

Evaluation of the Next Generation Child Support Employment Services Demonstration

**OMB Information Collection Request
0970 - NEW**

Supporting Statement Part B – Statistical Methods

July 2026

Type of Request: New

Submitted By:
Office of Child Support Enforcement
Administration for Children and Families
U.S. Department of Health and Human Services

1. Respondent Universe and Sampling Methods

In October 2024, the Office of Child Support Enforcement (OCSE) within the Administration for Children and Families (ACF) issued grants or section 1115 waivers to ten state, county, or tribal child support agencies to partner with employment services and other supportive services providers to provide child support-led employment services. The aim of the Next Generation Child Support Employment Services Demonstration (NextGen) is to improve payment consistency among noncustodial parents who are behind on child support payments. All ten grant or waiver sites will be included in the technical assistance and evaluation components: (1) data entry into a Management Information System (MIS), (2) the implementation study, and (3) the outcomes study.

In this Information Collection Request (ICR), clearance is sought for three instruments. The sampling approaches for these three instruments are:

1. **MIS to track program participation.** The MIS will be used by program staff for performance management and will be used to document services received by all NextGen program participants during the project. All NextGen-eligible noncustodial parents are also eligible to participate in the evaluation, but they will not be required to participate in the evaluation in order to receive NextGen services. We estimate that 5,400 noncustodial parents will enroll in the NextGen program. The evaluation will only include participants who opt in to the evaluation. Based on prior experience, we anticipate high rates of study enrollment (approximately 90 percent). Program participation data in the MIS for those who consent to participate in the evaluation will be used in the implementation and outcomes studies.
2. **Staff and partner interview topic guide.** Interviews (individual or group) will be conducted with child support staff at the demonstration program agencies, as well as staff at their community partner agencies who will be providing additional employment and supportive services. Respondents will be selected purposively using organizational charts and information on each employee's role at the child support agency and its partner organizations. At the grantee or waiver recipient level, we will interview the program director as well as key managers and coordinators. Some grantees or waiver sites are implementing NextGen in multiple counties or communities. For those sites, we will purposively sample among the locations to cover the range of implementation models within that site. All sites are required to partner with other organizations to provide employment and other supportive services. We will also purposively sample among partner agency staff. In addition, we will interview frontline child support case workers and frontline staff at partner organizations. Purposeful selection is appropriate for staff selection because insights and information can only come from individuals with particular roles or knowledge.

3. **Participant interview topic guide.** The evaluation team will conduct individual or group interviews with participants from the ten sites. Participants will be randomly selected from among those who have recently engaged in NextGen services and consented to participate in the evaluation. The goal will be to interview 10 participants at each site. Anticipating that participants will be difficult to recruit, the evaluation team will oversample, selecting approximately 40 participants in each site for the goal of 10 interviews.

Because there is likely to be some variation in the NextGen programs offered by the ten sites, we expect that data will both be analyzed by site and pooled across sites.

2. Procedures for the Collection of Information

Data collection procedures for the three instruments being submitted under this ICR are described below:

1. **MIS to track program participation (IC #1).** At the ten sites, program staff will identify noncustodial parents who are eligible for NextGen services. When program staff are ready to enroll a noncustodial parent into the NextGen program, program staff will enter their enrollment and baseline information into the MIS. Starting at enrollment, NextGen child support staff and employment partners will be expected to log information about contacts, services and referrals into the MIS. For participants who also consent to be in the NextGen evaluation, their data will also be used in the evaluation.
2. **Staff and community partner interview topic guide (IC #2).** Interviews will be conducted with child support staff and local service provider staff virtually or during site visits conducted in 2026 or 2027 (Year 3 of the project). Interviews will be one-on-one or in small groups, depending on the staffing structure, roles, and number of staff in each role; they may occur remotely or in person, pending staff availability. The study team will use purposive sampling in consultation with the technical assistance teams and program managers. We will identify staff who work closely with NextGen participants, who support the design and oversight of the programs, and who have other key roles in the implementation of NextGen.
3. **Participant interview topic guide (IC #3).** Interviews or focus groups will be conducted individually or in groups with study participants virtually or during site visits conducted in 2026 or 2027 (Year 3 of the project). The study team will use random sampling; we will randomly select NextGen participants from each site's caseload, and contact participants directly to invite them for interviews.

3. Methods to Maximize Response Rates and Deal with Nonresponse

1. **MIS for program participation.** To maximize response rates and data reliability for the MIS, the following steps will be taken:
 - *Develop a user-friendly, flexible MIS.* The MIS will be specifically designed for use by NextGen staff, making it user-friendly and relevant to the case management needs of NextGen programs. Making the system simple and easy to use will improve the quality of the data collected. In addition, by providing sites with this system, we standardize the information being collected from each site and make performance management easier.
 - *Include data quality checks in the MIS.* The MIS will also ensure data reliability by instituting automatic data quality checks. For example, if staff enter odd or unlikely values in a particular field, the system will prompt users to check the value. For some fields, the response values will be restricted; for others, staff site will be able to override the check.
 - *Provide extensive training to site staff.* To increase data quality, the evaluation team will provide extensive training to system users prior to initial use. Following training, evaluation team members will conduct follow-up calls to ensure compliance with procedures and be available to assist users.
 - *Monitor data quality.* The technical assistance team will also monitor the data entered by sites and provide feedback to sites on their data quality.
2. **Site visit and staff and partner interviews.** Participation in the evaluation was a condition of the NextGen demonstration grants. Thus, it is expected that sites and staff will cooperate with planning site visits and participating in interviews. The technical assistance and evaluation teams will work closely with sites to help in scheduling site visits or virtual interviews. One member of the evaluation team will take responsibility for working with the primary contact person to handle the scheduling and logistics, e.g., identifying appropriate interview respondents. Dates for in-person site visits will be set at least one month in advance to allow ample time to schedule interviews; virtual interviews will be offered as an option as well to ensure that key respondents can be engaged.
3. **Participant Interviews and Focus Groups.** The team anticipates there may be some nonresponse from NextGen participants selected to participate in an individual or group interview. To maximize response rates for randomly selected NextGen participants, the team will ask NextGen case managers to notify randomly selected participants that they have been selected for an interview and to expect outreach from the evaluation team. The evaluation team will use multiple contact methods to contact potential interviewees and give them information about the interview. If a participant agrees to an interview, the team will also offer a one-time \$50 pre-paid gift cards as a thank you for participating in an interview and offset any logistical costs to participating. The team will also be flexible

in the timing and format of interviews, with options for remote or in-person interviews at times convenient for participants.

4. Test of Procedures or Methods to be Undertaken

All functions of the MIS system will be rigorously tested and evaluated by the team to ensure proper functionality. Additionally, the technical assistance and evaluation team will consult with site teams on the usability of the system and engage program staff in the testing phase. The team will troubleshoot and correct any errors or problems detected during the testing phase, focusing on continuous improvement until the system operates smoothly for all users. Furthermore, all NextGen child support and partner staff will be trained on proper data entry procedures. The technical assistance team will closely monitor data entry and provide feedback and oversight to sites and their partners.

The topic guides included with this request will be used as a comprehensive list from which to tailor pilot-specific interview guides based on each program and therefore will not be pretested.

5. Individuals Consulted on Statistical Aspects and Individuals Collecting and/or Analyzing Data

The following individuals were consulted for their expertise in child support and MIS development:

Melanie Skemer, MDRC	Senior Advisor	(212) 340-8614
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The following individuals will be involved in the analysis of information:

Louisa Treskon, MDRC	Evaluation Lead, Project Director	(212) 340-4577
Johanna Walter, MDRC	Data Manager, Senior Adviser	(212) 340-8850
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