

Department of Health and Human Services

**OFFICE OF
INSPECTOR GENERAL**

**EFFECTIVENESS OF ACCESS AND
VISITATION GRANT PROGRAMS**



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Executive Summary

Objective:

To determine the extent to which the Access and Visitation Grants increased access rights, visitation, and child support payment compliance for parents in five states.

Background:

Our study examined program outcomes intended by law, and outcomes of interest to the Office of Child Support Enforcement (OCSE) and the Department of Health and Human Services (the Department). The goal of the Access and Visitation Grant, as stated in law, is “. . . to support and facilitate noncustodial parents’ access to and visitation of their children.” Our study assessed whether mediation programs, one of the most popular services offered through the Access and Visitation grant program, facilitated and increased access rights for IV-D participants. We expected that increasing access rights for the noncustodial parent would lead to increased visitation between noncustodial parents and their children. Increased visitation may have other secondary effects on parents and children, including improved child support payment compliance, improved child behavior, household formation, and others.

For the purposes of this study, we define “access rights” as a noncustodial parent’s right to visit their child as noted in formal visitation arrangements. Access rights can be documented in written mediation agreements, divorce decrees, or court orders for visitation, and often include a specific schedule for regular visits as well as for holiday and vacation visits.

Our findings come from 254 cases in five states. Due to significant differences in Georgia’s program, we analyzed Georgia’s data separately. Thus, we have two sets of analyses. We first analyzed information from 190 cases in 4 states (Nevada, Connecticut, Oklahoma, and Illinois). This data has been weighted according to state stratification and can be projected to program participants in the four states. Our second analysis reviews the 64 cases in Georgia and can only be projected to that state.

Findings for Four States:

- **Facilitated & Increased Access:**
 - Seventy-six percent of cases examined in our case file review resulted in a mediated agreement.
 - In 86% of these cases, access rights were increased for the noncustodial parent through mutually agreed upon visitation plans.
 - For all of the cases in our sample, regardless of whether or not an agreement was reached, 66% gained increased access rights through mediation.
- **Increased Visitation:**
 - Of the 100 cases in the parent phone survey, 42% who reported reaching an agreement also reported an overall increase in noncustodial parent visits after mediation, 33% reported visits stayed the same, and an additional 11% reported a decrease in visitations.

- **Improved Payment Compliance:**
 - According to our case file review of child support files, 61% of noncustodial parents increased the percent of current child support they paid after mediation.
- **Other Outcomes:**
 - Out of 254 cases reviewed in our case file review, we found 2 cases that formed a household after mediation. Custodial and noncustodial parents differed in their opinions regarding the other secondary outcomes measured.
- **Administrator Perspectives on Factors of Success:**
 - According to Access and Visitation state administrators and mediation program managers, a mediation program's success is related to its relationship with referral sources (i.e. courts or child support offices), its convenience to clients, and its capacity to conduct outreach and follow-up. Regarding factors contributing to a mediation session's success, administrators and managers noted the quality of the mediation process, as well as the nature of the clients served.

Findings for Georgia:

- Unlike the four other states, Georgia's two mediation programs focus primarily on increasing immediate visitation, as opposed to access rights. Our case file review found that at least 60% of cases that successfully completed program goals saw an increase in visits. Fifty-five percent of all program participants increased the percentage of current child support paid.

Cause:

- Our data show a potential relationship between participation in mediation programs funded by the Access and Visitation grant and increased access rights, increased visits, and improved child support payment compliance. Because these effects are centered around the date of mediation, it is plausible that participating in mediation is a cause for these increases, although other causes are also likely to impact access rights, visits, and payment.

Effect:

- Mediation programs in our 4 states have successfully increased access rights for noncustodial parents, which may plausibly account for an increase in visits for some noncustodial parents.
- Increasing visitation means that more children would benefit from a relationship with their noncustodial parent that research has shown to be emotionally, psychologically, and financially beneficial.
- Participation in mediation programs is also plausibly associated with improved child support payment compliance. Increased compliance means that IV-D families benefit from added income. We estimate that the average net increase in monthly payments after mediation was \$56 per case. This increase would have resulted in \$230,000 in additional child support payments for the universe of 595 IV-D cases served by the program in 4 states for fiscal year (FY) 2001. We estimate that the average net increase in monthly

payments after mediation was \$26 per case in Georgia. Overall, this meant a net increase of \$66,000 in FY 2001 for the universe of 256 IV-D cases served by the program in Georgia.

Introduction and Methodology

Objective: To determine the extent to which the Access and Visitation Grants increased access rights, visitation, and child support payment for parents in five states.

Background

Our study examined program outcomes intended by law, and outcomes of interest to the Office of Child Support Enforcement (OCSE) and the Department of Health and Human Services (the Department). The goal of the Access and Visitation Grant, as stated in law, is “. . . to support and facilitate noncustodial parents’ access to and visitation of their children.” Our study assessed whether mediation programs facilitated and increased access rights for program participants. We expected that increasing access rights for the noncustodial parent would lead to increased visitation between noncustodial parents and their children. Increased visitation may have other secondary effects on parents and children, including improving child support payment compliance, improving child behavior, household formation, and others. While not explicitly intended by law, these outcomes are of importance to OCSE and the Department, and as such, we have made efforts to measure them.

For the purposes of this study, we define “access rights” as a noncustodial parent’s right to visit their child as noted in formal visitation arrangements. Access rights can be documented in written mediation agreements, divorce decrees, or court orders for visitation, and often include a specific schedule for regular visits as well as for holiday and vacation visits.

Sample

We examined 9 community and court-based programs that offered mediation to IV-D clients in 5 states (Illinois, Connecticut, Nevada, Oklahoma, and Georgia). To select our sample, we requested that programs provide a list of all cases completing mediation in calendar year 2001. We selected a random sample of cases independently within each state, so the data can be treated as a stratified random sample. Once onsite at Georgia’s programs, we realized that their service goals were significantly different from our other programs’ mediation services. As such, we have analyzed Georgia’s data separately from the other four states. Our data come from 190 cases in four states and 64 cases in Georgia. All aggregate data reported is weighted according to state stratification and can be projected to program participants in the four states. Confidence intervals for estimates can be found in Appendix D. See Appendix C for a full methodology.

Methodology

Access and Visitation programs vary widely from state to state and program to program in the services they offer and the populations they target. In order to offer a cohesive, substantial review, it was necessary to focus on specific aspects of this grants program. We elected to focus this study on programs that offer mediation services to the IV-D population. Of all the services offered through this grant program, we selected mediation, because it is an access-related service.

Establishing access rights is an essential first step for noncustodial parents attempting to establish regular visitation with their child. Further, mediation was one of the most popular activities funded by the grants, according to state data on service utilization. Finally, all but one of the states targeting IV-D clients with their grant money offered mediation services, apparently believing it to be an important service to offer to this population.

To collect our data regarding these mediation programs, we reviewed 3 types of case files for each sampled case: mediation program files, court files, and child support payment records. Specifically, we examined access-related documents, such as mediated agreements, divorce decrees, stand-alone visitation orders, and child support orders. For our payment review, we collected information on order, payment, and earnings history for the period 18 months before mediation to 18 months after mediation.

In addition to our case file reviews, we conducted a phone survey of custodial and noncustodial parents and conducted interviews with Access and Visitation state liaisons, mediation program administrators, and program staff. Our phone survey response rate was higher than expected for the 4 states. We received responses for 125 parents (out of 380) for a parent response rate of 33%, and surveyed at least one parent for 100 of our 190 cases for a case response rate of 53%. In 25 cases both parents responded. In Georgia, we received responses for 24 parents (out of 128) for a parent response rate of 19%, and surveyed at least one parent for 18 of our 64 cases for a case response rate of 28%. In 6 cases, both parents responded. The table below includes our data sources and sample sizes for each section.

Table 1. Sample Sizes for each Data Source Associated with Findings

Findings Sections	Primary Data Sources				
	Mediation Program Case File Review	Court Case File Review	Child Support Payment Review	Parent Phone Survey	Administrator Interviews
Access, page 6	190 cases	190 cases			
Visits, page 8				100 cases, 125 parents*	
Payment, page 11			111 cases**		
Other Outcomes, page 13				100 cases, 125 parents*	10 interviews
Perspectives on Success, page 15				100 cases, 125 parents*	10 interviews
Georgia, page 17	64 cases	64 cases	53 cases**	18 cases, 24 parents*	3 interviews

*Phone survey respondents represent at least one parent from 100 cases in our 4 states and 18 cases in Georgia. In the 4 states, there were 25 cases where both parents responded, and in Georgia, both parents responded in 6 cases.

**Payment data come from cases that had some child support order both prior to and after mediation.

Organization of this Document

The following document outlines our findings and analysis of the effectiveness of the Access and Visitation grant program. The first three sections address our major issues: access, visitation, and payment. The fourth section consists of other secondary outcomes that we found, including those outcomes of interest to OCSE: improved child behavior and household formation. We bring in Access and Visitation state administrators and mediation program managers perspectives in the fifth section in order to contextualize the quantitative data presented in the other sections. Finally, we present data specific to Georgia from our case file reviews, parent surveys, and program administrator interviews on the above five topics: access, visitation, payment, other outcomes, and program perspectives.

Facilitated and Increased Access

Seventy-six percent of cases examined in our case file review resulted in a mediated agreement. In 86% of these cases, access rights were increased for the noncustodial parent through mutually agreed upon visitation plans. For all of the cases in our sample, regardless of whether or not an agreement was reached, 66% gained increased access rights through mediation.

We reviewed 190 case files in order to evaluate the impact of mediation on noncustodial parents' access rights. Specifically, we analyzed: 1) the degree to which mediation resulted in a written agreement between the two parents; and 2) the degree to which mediation agreements resulted in increased access rights for the noncustodial parents.

Mediation Facilitates Access Rights

- In 76% of cases, mediation facilitated noncustodial parents' access rights through the creation of mutually agreed upon visitation plans.
- The percentage of mediated agreements varied across states, ranging from 72% in Illinois to 85% in Connecticut.
- Less than 5% of our cases yielded a change in custody during or as a result of mediation.

Noncustodial Parents Without Prior Access Gain Rights

- In 69% of the cases, noncustodial parents had no access rights prior to mediation.
- Seventy-seven percent of these parents without prior access rights, gained access in the form of a mediated visitation agreement.
- On average, access rights were increased from zero to 19 hours a week for standard visitation (i.e., visits that are scheduled on a weekly or bi-monthly basis), and from zero to 13 days for vacations and holidays, for parents with no access prior to mediation.
- Eighty-one percent of mediated agreements were formalized by the court, for cases without prior access rights.
- Twelve percent of the mediated agreements for cases without prior access stipulated that the noncustodial parents' visitation was to occur under supervision.

Access Rights Increase for Parents with Prior Access

- Through our case file review, we found that 31% of our cases had prior access rights documented in formalized agreements. Of these cases, 54% had prior access rights formalized in stand-alone court documents, 20% in child support documents, 8% in divorce orders, 6% in paternity orders and for 13% of the cases it was unknown or unclear in which document prior access rights had been formalized.
- Seventy-four percent of the noncustodial parents with access rights prior to mediation successfully completed the mediation program by reaching a visitation agreement.
- Fifty-four percent of the cases that reached a mediated agreement also gained an increase in access rights for the noncustodial parent. For all of the cases with prior access, regardless of whether or not an agreement was reached, 40% gained increased access rights.

- In contrast to parents without prior access rights, those with prior access increased their standard access rights only slightly, from 24 hours a week to 26 hours a week, on average. Their holiday and vacation days, however, increased from 3 days to 20 days.
- Eighty-two percent of the mediated agreements were formalized by the court for cases with prior access rights.

**Facilitated and Increased Access
Broken Out
by Noncustodial Parents' Prior Access Rights**

	Noncustodial parents without prior access rights (69% of cases)	Noncustodial parents with prior access rights (31% of cases)
Percentage of Cases with Mediated Agreements	77%	74%
Subset of Cases with Mediated Agreements and Increased Access Rights	100%	54%
Net Increase in Access Rights– Standard Visits	19 hours/weekly	2 hours/weekly
Net Increase in Access Rights– Holidays and Vacation Days	13 days	17 days

Source: OEI case files review in four states, n=190.

Discussion

Facilitating Access Rights

Mediation programs successfully *facilitated* access for noncustodial parents in 76% of the cases through mutually agreed upon visitation plans. This falls at the high end of the expected rate of agreement, which through our pre-inspection research we found to range anywhere from 50% to 85%.

Increasing Access Rights

Mediation programs also appear to effectively *increase* the access rights of noncustodial parents. This appears to be especially true for parents who had no access rights prior to mediation. For example, mediation agreements increased access rights for 100% of parents with no prior access, compared to increasing access for only 54% of the parents with prior access. Furthermore, for parents without prior access, mediation increased standard visitation rights by 19 hours a week, whereas it made only a 2-hour-a-week difference for parents who had access prior to mediation. Where mediation did make a significant difference for parents with prior access was in the number of holidays and vacation days they were given. Following mediation, noncustodial parents had, on average, seventeen additional holiday and vacation days to spend with their child.

It is important to note, however, that increasing access rights is not, and should not be the goal of mediation in all cases. For example, parents may use mediation as a neutral forum in which to discuss adjustments in the visitation schedule, rather than using it as a mechanism to increase access rights. There may be other cases where the noncustodial parents attend mediation with the goal of increasing access rights, but through the course of the mediation both parents agree that an increase in access rights might be too disruptive for the child.

Increased Visitation

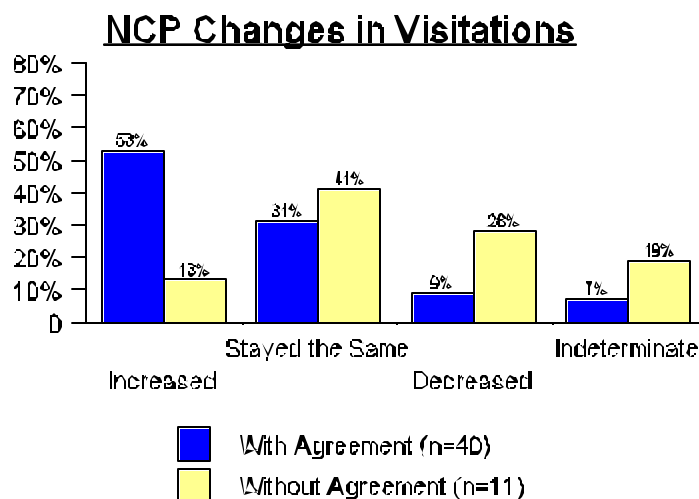
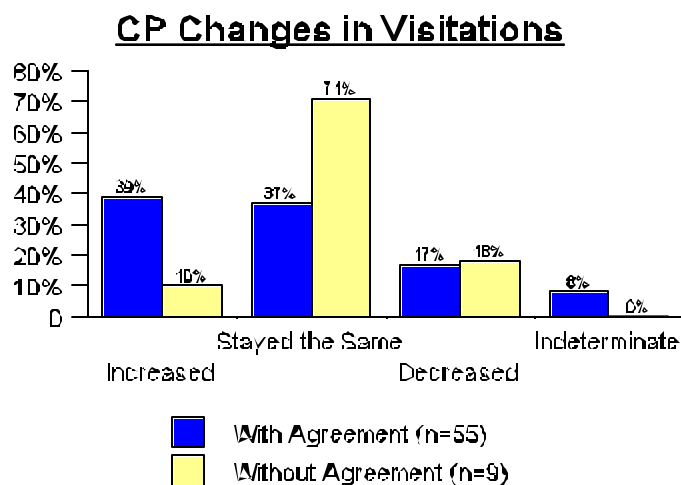
Of the 100 cases in the parent phone survey, 42% who reported reaching an agreement also reported an overall increase in noncustodial parent visits after mediation, 33% reported visits stayed the same, and an additional 11% reported a decrease in visitations.*

The following data are from a phone survey of 125 parents. These parents represent at least one parent for 100 cases out of our 190 sampled cases in the four states. We received responses from both parents in only 25 of the cases.

Unless otherwise stated, all data reported are from survey respondents who reported that they reached a visitation agreement at mediation. Overall, 88% of custodial parents (CPs) (n=60) and 83% of noncustodial parents (NCPs) (n=45) in our survey reached an agreement.

More Parents With Agreements Report That Visits Increased Than Those With No Agreement

- Of those reaching a mediated agreement, 39% of CPs reported an increase in NCP visits and 53% of NCPs reported an increase. In contrast, for those who did not reach an agreement at mediation, 10% of CPs and 13% of NCPs reported an increase in NCP visits.



Source: OEI survey of CPs and NCPs in four states

Note: Indeterminate Category refers either to 1) parents who answered “don’t know” regarding visitation changes or 2) cases where when combining responses for standard visit changes and holiday/vacation changes, it could not be determined if overall visits increased, decreased, or stayed the same.

* For 15% of cases that reached an agreement, it was not possible to determine the direction of change in reported visits.

More Parents Report Weekly Visits After Mediation Than Before

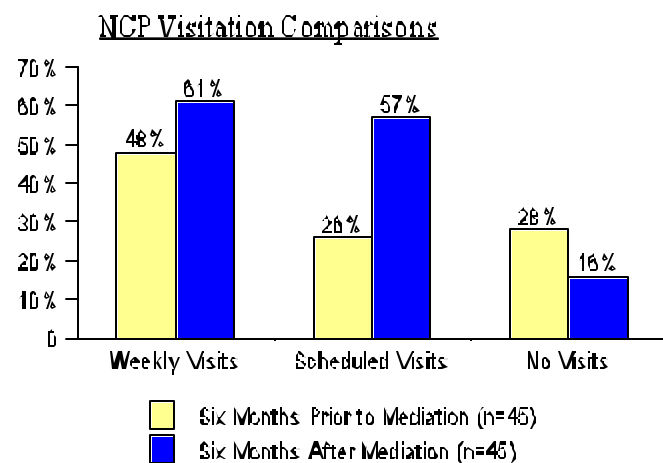
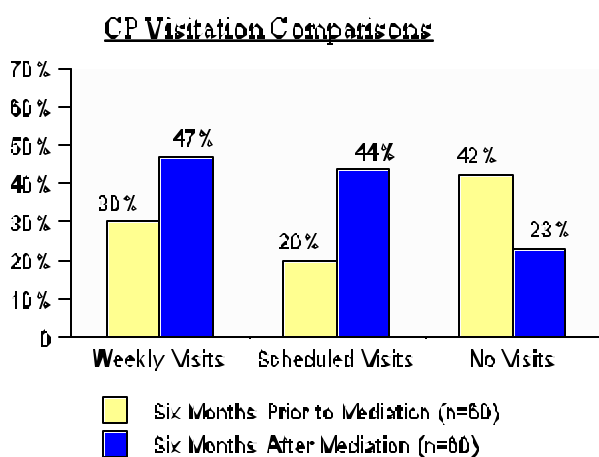
- In the 6 months prior, 30% CPs and 48% of NCPs stated that visits occurred about 1 day per week or more. In the 6 months after reaching a mediated agreement, 47% of CPs and 61% of NCPs reported visits occurring at least weekly.
- After reaching an agreement, the proportion of parents reporting that their family had no NCP visits decreased. Forty-two percent of CPs reported having had no NCP visits prior to mediation compared to 23% in the 6 months after, and the percentage of NCPs reporting no visitations declined as well from 28% before to 16% after mediation.

More Parents Report Scheduled Visits After Mediation

- In the 6 months prior to the agreement, only 20% of CPs and 26% of NCPs reported that NCP visits were regularly scheduled. These percentages increased to 44% and 57%, respectively, for our survey respondents in the 6 months after reaching the mediation agreement.
- On the other hand, the proportion of parents reporting that NCP visits were unscheduled/informal decreased. Seventeen percent of both CPs and NCPs reported unscheduled/informal NCP visits prior to an agreement. Afterwards, the percentages with informal visits decreased to 8% for CPs and 4% for NCPs.

After Mediation, More Parents Report That Visits Are Cancelled Less Often

- Approximately 60% of both CPs and NCPs reported that they experienced missed, cancelled, or refused visits both before and after mediation.
- Twenty-four percent of all CPs said that visits were cancelled less often after reaching an agreement, and of those CPs reporting an increase in visits, 43% reported less cancellations.
- Fifty-one percent of NCPs said their visits were cancelled less often after reaching an agreement at mediation, and of those NCPs who reported that their visitations increased, 69% said that they had fewer cancellations.



Source: OEI survey of CPs and NCPs in four states

Discussion

The Effect of Increased Visitations

Programs facilitated increased access rights by mediating agreements for most of the parents in our survey. In general, the parents who reached a mediated agreement reported experiencing increases in the amount of visits and having fewer cancellations in the 6 months after reaching a mediated agreement than they experienced in the 6 month prior to mediation. In addition, a greater proportion of parents had visits that were scheduled, as opposed to informal. Scheduled visits that occur more often and are cancelled less often may provide stability to children and their families and have a positive impact on their lives and relationships.

Reasons Cited for Visitation Changes

Parents attributed visitation increases to mediation and other factors. Sixty percent of CPs and 92% of NCPs stated that the mediation program played either a major or minor role in the increase.

Additionally, 8 respondents cited that their visitation increase was also due to a positive change in their parental relationships or increased cooperation, and four parents stated that changes in court rulings played a major role in the increase in visitations.

For those who reported a decrease in visitations, 81% of CPs (and no NCPs) cited the mediation program as playing a major or minor role in the change in visits. Also, 8 parents stated that parental conflict or a lack of cooperation played a role in the decrease, and 3 parents reported that they lived too far away from each other for visits to occur. Parental conflict was also one of the primary reasons cited by respondents for cancelling visits.

Limitations of Data

As stated earlier, 25 of our 100 cases had a response from both the CP and NCP. We found that 77% of the pairs agreed on whether or not they reached a mediated agreement, and of those pairs, 65% agreed on whether or not the NCP visits increased, decreased, or stayed the same. Although the majority of pairs reported consistently with each other in our survey, research indicates that CPs may under-report and NCPs may over-report visits, which may hold true for our respondents as well. Also, although extraordinary attempts were made to reach all parents within our sample, and our ultimate response rate was higher than expected, those who completed the survey may over-represent the more stable CPs and NCPs, whose behaviors may be assumed to be different from other less stable CPs and NCPs.

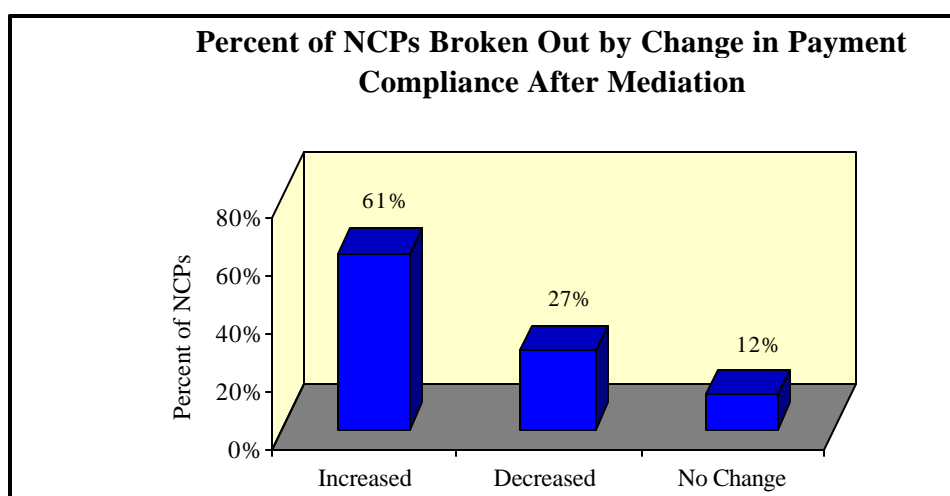
Improved Payment Compliance

According to our case file review of child support records, 61% of noncustodial parents increased the percent of current child support they paid after mediation.

For the main analysis of payment patterns, we used a subset of 111 cases out of the total 190 cases from our 4 state case file review. These 111 cases represent cases that had a child support order before and after mediation. This section also includes information gathered from our phone survey of parents, pertaining to parents' opinions about payment patterns.

Percent of Child Support Paid Increased

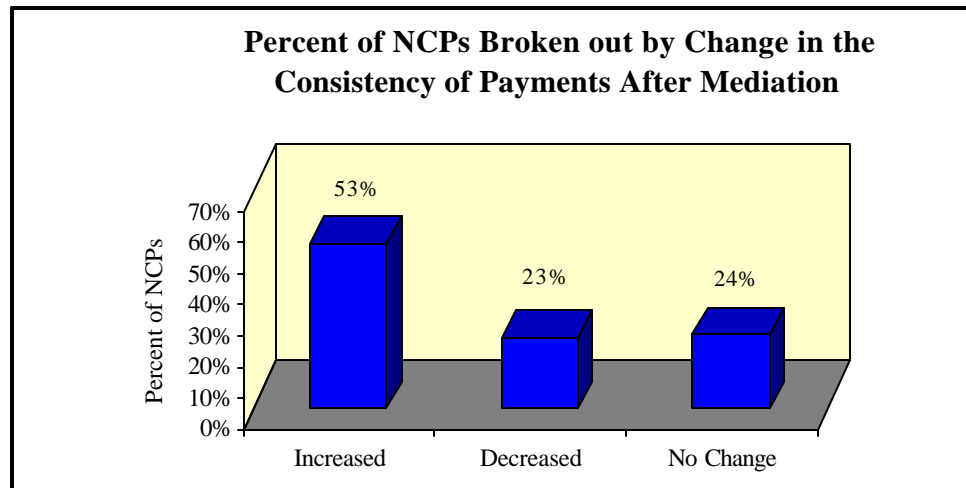
- Sixty-one percent of NCPs increased the percent they paid of their current child support obligation after entering mediation. Twenty-seven percent decreased the percent of the current child support obligation they paid, and 12% did not change the percent they paid.
- Prior to mediation, NCPs paid 52% of what was owed in current child support. After mediation, NCPs paid 70% of what was owed in current child support. Nationally, the child support system collected 56% of what was owed in FY 2000.
- For all cases reviewed, the average monthly payment increased by \$56. This is a 35% increase over projected post-mediation payments, based on previous payment history. This difference would result in an estimated \$230,000 net increase in annual child support collections for the universe of 595 IV-D cases served by the program in the 4 states.
- For the 61% of NCPs who increased the percent they paid, the average monthly child support payments to custodial families increased by \$116. This is a 90% increase over expected post-mediation payments, based on previous payment history. For those NCPs who decreased the percent they paid, the average monthly child support payment decreased by \$54.



Source: OEI case file review in four states, n = 111 cases with orders before and after mediation

Consistency of Payments Increased

- Fifty-three percent of NCPs increased the percentage of months that they paid at least some portion of the current child support owed to the custodial family. Twenty-three percent decreased the percentage of months they paid as least some portion of their current child support and for 24% of NCPs it stayed the same.



Source: OEI case file review in four states, n = 111 cases with orders before and after mediation

Some Parents Reported Link Between Child Support Payment and Visitation

- Forty-two percent of CPs agreed with the statement, “If the other parent does not pay child support, I should not have to let them see my child.” A slightly higher percentage (45%) disagreed with this statement.
- Fifty-two percent of NCPs agreed with the statement, “If the other parent does not let me see my child, I should not have to pay child support.” Thirty-nine percent disagreed.

Discussion

Impact of Program Participation on Payment

It appears that participating in the sampled programs is plausibly associated with an increase in the percent of current child support paid and the number of child support payments made. Overall, 61% of NCPs increased the percent of child support paid after mediation. This number is even higher for certain states. In Nevada, Connecticut, and Oklahoma, over 65% of cases show payment increases after mediation. On the other hand, in Illinois, only 51% of cases had an increase in payment compliance after mediation.

Impact of Increasing Access and Visitation on Payment

Payment compliance increased whether or not NCPs’ access rights increased through the program. In 62% of the cases where the NCP’s access rights increased, there was an increase in payment compliance. Fifty-nine percent of cases without an access increase showed an increase in payment

compliance. This difference is too small for us to be confident that, accounting for variation, there really is a difference between the two groups. Further, a chi-square test shows that the association is not statistically significant. Thus, we conclude that increasing access rights does not appear to be associated with an increase in payment compliance.

We also analyzed the possible association between increased visits and increased payment. We found some interesting patterns suggesting that increased visitation may be associated with an increase in payment compliance. Out of the 111 cases in the case file review, there were 25 cases where we also had data from NCPs regarding visitation from our phone survey. Of those NCPs who reported that their visits increased after mediation (n=14), more NCPs increased the percent of current child support paid (60%) than decreased or paid the same percentage of their current child support obligation (40%). However, this association must be interpreted with caution, given that the number of cases was extremely small and some NCP and CP responses conflicted.

Impact of Earnings on Payment

Certainly, program participation is not the only potential explanation for an increase in current child support payment compliance. According to past OEI child support work and other research, a strong predictor of child support payment compliance is NCP earnings. Unfortunately, the longitudinal earnings data we were able to collect through the state child support enforcement offices were extremely limited. Upon careful scrutiny, we considered it too unreliable to be useful. However, a basic analysis of the earnings data 6 months prior to mediation and 6 months after mediation does show a statistically significant relationship between an increase in payment compliance and an increase in average monthly earnings. Of those who increased their payment compliance, 62% showed an increase in average monthly income. We ran a logistic regression to ascertain the extent to which this increase in earnings might explain the increase in payment compliance after mediation. Our model, which included variables for whether or not earnings increased, whether or not mediation resulted in an agreement and whether or not access increased, only explained a small part of why compliance increased. Program participation, our main variable of interest, could not be included in the model since we did not have a control group that would allow us to compare those who participated in the program with those who did not. Given this and the rest of the data presented - that show an increase in payment compliance temporally related to the date of mediation - it appears plausible that program participation is a major factor influencing the increase in payment compliance after mediation.

Other Outcomes

Out of 254 cases reviewed in our case file review, we found 2 cases that formed a household after mediation. Custodial and noncustodial parents differed in their opinions regarding the other secondary

The data for our review of other outcomes were gathered from our case file review, the parent survey and program and state administrator interviews from the four states.

Household Formation

- After conducting a full case file review of all 254 cases, we found 2 cases in which couples began living together after mediation. Our records show that one of these couples agreed in mediation to “get back together for the kids.”
- We found two cases among 118 cases in our telephone survey in which at least one of the parents reported being romantically involved with the other parent after mediation.

When asked about parent happiness/well-being and child behavior, respondents were not provided with explicit definitions by which to frame their responses. Thus, the responses we captured reflect personal, and in all likelihood different, definitions for these concepts. Despite this, we have aggregated the data to provide a very general sense of program impact. Rigorous measurement of these issues was not within the scope of this inspection.

Parent Happiness/Well-being

- Thirty-eight percent of CPs and 55% of NCPs reported that their “happiness or well-being” improved after mediation.
- Thirty-four percent of CPs and 84% of NCPs who saw an increase in visits reported that their “happiness/well-being” improved after mediation.

Change in Child Behavior

- Thirty-three percent of CPs and 41% of NCPs reported that they felt their child’s behavior improved after mediation.
- Thirty-two percent of CPs and 63% of NCPs who saw an increase in visits reported that they felt there was an improvement in their child’s behavior after mediation.

Other Outcomes Reported From Programs

A few programs stressed that mediation agreement rates alone do not necessarily define program success, and they cite the following other outcomes as important to consider.

- **Parents learn to refocus on children’s needs.** Many programs reported parents learning in mediation to re-frame their thinking in terms of what is best for their child, instead of becoming mired in their own conflicts.

- **Improved communication and parenting skills.** Many programs stressed that they are proud of their ability to encourage better communication between parents and to promote better parenting skills.
- **Empowering parents.** Programs maintained that their clients often feel powerless in the court system, and that mediation affords parents an important opportunity to feel a sense of empowerment and control. One administrator stressed the inherent value of the mediation paradigm stating that it provides, “an opportunity for each parent to be heard and feel that their perspective is important and valuable.”
- **Connecting parents to needed services.** One administrator stated that, “The IV-D facilitators are greatly skilled at recognizing problems that might not otherwise be identified, such as domestic violence.” Other programs noted that they will refer parents to counseling, or other social services after seeing them in mediation.

Administrator Perspectives on Success

According to the Access and Visitation state administrator and mediation program managers in the four states, a mediation program's success is related to its relationship with referral sources (i.e., courts or child support offices), its convenience to clients, and its capacity to conduct outreach and follow-up. A mediation session's success, respondents noted, is related to the quality of the mediation process, as well as the nature of the clients served.

In discussing the factors related to the success or failure of a mediation program, it is important to keep in mind that a broad range of mediation models exist. See Appendix A for a listing of program characteristics and descriptions. On one end of the spectrum, the community-based model offers multiple services over time on a voluntary basis. On the other end, the court-based model offers one session on a mandatory basis. While the models of the mediation programs in our sample run along the spectrum, we found general agreement across administrators in the factors leading to program and session success.

To identify the core factors that may be associated with a mediation program or session's success, we analyzed qualitative responses from the 10 state and program managers' interviews in 4 states. Seven of the respondents are from court-based mediation programs, the remaining three represent community-based programs.

Perspectives on Program Success

- **Relationship with Referral Source**
 - All 10 respondents agreed that a positive relationship, including close collaboration with their referral source (i.e. court or child support office), is crucial to their program's success. Also important on the whole is the referral source's "buy-in". Specifically, the 7 court-based respondents stated that the level of communication between the mediators and judges greatly facilitates referrals. On the other hand, 1 state Administrator stated its community-based mediation programs are not seen as a priority by the child support office, their primary source of referral.
 - Seven interviewees stressed the logistical importance of their close location in relation to the referral source. In fact, the director of a community-based program said that moving on-site to the child support office has made a significant difference in the number of referrals.
- **Convenience of the Program for Clients**
 - The 7 court-based respondents said either their program's close proximity to the court or having mediators "on-site" in the courtroom means clients can easily mediate on the same day of a court appearance, saving the parents time off work and money.
 - Two of the court-based programs provide child care to make it easier for parents to attend mediation.

- **Program Capacity to Conduct Outreach and Follow-up**
 - Eight respondents mentioned the importance of conducting outreach to recruit clients. Five of these respondents specifically mentioned the inability to actively recruit clients, even though, as one state administrator said, “There are more people in need of mediation than the programs can serve.”
 - Three administrators stated that they could not conduct follow-up to monitor the progress of their cases, preventing them from revising individual plans, or more broadly, making improvements to their programs.

Perspectives on a Mediation Session’s Success

- **Quality of the Mediation Session**
 - Six respondents said the skill of the mediator impacts the session’s success
 - Two interviewees, 1 from each mediation model, stated that mediation held outside of a court room is more successful because it is less formal and, as one mediator said, “separates child support issues from visitation.”
 - One community-based program manager stressed the importance of meditating multiple times, saying, “the biggest challenge [for programs who mediate once] is the expectation that you can solve family problems in one mediation session.” On the other hand, as one court-based state administrator said, “mediators are pressed for time and one session is sometimes all they can do.”
 - The state administrator and program manager for one community-based program attribute their success to a pre-mediation parenting course.
- **Nature of the Clients**
 - Seven state and program administrators remarked that a client’s negative attitude, animosity toward the other parent or the inability to focus on his or her child’s needs adversely affects a mediation session.
 - Success is more likely, as 7 respondents said, if clients are open to mediation and willing to participate. Unfortunately, as one state administrator said, there are some “conflict junkies” who are “just not going to settle.”
 - Seven respondents stated that clients need to have a positive perception of the mediation process and believe the mediator is listening to them. Parents can be mistrustful of mediation because of its association with child support or the courts.

The State of Georgia

Unlike the four other states, Georgia's two mediation programs focus primarily on increasing immediate visitation, as opposed to access rights. Our case file review found that at least 60% of cases that successfully completed program goals saw an increase in visits.

The two programs in Georgia have very different services and goals than the mediation programs in the four other states reviewed. Because of these differences, we analyzed Georgia's data separately. This allowed us to present a more uniform analysis of mediation programs in the other states, and to judge Georgia's programs using a different set of criteria more appropriate to their stated program goals.

The programs in the four other states generally mediate over one session with both parents referred together from the courts. Georgia's programs, however, employ a "social-work model," providing longer term case-specific assistance, and their primary referral is the noncustodial parent. The assistance they provide consists of such things as locating the custodial parent (CP) on behalf of the noncustodial parent (NCP), building communication and parenting skills, facilitating and increasing visits, and assisting in the legitimation process - a prerequisite to legal access unique to Georgia.

Access: Programs focused on visits as opposed to access and, as such, access rights did not appreciably increase

- Fifty percent of the cases reviewed successfully completed program goals. We defined this as negotiating/monitoring immediate visits, promoting the ability of parents to coordinate future visits, and/or helping clients through the legitimation process.
- Only 6% gained access rights in the form of a written visitation schedule for regular visits. None of these parenting plans were ratified by Georgia courts.
- Thirty-four percent of records reviewed made some mention of fathers beginning the legitimation process, the first legal step to acquiring access rights, and another 8% indicated that fathers had reached the middle of the process. Programs report informing all participants of the need for and process entailed in filing for legitimation, and they note that the great majority of these noncustodial parents are entirely unaware of this process.

Visitation: Program participation led to an increase in visits

- In Georgia, we have information on visitation from both our case file review and our parent survey. Unlike other states, the case files in Georgia contained sufficient documentation about visits prior to entering the program and the visits that occurred during service to render an assessment of the program's impact on visitation.
- Overall, according to our case file review, at least 47% of the cases that entered the program saw an increase in visits. We were unable to make a clear determination for another 30%, for whom visits may have increased.
- At least 60% of cases that successfully completed program goals saw an increase in visits. We were unable to make a clear determination for another 38% for whom visits may have increased.
- According to our survey, 4 out of 7 parents who reported reaching an agreement and having some visits in Georgia reported an increase in regular visits.

Payment: Payments increased in frequency and amount subsequent to mediation

- Fifty-five percent of NCPs increased the percentage of current child support paid by an average of \$88, and 48% increased their frequency of payment. The 40% who decreased payments did so by an average of \$56.
- Seventy percent of those who *successfully completed program goals* subsequently increased their payments as a percentage of their obligations by an average of \$107, and 63% increased the frequency of their payments. The 30% who decreased their payments did so by an average of \$76.
- More NCPs who successfully completed program goals increased their payments than those who did not. This association is statistically significant.
- The net increase in average monthly payments per case was \$26.
- The net increase in total annual child support paid was approximately \$66,000 in FY 2001 for the universe of 256 IV-D cases served by the program.

Other Outcomes

- **Improved parent well-being and child behavior.** Of the 13 parents surveyed who had reached a visitation arrangement, 5 reported an increase in their own-well being, and 5 reported an improvement in child behavior in the 6 months following mediation.
- **Improved parent relationship.** Program administrators felt that as a result of services, parents were able to better communicate and discuss their child's needs.
- **Increased child support involvement.** One program administrator reports that NCPs will at times volunteer to open a child support case since this is a prerequisite to receiving help with visitation. In addition, parents whom the child support office has had trouble locating may be found through these programs.
- **Parents reunite.** None of the cases reviewed indicated parent reunification. However, one program administrator reported that this does at times occur.
- **Good public relations for the child support office.** The state administrator reported that the child support office is better able to shed their "bad guy" image, by making referrals to these programs focused on assisting NCPs with their visitation concerns.

Factors of Program Success

- **The location of the program.** Program administrators reported that the caseworkers' ability to meet clients in a neutral community setting contributed to the programs' success.
- **The voluntary nature of the referrals.** Because participation is voluntary, program administrators reported that their clients are more internally motivated to succeed.

Barriers to Program Success

- **Access to custodial parent.** State confidentiality laws prevent the child support office from supplying custodial parent contact information when they make referrals. Program administrators cite this inability to locate the CP as one of the major reasons why cases close with no progress made toward access or visitation.
- **Legal barrier.** In Georgia, there is a law requiring NCPs to be granted "legitimation" in addition to paternity establishment before they can pursue access rights. This creates an additional legal hurdle for NCPs attempting to seek access to their children. One program

- and the child support office are lobbying the state in an attempt to remove this legal barrier.
- **Collaboration with the courts.** There is currently little interaction with the courts. However, one program is currently trying to educate the judges on their services in an effort to encourage them to make referrals.
 - **Voluntary nature of the referral.** As noted above, programs view the voluntary nature of the referrals as beneficial to program success. However, programs also mention that without mandatory participation, there is no external incentive or enforcement with respect to coming to an agreement or following through with the program.

Appendix A: Program Characteristics

Program	Program Budget - FY2001	Physical Location	Primary Referral Source	Avg length of session	Avg # of sessions
IL- Cook County	\$130,000	Court building	Child Support court	1.5 hours	1
IL- DuPage County	\$230,000	Court building	Court	1-1.5 hours	1
NV- Las Vegas	\$70,000	Court building	Child Support court	2 hours	3
NV- Reno	\$33,300	Near Court building	Court	2 hours	2-3
CT- Hartford	\$82,100	Near Court building	Child Support court	1.5-2 hours	1
OK- Norman	\$28,900	Community site	Child Support office	2 hours maximum	3
OK- Tulsa	\$26,300	Child Support building	Administrative Child Support hearings	.5-1 hour	1
GA- Families First	*	Community site	Child Support Office	45 minutes	2
GA- Middle Georgia	*	Community site	Child Support Office	1 hour	2

* The total amount of the Federal Grant for FY 2001 for Georgia was \$194,205. The break-out by program was unavailable.

Appendix A: Program Descriptions

Court-Based Programs

Connecticut. The Hartford Family Services Program is a voluntary, court-based mediation program. The office is located in close proximity of the child support court and mediators are typically on-site in the court room to take referrals. Clients then can choose if they want to mediate immediately at the court, or they can set up an appointment to meet at a later date at the program office.

Illinois. The two mediation programs in Illinois, one in Cook County and the other in DuPage County, are administered similarly. Both programs are located in the same building as the child support court, their primary source of referrals. If the issue of visitation comes up in a client's hearing, the judges or hearing officers can refer them to the on-site mediators for same day service.

Nevada. The Las Vegas and Reno programs in Nevada both serve clients who are court-ordered to mediation. The child support court masters may mandate a case with visitation issues to the mediation program, conveniently located in the same building as the court. The two programs also serve clients who voluntarily want to participate.

Community Based Programs

Oklahoma. The two programs in Oklahoma both receive referrals for their voluntary mediation programs from a variety of sources, including the child support office, courts, and community organizations. However, the program in Tulsa operates similarly to a court-based program, as the majority of its referrals are from administrative child support hearings. The program is located in the same building as the child support office, so referrals are typically seen immediately. The Norman program, on the other hand, sees clients in a community setting.

Georgia. Georgia's two community-based mediation programs both employ a broader, social work model. They receive almost all of their referrals from the local child support offices, which are typically noncustodial parents who have indicated problems related to access and visitation. For those who take the initiative to contact the program, their access and visitation needs are assessed and a plan for increasing visitation is established. Typically, the first step in this process is to locate and gain the cooperation of the custodial parent. Clients are also provided with information regarding seeking legally binding access rights through the courts as well as information on the other services offered by the program, such as parenting education and supervised visitation.

Appendix B: Parent Satisfaction

Table B.1: Most parents recommend the mediation program, even those who did not reach agreements.

	Strongly or Somewhat recommend	Neither recommend or advise against	Strongly or Somewhat advise against	Don't know
All CP Respondents n=69	81%	12%	5%	2%
CPs who reached mediated agreement n=60	81%	11%	5%	3%
CPs who did not reach an agreement n=9	80%	0%	20%	0%
All NCP Respondents n=56	71%	14%	12%	2%
NCPs who reached mediated agreement n=45	74%	14%	11%	1%
NCPs who did not reach an agreement n=11	59%	13%	19%	9%

Appendix C: Methodology

To describe the effectiveness of the Access and Visitation Grants that target IV-D families, we reviewed Access and Visitation program files, related court files, and child support case files for 254 cases in 5 states. We also conducted a phone survey of the parents who participated in the program and interviewed Access and Visitation program administrators.

Sampling plan

We employed a two-stage stratified random sampling methodology. The strata were states. From each strata, we randomly selected a sample of participants who completed mediation services in calendar year 2001.

Selecting States. We purposively selected 5 states to represent those states that use their Access and Visitation grant money to offer access-related services, specifically mediation, to the IV-D population. These five states were selected out of 17 states who reported to OCSE that they elected to use their grant money to offer mediation to the IV-D population. To make our selection, we collected information from each of the mediation programs in the 17 states. We requested information on the programs' target populations, number of participants, and types of services offered. States were selected to represent geographic diversity as well as diversity on a few key characteristics of the programs that they funded. The conditions considered were whether the programs were court based or community based, the extent to which they served the IV-D population and whether or not confidentiality provisions would prohibit our access to necessary documentation. We selected Nevada, Connecticut, Illinois, Oklahoma, and Georgia (containing a total of nine mediation programs).

Selecting Participants. To select our sample participants, we requested that nine programs in the 5 selected states identify all IV-D cases completing mediation in calendar year 2001. From this list, we randomly selected cases. Samples were selected with the intention of achieving 95% confidence intervals with 7% precision. Alternates were selected in anticipation that our case file review would reveal cases that were inappropriately included in our sampling frame.

Data Collection

In our case file review, we were able to collect complete data for 254 cases. Cases are broken out by state in Table C.1. The table also indicates the original sample sizes desired for each strata. The actual sample sizes are smaller than the desired sample size in 3 states because, despite selecting alternates, we had to discard more cases than anticipated. This means that some precision was lost, which is reflected in the confidence intervals in Appendix D. Cases were primarily discarded because parents did not actually participate in mediation.

Table C.1: Sample for State Case File Review

Strata/State	Number of Cases in Desired Sample	Number of Cases in Actual Sample	Number of Cases in Population
Nevada	59	51	150
Connecticut	37	33	59
Oklahoma	31	31	45
Illinois	75	75	341
Georgia	70	64	256
Four State TOTAL*	202*	190*	595*
TOTAL	272	254	851

* All states except Georgia

Access Rights: Court and Mediation Program Case File Review. To assess whether NCPs increased their access rights, we reviewed access-related documents in court, mediation program, and child support case files. These documents included mediated agreements, divorce decrees, stand alone visitation orders, restraining orders, parentage establishment orders, and child support orders. In addition to mediated agreements, some mediation programs also allowed us to collect information from mediator case notes and intake sheets, which included demographic and contact information for parents. For each case, we noted whether mediation resulted in an agreement, recorded any noncustodial parent access rights at the time mediation began, and noncustodial parent access rights acquired through the terms of mediation agreements.

To analyze our collected data, we first compared the NCP’s access rights prior to the program (as noted in court documents) to his or her access rights after the program (as noted in mediated access agreements) to code whether access rights increased, stayed the same, or decreased.

Visitation: Phone Survey of CP and NCP Program Participants. Our contractor contacted program participants by phone in order to glean information from the participants about changes in visitation and other outcomes resulting from the program. Participants were asked about the extent of visits before and after completing the program, and whether they experienced other outcomes, such as improved child behavior, household formation or marriage after mediation. In addition, participants were asked to comment on reasons for visit changes and provide feedback on the program they attended.

Based on conversations with researchers working with the IV-D population, we expected a low response rate on our survey, due primarily to inaccurate, outdated, or missing contact information. One study in particular experienced a 25% response rate. In an effort to increase our response rate, we collected participant contact information from multiple sources - child support, court, and mediation program files.

Our contractor made every effort to contact participants using the information we provided. They called at different times of the day, left messages and, where phone numbers were outdated, searched the internet and telephone directories for new numbers. The contractor estimated that staff spent a third of their time tracking down current numbers for parents after exhausting the numbers that we provided.

The response rate for our phone survey was higher than expected. We received responses for 125 parents (out of 380) for a parent response rate of 33%, and surveyed at least one parent for 100 of our 190 cases for a case response rate of 53%. In 25 cases both parents responded. See the table below for strata sample sizes and weights.

Table C.2: Sample for Phone Survey

Strata/State	Number of Parents in Desired Sample	Number of Cases in Desired Sample	Number of Cases in Actual Sample	Number of Cases in Population
Nevada	102	51	32	150
Connecticut	66	33	13	59
Oklahoma	62	31	21	45
Illinois	150	75	34	341
Georgia	128	64	18	256
Four State TOTAL*	380	190	100	595
TOTAL	508	254	118	851

* All states except Georgia

Child Support Payment: Child Support Case File Review. For our payment review, we collected information from child support records on order, payment, and earnings history for the period 18 months before mediation to 18 months after mediation for each case. To assess whether child support increased, we compared each noncustodial parent’s child support payment history before they entered the mediation program to their payment history after they completed the program.

State and Program Administrator Perspectives. We conducted interviews with all state and program-level administrators to examine what factors may be associated with programmatic success or failure. We conducted a content analysis on administrator responses, identifying common themes.

Analysis

Due to significant differences between Georgia’s programs and the other states’ programs, all of the data collected from Georgia was pulled out and analyzed separately. In other words, the information from the 254 cases was broken into two subsets used in analysis, 190 cases for four states and 64 cases for Georgia. Analyzing the data separately allowed us to present a more uniform analysis of mediation programs in the other states, and to judge Georgia’s program using criteria more appropriate to their stated program goals. Georgia’s programs have very different services and goals than the mediation programs in the four other states reviewed. The programs in the four other states generally mediate over one session with both parents referred from the

courts at the same time. Georgia's programs, however, employ a "social-work model," providing longer term case-specific assistance, and their primary referral is the NCP.

Despite sampling on case, we analyzed most of the NCP and CP responses to the phone survey separately. Research indicates that CPs tend to under-report when asked about child support payments and NCP visits, and NCPs tend to over-report these same items. Also, we had 25 cases in which both parents responded. Separate analysis allowed us to report out the data without making potentially arbitrary adjustments to account for any over- or under-reporting or conflicting information within a case. For a few core variables, we performed analysis by case. For the 25 cases with responses from each parent, we categorized conflicting information as indeterminate. Fortunately, most of the parents in these cases agreed on the items being analyzed. We found that 77% of the pairs agreed on whether or not that they reached a mediated agreement. Of those pairs reporting having reached an agreement, 65% agreed on whether or not the NCP visits increased, decreased, or stayed the same.

We had anticipated including a comparison of court and community programs' outcomes. Three of our states contained court-based mediation programs (Nevada, Illinois, Connecticut), and two states contained community-based programs (Georgia, Oklahoma). Ultimately separating states into court/community categories did not prove useful. One of two community-based states, Georgia, was removed from our aggregate analysis. Further, the largest program in Oklahoma, the other state with community-based programs, turned out to have a very similar structure to our other court-based programs, in that parents are referred to mediation largely through child support administrative hearings.

For the 4 states, we calculated weighted frequencies and confidence intervals using the statistical software package SUDAAN. We tested relationships using chi-square tests and logistic regression where applicable. For Georgia, the data was analyzed using the statistical software SAS and Microsoft Access since weighting was not necessary.

Since all aggregate data reported are weighted according to state stratification, they can be projected to program participants in the four states. Our sampling methodology does not allow us to project to the 17 states. Our analysis of Georgia can only be projected to represent that state. Confidence intervals for specific point estimates are provided in Appendix D.

Appendix D: Confidence Intervals

Statistic	Point Estimate	Lower Limit	Upper Limit
ACCESS			
Percent of cases that reached an agreement	76.1%	71.3%	80.3%
Percent of cases with an agreement that increased access rights	86.0%	81.9%	90.2%
Percent of all cases that gained increased access rights through mediation	65.4%	60.2%	70.7%
Percent of IL cases that reached an agreement	72.0%	64.4%	79.6%
Percent of CT cases that reached an agreement	84.9%	77.9%	91.8%
Percent of NCPs with no prior access who reached an agreement	77.0%	71.3%	82.8%
Percent of NCP with prior access who reached an agreement	73.9%	65.3%	82.5%
Percent of NCPs with prior access who reached an agreement increasing their access rights	53.8%	42.9%	64.6%
Percent of all NCPs with prior access who increased their access rights	39.7%	30.4%	49.0%
VISITS			
Percentage of cases with a parent reporting an increase in visits	41.5%	31.7%	51.3%
Percentage of cases with a parent reporting visits stayed the same	33%	21.7%	44.3%
Percentage of cases with a parent reporting a decrease in visits	11%	3.7%	18.3%
Percent of CPs who reached an agreement in mediation	88.2%	68.8%	100.0%
Percent of NCPs who reached an agreement in mediation	83.3%	75.8%	90.8%
Percent of CPs with an agreement whose visits increased	38.8%	27.6%	50.0%
Percent of NCPs with an agreement whose visits increased	53.1%	39.5%	66.7%
Percent of CPs without an agreement whose visits increased	10.2%	0%	24.8%
Percent of NCPs without an agreement whose visits increased	13.0%	0%	26.8%
Percent of CPs who say there were once/weekly or more visits <i>before</i> mediation	29.5%	17.6%	41.4%
Percent of NCPs who say there were once/weekly or more visits <i>before</i> mediation	47.9%	33.3%	62.6%
Percent of CPs who claim there were no visits <i>before</i> mediation	41.6%	29%	54%
Percent of NCPs who claim there were no visits <i>before</i> mediation	27.6%	14.8%	40.3%

Statistic	Point Estimate	Lower Limit	Upper Limit
Percent of CPs who say there were once/weekly or more visits <i>after</i> mediation	47.1%	34.3%	59.9%
Percent of NCPs who say there were once/weekly or more visits <i>after</i> mediation	61.2%	46.9%	75.4%
Percent of CPs who claim there were no visits <i>after</i> mediation	23.2%	12.4%	34%
Percent of NCPs who claim there were no visits <i>after</i> mediation	15.7%	4.7%	26.6%
Percent of CPs who said visits were regularly scheduled <i>before</i> agreement	20.2%	9.5%	30.9%
Percent of NCPs who said visits were regularly scheduled <i>before</i> agreement	26.3%	12.7%	39.9%
Percent of CPs who said visits were regularly scheduled <i>after</i> agreement	43.7%	30.4%	57%
Percent of NCPs who said visits were regularly scheduled <i>after</i> agreement	56.7%	41.4%	71.9%
Percent of CPs who said visits were informal <i>before</i> agreement	16.7%	6.9%	26.4%
Percent of NCPs who said visits were informal <i>before</i> agreement	17.4%	5.3%	29.5%
Percent of CPs who said visits were informal <i>after</i> agreement	8.2%	.5%	15.9%
Percent of NCPs who said visits were informal <i>after</i> mediation	4.4%	0%	9.1%
Percent of CPs who said visits were cancelled less often <i>after</i> mediation	23.8%	11%	36.6%
Percent of NCPs who said visits were cancelled less often <i>after</i> mediation	50.6%	33.4%	67.7%
Percent of CPs with increased visits who said visits were cancelled less often <i>after</i> mediation	42.6%	18.6%	66.7%
Percent of NCPs with increased visits who said visits were cancelled less often <i>after</i> mediation	68.9%	46.8%	91%
PAYMENT			
Percent of NCPs who increased percent paid of amount owed	60.7%	52%	69.4%
Percent of NCPs who decreased percent paid of amount owed	27.5%	19.4%	35.5%
Percent of NCPs who did not change percent paid of amount owed	11.9%	6.0%	17.7%
Estimate of total annual net increase in child support collection	\$231,121	\$151,777	\$310,465
Average monthly amount increase per case	\$55.66	\$36.55	\$74.77

Statistic	Point Estimate	Lower Limit	Upper Limit
Average monthly amount increase for NCPs who increased payment	\$116.02	\$95.28	\$136.75
Average monthly amount decrease for NCPs who decreased payment	\$53.74	\$29.20	\$78.28
Percent of NCPs who increased number of payments	53.5%	46.2%	60.8%
Percent of NCPs who decreased number of payments	22.8%	16.3%	29.3%
Percent of NCPs where the number of payments remained the same	23.7%	17.4%	30.0%
Percent of CPs who agreed with opinion statement regarding the connection between child support payment and visitation	41.7%	31.5%	51.9%
Percent of CPs who disagreed with opinion statement regarding the connection between child support payment and visitation	45.3%	35.0%	55.6%
Percent of NCPs who agreed with opinion statement regarding the connection between visitation and child support payment	52.5%	40.9%	64.0%
Percent of NCPs who disagreed with opinion statement regarding the connection between visitation and child support payment	39.2%	27.8%	50.6%
OTHER OUTCOMES			
Percent of CPs reporting well-being increase after mediation	38.0%	27.0%	49.0%
Percent of NCPs reporting well-being increase after mediation	54.8%	41.3%	68.2%
Percent of CPs who reported an increase in visits and reported an increase in well-being after mediation	34.3%	18.7%	50.0%
Percent of NCPs who reported an increase in visits and reported an increase in well-being after mediation	84.4%	73.5%	95.3%
Percent of CPs reporting an improvement in child behavior after mediation	33.3%	23.2%	43.5%
Percent of NCPs reporting an improvement in child behavior after mediation	40.7%	27.4%	53.9%
Percent of CPs who reported an increase in visits and reported an improvement in child behavior after mediation	32.1%	16.7%	47.4%
Percent of NCPs who reported an increase in visits and reported an improvement in child behavior after mediation	63.3%	45.9%	80.7%
GEORGIA			
Percent of all cases that successfully completed program goals and saw an increase in visits	60%	45.5%	74.5%

Statistic	Point Estimate	Lower Limit	Upper Limit
Percent of cases that completed program goals	50%	39.6%	60.4%
Percent of cases that had a formal parenting plan	6.3%	1%	10.9%
Percent of cases in which there was some indication that they had begun the legitimation process	34.4%	24.1%	43.9%
Percent of cases in which there was some indication that they had gotten to the middle of the legitimation process	7.8%	2.3%	13.7%
Percent of cases with no prior access rights	81.2%	73%	89.4%
Percent of all cases that saw a clear increase in visits	47%	36.5%	57.4%
Percent of all cases that saw an indeterminate change in visits	30%	20.4%	39.5%
Percent of all cases that successfully completed program goals and saw an indeterminate change in visits.	37.5%	23.2%	51.8%
Percent of NCPs who increased percent paid of owed	54.7%	44.9%	64.5 %
Estimate of total annual net increase in child support collection	\$65,967.36	\$12,149	\$119,786
Average monthly amount increase per case	\$25.93	\$4.78	\$47.08
Average amount of the increase of percent paid of due after mediation of those who increased payment	\$87.86	\$55.42	\$120.30
Percent of NCPs who increased their frequency of payments after mediation	48%	38.0%	58.0%
Percent of NCPs who decreased their percent paid of due after mediation	40%	30.2%	49.8%
Average amount of the decrease of percent paid of due after mediation of those who decreased payments	\$55.89	\$40.07	\$71.71
Percent of NCPs who completed program goals who increased percent paid of due after mediation	70%	57.4%	82.6%
Average amount of the increase of percent paid of owed for the NCPs who increased percent paid after mediation	\$106.80	\$68.46	\$145.15
Percent of NCPs who completed program goals who increased frequency of payments after mediation	63%	49.7%	76.3%
Percent of NCPs who completed program goals who decreased percent paid of amount owed after mediation	30%	17.4%	42.6%
Average amount of the decrease of percent paid of amount owed for the NCPs who decreased percent paid after mediation	\$76.40	\$44.40	\$108.40

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