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17th National Child Support Enforcement Training Conference

Statewide Child Support Enforcement Training: Making a Difference in Pennsylvania

September 10, 2007

3:30 p.m. - 5:00 p.m.

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Panelists

- **Jennifer Mastrofski**
  Penn State Justice and Safety Institute (JASI)

- **Tom Sheaffer**
  Pennsylvania Bureau of Child Support Enforcement (BCSE)

- **Catherine Lyssenko**
  Penn State Justice and Safety Institute (JASI)

- **Rex Warland**
  Penn State Justice and Safety Institute (JASI)

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Overview of Panel

- Panel introductions
- Establishment of the Pennsylvania Child Support Enforcement Training Institute (PACSETI)
- Charge of evaluation
- Goals and objectives
- Evaluation model and methods
- Short-term and long-term impact of training to date
- Questions and discussion

Background

- Penn State's history in child support enforcement (CSE) training
  - ◆ Penn State Justice and Safety Institute (JASI)
  - ◆ Establishment of PACSETI
  - ◆ Partnerships
  - ◆ Evaluation as a requirement of the contract
  - ◆ By the numbers:
    - ▸ Almost 7,000 enrollments to date (excluding web-based)
    - ▸ Almost 3,000 individual trained workers to date

Goals and Objectives

- BCSE background and individual role in PACSETI
- Why develop a statewide training program?
  - ◆ Implementation of automated system
  - ◆ Child Support Performance and Incentive Act (CSPIA) of 1998
  - ◆ Ensure data reliability
- Enhance user community knowledge of policy and systems

Goals and Objectives

- Creation of training program
  - ◆ Title IV-D Cooperative Agreement
  - ◆ Collaborative relationship with the 67 local Title IV-D CSE agencies
- Advisory Board
  - ◆ State and local IV-D representation
- Philosophy
  - ◆ It's about the local IV-D agency staff

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Goals and Objectives

- Training outcomes
- It's a success
- Performance numbers speak for themselves
- Training program remains fully funded
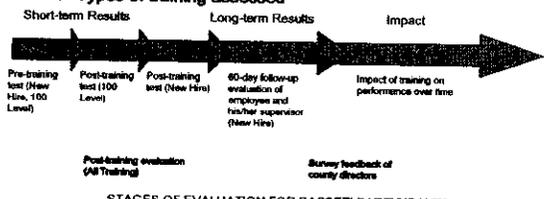- Administration recognizes value

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PACSETI's Charge to Evaluate

- Establishment of an evaluation team
- Individual role
  - ◆ Data collection
  - ◆ Data analysis
  - ◆ Report writing

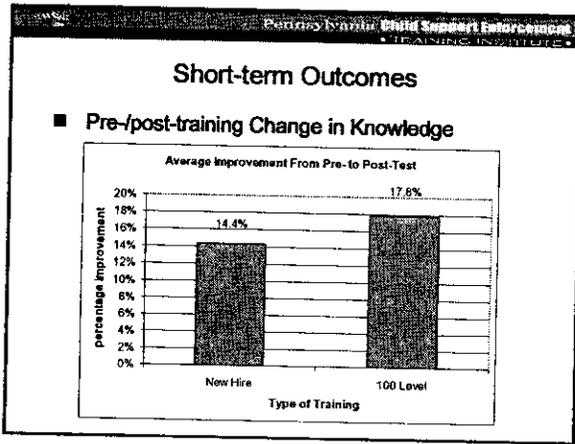**Pennsylvania Child Support Enforcement**
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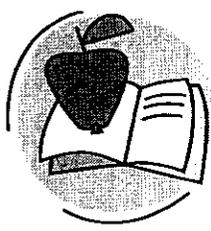
Evaluation Model and Methods

- Designed to assess both short- and long-term outcomes from training
  - ◆ Types of training assessed

Short-term Results   Long-term Results   Impact

| Pre-training test (New Hire, 100 Level) | Post-training test (100 Level) | Post-training test (New Hire) | 60-day follow-up evaluation of employee and his/her supervisor (New Hire) | Impact of training on performance over time |

Post-training evaluation (All Training)   Survey feedback of county directors

STAGES OF EVALUATION FOR PACSETI PARTICIPANTS

  - ◆ Other forms of assessment

Short-term Outcomes

- Pre-/post-training Change in Knowledge

Average Improvement From Pre- to Post-Test

14.4%   17.6%

percentage improvement

New Hire   100 Level

Type of Training

Short-term Outcomes

- Ratings of Courses and Instructors (1-10)

New Hire	8.8	9.2
Professional Development	8.9	9.3
100 Level	8.9	9.3
200 Level	8.9	9.3
OVERALL	8.9	9.3
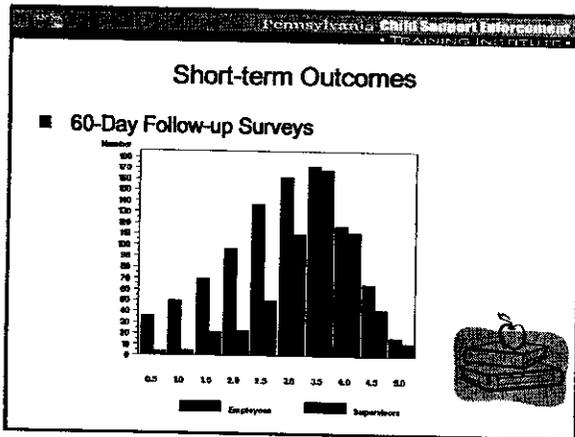
Short-term Outcomes

- 60-Day Follow-up Surveys

Number

0.5 1.0 1.5 2.0 2.5 3.0 3.5 4.0 4.5 5.0

Employee   Supervisor

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Short-term Outcomes

■ Highlights from Directors Surveys
- ◆ Rated courses highly in meeting needs of workers (median=8 out of 10)
- ◆ Rated quality of course materials highly (median=8 out of 10)
- ◆ Most Directors send workers to voluntary training for skill enhancement and increased knowledge base for cross-training
- ◆ The majority of Directors expect newly-trained staff to share information with co-workers, which leads to a rippling effect of training in the workplace

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Short-term Outcomes

■ Highlights from Directors Surveys
- ◆ Performance measure changes attributable to training

Current support	35%
Payment of arrears	40%
Support order establishment	44%
Paternity establishment	33%
Medical support	42%
Cost effectiveness	23%

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Short-term Outcomes

■ Highlights from Directors Surveys
- ◆ Feedback from trained workers
  - ► "Staff members say there is always something to learn from the course--even if some of (them) already have knowledge of (it)."
  - ► "…. Just the ability to attend the trainings, learn a thing or two, meet others from other counties to network is valuable in and of itself. People from my county like to attend training and see it as a win-in. They meet new folks, they learn about the topic…."
  - ► "I think the instructors are terrific!"
  - ► "Courses have filled a great need."

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Long-term Impact

The objective of the impact analysis is to determine if there is any relationship between the degree of county participation in the PACSETI training program and changes in the county performance indicators.

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Scope of Examining Impact

- Time frame
  - ◆ September 2002 through September 2006
- Analysis
  - ◆ County level
    - ▸ 57 counties

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Assessment Measures

Change in Performance

- Paternity establishment
- Arrears
- Support orders
- Current support

Measures

Participation in PACSETI

- Total number of county employees who have taken any PACSCETI class
  - ◆ Almost 3,000 to date
- Total number of county employees who have attended New Hire Training
  - ◆ Over 1,000 to date
- Total number of classes taken by county employees
  - ◆ Almost 7,000 to date
- Total number of classes taken by county employees who have taken two or more classes
  - ◆ Over 1,500 to date

Focus of Evaluation

- 16 largest counties that have 75% of all cases
- 16 next largest counties that have 15% of all cases

Results of Impact Analysis to Date

- Three annual reports presented
  - ◆ 2004
  - ◆ 2005
  - ◆ 2006
- 42 relationships between changes in county performance and county participation in PACSETI for the 32 largest counties.

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Example

- For the 16 largest counties, from September 2002 to September 2006, those counties who improved the most (4% or better) in arrears sent, on average, 142 employees to PACSETI.
- Those counties that improved less than 4% in arrears sent, an average, 61 employees to PACSETI.
- The counties that improved the most sent 2.4 times as many employees to training than those counties that improved less.

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Comparisons

- The 42 comparisons of changes in the four performance measures and four participation measures indicated:
  - Those counties that improved the most, on average, sent twice as many employees to PACSETI classes than those counties that improved less
  - Those counties that improved the most also, on average, had their employees attend twice as many classes

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Change Over Time for the 16 Largest Counties

- From September 2002 through September 2004
  - Improvement in paternity establishment and support orders was related to participation
- By September 2005
  - Improvement in paternity establishment, support orders, and arrears was related to participation
- By September 2006
  - Improvement in paternity establishment, arrears, and current support was related to participation

Statewide Training in Pennsylvania is Making a Difference

By September 2006, the counties that improved the most in arrears averaged 40,330 support cases. The counties that improved less averaged 14,220 support cases.

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Further Information about the Pennsylvania Child Support Enforcement Training Institute

PACSETI website: http://pacseti.outreach.psu.edu/

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Director of Evaluation
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