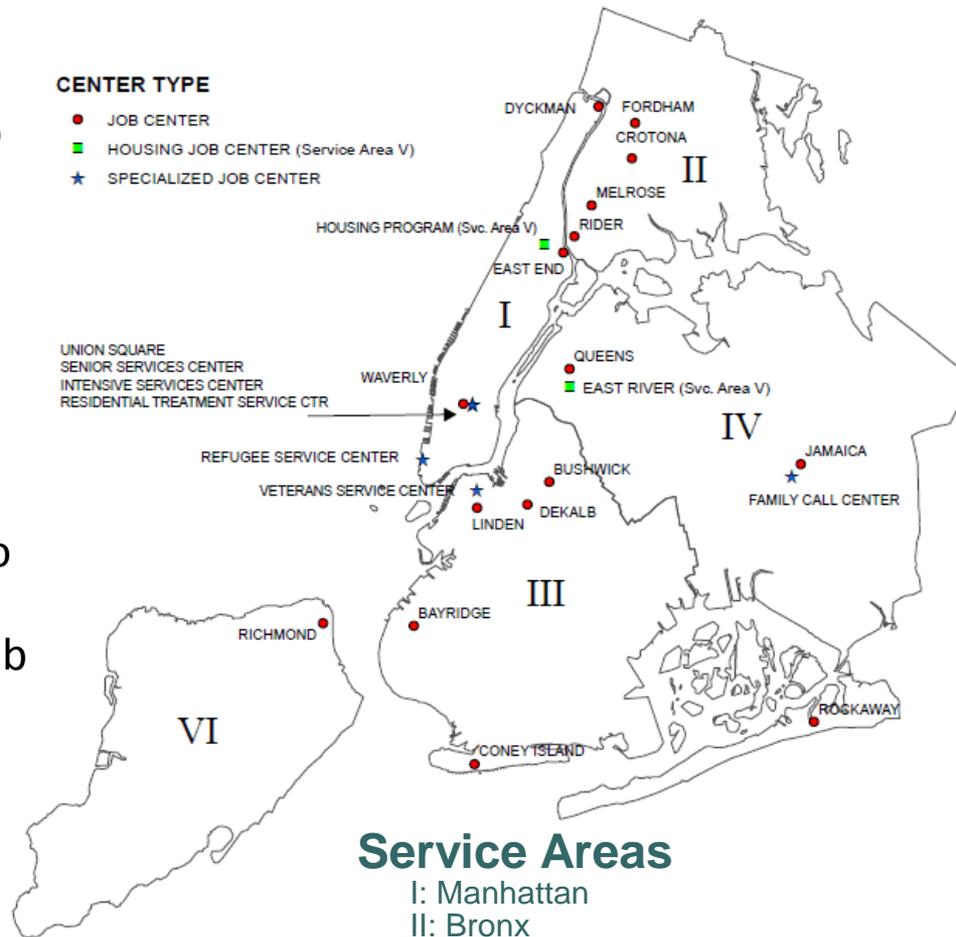
- Up to eleven 11 total contractors; each Job Center will have 2 vendors*
 - Two vendors in each Svc. Area I-V
 - Each vendor serves 50% of Service Area
 - One vendor in Svc. Area VI (St. Isl.)
 - Vendor serves 100% of Service Area

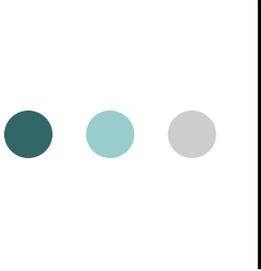
Service Site Requirements

- Each awarded vendor operates at least two service sites per Service Area**
- Locate the service sites 60 minutes from Job Centers that will be served**
- Have facilities suitable for provision of services by program start date

* Intensive Services Center is served by one vendor; Rockaway is served by one vendor

** See RFP for all exceptions





RFP: MIS Requirements

- Utilize HRA's management information systems to upload data on participants
- Maintain participant attendance via a swipe card, fingerprint, or related system
- Maintain information technology system, approved by HRA, that can monitor and report on participants, assures the ability to enter all required data, and complies with other HRA requirements
- Imaging
 - Image, index, and electronically transmit client, staff, and physical plant documents to HRA within seven days
 - Manually scan all client documents that are not system-generated and transmit to HRA
- For the various HRA systems, contractors required to:
 - Enter data
 - Electronically interface, as needed



RFP: Contractor Qualifications

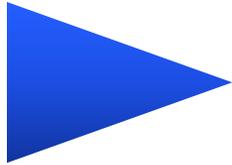
- At least three years experience providing the following services:
 - Job preparation and placement services for more than 750 individuals per year
 - Retention services that promote long term self-sufficiency
 - Placements and retention with industries that have labor market growth potential
 - Specialized employment services, including: ex-offenders, limited work history, and receipt of CA in excess of five years
 - Literacy testing and provision of literacy services
 - Access to GED referrals

RFP: Payment Structure

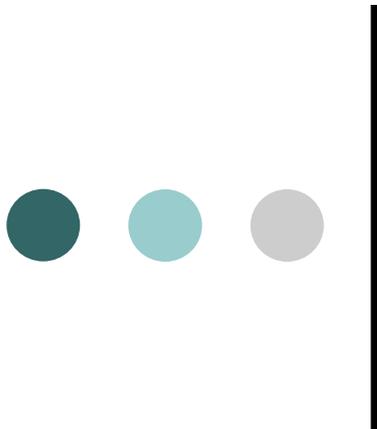
- ▶ 100% performance-based (no line items)
- ▶ Maximum annual funding: \$58,203,397

KEY	
■	Individual Milestones
■	Aggregate Milestones

	Assessment	Engagement	Strategic Employment Targets	Placement (30 Days)	Retention/Recidivism	
					90-Day	180-Day
Cash Assistance Applicants	Paid <u>monthly</u> based on achievement of timely assessment and employment plan completion rate	Paid <u>monthly</u> based on submission of complete, accurate, and timely attendance & engagement client data	Paid <u>quarterly</u> for achievement of target	Milestone paid per job seeker for documented 30-day employment <i>(max \$1,725 per person)</i>	Paid <u>monthly</u> based on achievement of the targeted rate of placed individuals not receiving Cash Assistance for 90 days	Paid <u>monthly</u> based on achievement of the targeted rate of placed individuals not receiving Cash Assistance for 180 days
Cash Assistance Recipients			Paid <u>quarterly</u> for achievement of target	Milestone paid per job seeker for documented 30-day employment <i>(max \$1,150 per person)</i>	Milestone paid per job seeker for documented 90-day employment <i>(max \$1,150 per person)</i>	Milestone paid per job seeker for documented 180-day employment <i>(max \$1,150 per person)</i>
Cash Assistance Recipients (Specialized Services)				Milestone paid per job seeker for documented 30-day employment <i>(max \$1,150 per person)</i>	Milestone paid per job seeker for documented 90-day employment <i>(max \$2,300 per person)</i>	Milestone paid per job seeker for documented 180-day employment <i>(max \$2,300 per person)</i>
NCA Supplemental Nutrition Assistance Program Participants	Paid <u>monthly</u> based on achievement of timely assessment and employment plan completion rate			Milestone paid per job seeker for documented 30-day employment <i>(max \$1,150 per person)</i>		
NCA Support Through Employment Program Participants				Milestone paid per job seeker for documented 30-day employment <i>(max \$1,150 per person)</i>	Milestone paid per job seeker for documented 90-day employment <i>(max \$1,150 per person)</i>	Milestone paid per job seeker for documented 180-day employment <i>(max \$1,150 per person)</i>



QUESTIONS & ANSWERS

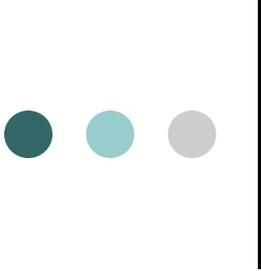


Employment Services

Andrea Gilbert,
Director

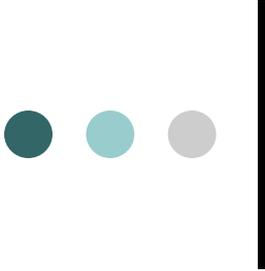
OVERVIEW

- 10TH Anniversary of STEP:
Then and Now
- 2011 STEP Achievements
- 2012 Goals



STEP: THEN

- Program began in 2002.
- Started at Central Court Services.
- Only accepted VP cases.
- Mission: Help NCPs find jobs and encourage them to make payments from undeclared income, if possible.

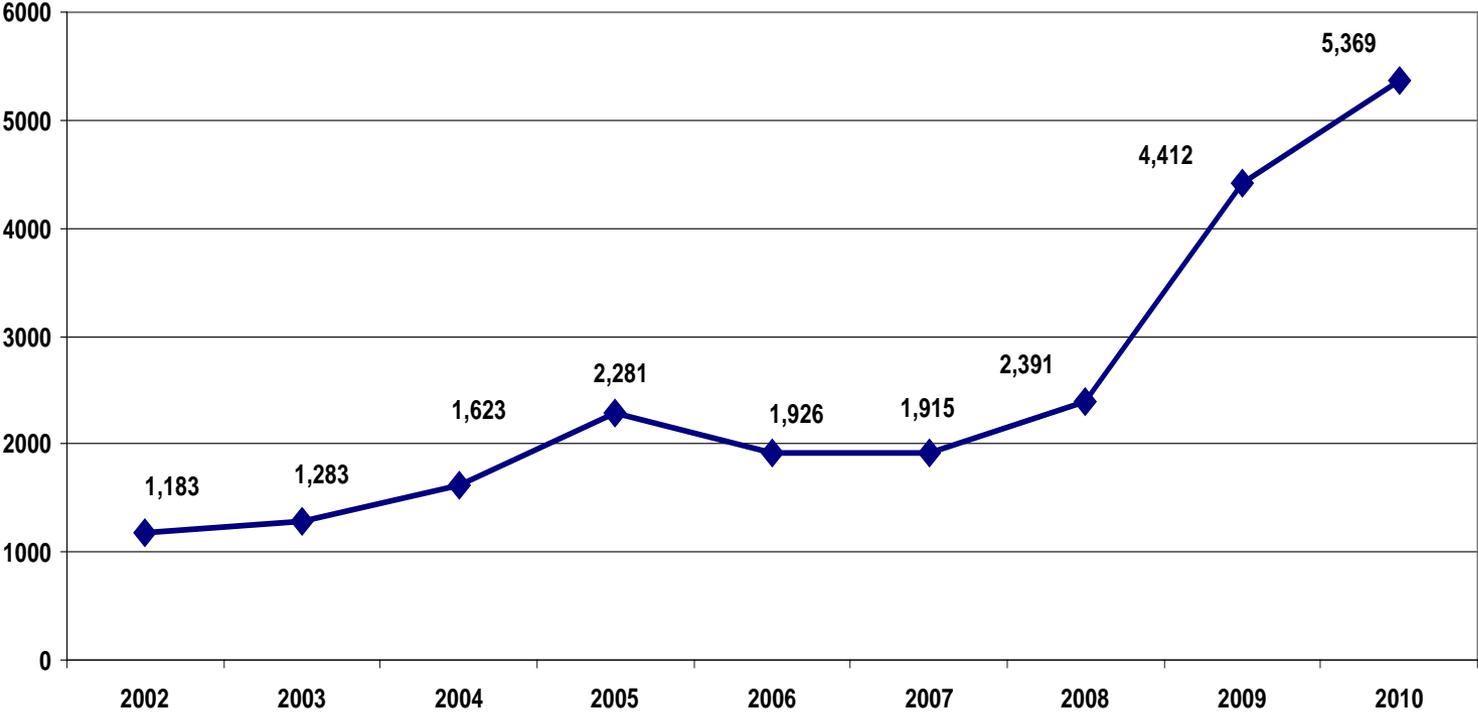


STEP: NOW

- 32,270 NCPs served in 10 years.
- All court sites now refer to STEP:
 - Central Court Services: 48%
 - Manhattan: 10%
 - Brooklyn: 10%
 - Bronx: 18%
 - Queens: 10%
 - Staten Island: 4%
- Current breakdown by petition type:
 - Establishment: 50%
 - Modification: 35%
 - Violation: 15%

REFERRAL TREND

STEP REFERRALS, 2002-2010



2011 OUTCOMES: JOBS

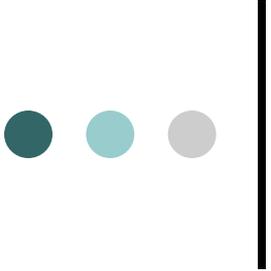
In 2011, 5,828 NCPs were referred to STEP

Job Gains

- 8.4% obtained employment
- 490 NCPs got jobs through STEP in FY11.
- Average wage: \$11/hour.
- Average work week: 34 hours.

Payments

- 15% started paying their child support order



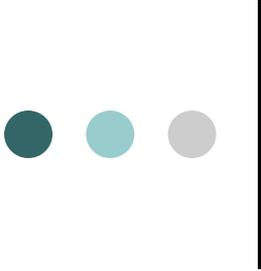
2011 OUTCOMES: PAYMENTS

- STEP Participants (02-11):
 - Collections:
 - FY11: \$28 million
 - FY10: \$31 million
 - Percentage paying:
 - FY11: 48%
 - FY10: 46%

OUTCOMES: PAYMENT

* February data for NCPs who entered STEP in January 2012

- Initial research on effects of STEP:
 - Average monthly payment prior to STEP: \$107
 - Average monthly payment after STEP: \$317
 - Number of NCPs paying prior to STEP: 4
 - Number of NCPs paying after STEP: 60
 - \$343 avg. obligation amount
- Continuing research on payment impact.



PROGRAM IMPROVEMENTS

- 2011:
 - Program materials (new evaluation forms, STEP FAQ).
 - Child support help (specialists at vendors and referrals to debt reduction programs).
 - New employment models (PSC).

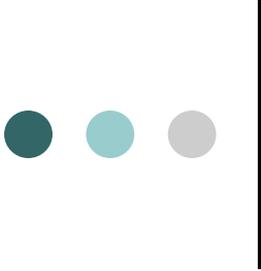


EMPLOYMENT MODELS

Program	Pays Vendors For	Other Services	NCP Accountability
STEP	Employment	Child support help	At adjournment
PSC	Employment	Service Referrals	Weekly

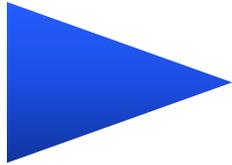
2012 GOALS

- Focus on:
 - Reducing noncompliance.
 - Better understand payment effects of STEP.
 - Holding vendors accountable for increased placements.
 - Helping CEO perform better with LIDS.



HELP NEEDED

- Need Support Magistrate feedback and help:
 - Proper UCMS coding of STEP referrals.
 - Distribution of FAQs to all STEP referrals.



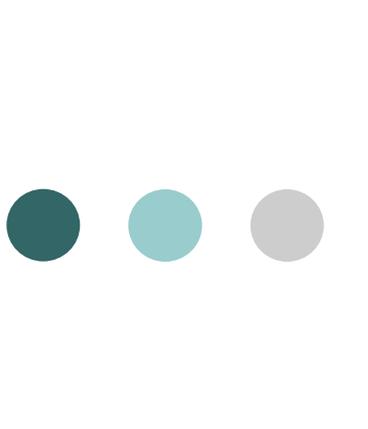
QUESTIONS & ANSWERS

Locating Non-Custodial Parents



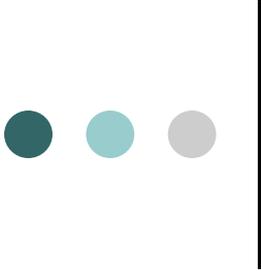
Patricia Milien

Director of Central Court Services



Locating NCPs

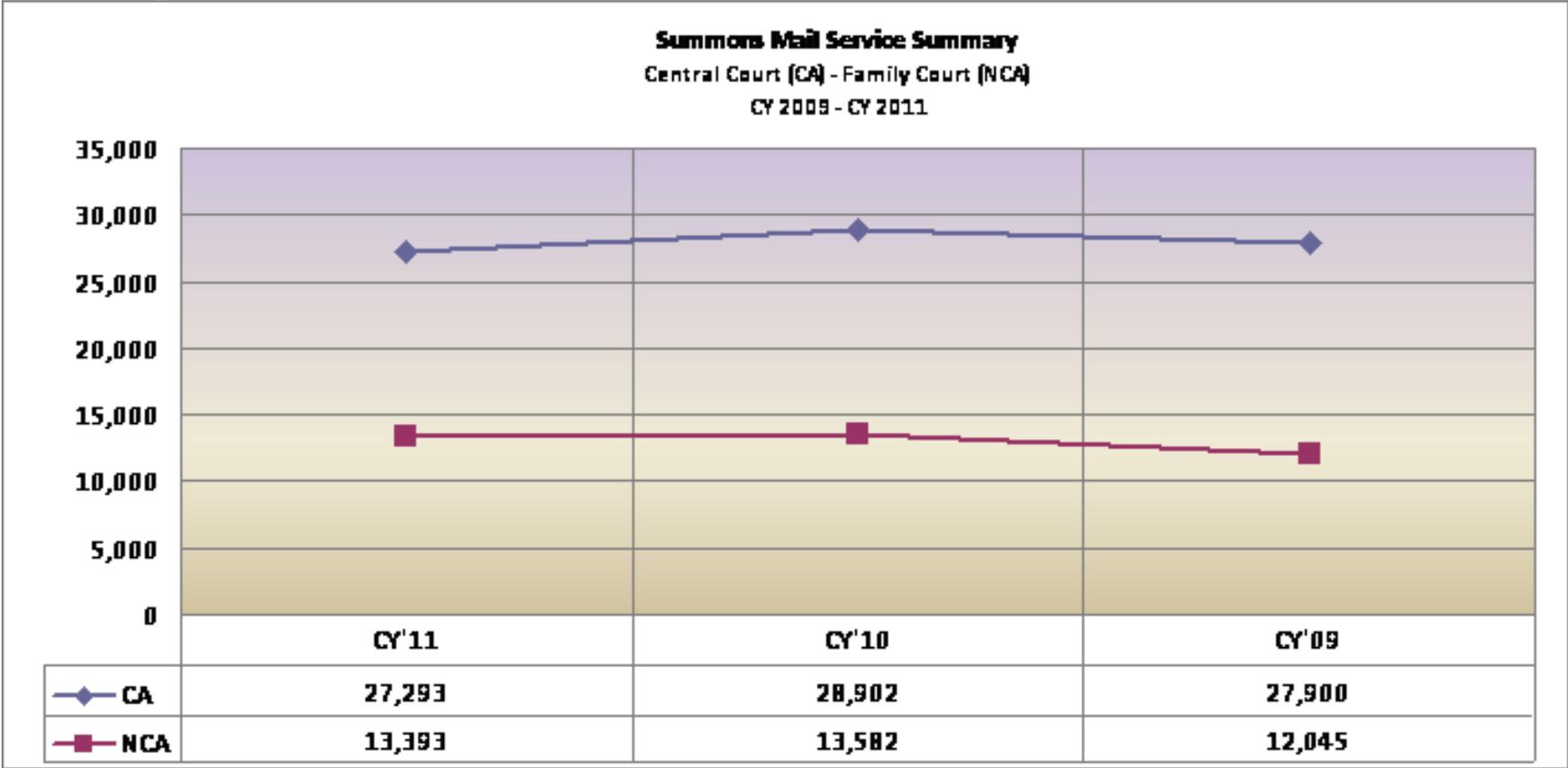
- Families apply for child support
 - 4 Borough Offices for cash assistance cases
 - 5 Family Courts for non-cash assistance cases
- Monthly 6,500 applicants are interviewed and an application processed by child support workers
- Each case is reviewed by the supervisor to ensure all information is accurate and complete.



Locating NCPs

- **Cash Assistance Families**
 - NCP address information is verified if no documentation is provided using
 - Lexis Nexis
 - WMS
 - HSS Connect
 - Cases with a verified address are forwarded to Central Court Services to file petition & schedule hearing
- **Non Cash Assistance Families**
 - Non-CA NCP address is validated via USPS
 - Non-CA cases are e-filed or clients are referred to OCA for filing of petition and schedule hearing
- All cases receive mail summons first

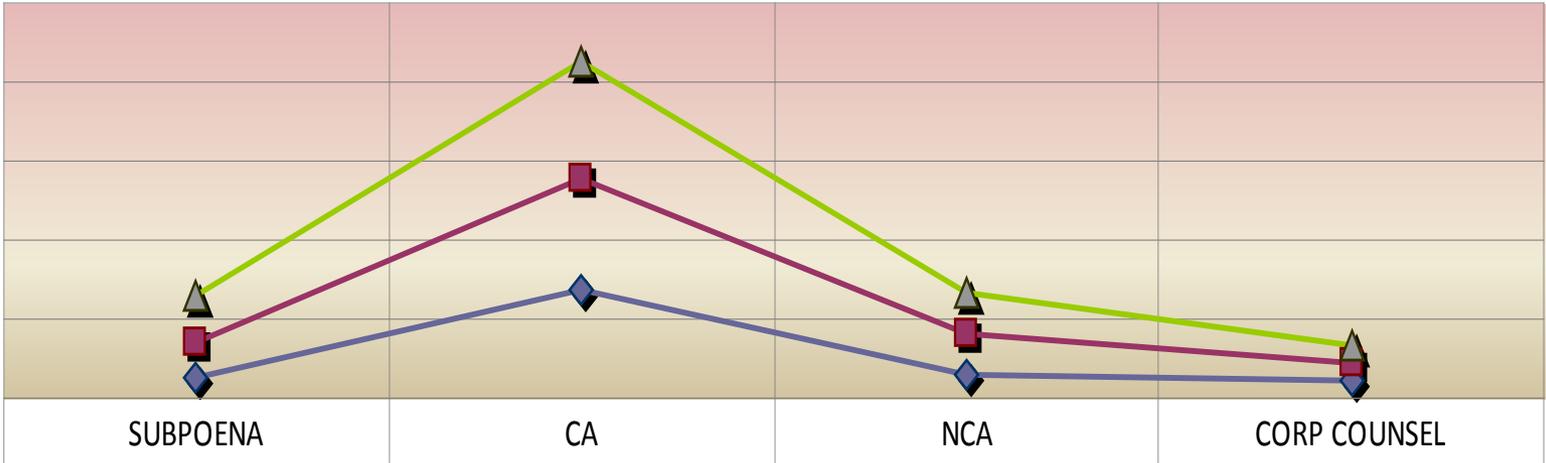
Mail Service Summary 2009-2011



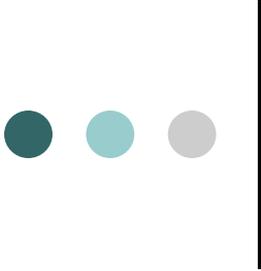
CA clients represent 67% of the total summons mailed out.
 Non-CA represents 33% of the total summons mailed out.

Sheriffs Summons Service Summary 2009-2011

Sheriff's Summons Service
 Total Assignments
 CY 2009 thru CY 2011



	SUBPOENA	CA	NCA	CORP COUNSEL
▲ CY '11 Total	5,954	14,653	5,064	2,219
■ CY '10 Total	4,377	13,996	5,151	2,315
◆ CY '09 Total	2,552	13,783	3,052	2,140

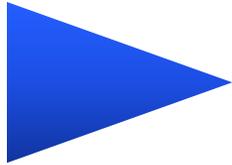


Challenges in Serving NCPs

- Transient population; they move frequently
- Lack of apartment numbers
- NCP may reside at residence, but not receive mail or be listed on the mail box.
- Cases dismissed due to incorrect information on petitions

Steps that will Improve Performance

- Use of Address normalization
- National Change of Address (NCA)
- Determining new methods to improve the overall process.
- Continued partnerships with Office of Court Administration (OCA), Office of Legal Affairs (OLA), Sheriffs office, Corporation Counsel and other units
- CA E-filing (2013) --improve timeliness

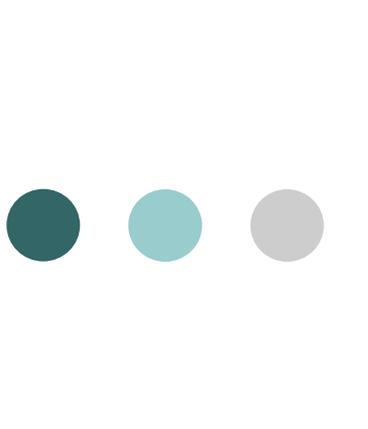


QUESTIONS & ANSWERS



NYC OFFICE OF THE SHERIFF





Sun Tzu said “Know your enemy, know yourself, you can fight a hundred battles without disaster”

Warrants Unit Late Returns

FY 11 Late Returns	Late Returns	Cases Returned To HRA	
10-Aug	147	2,362	6%
10-Sep	107	2,204	5%
10-Oct	124	1,815	7%
10-Nov	199	1,587	13%
10-Dec	144	1,925	7%
11-Jan	118	1,950	6%
11-Feb	276	2,641	10%
11-Mar	181	2,841	6%
11-Apr	97	2,326	4%
11-May	117	1,908	6%
11-Jun	41	2,174	2%
FY11 Totals	1551	23,733	7%

Warrants Unit Late Returns

FY 12 Late Returns	Late Returns	Cases Returned To HRA	
11-Jul	39	1,879	2%
11-Aug	102	2,438	4%
11-Sep	113	3,082	4%
11-Oct	35	2,146	2%
11-Nov	38	1,840	2%
11-Dec	30	2,217	1%
12-Jan	71	2,230	3%
12-Feb	52	2,653	2%
12-Mar	45	2,587	2%
12-Apr	37	2,257	2%
FY 12 Totals	562	23,329	2%

Warrant Unit Statistic FY 11

Month	Cases	Subp.	Summons	Not Found	Not Served	Service Success %
July	2,097	165	940	746	684	40%
August	2,152	481	1,181	760	582	47%
September	1,968	339	1,170	539	433	55%
October	1,178	208	631	311	239	53%
November	2,518	345	888	462	348	52%
December	1,385	176	785	534	422	45%
January	2,223	634	944	496	540	48%
February	2,566	577	1,211	829	662	45%
March	2,825	459	1,335	833	635	48%
April	2,135	340	1,199	594	444	54%
May	1,930	332	947	569	405	49%
June	2,009	408	1,104	639	346	53%
Total	24,986	4,464	12,335	7,312	5,740	49%

Monthly 2011 Average Received 2,082.167

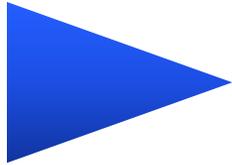
Monthly 2011 Average Cases Served 1,027.917

Warrant Unit Statistic FY 12

Month	Cases	Subp.	Summons	Not Found	Not Served	Service Success %
July	2,605	492	1007	544	325	54%
August	2,468	506	1,172	780	480	48%
September	2,363	591	1,313	1025	709	42%
October	1,982	359	1,146	665	323	54%
november	2,071	482	923	550	364	50%
December	1,911	419	1,087	629	300	54%
January	2,521	511	1,059	754	486	46%
February	2,503	513	1,303	776	543	50%
March	2,160	403	1,238	816	430	50%
April	2,914	593	1,183	740	330	53%
Total	23,498	4,869	11,431	7,279	4,290	49%

Monthly 2012 Average Received 2,349.8

Monthly 2011 Average Cases Served 1,143.1



QUESTIONS & ANSWERS