

# 2Gen Transformation Project

## The Development and Initial Predictive Validity of the “Family Resource Assessment” A Tool for Identifying Cases Eligible for Two-Generation Child Support Services

Prepared for the Colorado Department of Human Services,  
Child Support Services Division

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## Introduction

Two-Generation (2Gen) approaches seek to address the needs of vulnerable families by attending to both child-focused and parent-focused services (Aspen Institute, 2017). Consistent with those goals, Child Support Services partnered with researchers at the University of Northern Colorado to improve the support provided to non-custodial parents (NCPs) and to the families who rely on the NCPs' financial contributions. The purpose of this project was to develop and conduct the initial psychometric evaluation of a 2Gen Family Resource Assessment that will be used to determine the level of 2Gen services needed to increase the probability of NCPs meeting child support obligations.

Research has shown that, in addition to economic benefits, better child support enforcement (i.e., increased payment) is associated with better school attendance, higher test scores, and improved cognitive outcomes for children (Nepomnyaschy & Garfinkel, 2010; Plotnick, Glosser, Moore, & Obara, 2015). Factors that influence NCP child support payments fall into two broad categories: those that affect willingness to pay and those that affect ability to pay. Not surprisingly, a recent study here in Colorado found that “income and earnings have the most impact on compliance during the first year” (Third Sector Innovations, 2016, p. 1).

Another commonly cited factor related to payment of child support is the frequency and duration of visits that the NCP has with the child(ren) (e.g., Nepomnyaschy & Garfinkel, 2010; Seltzer, Schaeffer, & Chang, 1989); however, the direction of causation is unclear (Amato, Meyers, & Emery, 2009). NCPs' “satisfaction and feelings about parenting arrangements, rather than their actual custody status” may have a greater influence on payment of child support (Arditti & Keith, 1993, p. 701). Arditti and Keith (1993) concluded that “the more satisfied fathers were with custody arrangements, the more support they paid” (p. 706). This suggests that simply focusing on the frequency and duration of the NCPs' visits overlooks an important part of the story; the subjective experience of each NCP has potential bearing on willingness to pay.

Not only is it important to identify barriers to payment, but also to prioritize those barriers. The Aspen Institute (2016) found that when practitioners attempt to initiate a 2Gen approach, they often struggle to make decisions around which outcomes to target, in what order, and for which populations. Additionally, agencies like Child Support Services have limited resources, so “a key challenge is achieving the right level and combination of resources and programming for both generations within the bounds of the organization's and its partners' scopes” (Aspen Institute, 2016, p. 8).

The development of the 2Gen Family Resource Assessment sought to address these issues by having NCPs list barriers to payment and discuss with their caseworker whether those barriers affect ability, willingness, or both. The tool was envisioned as classifying child support cases into three tiers of service needs. We evaluated the tool to determine how well it predicts child support payment at three months, in conjunction with typical case management.

## Purpose of the Project

The purpose of this project was to draft and conduct an initial validation study of a tool to determine which Child Support Cases are at risk for zero or partial payment, and thus, likely to benefit from 2Gen services. This project represented the first of a three-phase research and evaluation project. The second phase will consist of designing a pilot program called “The 2Gen Transformation Project” and designing a randomized control trial to test the impacts of the pilot. The Family Resource Assessment will be used as part of the pilot program. The third phase will be to implement the pilot program and conduct the randomized control trial. Together, these projects will inform Colorado’s ongoing investment in 2Gen child support services.

## Key Findings

- The Family Resource Assessment successfully identified cases at risk for low or inconsistent child support payment.
- The number of barriers an NCP reported to getting or keeping a job was the strongest predictor of payment behavior (of the predictors investigated in this study).
  - For every barrier to employment an NCP endorsed, the odds of paying decreased by 34 to 38 percent (depending on the type of payment behavior).
- Some specific barriers emerged as key status or alterable payment risk factors.
  - Felony or misdemeanor conviction was an important status risk factor.
    - The odds of making regular payments decreased by 86 percent when NCPs endorsed convictions as a barrier to employment.
  - Access to transportation was a key alterable risk factor for payment.
    - The odds of making regular payments decreased by 68 percent when NCPs endorsed transportation as a barrier to employment.
  - Mental health was identified as a possible alterable risk factor for payment.
    - This barrier approached significance in the model ( $p = .089$ ) and the small sample size may have prevented the detection of a significant finding.

- The costs associated with non-employment related circumstances (e.g., housing, child care, etc.) were not significant predictors of payment behavior and should only be retained in the assessment if they inform service delivery.
- The quality of NCP’s relationships with their children was correlated with payment behavior but did not uniquely contribute to any model predicting payment behavior. These related items should only be retained in the assessment if they inform service delivery.

In summary, focusing 2Gen services on reducing barriers to employment is likely to improve payment behavior in the future.

## Family Resource Assessment Development Method

The steps discussed below are based upon Crocker and Algina’s (2008) instrument development outline. Crocker and Algina’s (2008) model is specifically designed for use in the social sciences, focusing on subject-centered measures where “the primary goal is to determine the location of individuals on a continuum” (Clemens, Shipp, & Kimbel, 2011, p. 35). This framework was appropriate for this project, because the Family Resource Assessment will be used to assign NCPs to a tiered system of services based on the risk of non-payment and the support needed.

1

### PURPOSE OF THE INSTRUMENT

The team established that a key purpose of the assessment is to classify child support cases into a category of “at risk for low or inconsistent child support payment,” which will then be used to determine eligibility for 2Gen services in the future. The second purpose of the assessment is to inform caseworkers’ delivery of 2Gen services, in order to better assist NCPs, CPs, and their children.

2

### BEHAVIORS TO REPRESENT THE CONSTRUCT

Given the established purpose, the constructs that were identified as relevant to this survey included: (1) payment behavior, (2) relationship with child(ren), (3) willingness and ability to pay child support, (4) employment status and barriers, and (5) circumstances with costs affecting ability to pay. Descriptive results for these constructs are presented on pages 7 to 11.

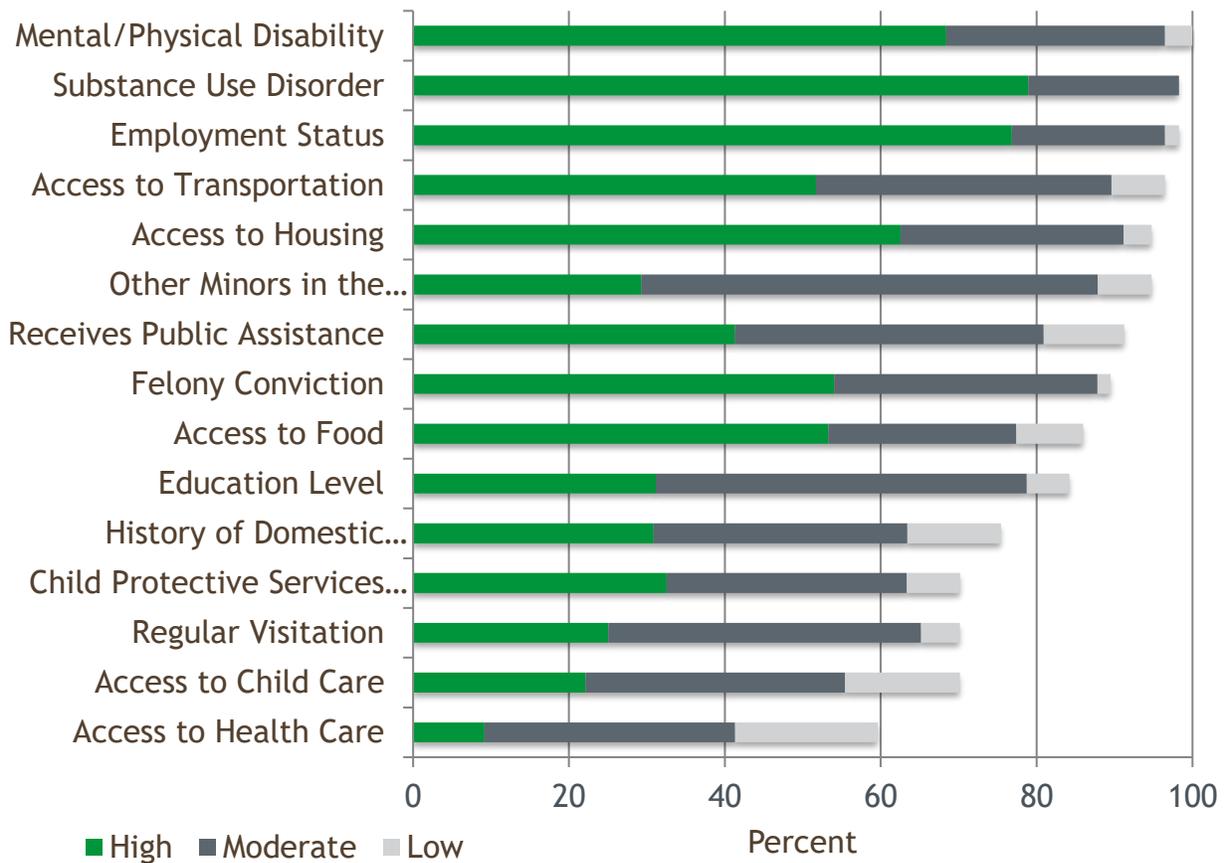
# 3

## TEST SPECIFICATIONS AND ITEM CONSTRUCTION

An initial tool was developed based upon literature review, survey of current caseworkers, and focus groups with caseworkers and non-custodial parents.

**SURVEY:** CDHS surveyed caseworkers in seven Colorado counties about their perceptions of factors that affect financial ability to pay. Fifty-seven caseworkers responded to the survey. In addition to indicating if the factor affected child support payment, caseworkers also indicated if they believed the factor has a “high, moderate, or low” impact on NCP’s payment.

### CASE WORKER PERCEPTION: CHILD SUPPORT PAYMENT FACTORS



Following the survey, and consistent with best practices for instrument development, substantially more items were drafted than were expected to be used in the validation study.

**FOCUS GROUPS:** CDHS hosted focus groups in seven counties that were members of the 2Gen advisory board. The purpose of the focus groups was to garner feedback from caseworkers and NCPs on the initial draft of the Family Resource Assessment. A total of caseworkers and 13 NCPs participated in the focus groups. Each focus group lasted approximately 90 minutes, during which a semi-structured protocol was followed to discuss their reactions to the tool and offer suggestions for improving it. Focus group data was then transcribed and analyzed for themes by UNC researchers. Some of the most salient themes are provided in Appendix A.54

**See the finalized item list for the full study in APPENDIX B.**

## Full Study Validation of Family Resource Assessment

### Procedures

After University of Northern Colorado's Institutional Review Board approved the study, CDHS recruited seven counties to participate. iPads were distributed to participating counties to collect the data. CDHS provided training on the survey administration initially through webinars. After the project launched, CDHS provided technical assistance and conducted site visits.

### Administration

The Family Resource Assessment was administered upon establishment of the case, during the APA conference, or at intake for cases with an already established child support order.

### Sample

The final sample consisted of 126 individuals with monthly support orders of \$1 or more, three months of payment history, and completion of the Family Resource Assessment. All descriptive information presented below is based on the final sample of 126 individuals. The final sample consisted on 126 individuals (87% male; 13% female) with a mean age of 32 years old. Participants in the sample self-identified within the following race/ethnicity categories: 21% White, 17% Spanish American, 5% Black, 1% Asian, 2% Other, and 54% Unknown.

## Results

### Descriptive Results

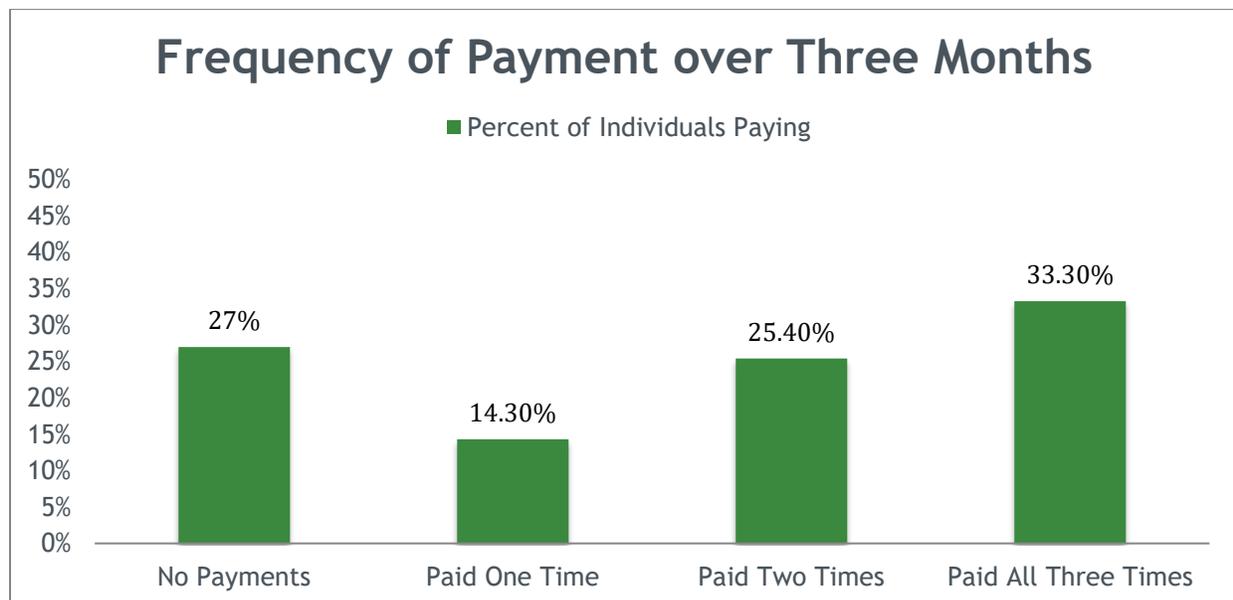
#### (1) Payment Behaviors

The *payment group classification* divided participants into two groups to determine how well the Family Resource Assessment predicted payment. The study applied two different cut scores:

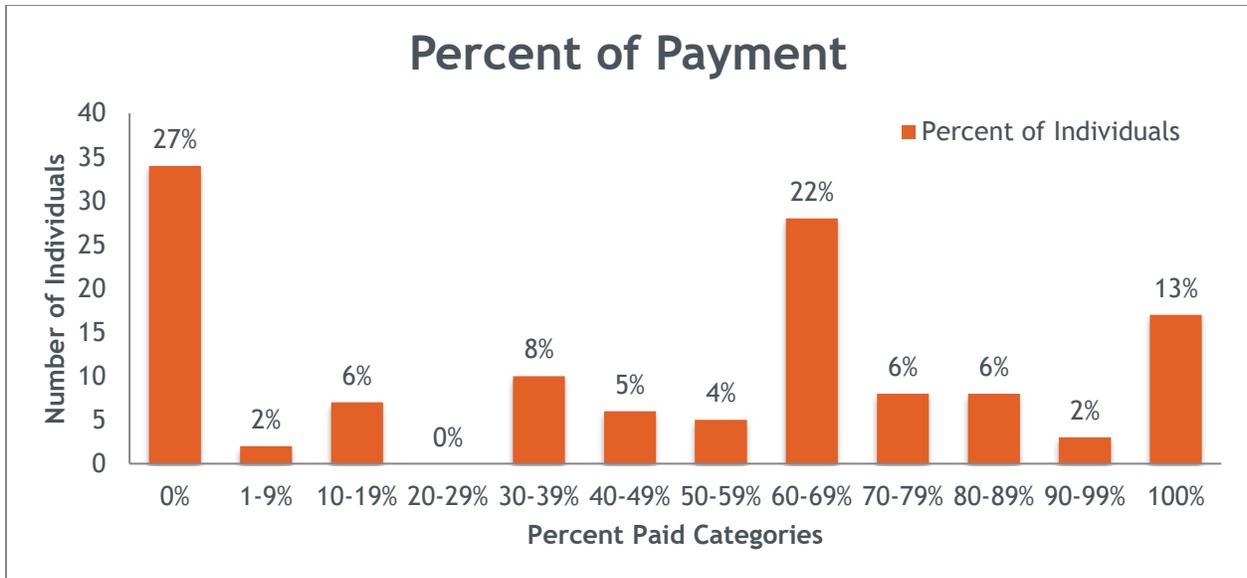
- 1) Individuals paying 80% or more of their child support order (aligning with prior research).
- 2) Individuals paying 90% or more of their child support order (aligning with Colorado's category 2/3 cases).

Out of the total sample of 126, there were 28 individuals classified in the 80% or more payment group and only 20 individuals in the 90% group.

The *frequency of payment* history over a three-month period beginning with the commencement date was examined and is displayed in the following chart:

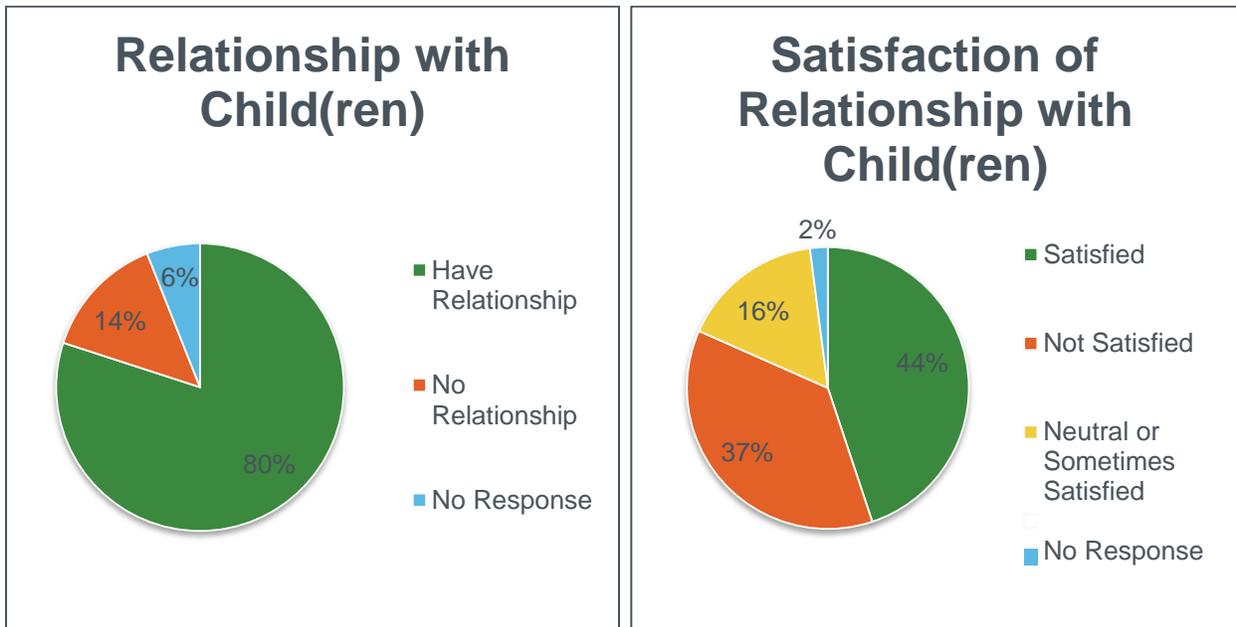


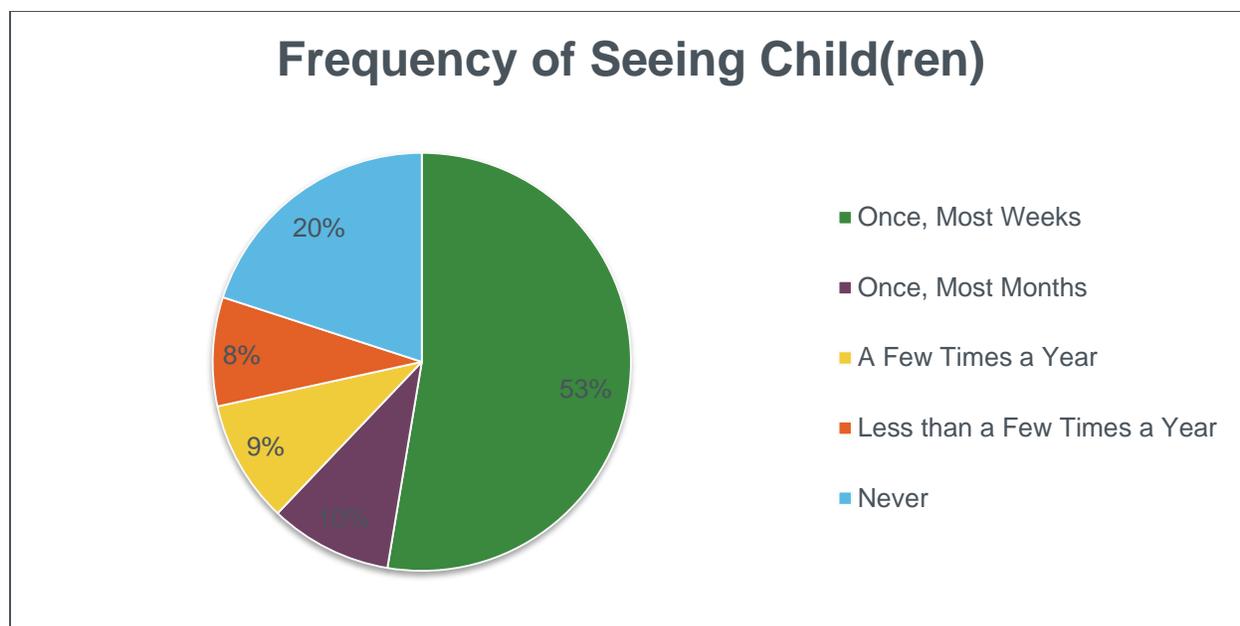
The *percent of payment* was calculated based on the total amount individuals paid over a three-month period that was relative to the total amount owed over the same three months. The overall average percent of payment for the total sample was 47.6% ( $sd = 36.8\%$ ). Percent of payments made is listed in the table below.



## (2) Relationship with Child(ren)

The majority of NCPs (80%) reported having a relationship with their child(ren), although 44% of the NCPs were satisfied with this relationship and 36% were not satisfied. Half of the NCPs reported seeing their child(ren) at least once most weeks and 19% reported never seeing their child(ren).





**These results indicate a clear need to provide services aimed at improving the quality of relationships that NCPs have with their child(ren).**

### (3) Willingness and Ability to Pay

In regard to payment, 94% of participants said they were willing to pay for child support. Of those clients who were willing to pay, only 62% of participants indicated they are able to pay for child support. Eleven percent indicated sometimes being able to pay. Twenty-one percent indicated they were not able to pay at all.

Looking into the future over the next three months, the majority of participants (67%) did not think their ability or willingness to pay child support would change. However, 14% believed that they would be more able to pay; 7%, less able to pay; and 4%, more willing to pay.

Clients' report of their ability to pay is lower than their actual payment behavior.

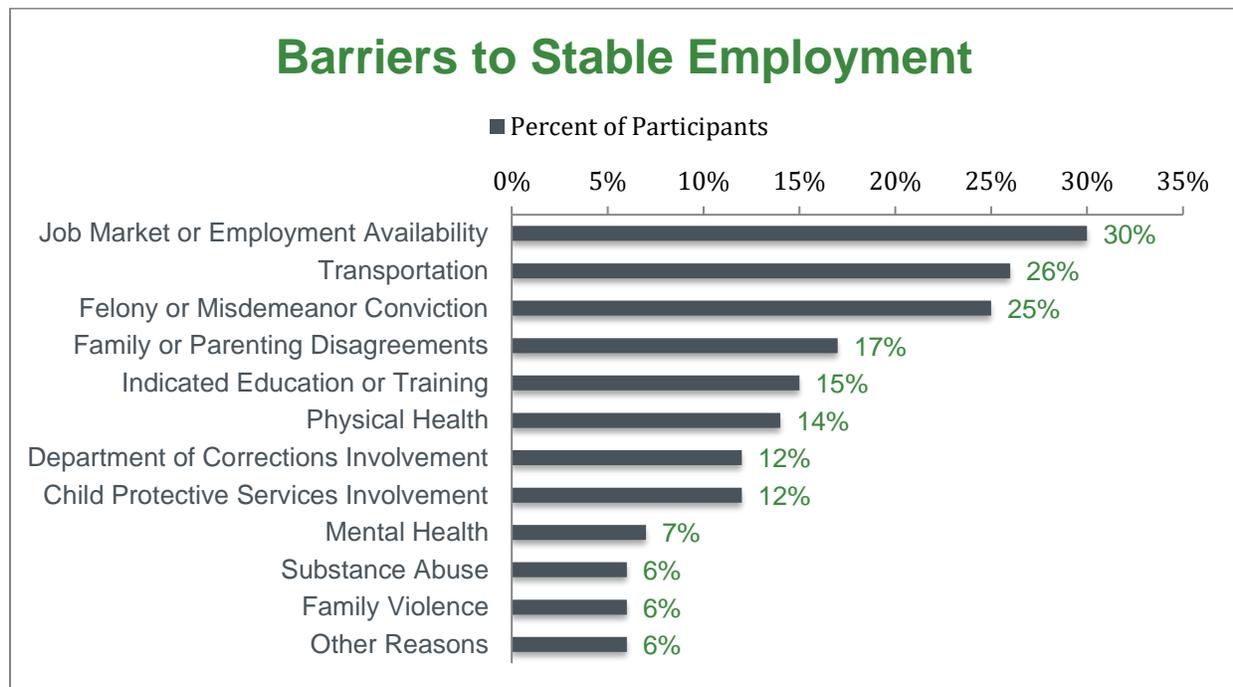
Some clients who are meeting their child support obligations may still benefit from enhanced services to achieve or improve economic stability.

#### (4) Employment Status and Barriers

When examining employment, the research team found that 75% of participants were currently employed and almost half this employed group worked 40 hours a week (44%). The hours per week ranged from 5 to 70 hours ( $M = 27$ ,  $Md = 38$ ,  $sd = 18$ ). When asked if they believed that they would be in the same job three months from now, 65% responded “yes.”

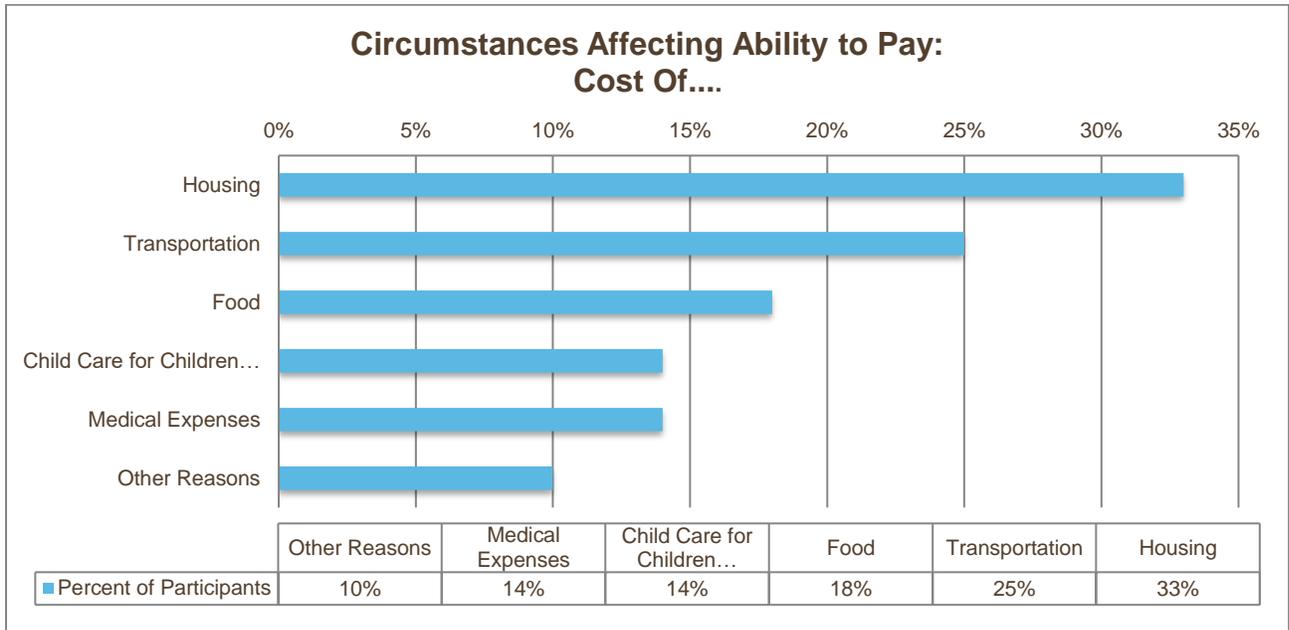
Employment obviously affects one’s ability to meet child support obligations. A menu of 12 barriers were listed in the assessment as reasons participants experienced difficulty getting or keeping employment. Participants endorsed a mean of 1.76 barriers ( $SD = 2.06$ ), and the range was from 0 to 10 barriers.

The chart below illustrates participants’ report of barriers to their stable employment.



### (5) Circumstances with Costs Affecting Ability to Pay

Other circumstances beyond employment may affect individuals' ability to pay. A menu of six circumstances were listed in the assessment. Participants were asked to indicate if they anticipated difficulty in the next three months meeting payment obligations due to **costs** associated with a given circumstance. Participants endorsed a mean of 1.13 circumstances (*SD* = 1.47) and the range was from 0 to 6 circumstances.



## Regression Analyses

Three separate regression models were run to determine the predictive validity of the Family Resource Assessment on aspects of payment behaviors.

The key findings are bulleted under each model, which is followed by a technical description of the results. Across all models, employment status and barriers to employment offered the most practically significant and actionable information on predicting payment behaviors. Other factors, such as costs associated with specific life circumstances, correlated with payment behavior, but they did not contribute significantly to identifying cases at risk for low or inconsistent payment. Thus, the decision to retain these items in the future will be based on if they inform service delivery.

1

### Payment Group Classification

*Examining the outcomes of: Paying 80% or more and 90% or more of monthly support orders that were due.*

#### Key Findings:

- The Family Resource Assessment best classified cases into the group of at-risk for paying below 80% of their monthly support orders due.
  - Each barrier to payment that an NCP endorsed reduced the odds of paying by 34%.
- The Family Resource Assessment did not do as good of a job of predicting risk for payment below 90% of their monthly support orders due, which may be due to the relatively small sample size issue in this particular study (see p. 7).

A logistic regression was performed to determine the effects of barriers related to employment and circumstances other than employment on the likelihood that individuals will pay at least 80% or more of the amount of child support they owe over a three-month period. The model was statistically significant  $\chi^2(2) = 12.705, p = .002$  and explained 14.7% (Nagelkerke's  $R^2$ ) of the variance in payment of 80% or more. The Wald criterion indicated that only barriers related to employment made a significant contribution to predicting the payment group: Wald = 5.604,  $p = .018$ , Exp(B) = .662. Circumstances other than employment did not uniquely contribute to predicting the payment group: Wald = 1.901,  $p = .168$ , Exp(B) = .774. Therefore, individuals with increasing barriers were associated with a decrease in the likelihood of making at least 80% of payment owed. According to the model, the odds of an individual being

classified in the 80% or more payment group decreased by 34% for each barrier an individual reported. Follow-up analyses did not indicate specific individual barriers contributed to the classification group.

A second model classifying a higher threshold of 90% or more was tested and resulted in a statistically significant finding:  $\chi^2(2) = 7.761, p = .034$ , but only explained 9% of the variance in payment of 90% or more. Neither barriers or circumstances were unique in this group classification. Thus, the 80% threshold model provided additional information and appeared to be more useful.

## 2

### Frequency of Payment over Three Months

*Examining the outcome of: Two or more payments made in three months.*

#### Key Findings:

- The number of barriers to employment was predictive of making two or more child support payments in the first three months.
  - Each barrier to payment that an NCP endorsed reduced the odds of paying consistently by 38%.
- Access to transportation was perhaps the most actionable barrier identified. If an NCP endorsed this barrier, the odds of paying consistently was reduced by 68%.
- Felony or misdemeanor convictions related to employment opportunities ought to be a priority for service delivery. If an NCP endorsed this barrier, the odds of paying consistently was reduced by 86%.
- The costs associated with circumstances (e.g., transportation, housing, child care, etc.) were not predictive of payment behavior.

A separate logistic regression was performed to determine the effects of barriers related to employment and circumstances other than employment on the likelihood that individuals will make at least two or more payments over a three-month period. After Bonferroni correction was used due to multiple analyses, the model was still statistically significant,  $\chi^2(2) = 23.110, p < .001$ , and explained 22.6% (Nagelkerke's  $R^2$ ) of the variance in making at least two or more payments in three months. The Wald criterion indicated that only barriers related to employment made a significant contribution to predicting the group making 2 or more payments: Wald = 15.877,  $p < .001$ , Exp(B) = .622. Circumstances other than employment did not contribute to predicting payment group: Wald = .158,  $p = .691$ , Exp(B) = .946.

Therefore, individuals with increasing barriers were associated with a decrease in the likelihood of making at least two payments over a three-month period. According to the model, the odds of an individual being classified in the group of

making at least two or more payments decreased by 38% for each barrier an individual reported. Follow-up analyses indicated two individual barriers did contribute to the classification group. Specifically, individuals that reported a felony or misdemeanor conviction barrier decreased their odds by 86% that they would be classified in the group that made two or more payments in three months; a transportation employment barrier decreased group classification odds by 68%.

### 3

#### Percent of Payment

*Examining the outcome of: The percent of total payments made over three months.*

##### *Key Findings:*

- The number of barriers to employment was predictive of the percent of total payments made over three months.
  - On average, for each barrier an NCP endorsed, the percent of total payments made decreased by 5.8%.
- Average number of hours per week worked predicted the percent of total payments made over three months.
- For example, an NCP that moved from half time (20 hours/week) to full time (40 hours/week) employment was expected pay 11% more of their amount owed.

A multiple linear regression was performed to examine the overall percent an individual paid of the total amount owed over a three month period based on the following three predictors: number of hours a week an individual worked, total number of employment barriers, and the total number circumstances other than employment. Assumptions were met and multicollinearity was not detected in the data (i.e., tolerance ranged from .824 - .905 and VIF was below 2 for all the variables). Normality of the data were normal based on the residuals of the normal P-P plot. The model with all three predictors explained 23.3% of the variance in the data after the Bonferroni correction:  $R^2 = .233$ ,  $F(3, 122) = 12.323$ ,  $p < .001$ . In examining each predictor, number of working hours and the total number of barriers contributed to the model ( $\beta = .262$ ,  $p = .002$ ;  $\beta = -.325$ ,  $p < .001$ , respectively), but total number of circumstances did not ( $\beta = -.030$ ,  $p = .723$ ). According to the model, for each barrier an individual reported, their overall percent of payment decreased by 5.8%. The model also indicated that for each hour an individual worked, their percent of payment increased by .54%.

## Limitations of Analysis

The chief limitation of this study was its sample size. The sample size target set for this phase of the pilot was 300. However, only 126 cases had three months of payment data at the point in time that the study data collection was stopped in order to move into future phases of the 2Gen pilot project. More specifically, the relatively small  $n$  size in the payment group limited the ability to establish predictive cut scores. The model was only able to accurately classify those who did not pay at the predetermined thresholds (i.e., 80% or two out of three payments).

The sample size also limited the types of analysis that could be conducted and reported with confidence. As an example, the researchers conducted an Exploratory Factor Analysis (principle components analysis; oblique, promax rotation), but were unable to determine if the barriers related to employment items would cluster on various types (e.g., mental & physical health; legal history). Future projects might include an opportunity for further scale development work.

**See the final version of the Family Resource Assessment in  
APPENDIX C.**

## Review and Revise Items

The results of this study were presented to CDHS' 2Gen project team. The determination to retain and revise items was a collaborative effort between researchers and the state project leads.

In addition to the items that were deemed to be adequate predictors of payment, some items were included in the Family Resource Assessment to gather baseline data or inform 2Gen service delivery (e.g., relationship with child).

## Scoring Protocol

In the future, cases will be deemed eligible for 2Gen services if they report working less than full time or having one or more barriers to getting or keeping employment. Eligibility determination for 2Gen services will be built into the electronic survey and automatically generated for caseworkers. Seventy-three percent of cases who participated in the development study met these criteria.

## Appendix A: Key Findings from Focus Groups

### Overall Impressions of the Tool

While the focus groups assisted researchers at UNC in further refining questions and prompts, the underlying message from participants was that the tool would be helpful and regularly utilized. Both parties, Child Support Staff and NCPs, appreciated that more targeted support is needed. Above all, the central goal is for the children involved in these arrangements to benefit from increased financial stability.

- Both Child Support Staff and NCPs had positive impressions of the tool, especially its relational focus and emphasis on building rapport.
- Staff felt that determining willingness to pay will help them know how to allocate time and resources in the future
- Staff reported that they often do not learn about barriers to payment until NCP is “in crisis”; this tool would help them find out sooner.
- Many participants [Staff and NCPs] across all sites voiced concerns about NCPs responding honestly to the questionnaire, which highlighted the importance of building trust and rapport during the assessment.

### Child Support Staff Reactions

- Staff communicated many questions about purpose and logistics (e.g., Who would administer the tool? How often? How long will it take? What will I do with this information?).
- Staff strongly recommended that the questions in the tool not be asked of the NCP while the CP is present.
- Staff reported that techs need resource training to be better equipped to make referrals based upon information solicited during administration of the tool.
- Staff wanted more communication about what “2Gen” means.
- There was disagreement among Staff regarding who should administer the tool and what the delivery method should be.
- There were a number of places in the tool where Staff recommended drilling down for more detail (e.g., breaking down the question about DOC involvement into specifics, such as parole, probation, drug court, restitution, etc.).
- Staff offered many suggestions regarding the biggest barriers to payment, but employment status was mentioned most frequently.

## NCP Reactions

- NCPs reported needing to know that Child Support cares about them - not just as a source of money, but as humans, parents, etc. - and this tool could help to accomplish that.
- Regarding the tool in general, NCPs asked: “Are you going to help me with these services just so I pay child support though, or are you going to help me with these services...so I can be a better parent? I mean, why are you asking?”
- NCPs voiced being more willing to pay if their initial interactions with Child Support were different and more relational.
- NCPs expressed having a lack of knowledge about their resources and rights.
- Participants agreed that once rapport has been built, Staff can be more straightforward regarding questions about willingness and ability to pay.
- Most NCPs would prefer to have a caseworker administer the tool, with the opportunity to have items explained, rather than filling it out privately.
- Some NCPs listed “felony conviction” and “having another family to support” as the top barriers to payment of child support, rather than income or employment-related items.

## Appendix B: Family Resource Assessment Initial Item List

**The orange items are the best predictors of intermittent or partial payment. Bold font and underscore formatting is used to emphasize items within a set that are particularly good predictors of payment behavior.**

**Other items correlate with the payment behaviors but do not add additional significant predictive validity to the model.**

Q1 The Family Resource Assessment is the primary tool used by Child Support Services to identify potential indicators of child support payment difficulties. This information will be used to determine if a parent is likely to benefit from a more comprehensive case management approach. The tool is constructed to predict “likelihood of payment” in cases and to “triage” parents into pathways of case management.

**Establishment workers administer this tool AND document parent responses. Please also update the ACSES with the 2Gen Project code.**

Q2 What is your Tech ID?

---

Q3 What is the IV-D Case Number (00000000000X) including the county number?

---

Q4 Is this a brand new case or a case with an established APA?

Brand New Case

Established APA

Q4 Our goal at Child Support Services is to help your family achieve economic security and stability, while also supporting the well-being of your child(ren). Our conversation today will be about your circumstances, as a parent, so we learn how to help you and your family.

Question: Family means a lot of different things to different people. Tell me about your family? Who is part of your family? \*\*\*NOT SCORED, INFORMATIONAL ONLY\*\*\*

Q5 Do you have a relationship with the child(ren) named in the child support case? **[Rephrase option: Do you know the child(ren) named in the child support case?]**

- Yes [regardless of relationship quality]
- No [does not know the child or states no relationship]
- Parent chose not to respond

Q6 Are you satisfied with your relationship with your child(ren)?

- Yes
- Neutral / Sometimes
- No
- Parent chose not to respond

Q7 How often do you see the child(ren) named in this child support case?

- A least once most weeks
- At least once most months
- At least a few times a year
- Less than a few times a year
- Never
- Parent chose not to respond

Q8 Parents have lots of reasons why they do or do not make consistent child support payments. For some, the main reason is they do not have the financial ability to pay. For others, it is more about their willingness to pay. For some parents, it is a combination of both their ability and their willingness to pay.

Are you able to pay your child support? [**Rephrase option:** do you have the money to pay your child support?]

- Yes
- Sometimes
- No
- Parent chose not to respond

Q9 Are you willing to pay your child support? [**Rephrase option:** if you have the money, are you willing to pay the child support]

- Yes
- Sometimes
- No
- Parent chose not to respond

*Skip To Q11 if: Are you willing to pay your child support? [Rephrase option: if you have the money, are you willing...] = Yes*

Q10 Why are you not willing to pay?

- Financial
- Relationship
- Paternity in question
- Other \_\_\_\_\_
- Parent chose not to respond

Q11 Next, I am going to ask you about circumstances that might affect your ability to meet your child support obligations. The questions are mostly “yes/no,” but we can talk more about any of them. For some parents, getting or keeping a job affects their ability to pay child support. Have you experienced difficulty getting or keeping employment due to:

|   | Yes                   | No                    |
|---|-----------------------|-----------------------|
| Job Market / Employment Availability    | <input type="radio"/> | <input type="radio"/> |
| Education or training                   | <input type="radio"/> | <input type="radio"/> |
| <u>Transportation</u>                   | <input type="radio"/> | <input type="radio"/> |
| Your physical health                    | <input type="radio"/> | <input type="radio"/> |
| Your mental health                      | <input type="radio"/> | <input type="radio"/> |
| Substance use                           | <input type="radio"/> | <input type="radio"/> |
| Family or parenting disagreements       | <input type="radio"/> | <input type="radio"/> |
| Family violence                         | <input type="radio"/> | <input type="radio"/> |
| <u>Felony or misdemeanor conviction</u> | <input type="radio"/> | <input type="radio"/> |
| Department of Corrections involvement   | <input type="radio"/> | <input type="radio"/> |
| Child Protective Services involvement   | <input type="radio"/> | <input type="radio"/> |
| Other                                   | <input type="radio"/> | <input type="radio"/> |
| Parent chose not to respond             | <input type="radio"/> | <input type="radio"/> |

Q12 Right now, are you employed?

- Yes
- No
- Parent chose not to respond

*Skip To Q15 if: Right now, are you employed? = No*

Q13 About how many hours a week do you work? [Enter the number of hours]

---

Q14 Do you think you will be in the same job three months from now?

- Yes
- No
- I don't know
- Parent chose not to respond

Q15 For some parents, other circumstances beyond employment affect their ability to pay. In the next three months, do you anticipate difficulty meeting payment obligations due to costs associated with:

|   | Yes                   | No                    |
|---|-----------------------|-----------------------|
| Child care for children not part of this case | <input type="radio"/> | <input type="radio"/> |
| Housing                                       | <input type="radio"/> | <input type="radio"/> |
| Transportation                                | <input type="radio"/> | <input type="radio"/> |
| Food  | <input type="radio"/> | <input type="radio"/> |
| Medical expenses                              | <input type="radio"/> | <input type="radio"/> |
| Other   | <input type="radio"/> | <input type="radio"/> |
| Parent chose not to respond                   | <input type="radio"/> | <input type="radio"/> |

Q16 In the next three months, do you think your ability or willingness to pay child support will change?  
**[Check all that Apply]**

- No
- Yes, more able
- Yes, less able
- Yes, more willing
- Yes, less willing
- Parent chose not to respond

Q17 What haven't we asked about that affects your ability or willingness to pay?

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## Appendix C: Family Resource Assessment Final Item List

**The final item list consists of items that: (a) predicted payment behavior in this study; (b) intended to inform service delivery; or, (c) were deemed necessary for the evaluation of the 2Gen Transformation Pilot.**

**Instructions were modified so that they are appropriate for caseworker administration or NCP self-administration.**

The Family Resource Assessment is used by Child Support Services to match clients to services.

The introductory information (Q1 through Q3) must be completed by the caseworker. The remainder of assessment can be completed as part of a conversation between caseworkers and clients or it can be completed independently by the client.

Q1 What is the IV-D Case Number (00000000000X) including the county number?

---

Q2 What is your Tech ID?

---

Q3 What best describes this case?

- Brand New Case
- Established APA
- Modification
- Cat 2/3 Case

Q4 Who is completing the remainder of this assessment?

- Caseworker facilitating a conversation with a client
- Client self-administration

**Skip to Caseworker Directions:** Our goal at Child Support Services is to help your family achieve economic security and stability, while also supporting the well-being of your child(ren). Our conversation today will be about your circumstances, as a parent, so we learn how to help you and your family.

- Rephrase option formatting will display only if a caseworker is completing the assessment

Question: Family means a lot of different things to different people. Tell me about your family? Who is part of your family? \*\*\*NOT SCORED, INFORMATIONAL ONLY\*\*\*

**Skip to Client Directions:** Our goal at Child Support Services is to help your family achieve economic security and stability, while also supporting the well-being of your child(ren). This short survey will give your caseworker the information s/he needs to start helping you and your family.

- In client version the “parent chose not to respond” is rephrased to “I’d rather not say”

Q5 Do you have a relationship with the child(ren) named in the child support case? [Rephrase option: Do you know the child(ren) named in the child support case?]

- Yes [regardless of relationship quality]
- No [does not know the child or states no relationship]
- Parent chose not to respond

Q6 Are you satisfied with your relationship with your child(ren)?

- Yes
- Neutral / Sometimes
- No
- Parent chose not to respond

Q7 How often do you see the child(ren) named in this child support case?

- A least once most weeks
- At least once most months
- At least a few times a year
- Less than a few times a year
- Never
- Parent chose not to respond

Q8 Parents have lots of reasons why they do or do not make consistent child support payments. For some, the main reason is they do not have the financial ability to pay. For others, it is more about their willingness to pay. For some parents, it is a combination of both their ability and their willingness to pay.

Are you able to pay your child support? [**Rephrase option:** do you have the money to pay your child support?]

- Yes
- Sometimes
- No
- Parent chose not to respond

Q9 Are you willing to pay your child support? [**Rephrase option:** if you have the money, are you willing to pay the child support]

- Yes
- Sometimes
- No
- Parent chose not to respond

Q10 Next, I am going to ask you about circumstances that might affect your ability to meet your child support obligations. The questions are mostly “yes/no,” but we can talk more about any of them. For some parents, getting or keeping a job affects their ability to pay child support. Have you experienced difficulty getting or keeping employment due to:

|                                       | Yes                   | No                    |
|---------------------------------------|-----------------------|-----------------------|
| Job Market / Employment Availability  | <input type="radio"/> | <input type="radio"/> |
| Education or training                 | <input type="radio"/> | <input type="radio"/> |
| Transportation                        | <input type="radio"/> | <input type="radio"/> |
| Your physical health                  | <input type="radio"/> | <input type="radio"/> |
| Your mental health                    | <input type="radio"/> | <input type="radio"/> |
| Substance use                         | <input type="radio"/> | <input type="radio"/> |
| Family or parenting disagreements     | <input type="radio"/> | <input type="radio"/> |
| Family violence                       | <input type="radio"/> | <input type="radio"/> |
| Felony or misdemeanor conviction      | <input type="radio"/> | <input type="radio"/> |
| Department of Corrections involvement | <input type="radio"/> | <input type="radio"/> |
| Child Protective Services involvement | <input type="radio"/> | <input type="radio"/> |
| Other                                 | <input type="radio"/> | <input type="radio"/> |
| Parent chose not to respond           | <input type="radio"/> | <input type="radio"/> |

Q11 Right now, are you employed?

- Yes
- No
- Parent chose not to respond

Q12 About how many hours a week do you work? [Enter the number of hours]

---

Q13 Do you think you will be in the same job three months from now?

- Yes
- No
- I don't know
- Parent chose not to respond

**Upon completion, the survey will display a message indicating if a case is eligible for 2Gen Child Support Services**

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