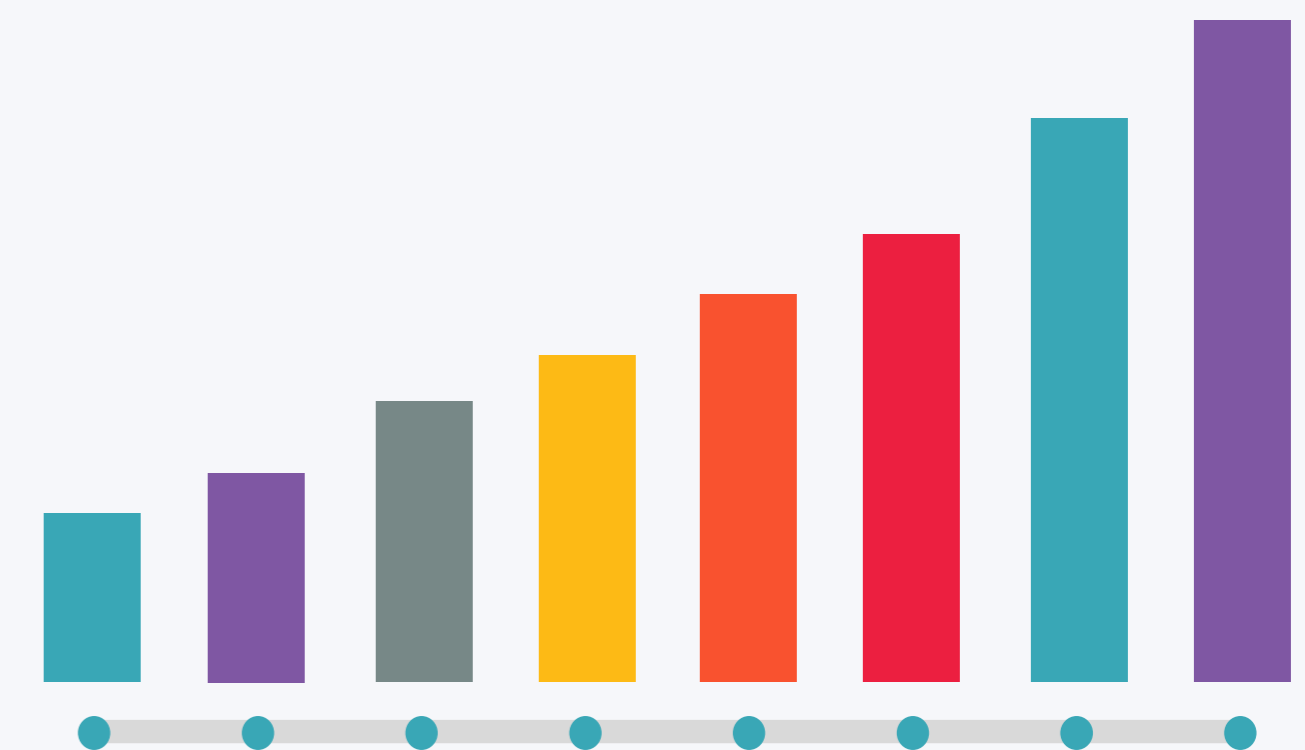


BEAR | November 23, 2016 | Toronto, Canada

# BIAS Domains and Findings: Implications for Policy and Practice


Nadine Dechausay

Center for Applied Behavioral Science @ MDRC




# BIAS Portfolio

3 domains, 7 states, 15 tests



WORK SUPPORT

- CA TANF Engagement
- NY Paycheck Plus Meeting Attendance



CHILD SUPPORT

- OH Collections
- TX Order Modifications
- WA Order Modifications

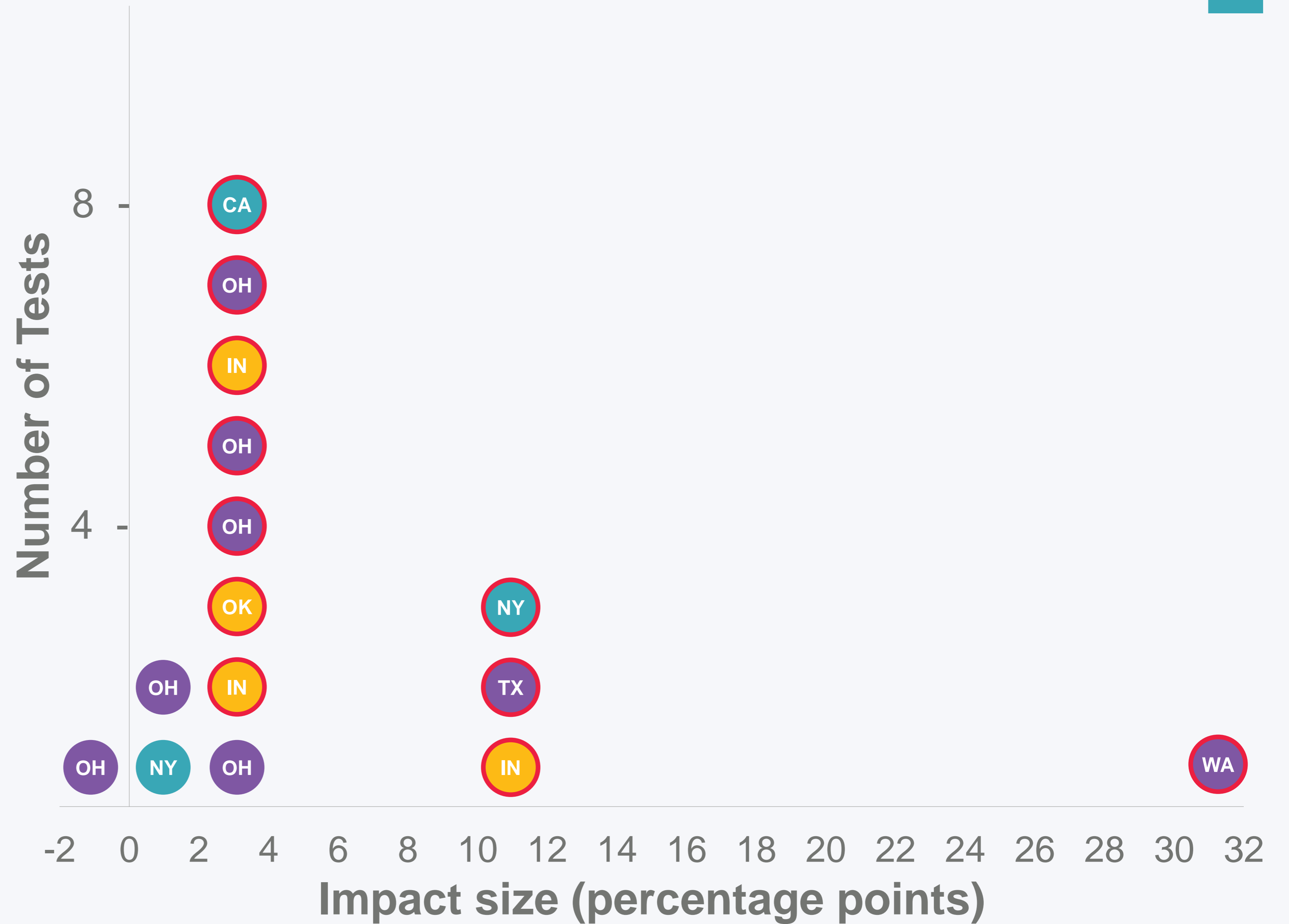


CHILD CARE

- OK Recertification
- IN Recertification & Provider Choice

## Overview of Findings

- 15 RCTs
- All sites saw a significant impact on at least one primary outcome of interest
- Effect sizes typically ranged from 2 to 4 percentage points, with some outliers



## Overview of Findings

- 15 RCTs
- All sites saw a significant impact on at least one primary outcome of interest
- Effect sizes typically ranged from 2 to 4 percentage points with some outliers
- Intervention costs were typically less than \$4 per program group member





# CHILD SUPPORT

- Program was created so that children receive support from both parents even when the parents are separated
- Parents must often make complicated decisions with little information in a context where emotions can run high

# BIAS Child Support Studies

## *Problem focus #1: Order modifications*

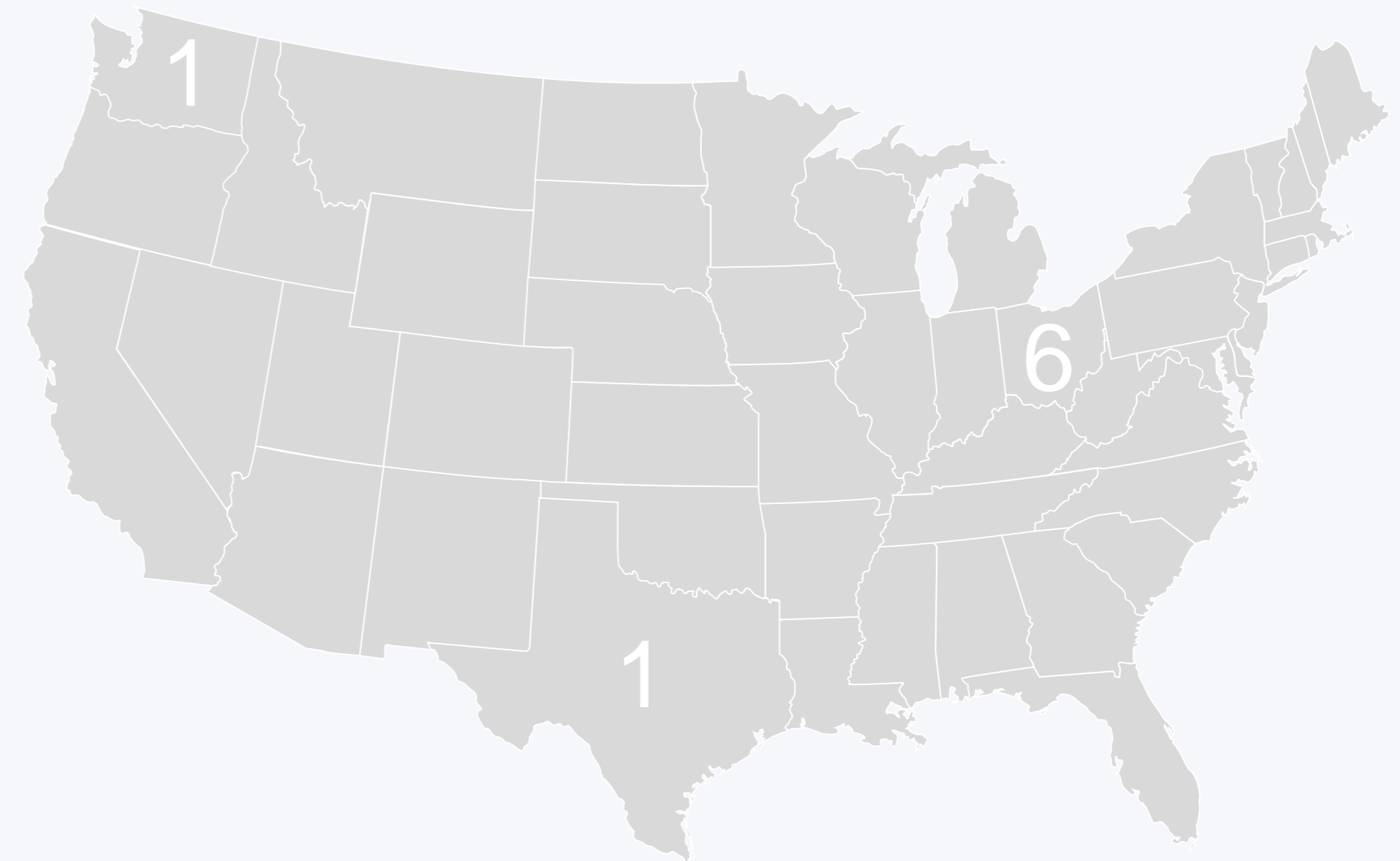
**Texas**  
Modifications

**Washington**  
Modifications

## *Problem focus #2: Collections*

**Franklin County, Ohio**  
Collections

**Cuyahoga County, Ohio**  
Collections



***8 of the 15 BIAS Tests***

# TEXAS

## Texas Background

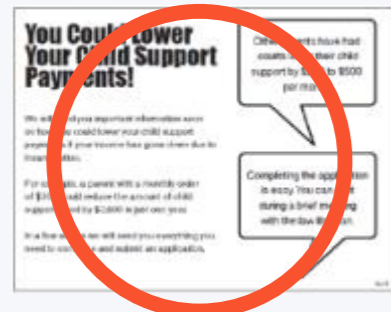
- Many incarcerated parents who owe child support have limited means to make payments.
- Texas has a process for parents to apply for a downward modification of their child support order.
- Texas Office of the Attorney General sent eligible parents an application but only about 31 percent applied.

**Can Texas increase the number of incarcerated NCPs who apply for a child support modification?**

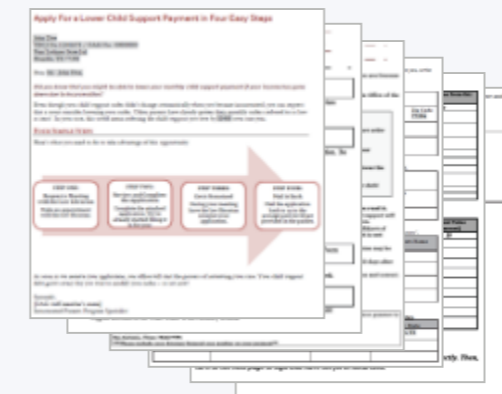


# Texas Intervention

Teaser Postcard



Application Packet



Reminder Postcard



## You Could Lower Your Child Support Payments!

Other parents in your court have had their child support payments lowered by up to \$500 per month.

Completing the application is easy! You can do it during a brief meeting with the law librarian.

on soon support down due to

For example, a parent with a monthly order of \$300 could reduce the amount of child support owed by \$3,600 in just one year.

In a few weeks we will send you everything you need to complete and submit an application.

## Your child support debt gets bigger every month you don't take action!

A PARENT WITH AN ORDER OF \$350 PER MONTH COULD REDUCE HIS OR HER CHILD SUPPORT DEBT BY \$4,200 IN ONE YEAR. MANY OTHER PARENTS IN TDCJ HAVE ALREADY HAD THEIR CHILD SUPPORT REDUCED.

A few weeks ago, we sent you a letter letting you know to have your child support payments lowered if your incarceration. We haven't received your application, so send it to us.

Make an appointment with the law librarian today, and complete the blue application we sent you. As soon as we receive your completed application, we'll start reviewing your case to see if your support can be lowered.

## You could lower your payments!

Other parents in your court have had their child support payments lowered by up to \$500 per month.

Completing the application is easy! You can do it during a brief meeting with the law librarian.

Remind parent to take action

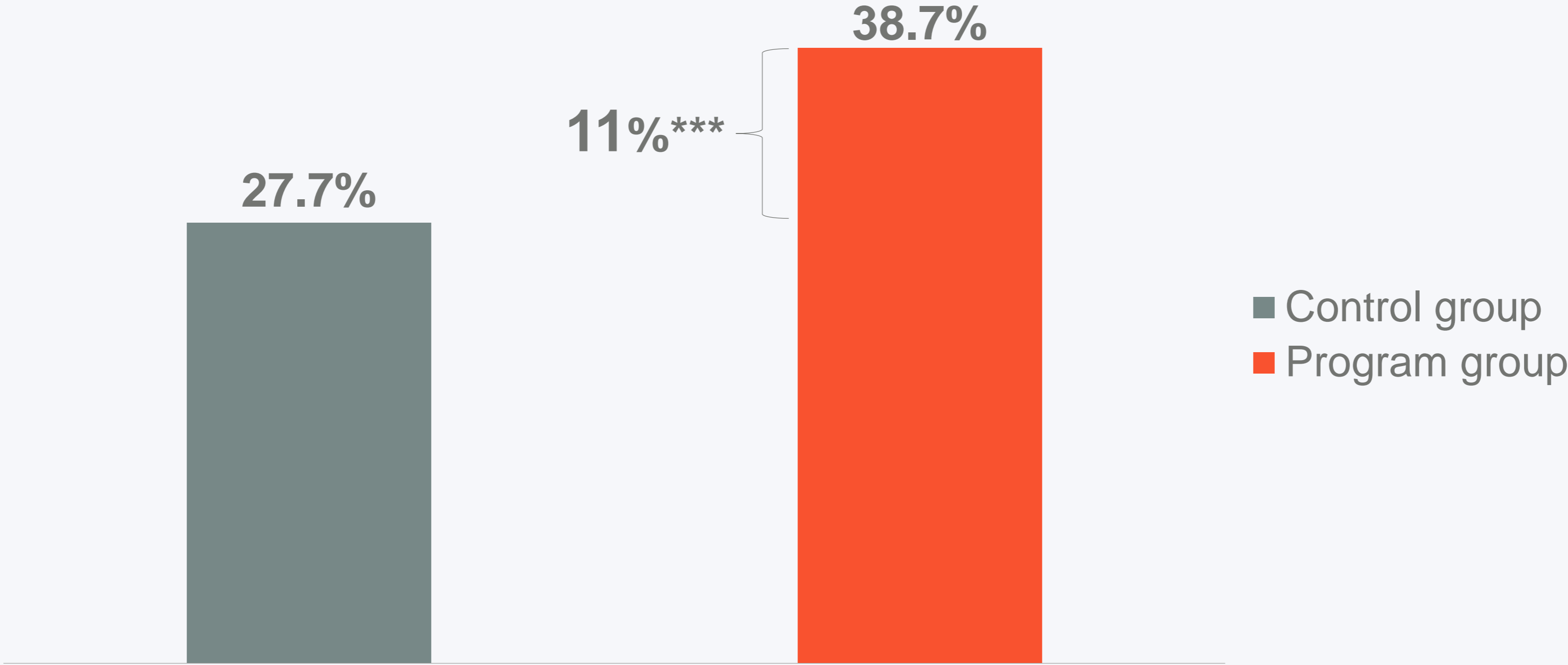
Expose parent to process

Personalize materials



# Texas Findings

The revised outreach increased the percentage of parents that submitted complete applications by 11 percentage points



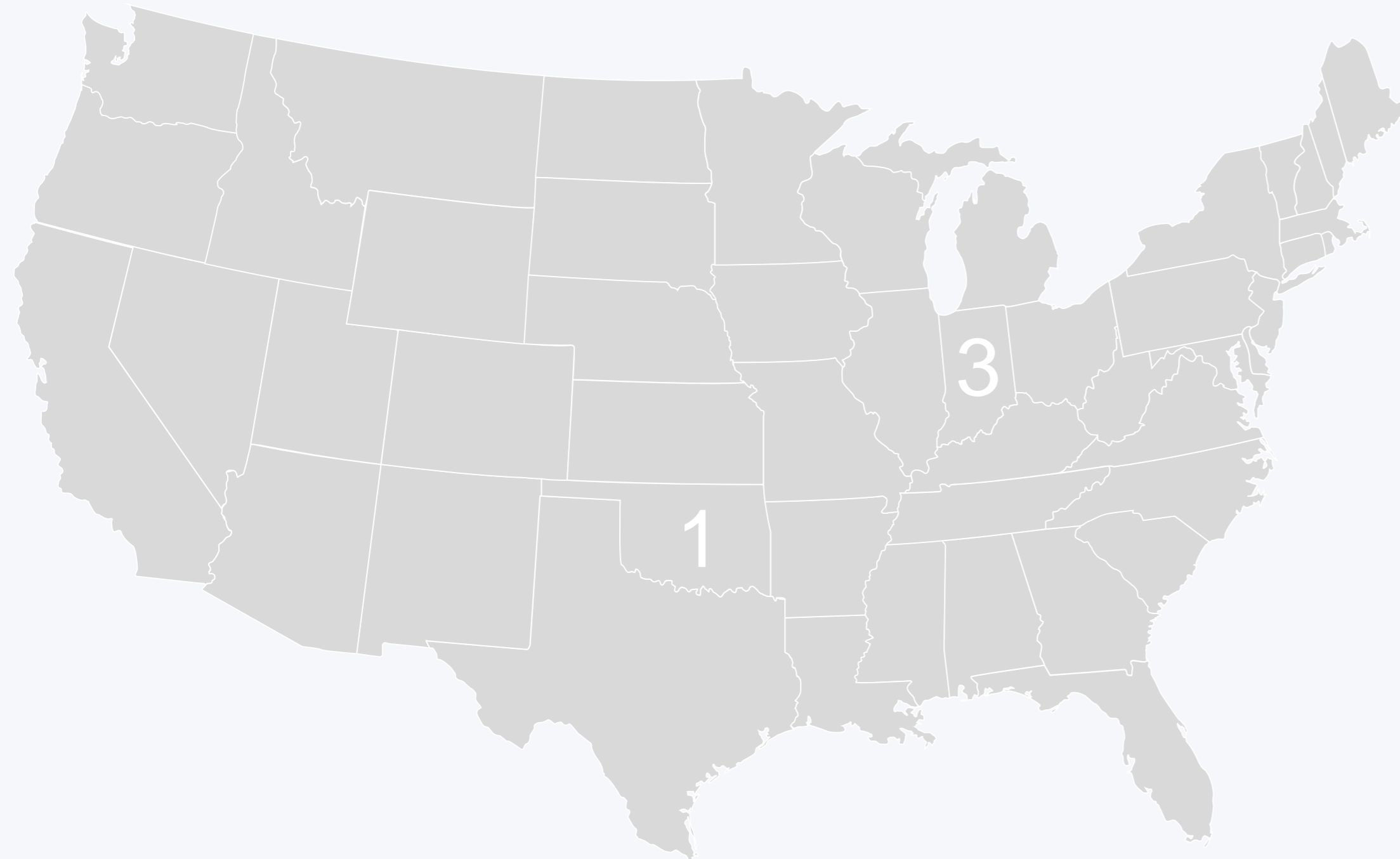


# CHILD CARE

- Program supports parental employment or education and furthers children's development

- Requires low-income parents facing many challenges to take a series of steps in order to obtain benefits

# BIAS Child Care Studies



**Indiana**  
Subsidy renewal and provider choice

**Oklahoma**  
Subsidy renewal

*4 of the 15 BIAS Tests*

# INDIANA (recertification)

## Indiana Background

- Parents receiving Child Care and Development Fund (CCDF) subsidies must document continued eligibility- at least every 6 months in Indiana.
- Based on data maintained by office manager:
  - 50% of parents miss scheduled redetermination appointment dates.
  - About 46% of families need multiple visits to recertify.
- State data showed that 17% of parents do not renew subsidies each month.

**Can Indiana increase recertification in one appointment and increase the number of parents renewing on time?**



# Existing Process

Appendix D-2



Thank you for coming to your appointment.  
Without all of the following documentation you will not be recertify:

Check all that apply:

**PROOF OF IDENTITY – AT LEAST 1 (ONE) PER PERSON**

Parent(s) picture ID:

- Driver's License  State ID
- Passport  Military  School ID
- Work ID

\*Foster Parents- All of the above plus:

- Valid Foster Parent License which matches where you live
- Verification the child is ward of the State from DCS caseworker or current per diem documentation with child(ren)'s name on it

For all children in household:

- Birth Certificates  Hospital Issued
- Birth confirmation letter
- Immunization record  State ID
- Proof of placement w/child's birth date
- Medicaid card, if date of birth is on card

**PROOF OF RESIDENCY (RECEIVED IN PREVIOUS 30 DAYS OF APPOINTMENT)**

- |                                                                                                                                      |                                                                                                      |                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <input type="checkbox"/> Valid Lease or lease amendment for existing lease period; Signed & dated Landlord Statement or rent receipt | <input type="checkbox"/> ICES Screen                                                                 | <input type="checkbox"/> Utility Bill (billing date within last 30 days) |
| <input type="checkbox"/> Current mortgage statement                                                                                  | <input type="checkbox"/> Valid Driver's License                                                      | <input type="checkbox"/> Current Pay Check Stub                          |
|                                                                                                                                      | <input type="checkbox"/> Current mail in envelope received at address including postmark (No Window) | <input type="checkbox"/> Mail from DFR, DWD, IMPACT service provider     |
|                                                                                                                                      | <input type="checkbox"/> Valid State ID                                                              | <input type="checkbox"/> Online documentation from US Postal Service     |
|                                                                                                                                      | <input type="checkbox"/> INS Green Card                                                              |                                                                          |

**PROOF OF SERVICE NEED (WORKING AND/OR ATTENDING SCHOOL AND/OR PARTICIPATING IN TANF/IMPACT PROGRAM)**

If working:

- |                                                                 |                                                                               |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> Bi-weekly- Last 2 prior to appointment | <input type="checkbox"/> Monthly- 1 most recent checks                        |
| <input type="checkbox"/> Weekly – Last 4 prior to appointment   | <input type="checkbox"/> Wage Verification or Letter– if no checks or NEW JOB |
| <input type="checkbox"/> TANF/IMPACT Referral                   |                                                                               |

If in School - School Schedule or letter from school with all the following:

- Have your name and school name
- Credit Hours/Class Hours
- Semester begin and end dates

**VERIFICATION OF ALL OTHER SOURCES OF INCOME (IF APPLICABLE)**

(Must cover most recent 30Days (30 days prior to your appointment date)

- |                                                                                                                                               |                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| <input type="checkbox"/> Current TANF benefit letter                                                                                          | <input type="checkbox"/> Any other income you receive – Please List: _____ |
| <input type="checkbox"/> Social Security (SSI) benefit letter (New Tanf/Impact Clients – referral and ICES screens were sent from caseworker) | <input type="checkbox"/> Unemployment print out                            |

**OTHER DOCUMENT (IF APPLICABLE):**

Information from CCDF qualified childcare provider:

- Provider Information Page completed by a licensed or certified CCDF provider only
- Letter from Daycare (stating you do not care for your children while working at daycare)
- Your State Card

Parents receive appointment letter with list of required documents

Attend appointment in office

CCDF staff evaluates documents for eligibility

**PROOF OF SERVICE NEED (WORKING AND/OR ATTENDING SCHOOL AND/OR PARTICIPATING IN TANF/IMPACT PROGRAM)**

If working:

- |                                                                 |                                                                               |
|-----------------------------------------------------------------|-------------------------------------------------------------------------------|
| <input type="checkbox"/> Bi-weekly- Last 2 prior to appointment | <input type="checkbox"/> Monthly- 1 most recent checks                        |
| <input type="checkbox"/> Weekly – Last 4 prior to appointment   | <input type="checkbox"/> Wage Verification or Letter– if no checks or NEW JOB |
| <input type="checkbox"/> TANF/IMPACT Referral                   |                                                                               |

Providing evidence of work can be particularly challenging.




# Two Solutions

(1)  
Simplify the list of requirements  
(Round 1)




(2)  
Additional focus on the work eligibility requirements  
(Round 2)





# Intervention Materials: Round 1



Dear *Jane Doe*

Your CCDF voucher provides you with affordable child care that meets your needs. But your voucher will expire soon.

**CCDF Voucher Expiration Date**  
**3 / 15 / 2014**  
Month    Date    Year

To avoid losing your CCDF, you need to:

- 1** Gather just a few **documents** to show that you are still eligible for the voucher. **WHAT TO BRING?**  
Details on the next page
- 2** Bring these documents to an **appointment**. **WHEN TO RENEW?**  
**3 / 4 / 14**  
**At 9:30 AM**

If you need to reschedule, call the Children's Bureau Inc. at 1-866-287-2420 x204 or email us at [CCDFscheduling@childrensbureau.org](mailto:CCDFscheduling@childrensbureau.org)

**Start to prepare TODAY!**

**WHERE?**  
Fay Biccard Glick Family Place  
3801 N. Temple Ave.  
Indianapolis, IN 46205

**Broke list into four steps**

Your **CCDF recertification appointment** is coming up.

Your voucher is worth **\$6,700** a year and your time is worth even more. Make sure you bring everything you need to avoid coming back again and again!

**Make a plan!**

Write the date and time of the appointment:

at   
Day, month, date                      Time

Write what you will bring:

- 1. Proof of Address**  
*You can use the postmarked envelope this came in as proof!*
- 2. Proof of Identity**
- 3. Proof of Eligibility**
- 4. Provider Information Page**  
*Has your provider completed it yet?*





# Intervention Materials: Round 2



It's our goal to get you reauthorized in **one appointment** so you don't have to keep coming back. Why? Because we know you'd rather focus on family, work, or school – not CCDF reauthorization. This newly designed packet is all about helping you get this right the first time. *Save time later* by making sure you have all of the right documents!

## 1 Start to prepare today!

Pay close attention to anything that has changed since your last appointment. **Read the following pages** to make sure you bring the right documents.

- 1) Proof of Current Address (page 2)
- 2) Proof of Identity (page 2)
- 3) Provider Information Page (page 9)
- 4) Proof of Work (page 4) or School (page 2)



Working?  
You need to show  
proof of work from  
\_\_\_\_\_ to

## 2 Attend your appointment on

(based on your  
current  
appointment).  
Get help on Page 4!

**March 1 at 1:00 PM**



Put a reminder in your  
phone of your  
appointment date & time.

Fay Biccard Glick Family Place  
3801 N. Temple Ave.  
Indianapolis, IN 46205

Need to reschedule or have questions?  
Call us **NOW** at 1-866-287-2420 x 204  
or email [CCDFscheduling@childrensbureau.org](mailto:CCDFscheduling@childrensbureau.org)  
We will respond within one business day.

## 3 Recertify before your voucher expires.

Your voucher expiration date is **September 6, 2014**.

**Your CCDF  
appointment is on:**

**March 1 at 1:00 PM**

Unless you rescheduled recently

Fay Biccard Glick Family Place  
3801 N. Temple Ave.

**Remember to bring:**

- Proof of Address**  
*The postmarked envelope this postcard came in will work.*
- Proof of ID**  
*For example: a driver's license*
- Provider Information Page**  
*Filled out by your provider*
- Proof of Work or School**  
*Tip: bring more pay stubs than you think you need!*
- Proof of Other Income**  
*For example: UI, SSI, TANF letter*
- Your swipe card**

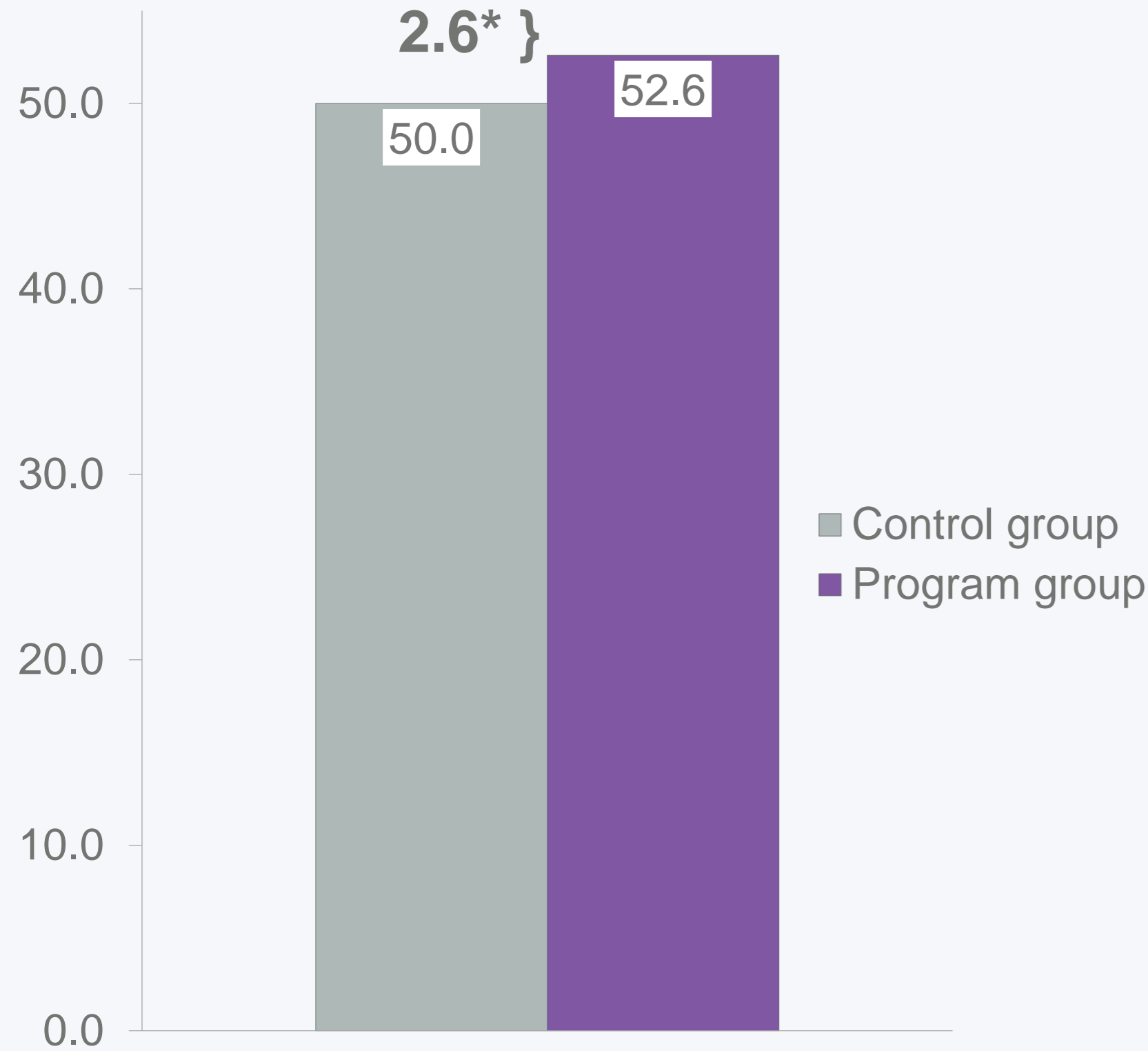
**Questions?**

Call 1-866-287-2420 x204 - remember to  
leave a name and number - or email  
[CCDFscheduling@childrensbureau.org](mailto:CCDFscheduling@childrensbureau.org)

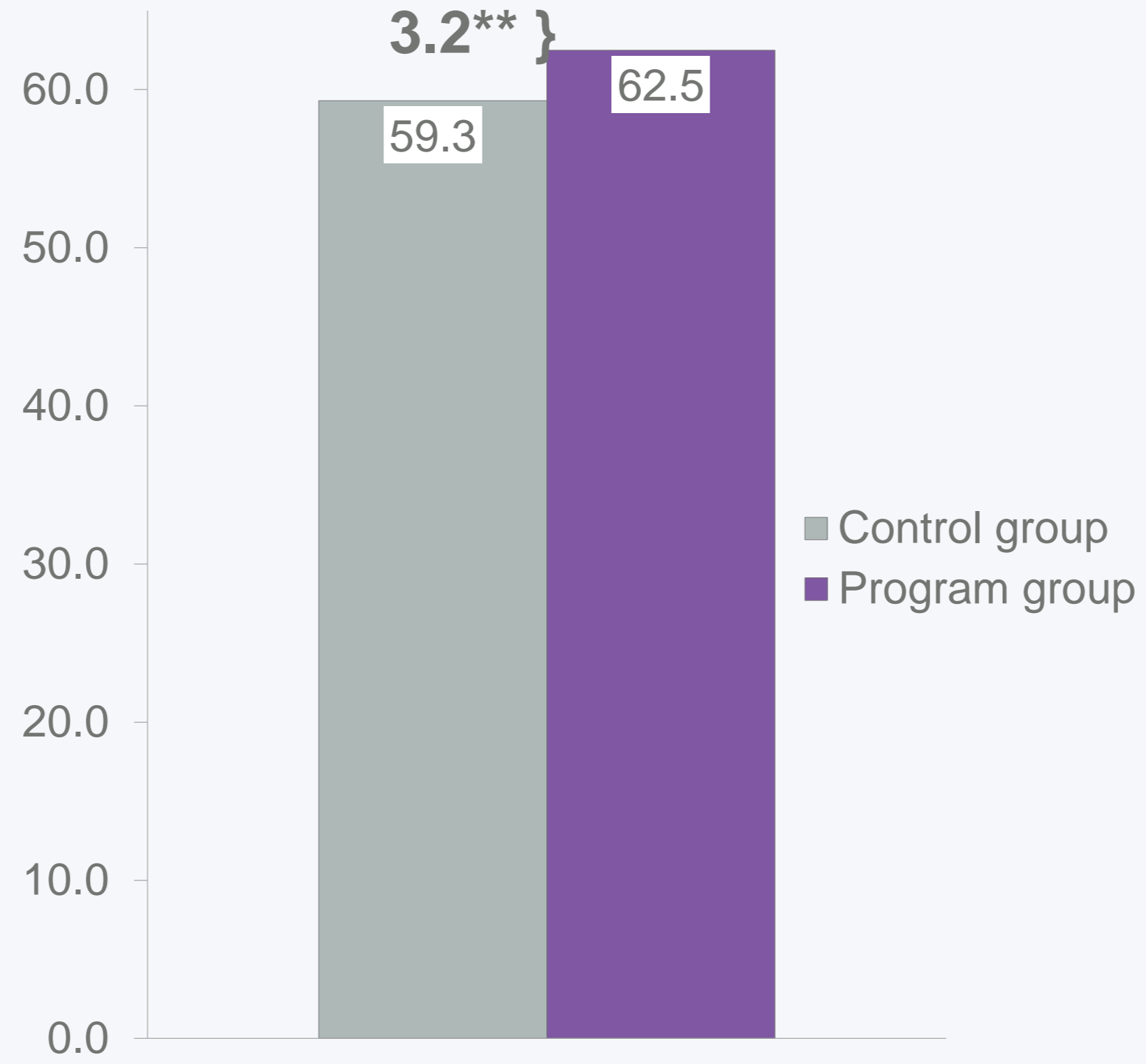


# Findings – Round 1

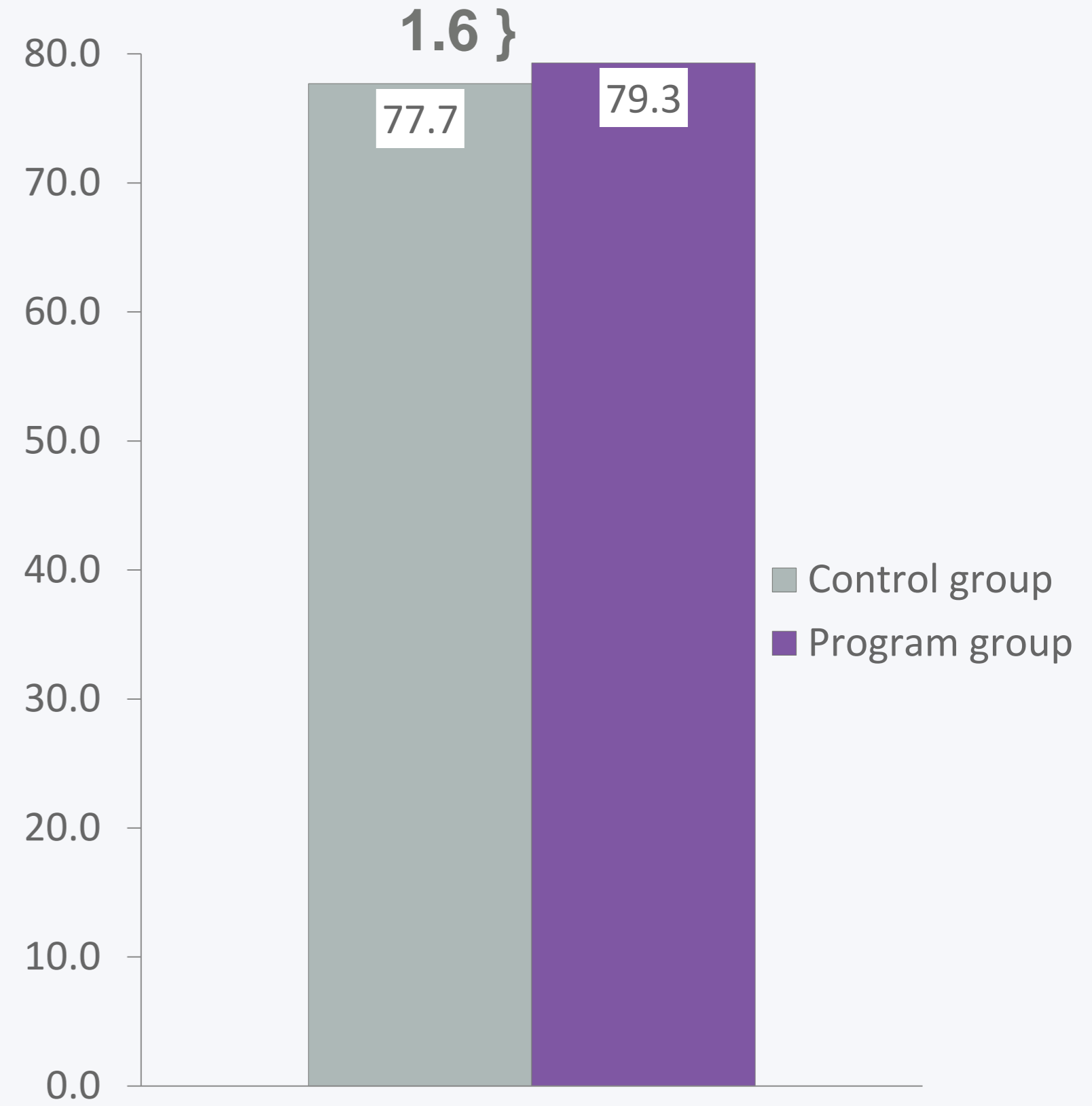
### Attended first scheduled appointment (%)



### Renewed subsidy in one appointment (%)

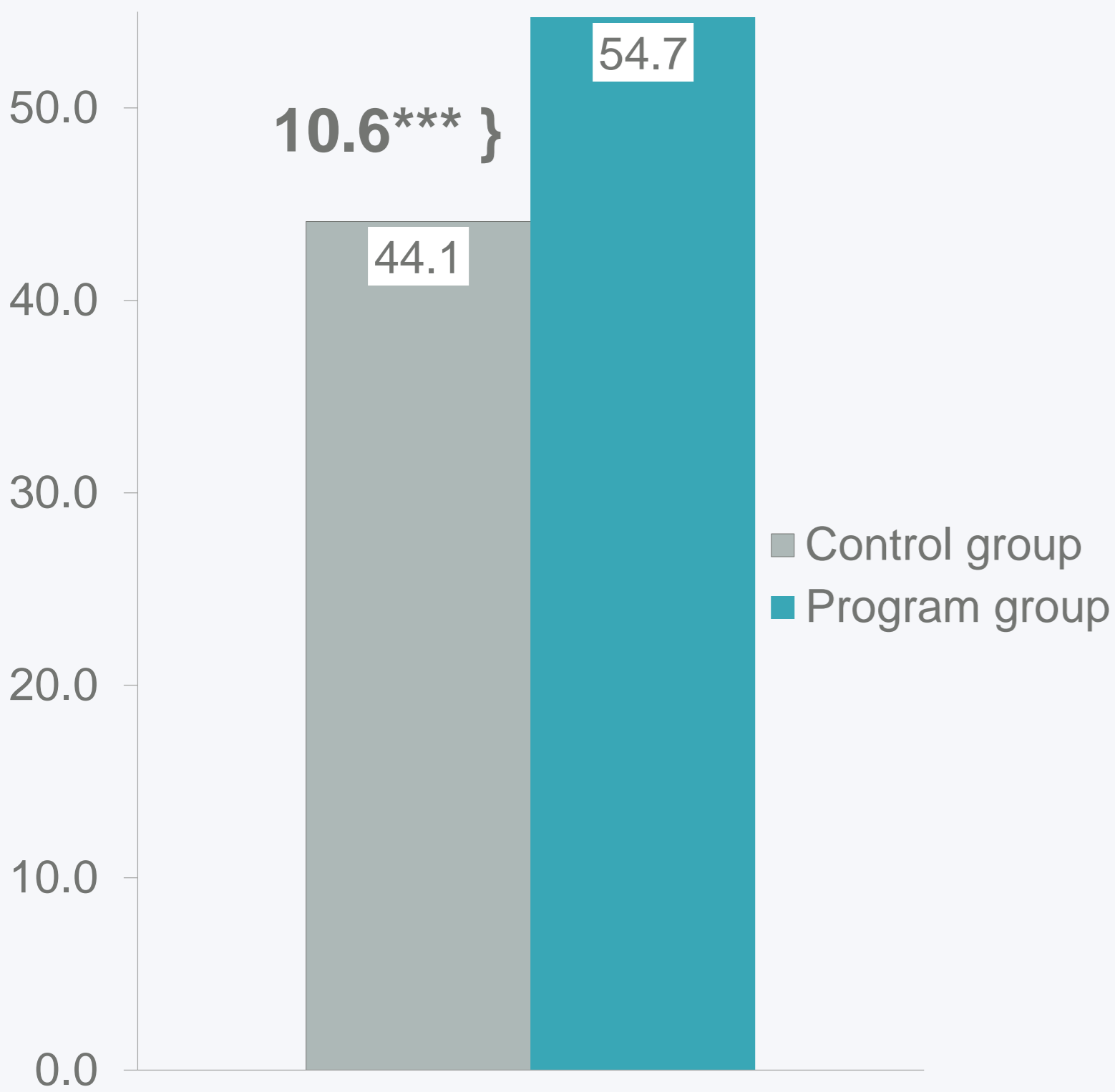


### Renewed subsidy on time (%)

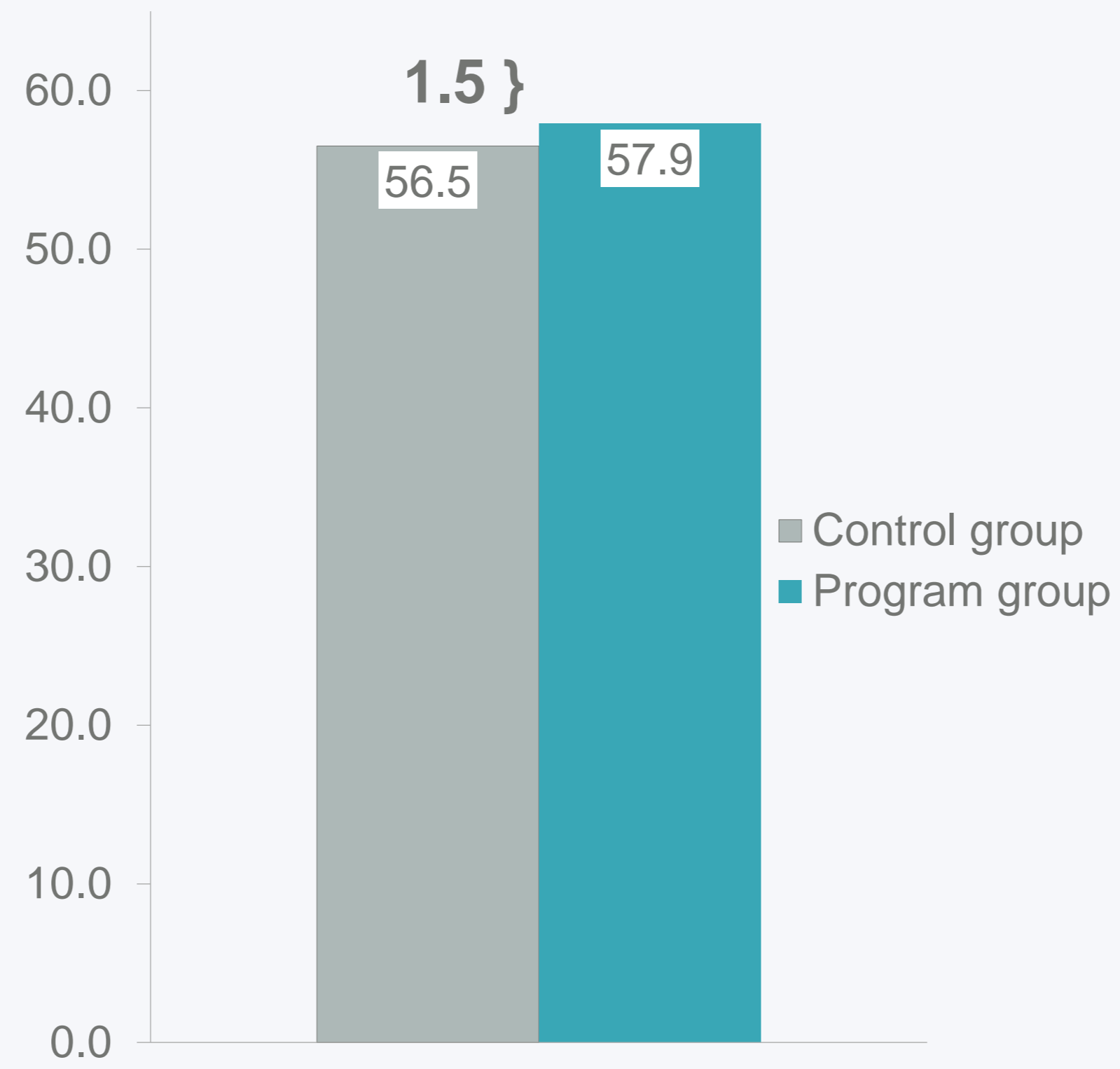


# Findings – Round 2

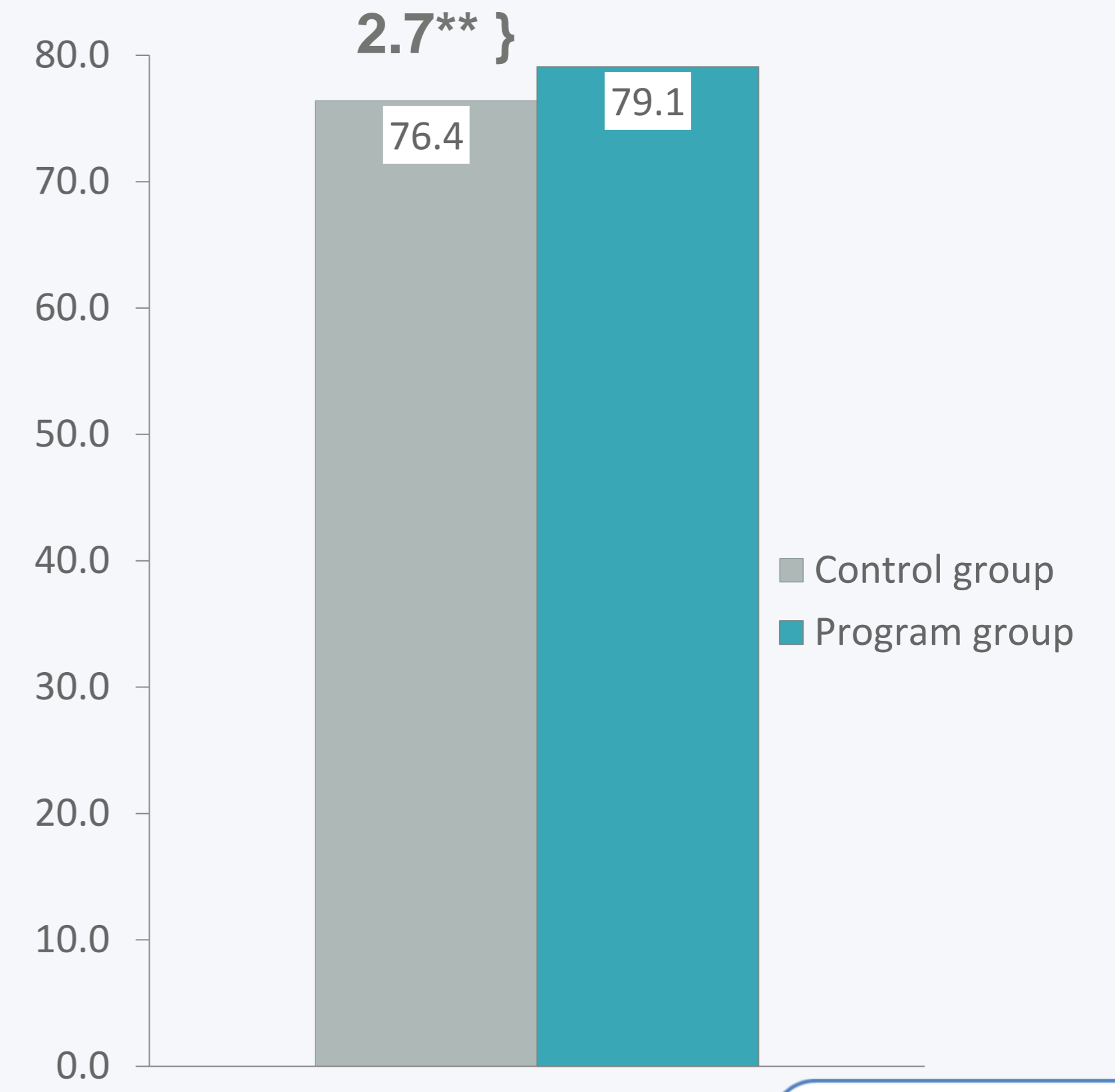
### Attended first scheduled appointment (%)



### Renewed subsidy in one appointment (%)



### Renewed subsidy on time (%)



# Take Aways

- Success of “first-generation” nudges in BIAS led to other ACF projects- Behavioral Interventions for Child Support Services (BICS) and BIAS- Next Generation.
- Goal for the future is to go beyond nudges to affect the choice architecture of programs (i.e. which options are presented, how staff interact with customers, etc.)
- To reduce poverty must go beyond the customer to the system.



# Thank you!



[nadine.dechausay@mdrc.org](mailto:nadine.dechausay@mdrc.org)

