

# **State and Local Child Access Program Survey**



# Part I: State Agency Survey

## INSTRUCTIONS

### Purpose

The purpose of this survey is to collect data and provide information to Congress and the public on the status of state-administered child access programs as funded through the Federal Grants to States for Access and Visitation (AV). The *State and Local Child Access Program Survey* is the method by which states comply with legislatively-mandated program reporting requirements. This survey is comprised of two parts: *Part I: State Agency Survey* and *Part II: Local Service Provider Survey*.

This mandatory, formula grant program was authorized by Congress through the passage of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (42 U.S.C. 669b). It is administered by the Office of Child Support Enforcement (OCSE) which is a component of the Administration for Children and Families, Department of Health and Human Services. States must ensure that services funded relate directly to the goal of the grant program which is to facilitate noncustodial parents' access to or visitation with their children.

### Annual Program Reporting Requirements

According to the federal statute, states are required to monitor, evaluate, and report on programs funded through this grant – on an annual basis – in accordance with regulations prescribed by the Secretary of the Department of Health and Human Services (45 CFR 303.109).

### Allowable Services

The goal of this program is to enable states to establish and administer programs to support and facilitate noncustodial parents' access to and visitation with their children. States are directed to accomplish this goal through the provision of services including:

- 1) Mediation (mandatory and voluntary);
- 2) Development of parenting plans;
- 3) Counseling;
- 4) Parent education;
- 5) Neutral drop-off and pick-up;
- 6) Supervised visitation;
- 7) Visitation enforcement; and
- 8) Development of guidelines for visitation and alternative custody arrangements.

### State Management

It is up to the discretion of the state to determine: a) the type of services to be provided; b) the level of funding and award of grants to service providers (e.g., other state agencies, courts, and/or local non-profit organizations including community and faith-based organizations); c) the geographic areas where the services will be provided; and d) the clients to be served (e.g., divorced, separated, and/or unmarried parents).

### Annual Submission of State Surveys to OCSE:

December 30<sup>th</sup> of each year that the survey is authorized

### Reporting Period

This survey instrument is to be used by state and/or local grantees to collect data on the provision of child access and visitation services provided to parents during the following time periods:

Due Date of Survey to OCSE:

December 30, 2013

December 30, 2014

December 30, 2015

Services Provided to Clients During This Time Period

FY 2013 (October 1, 2012 – September 30, 2013)

FY 2014 (October 1, 2013 – September 30, 2014)

FY 2015 (October 1, 2014 – September 30, 2015)

### Submission of Survey Data: How it Works

- Step 1: Local Service Providers complete *Part II: Local Service Provider Survey* and submit to the state AV program agency
- Step 2: State Agency must ensure that *Local Service Provider Surveys* are completed by all direct service local grantees
- Step 3: State Agency completes *Part I: State Agency Program Survey* based on the data contained in *Part II: Local Service Provider Survey*
- Step 4: State Agency is to retain all copies of *Part II: Local Service Provider Survey* – as submitted by each local grantee – and to submit a completed survey (*Part I: State Agency Program Survey*) to the federal Office of Child Support Enforcement by **December 30<sup>th</sup> of each year.**

**Additional Step 4:**

If a state AV program agency transfers its child access grant funds to another state entity (e.g., Office of the Courts) for administration which, in turn, awards funds to direct service providers, the state AV program agency must ensure that the identification of the direct service providers and program data is contained in the survey that is submitted to OCSE each year.

### Optional Data Elements

OCSE has included *optional* data elements in *Part I: State Agency Survey* and *Part II: Local Service Provider Survey* that will provide a state with the opportunity – should it decide to do so -- to require local grantees to collect additional information on the AV program such as:

- 1) Clients with Child Support Cases; and/or
- 2) Frequency of Services (in hours); and/or
- 3) Optional Outcome #2: Number of Parents with Increased Knowledge of Effective Co-Parenting Strategies (*for parent education/counseling services only*)

### Discussion:

- 1. **Clients with Child Support Cases - Optional** [Many of the state AV grant programs are administered by Child Support Enforcement Agencies and/or State Offices of the Court that may have an interest in determining the extent to which parents receiving AV services have child support cases. **Source of information: client self-report or other.** ]

|   | No. of Noncustodial Fathers | No. of Custodial Fathers | No. of Noncustodial Mothers | No. of Custodial Mothers | No. of Grandparents/ Legal Guardians |
|---|-----------------------------|--------------------------|-----------------------------|--------------------------|--------------------------------------|
| Total No Clients w/ Child Support Cases |                             |                          |                             |                          |                                      |

2. **Frequency of Services Hours - Optional** [This optional data element would enable states to measure the level of service effort **in hours** – over time and within the federal fiscal year reporting period – by having local grantees record the number of service hours afforded each client by service area.]

|                           | Mediation | Parenting Plans | Counseling | Parent Education | Neutral Drop-Off | Supervised Visitation | Visitation Enforcement |
|---------------------------|-----------|-----------------|------------|------------------|------------------|-----------------------|------------------------|
| Total No of Service Hours |           |                 |            |                  |                  |                       |                        |

**Examples:**

- **Supervised Visitation:** NCP is provided 3 hours per week supervised visitation services over 12 weeks. The total number of service hours for this client is 36 service hours. The number of service hours by all clients receiving this service would be totaled and entered under “Supervised Visitation.”
- **Parent Education:** NCP and CP (if relevant) attend a one-time only, 4 hour parent education seminar, the total number of service hours for both the NCP and CP would be 8 service hours. Another example: if both the NCP and CP attended a 2 hour, high-conflict co-parenting seminar each week over a period of 10 weeks, the total number of service hours would be 40.
- *Similar calculations for other AV services.*

3. **Optional Outcome #2: Number of Parents with Increased Knowledge of Effective Co-Parenting Strategies (for parent education/counseling services only)**

This optional data element is only for states that fund or provide parent education and/or counseling services. It is intended to provide states with the option of measuring the impact or effectiveness of these services according to “Optional Outcome #2: number of parents with increased knowledge of effective co-parenting strategies” *in lieu of* recording data under the required “Outcome #1: number of NCPs who gained increased access to their children.”

Unlike other allowable AV services (e.g., supervised visitation, mediation development of parenting plans and/or neutral drop-off), parent education and counseling are difficult to ascertain whether the provision of these services resulted in increased NCP parenting time. Therefore, OCSE has provided an optional outcome for these services that, should the state decide to exercise, would provide a more tangible way to measure the impact of parent education and/or counseling services.

| <b>Optional Outcome #2: No. of Parents with Increased Knowledge of Effective Co-Parenting Strategies (for parent education and/or counseling services only)</b> |
|---|
| NCP Fathers: #  |
| CP Fathers: #   |
| NCP Mothers: #  |
| CP Mothers: #   |

**Example:**

- Parent education: providers could issue a pre-test and post-test to ascertain whether a parent increased their knowledge of effective co-parenting strategies.
- *Similar calculation for counseling.*

It is the responsibility of the state to ensure that all service providers are provided training on the use of *Part II: Local Service Provider Survey* prior to the actual delivery of services. The training should provide local grantees with a thorough understanding of how to collect and accurately record data on the survey form. And if the state chooses to incorporate one, some, or all of optional data elements, *training should be a requisite* for all new and currently-funded local grantees.

### Survey Format

The survey has been developed in MS Word and Excel formats. States are required to complete the survey form and submit it – electronically – to the OCSE.

During the time period that this survey is authorized, OCSE will be exploring the possibility of establishing and/or adopting a more user-friendly, web-based management information system for states to use in compiling and transmitting the annual AV program survey data to OCSE.

### Paperwork Burden Statement

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless such collection displays a valid OMB control number. The valid OMB control number for this information collection is #0970-0204. The maximum time required to complete this information collections is estimated at 16 hours per response plus an additional 2 hours if a state chooses to collect information using the optional data elements. The estimated hours includes the time to review instructions, search existing data resources, gather the data needed including outcomes, and to complete and review the information collected. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

### Confidentiality

Any information that would permit identification of the individual respondents will be held in strict confidence, will be used only by persons engaged in and for the purposes of the survey, and will not be disclosed or released to others for any purpose except as required by law.

By December 30<sup>th</sup> of each year,  
email the completed **Part I: State Agency Program Survey**  
(electronic copy only) to: [Warren.Johnson@acf.hhs.gov](mailto:Warren.Johnson@acf.hhs.gov)

If an online reporting system is established, states may submit their survey via this system and do not need to email the completed survey *if all required data is submitted via the system.*

## Part I: State Agency Program Survey

**Name of State:** \_\_\_\_\_

|                                      |          |
|--------------------------------------|----------|
| Federal Grant Amount:                | \$ _____ |
| State Match:                         | \$ _____ |
| Supplemental Funds*: (if applicable) | \$ _____ |

\*Identify Source(s)

|         |   |       |
|---------|---|-------|
|         | <u>Federal Fiscal Year:</u> (check one) |       |
| FY 2013 | (October 1, 2012 – September 30, 2013)  | _____ |
| FY 2014 | (October 1, 2013 – September 30, 2014)  | _____ |

**Note:** The state must complete all sections of this survey and provide the required data information *except* for those data elements identified as “optional” unless the state makes the decision to collect information under one, some, or all of the optional data elements.

**A. State Agency Contact Information**

- Name of State AV Program Contact
- Name of Designated State AV Program Agency
- Street Address
- City, State, and Zip Code
- Telephone Number
- Fax Number
- Email

**B. Services Funded** (check all that apply)

- 1) Mediation (mandatory or voluntary) \_\_\_\_\_
- 2) Development of Parenting Plans \_\_\_\_\_
- 3) Counseling \_\_\_\_\_
- 4) Parent Education \_\_\_\_\_
- 5) Neutral Drop-off/Pick-up \_\_\_\_\_
- 6) Supervised Visitation \_\_\_\_\_
- 7) Visitation Enforcement \_\_\_\_\_
- 8) Other \_\_\_\_\_

The expenditure of AV grant funds by the state NOT captured in *Part II: Local Service Provider Survey* such as funds used for training, development of information materials (e.g., shared parenting pro se materials, etc.), videos, and/or other services or activities. **Please provide information on each of these “other” expenditures using the following format and attach it to the survey submitted to OCSE:**

Name of Grantee or Recipient of Funds (if applicable);  
 Brief Description of Activity or Project:  
 Length of Project (time period):  
 Target Audience:  
 No. of Parents Served (if applicable)  
 Funds Allocated: \$ \_\_\_\_\_

**C. Custody and Visitation Guidelines**

Were state AV funds used for the development of guidelines for visitation and alternative custody arrangements?

NO \_\_\_\_\_  
 YES \_\_\_\_\_ (if yes, please describe)

**D. Description of State Child Access Program**

Provide a brief description of the state’s overall AV program design and funding strategy during this time period. In other words, explain how the AV grant program works in your state.

**E. Accomplishment of Program Goals**

Compare the actual accomplishments with the goals and objectives established for the period set forth in the state’s AV grant application. Provide the reason the initial goals and objectives were not achieved, if applicable.

**F. Summary Description of State’s Estimated Program Costs vs. Actual Expenses**

The state is to provide a brief description and comparison of its anticipated program costs (reflected in the state’s current AV grant application) with a summary of actual expenses incurred during the grant period. This information should include a breakdown of service categories and administrative costs.

**G. Measures Used in Determining Successful Program/Client Outcomes**

**1. Required Outcome: Number of NCPs Who Gained Increased Parenting Time with Children**

What is the working definition used by the state and/or local grantees in determining a successful client outcome (increased NCP access to and visitation with children)? Only provide a definition for those service categories funded by or through the state.

- Mediation
- Development of Parenting Plans
- Counseling
- Parent Education
- Neutral Drop-Off/Pick-Up
- Supervised Visitation
- Visitation Enforcement
- Other services not included in the above

**2. (Optional Outcome) Number of NCPs and CPs that Gained Increased Knowledge of Effective Co-Parenting Strategies (for parent education and counseling services only)**

A new, optional outcome has been included in this survey that would enable states to more accurately assess the impact of parent education and counseling services since they have a less direct correlation to an actual increase in NCP parenting time – the statutorily prescribed program outcome. Should the state decide to utilize this optional program outcome – *in lieu of the required Outcome #1 and for parent education and/or counseling services only* – what is the measure used to ascertain whether this outcome has been achieved?

- Parent Education
- Counseling

**H. Domestic Violence Safeguards**



Briefly describe what steps the state took to ensure the safety of parents and children served through AV-funded services. In addition, did the state require local grantees funded through the AV program to adhere to specific domestic violence protocols and did the state itself adhere to domestic violence protocols if it offers direct services? Describe the protocols. Were these requirements incorporated into state grants and/or contracts with local service providers?

**I. Monitoring**

Briefly describe how the state fulfilled its *program monitoring* responsibilities (including domestic violence safeguards) of all AV-funded grantees (e.g., direct service providers, contractors, other state agencies, etc.).

**J. Summary Table: Required State AV Program Data**

**Clients Served** (Total number of clients = fathers + mothers+ grandparents/legal guardians. Count each person served only once).

| Total No. of Clients Served | No. of Noncustodial Fathers | No. of Custodial Fathers | No. of Noncustodial Mothers | No. of Custodial Mothers | No. of Grandparents/ Legal Guardians |
|-----------------------------|-----------------------------|--------------------------|-----------------------------|--------------------------|--------------------------------------|
|                             |                             |                          |                             |                          |                                      |

**Children of Clients Served** (Total number of children involved = number of children of biological parents and those under the care of grandparents and/or legal guardians)

| Total Number of Children in Common |
|------------------------------------|
|                                    |

**Services Provided to Clients** (Report the total number of clients who received services under each category; some clients may have received more than one service; clients should only be counted once under each service category)

| Mediation | Parenting Plans | Counseling | Parent Education | Neutral Drop-Off | Supervised Visitation | Visitation Enforcement |
|-----------|-----------------|------------|------------------|------------------|-----------------------|------------------------|
|           |                 |            |                  |                  |                       |                        |

**Marital Status Between Biological Parents** (Marital status between biological parents only; do not report marital status of grandparents or legal guardians)

| Never Married to Each Other | Married to Each Other | Separated from Each Other | Divorced from Each Other | Data Not Reported |
|-----------------------------|-----------------------|---------------------------|--------------------------|-------------------|
|                             |                       |                           |                          |                   |

**Annual Income** (Information for each client served, parents, grandparents, and legal guardians)

| Less than \$10,000 | \$10,000 to \$19,999 | \$20,000 to \$29,999 | \$30,000 to \$39,999 | \$40,000 & above | Data Not Reported |
|--------------------|----------------------|----------------------|----------------------|------------------|-------------------|
|                    |                      |                      |                      |                  |                   |

**Race/Ethnicity** (Information for each client served: parents, grandparents, and legal guardians)

| American Indian or Alaska Native | Asian | Black or African-American | Hispanic or Latino | Native Hawaiian or Other Pacific Islander | White | Two or More Races | Data Not Reported |
|----------------------------------|-------|---------------------------|--------------------|---|-------|-------------------|-------------------|
|                                  |       |                           |                    |   |       |                   |                   |

**Source of Client Referrals to Services** (Information for each client served; parents, grandparents, and legal guardians)

| Self | Court | Child Support Agency | Domestic Violence Agency | Child Protection Agency | Other | Data Not Reported |
|------|-------|----------------------|--------------------------|-------------------------|-------|-------------------|
|      |       |                      |                          |                         |       |                   |

**Outcome Data**

| Outcome #1: Number of NCPs Who Gained Increased Parenting Time with Children |
|--|
| NCP Fathers: #   |
| NCP Mothers: #   |

**OPTIONAL DATA ELEMENTS**

If the state decides to collect information under the optional data elements, it will need to: a) inform local grantees of the additional elements; and b) train local grantees (and sub-grantees, if relevant) on how to accurately record the data.

**Clients with Child Support Cases: Optional** (client self-report or other)

| No. of Noncustodial Fathers | No. of Custodial Fathers | No. of Noncustodial Mothers | No. of Custodial Mothers | No. of Grandparents/ Legal Guardians |
|-----------------------------|--------------------------|-----------------------------|--------------------------|--------------------------------------|
|                             |                          |                             |                          |                                      |

**Frequency of Services Hours - Optional** [This optional data element would enable states to measure the level of service effort in hours – over time and within the federal fiscal year reporting period – by having local grantees record the number of service hours afforded each client by service area.]

| Mediation | Parenting Plans | Counseling | Parent Education | Neutral Drop-Off | Supervised Visitation | Visitation Enforcement |
|-----------|-----------------|------------|------------------|------------------|-----------------------|------------------------|
|           |                 |            |                  |                  |                       |                        |

|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
|  |  |  |  |  |  |  |
|--|--|--|--|--|--|--|

**Optional Outcome #2**

|   |
|---|
| <b>No. of Parents with Increased Knowledge of Effective Co-Parenting Strategies (for parent education/counseling services only)</b> |
| NCP Fathers: #  |
| CP Fathers: #   |
| NCP Mothers: #  |
| CP Mothers: #   |

**K. Grantee and/or Sub-Grantee Agency Profile\***

| Name, Address, & Phone Email | Grant Amount \$ | Grant Period | Services Provided | No. of Parents Served | Voluntary, Mandatory, or Both | Service Areas: (urban, rural, or both) |
|------------------------------|-----------------|--------------|-------------------|-----------------------|-------------------------------|--|
|                              |                 |              |                   |                       |                               |  |
|                              |                 |              |                   |                       |                               |  |
|                              |                 |              |                   |                       |                               |  |
|                              |                 |              |                   |                       |                               |  |

\*Add more lines if necessary

**L. Summary of State-Funded Local AV Program Spreadsheet**

Complete attached Excel spread sheet

# Part II: Local Service Provider Survey

## Federal Access and Visitation Grant Program



The purpose of this survey is to collect data and provide information to Congress and the public on the status of state-administered child access programs as funded through the Federal Grants to States for Access and Visitation (AV). The *State and Local Child Access Program Survey* is the method by which states comply with legislatively-mandated program reporting requirements. This survey is comprised of two parts: *Part I: State Agency Survey* and *Part II: Local Service Provider Survey*.

This mandatory, formula grant program was authorized by Congress through the passage of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (42 U.S.C. 669b). It is administered by the Office of Child Support Enforcement (OCSE) which is a component of the Administration for Children and Families, Department of Health and Human Services. States must ensure that services funded relate directly to the goal of the grant program which is to "facilitate noncustodial parents' access to or visitation with their children."

### Submission of Survey Data: How it Works

All grantees (other state and/or local service agencies including sub-grantees, if relevant) in receipt of state AV grant funds are required to collect program data on an annual basis and to report such data to the state in accordance of the information requirements contained in *Part II: Local Service Provider Survey*.

- Step 1: Local Service Providers complete *Part II: Local Service Provider Survey* and submit to the state AV program agency.
- Step 2: State Agency must ensure that *Part II: Local Service Provider Surveys* are completed by all direct service grantees.
- Step 3: State Agency completes *Part I: State Agency Program Survey* based on data contained in *Part II: Local Service Provider Survey*.
- Step 4: State Agency is to retain all copies of *Part II: Local Service Provider Survey* – as submitted by each local grantee – and to submit a completed survey (*Part I: State Agency Program Survey*) to the federal Office of Child Support Enforcement by **December 30<sup>th</sup> of each year**.

### Optional Data Elements

OCSE has included **optional** data elements in *Part I: State Agency Survey* and *Part II: Local Service Provider Survey* that will provide the state with the opportunity – should it decide to do so -- to require local grantees to collect additional information such as:

- 1) Clients with Child Support Cases; and/or
- 2) Frequency of Service Hours; and/or
- 3) Optional Outcome #2: Number of Parents with Increased Knowledge of Effective Co-Parenting Strategies (*for parent education/counseling services only*).

The state has the responsibility of notifying local grantees of its decision regarding the above. If the state chooses to collect data under any one or all of the options, it will be the responsibility of the state to provide local grantees with the appropriate data collection training prior to the actual delivery of services.

# Part II: Local Service Provider Survey

Pa

State: \_\_\_\_\_

Grant Amount: \$ \_\_\_\_\_

Name of Grantee: \_\_\_\_\_

**Data on Services Provided During Federal Fiscal Year:** (check one)

- FY 2013 (October 1, 2012 – September 30, 2013) \_\_\_\_\_
- FY 2014 (October 1, 2013 – September 30, 2014) \_\_\_\_\_
- FY 2015 (October 1, 2014 – September 30, 2015) \_\_\_\_\_

**A. Local Provider Contact Information**

**Provide the following:**

- Name of Service Provider
- Title of Access/Visitation Program
- Program Contact Person
- Street Address
- City, State, & Zip Code
- Telephone Number
- Email

**B. Services Provided & Client Participation**

**Indicate services provided and select whether mandatory, voluntary or both:**  
(Mandatory, voluntary or both)

- |                           |       |       |
|---------------------------|-------|-------|
| 1. Mediation              | _____ | _____ |
| 2. Parenting Plans        | _____ | _____ |
| 3. Counseling             | _____ | _____ |
| 4. Parent Education       | _____ | _____ |
| 5. Neutral Drop-Off       | _____ | _____ |
| 6. Supervised Visitation  | _____ | _____ |
| 7. Visitation Enforcement | _____ | _____ |

**C. Geographic Areas Served**

**Indicate:**

- Urban \_\_\_\_\_
- Rural \_\_\_\_\_
- Both \_\_\_\_\_

**D. Measures Used in Determining Successful Program/Client Outcomes**

1. **Required Outcome:** Number of **NCPs** Who Gained Increased Parenting Time with Children

What is the working definition used by the local grantee in determining a successful client outcome (increased NCP access to and visitation with children)? Briefly describe the measure for only those services funded by your organization and with AV-Grant funds.

- Mediation
- Development of Parenting Plans
- Counseling
- Parent Education
- Neutral Drop-Off/Pick-Up
- Supervised Visitation
- Visitation Enforcement
- Other services not included in the above

2. **(Optional Outcome) Number of NCPs and CPs that Gained Increased Knowledge of Effective Co-Parenting Strategies (for parent education and counseling services only)**

A new outcome has been included in this survey that would provide states *with the option* to more accurately assess the impact of **parent education and counseling services only** by substituting the required **Outcome #1: Number of NCPs who gained increased parenting time with children** with **Optional Outcome #2: Number of NCPs and CPs that gained increased knowledge of effective co-parenting strategies**. For further information on this topic, go to page xx under **GUIDANCE**.

Should the state decide to utilize this optional program outcome – **in lieu of the required Outcome #1 and for parent education and/or counseling services only** – what is the measure or definition used by the grantee to ascertain whether this outcome has been achieved?

- Parent education
- Counseling

**E. Domestic Violence Safeguards**

Briefly describe what steps, policies, and/or procedures are in place to ensure the safety of parents and children provided AV- funded services through your organization?

**F. Local Service Provider Spreadsheet**

1. Complete attached Excel spreadsheet; and
2. Refer to the following **Guidance** for instructions on how to complete the spreadsheet.

**GUIDANCE:**

- To assist local service providers in compiling, accurately recording, and entering data into the attached Local Service Provider Spreadsheet (Excel spreadsheet)
- The majority of the data collected will be based on self-reported client information provided to the local grantee by the clients.

## **Name and Address of Local Service Provider**

\* be sure to also include the title of the AV-funded service(s)

## **Client Identification Numbers**

These numbers are given by service providers to an individual (e.g., a noncustodial or custodial parent, grandparent or legal guardian) as recipients of access and visitation services and *to protect the privacy of the client* (a federal AV program requirement). If a client is receiving a service with another client (e.g., mediation with a NCP and CP) then each client receives their own unique client ID.

## **Client Referral**

Identify the entity that referred parent to the service provider and/or indicate whether clients requested services directly.

## **Client Information**

- Noncustodial parent (NCP) or nonresidential parent usually means that the parent does not have primary legal and/or physical custody of the child or that the child's primary residence is with the custodial parent.
- Custodial parent (CP) or residential parent usually means that the parent has primary legal and physical custody of the child and/or that the child's primary residence is with that parent.

## **Number of Children (in Common)**

This data element refers to the number of children between the *biological* parents or the number of children being cared for by grandparents or legal guardians. If a client is receiving a service with another client (e.g., mediation with a NCP and CP) then the children in common to the two individuals must only be entered/counted for one of the two clients.

## **Marital Status**

This refers to the marital status of the client.

## **Race/Ethnicity**

Select the appropriate category for the client.

## **Annual Income of Client(s) in Thousands**

Select the appropriate category for the client.

## **Client Participation by Service Category**

Count clients only once per service area

## Definition of services:

**Mediation:** includes, but is not limited to court-connected or community-based services involving professionals (certified and/or trained as family mediators) who meet with both parents to resolve parenting disputes and to encourage the development of a mutually-agreed upon parenting time plans. \*

**Development of Parenting Plan:** includes, but is not limited to, the development of formal or informal parenting plan or parenting agreement that result in increased NCP parent time with children; plans may or may not be filed with the court. \*

**Counseling:** includes, but is not limited to, services provided by mental health professionals, social workers, etc., to help parents work through their inter-personal conflicts by focusing on the best interest of the child and the importance of shared parenting; desired results include reduced parental conflict, increased NCP access to his or her children; and/or an improvement in co-parenting relationships. \*

**Parent Education:** includes, but is not limited to, parent education classes provided by the courts or community-based organizations to help parents develop healthy co-parenting relationships, to understand the benefits of shared parenting and parenting time agreements, and to obtain information on court procedures involved in visitation and custody orders. Another goal is to help parents obtain co-parenting skills and to reduce parental conflict. \*

**Neutral Drop-Off/Pick-Up:** includes, but is not limited to, services for high-conflict parents and their children by providing a safe, neutral environment for the exchange of a child from one parent to another. These services are often available through professionally-recognized community, mental health and/or supervised visitation centers.

**Supervised Visitation:** includes, but is not limited to, monitored, therapeutic, and supervised visitation services for a noncustodial parent – usually ordered by the court – who would otherwise be denied access to his or her child. [The federal OCSE prefers that these services be center-based with the necessary safety precautions in place.]

**Visitation Enforcement:** includes, but is not limited to services – usually court-connected – designed to monitor parental compliance of a parenting plan agreement, visitation order, etc., and to resolve disputes involving parental noncompliance. For example, Parenting Coordinators are trained professionals often used by the court to fulfill his role. \*

\*These services may be provided to an individual client or as a shared service with another client.

## Required Program Outcome:

### Number of NCPs Who Gained Increased Parenting Time with Children

- Record the number of noncustodial father and noncustodial mothers who gained increased parenting time with their children as a result of participation in AV services.

**Optional Data Elements** *(only complete if the state decides to collect information on one, some, or all of the optional data elements)*



OCSE has included **optional** data elements in *Part I: State Agency Survey* and *Part II: Local Service Provider Survey* **that will provide a state with the opportunity** – should it decide to do so -- to require local grantees to collect additional information on the AV program such as:

- 1) Clients with Child Support Cases; and/or
- 2) Frequency of Services (in hours); and/or
- 3) Optional Outcome #2: Number of Parents with Increased Knowledge of Effective Co-Parenting Strategies **(for parent education/counseling services only)**

#### Discussion:

**1. Clients with Child Support Cases – State Optional** [Many of the state AV grant programs are administered by Child Support Enforcement Agencies and/or State Offices of the Court that may have an interest in determining the extent to which parents receiving AV services have child support cases. **Source of information: client self-report or other**].

**2. Frequency of Services Hours – State Optional** [This optional data element would enable states to measure the level of service effort **in hours** – over time and within the federal fiscal year reporting period – by having local grantees record the number of service hours afforded each client by service area.]

#### Examples:

- Supervised Visitation: NCP is provided 3 hour per week supervised visitation services over 12 weeks. The total number of service hours for this client is 36 service hours. The number of service hours by all clients receiving this service would be totaled and entered under “Supervised Visitation.”
- Parent Education: NCP and CP (if relevant) attend a one-time only, 4 hour parent education seminar, the total number of service hours for both the NCP and CP would 8 service hours. Another example: if both the NCP and CP attended a 2 hour, high-conflict co-parenting seminar each week over a period of 10 weeks, the total number of service hours would be 40.
- *Similar calculations for other AV services.*

**3. Optional Outcome #2: Number of Parents with Increased Knowledge of Effective Co-Parenting Strategies (for parent education/counseling services only) - State Optional**

- **Note:** Unlike other allowable AV services (e.g., supervised visitation, mediation development of parenting plans and/or neutral drop-off), parent education and counseling are difficult to ascertain whether the provision of these services directly resulted in increased NCP parenting time. Therefore, OCSE has provided an optional outcome for these services that, should the state decide to exercise, would provide an alternative, more tangible way to measure the impact of parent education and/or counseling services” *in lieu* of recording data under the required “Outcome #1: Number of NCPs Who Gained Increased Access to Their Children.”
- Record the number of noncustodial (and custodial parents, if applicable) who gained increased knowledge of effective co-parenting strategies as a result of participation in parent education and/or counseling services funded through the state AV grant program.