

**Behavioral Interventions to Advance Self-Sufficiency (BIAS) Project**



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**BEHAVIORAL  
INTERVENTION  
MATERIALS  
COMPENDIUM**

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**OPRE REPORT 2018-08**

**MARCH 2018**

# Behavioral Intervention Materials Compendium

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**OPRE Report 2018-08**

**March 2018**

## **EDITORS**

Caitlin Anzelone, Nadine Dechausay, Xavier Alemany

## **SUBMITTED TO**

Victoria Kabak, Project Officer  
Kimberly Clum, Project Officer  
Office of Planning, Research and Evaluation  
Administration for Children and Families  
U.S. Department of Health and Human Services

## **PROJECT DIRECTOR**

Caitlin Anzelone  
MDRC, 16 East 34th Street, New York, NY 10016

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# Introduction

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## BIAS PROJECT OVERVIEW

The Behavioral Interventions to Advance Self-Sufficiency (BIAS) project, launched in 2010, was the first major initiative to apply behavioral insights to human services programs that serve poor and vulnerable families in the United States. The project was led by MDRC and sponsored by the Office of Planning, Research and Evaluation of the Administration for Children and Families in the U.S. Department of Health and Human Services. The BIAS project built knowledge about how tools from behavioral science could be used to deliver program services more effectively, targeting three human services domains: child support, child care, and work support.

The BIAS team partnered with eight state and local agencies to design and implement 15 randomized controlled trials that incorporated behavioral insights. Each site had at least one intervention with a statistically significant impact on a primary outcome of interest. The magnitude of the improvements typically ranged from 2 to 4 percentage points (in line with other behavioral research findings) — and, in several cases, impacts were much larger. These positive impacts may be considered large relative to the costs for the interventions, which were typically around \$4.00 or less per person. For more background on the project, view the [BIAS Infographic](#) and the [BIAS final report](#).

## DEVELOPING BEHAVIORAL INTERVENTIONS

The BIAS team used a systematic approach called “behavioral diagnosis and design” to develop interventions. This process consisted of identifying problems that were appropriate for behavioral interventions, diagnosing the underlying behavioral reasons for each problem, designing interventions, and conducting rigorous tests to determine whether the interventions improved outcomes. Each intervention was customized to fit its context, but all involved at least one

of the behavioral principles described by the [SIMPLER framework](#). Created by MDRC for the BIAS project, SIMPLER stands for social influence, implementation prompts, making deadlines, personalization, loss aversion, ease, and reminders.

## PURPOSE OF THIS COMPENDIUM

The BIAS team implemented 15 behavioral interventions, involving close to 100,000 clients. This compendium contains all the printed materials that were designed as part of those interventions. (Some interventions included nonprinted components, like robocalls and personal phone calls, which are not reflected in this document.) The interventions contribute to a body of knowledge about what works in human services settings. The BIAS team’s objective in sharing these materials is to assist practitioners and program designers in developing future behavioral interventions and, more specifically, in crafting written materials that are informed by behavioral science.

In sharing these intervention materials, the team hopes that others can learn how specific behavioral concepts were operationalized in different settings and formats (that is, mail, text messages, and email). The team also aims to spark future innovative interventions and help scale behavioral interventions where evidence has already been built.

## HOW TO READ THIS COMPENDIUM

The compendium is arranged by program area domain, state or local agency, and type of intervention. Each section begins with a summary of the particular intervention that was implemented, followed by a list of the printed materials for that intervention and copies of the materials themselves.

**If you have questions, comments, or feedback about this compendium, contact us at [BIAS@mdrc.org](mailto:BIAS@mdrc.org) or tweet us at [@CABS\\_MDRC](https://twitter.com/CABS_MDRC) using the hashtag [#povertynudge](#).**



# Child Care



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**INDIANA — PROVIDER CHOICE**

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# Child Care: Indiana — Provider Choice

## DEFINE.

Low-income parents who are working or attending school can apply for a Child Care and Development Fund (CCDF) subsidy to offset some of their child care costs. To assist parents in selecting a provider, Indiana created a voluntary Quality Rating and Improvement System called Paths to QUALITY (PTQ). PTQ ranks providers on a four-point scale based on their achievement of standards related to health and safety, staff qualifications, parental engagement, and curriculum development. However, not all child care providers that are eligible to receive CCDF subsidies participate in PTQ. About one-third of CCDF parents in Indiana do not choose PTQ providers. The BIAS study aimed to increase the percentage of CCDF parents who selected a PTQ provider at the time of enrollment, and to increase selection of the highest-rated providers within this group.

## DIAGNOSE & DESIGN.

The team examined the process of choosing a child care provider among parents who were placed on a waiting list for the CCDF subsidy. The team identified several bottlenecks: (1) parents may not be aware of, or understand, the quality-ratings program; (2) they may not begin their search for a child care provider while still on the waiting list, when they likely have more time to consider options; and (3)

when parents are called off the waiting list, they have limited time to choose a provider.

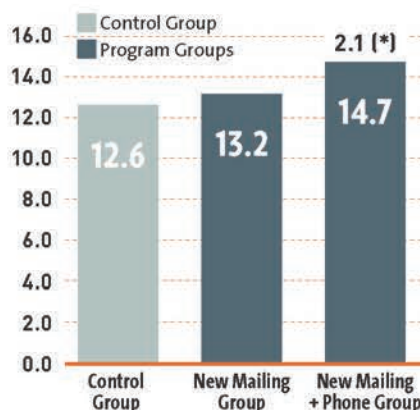
The BIAS team, assisted by the Indiana Association for Child Care Resource and Referral (IACCRR), replaced a letter and brochure that the state routinely sent to parents on the CCDF waiting list with a new, behaviorally informed mailing. The new mailing included individualized referrals to child care providers near the parent’s home, shown on a map, along with graphics displaying the levels of quality and the benefits of choosing a PTQ provider. Some parents also received a proactive phone call from an IACCRR agent to explain the PTQ program and provide additional referrals.

## TEST & FINDINGS.

Participants were randomly assigned to one of three groups: (1) a program group that was sent the new mailing and received a proactive phone call (n = 2,415); (2) a program group that was sent the new mailing only (n = 3,580); or (3) a control group that was sent the agency’s existing marketing materials (n = 6,657). The interventions did not increase the overall percentage of CCDF families who chose any quality-rated provider. However, the new packet combined with a phone call increased the percentage of families who chose a highly rated provider (Level 3 or 4) by 2.1 percentage points, from 12.6 percent to 14.7 percent (a statistically significant

difference). There was also evidence that this intervention was more effective when parents received the referrals and phone call closer to the time when they signed up for the CCDF waiting list rather than closer to the time when they actually received their subsidies, which could be months later.

## SELECTED HIGH QUALITY-RATED PROVIDER (%)



NOTE: Statistical significance levels are indicated as: \*\*\* = 1 percent; \*\* = 5 percent; \* = 10 percent.

## CONCLUSION.

The findings from this study of child care provider choice offer some support for the conclusion that parents who are making complex child care decisions with limited time may benefit from personal assistance delivered at a time when they are open to considering new child care arrangements. In this case, that time seems to be when parents sign up for a subsidy rather than closer to the time when they receive the subsidy.

FOR MORE DETAILS, SEE THE FULL REPORT:

Cutting Through Complexity: Using Behavioral Science to Improve Indiana’s Child Care Subsidy Program



The Behavioral Interventions to Advance Self-Sufficiency (BIAS) project was the first major opportunity to use a behavioral economics lens to examine programs that serve poor and vulnerable families in the United States.

## **CHILD CARE** Indiana — Provider Choice

### **Materials included:**

- Paths to QUALITY (PTQ) Packet

Behaviorally informed informational packet sent to parents on the Child Care and Development Fund (CCDF) waiting list to encourage them to select a quality-rated provider



**Paths to QUALITY (PTQ) Packet**

**KEEP THIS LETTER!**



Dear

The Child Care Development Fund (CCDF) helps parents like you who are supporting their families by working or going to school. Now is a great time to start looking for child care because you'll need to have a provider selected when your name is called off the waitlist. Paths to QUALITY™ was created to help Indiana parents select child care. Most parents use their valuable CCDF vouchers to pay for the high quality care you can get from a Paths to QUALITY provider.

**WHY CHOOSE A PATHS TO QUALITY PROVIDER?**

You want the very BEST for your child and so do Paths to QUALITY programs!

- Meets highest level of health and safety standards
- Always eligible to accept CCDF vouchers
- Demonstrates a commitment to quality

**WHAT TO DO NOW**

1. Turn the page, and discover the benefits of Paths to QUALITY. Paths to QUALITY providers meet health and safety standards, and show a commitment to quality.
2. Check out the list of providers located near your home. We have included a list of providers that serve your child's age group to help you start your search. Learn more on Page 3!
3. Visit 3 child care providers. We have included a checklist on the last page to help you ask the right questions. Need more information about providers in your area? Call us at 1-800-299-1627 or go online to [www.childcareindiana.org](http://www.childcareindiana.org) for more referrals.
4. Choose your provider and look out for CCDF appointment information from the Intake Agent. When your name is called off the waitlist, you will only have a couple of days to prepare for your CCDF appointment. Write the name of your preferred provider below! That way you can just drop by this provider to have a form filled out before your CCDF appointment.

Name	Phone Number
Address	

Sincerely,

**Paths to QUALITY (PTQ) Packet (continued)**

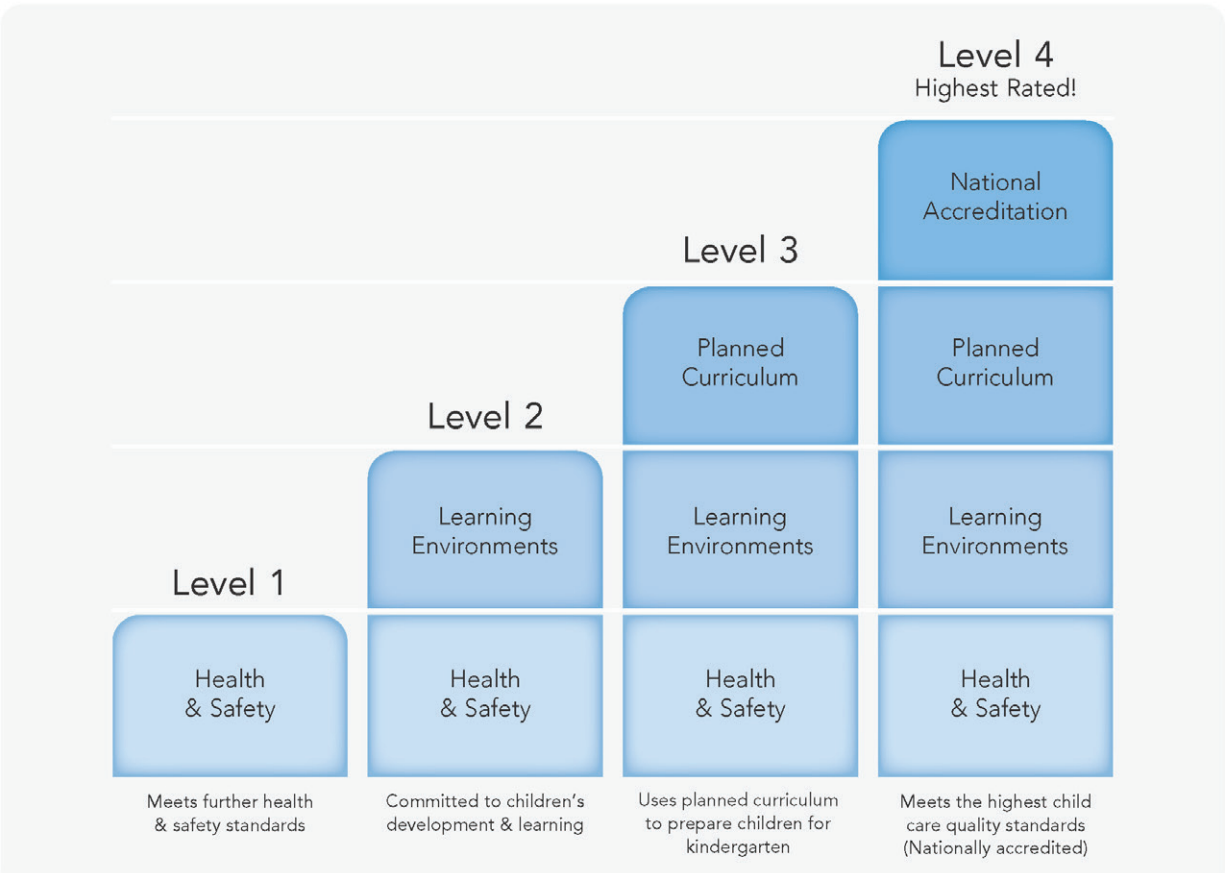
**WHY CHOOSE A PATHS TO QUALITY PROVIDER?**

These And Many More Are Benefits Of Paths To QUALITY



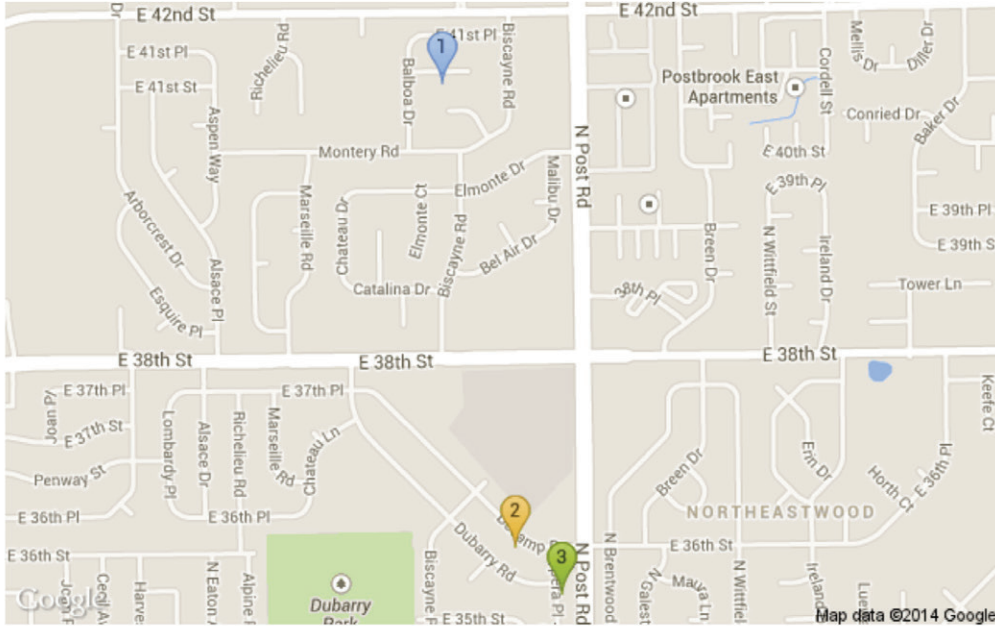
**Required Standards**

- Your child will be supervised by a qualified adult at all times ✓
- Your child will be in a small group with enough caregivers to receive one on one attention ✓
- Your child will receive healthy and nutritious meals and snacks ✓
- Program staff will be committed to continuous quality improvement ✓
- Teachers and caregivers will have specialized education and/or certification ✓
- Daily activities will be planned to promote learning for your child ✓
- Teachers and caregivers will know how to develop kindergarten readiness and promote ways to help prepare your child for success in school ✓
- People caring for your child will receive ongoing training to keep your child safe, healthy, and learning ✓
- Paths to QUALITY programs have met, or are working to meet, hundreds of rigorous national standards through national accreditation ✓



**Paths to QUALITY (PTQ) Packet (continued)**

**HERE ARE A FEW PROVIDERS YOU MAY LIKE...**



	1	2	3
Name:			
Phone:			
Quality Rating:			

Remember, Paths to QUALITY has 4 levels.  
 All Paths to QUALITY providers show a commitment to quality.  
 The higher the level, the more standards the provider must achieve.



**...see the following pages for more information on these providers**

**Paths to QUALITY (PTQ) Packet (continued)**

A potential child care provider for:

Reference Number:

We have provided this information to help you find child care that meets your family's needs. This referral is a starting point for your search, but we do not recommend or license specific programs.

If you need more help, call us at **1-800-299-162** or come to our website: **www.childcareindiana.org**.

**Provider Name**

**Address:**

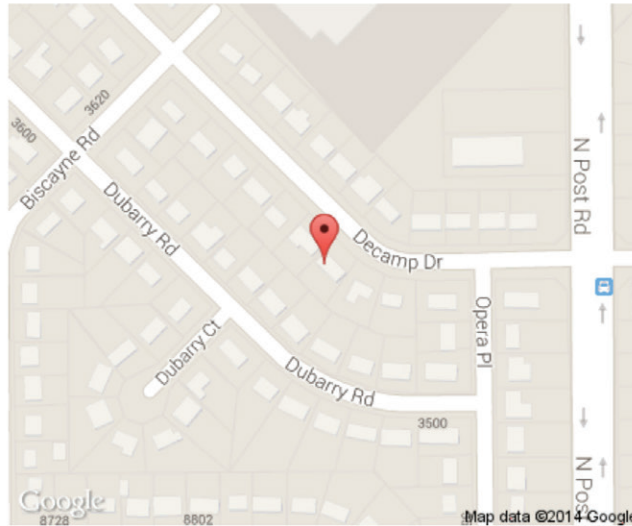
**Contact Person:**

**Type Of Care:**

**Phone:**

**Email:**

**Website:**



**PROVIDER QUALITY**

**Paths to QUALITY Level:** Paths To QUALITY Level 1

**License Type:** Licensed, Class I

**PROVIDER FEATURES**

**Ages Served:** 6 weeks to 18 years

**Capacity:** 12

- Meals:**  Breakfast    Lunch    Dinner    Snacks
- All meals provided at no cost    Costs associated with some meals

**Languages:** English

<b>PROVIDER SCHEDULE</b>	<b>Mon</b>	<b>Tues</b>	<b>Wed</b>	<b>Thurs</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Time Open:</b>	06:00 AM	06:00 AM	06:00 AM	06:00 AM	06:00 AM	06:00 AM	06:00 AM
<b>Time Closed:</b>	05:59 AM	05:59 AM	05:59 AM	05:59 AM	05:59 AM	05:59 AM	05:59 AM

**Paths to QUALITY (PTQ) Packet (continued)**

**A potential child care provider for:**

**Reference Number:**

We have provided this information to help you find child care that meets your family’s needs. This referral is a starting point for your search, but we do not recommend or license specific programs.

*If you need more help, call us at 1-800-299-162 or come to our website: [www.childcareindiana.org](http://www.childcareindiana.org).*

**Provider Name**

**Address:**

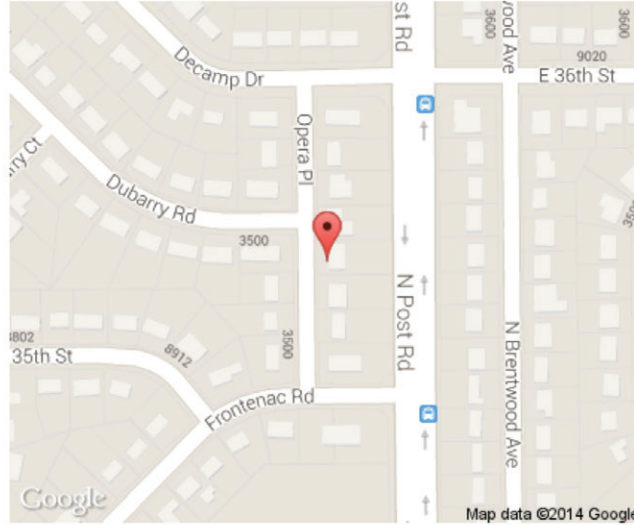
**Contact Person:**

**Type Of Care:**

**Phone:**

**Email:**

**Website:**



**PROVIDER QUALITY**

**Paths to QUALITY Level:** Paths To QUALITY Level 1

**License Type:** Licensed, Class I

**PROVIDER FEATURES**

**Ages Served:** 3 years to 12 years

**Capacity:** 12

- Meals:**  Breakfast     Lunch     Dinner     Snacks
- All meals provided at no cost     Costs associated with some meals

**Languages:** English

PROVIDER SCHEDULE	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
<b>Time Open:</b>	06:00 AM	06:00 AM	06:00 AM	06:00 AM	06:00 AM	Closed	Closed
<b>Time Closed:</b>	11:00 PM	11:00 PM	11:00 PM	11:00 PM	11:00 PM	Closed	Closed

**Paths to QUALITY (PTQ) Packet (continued)**

**A potential child care provider for:**

**Reference Number:**

We have provided this information to help you find child care that meets your family’s needs. This referral is a starting point for your search, but we do not recommend or license specific programs.

*If you need more help, call us at 1-800-299-162 or come to our website: [www.childcareindiana.org](http://www.childcareindiana.org).*

**Provider Name**

**Address:**

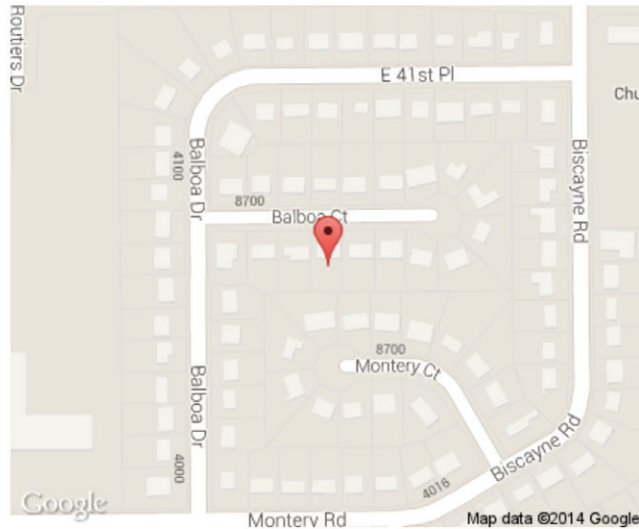
**Contact Person:**

**Type Of Care:**

**Phone:**

**Email:**

**Website:**



**PROVIDER QUALITY**

**Paths to QUALITY Level:** Paths To QUALITY Level 1

**License Type:** Licensed, Class I

**PROVIDER FEATURES**

**Ages Served:** 6 weeks to 12 years

**Capacity:** 12

**Meals:**  Breakfast  Lunch  Dinner  Snacks  
 All meals provided at no cost  Costs associated with some meals

**Languages:** English

PROVIDER SCHEDULE	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
<b>Time Open:</b>	06:00 AM	06:00 AM	06:00 AM	06:00 AM	06:00 AM	Closed	Closed
<b>Time Closed:</b>	08:00 PM	08:00 PM	08:00 PM	08:00 PM	08:00 PM	Closed	Closed

**Paths to QUALITY (PTQ) Packet (continued)**

**WHICH PROVIDER IS RIGHT FOR YOUR CHILD?**

Finding the best child care is important for your child’s future. We recommend that you visit at least 3 providers before you choose one.

Signs of Quality	What to Look For	Provider:	Provider:	Provider:
What level is this provider in Paths to Quality?	Look for the program’s Path to QUALITY decal / sign with this year’s date.			
Will the provider accept your CCDF voucher?	Explain that you are on the CCDF wait list			
My child will always be with an adult who knows first aid and someone who can administer CPR is always onsite.	Ask staff to see current CPR and first aid certificates.			
Everyone who has access to my child has had a national criminal background check.	Ask staff about the provider’s background check procedures. (Unlicensed providers may not meet this standard.)			
My child will be properly supervised.	Observe whether staff can always see and hear the children in care, even when they are sleeping or outside.			
My child will be in a small group and will receive a lot of one-on-one attention.	Ask staff how the child-to-staff ratios are maintained during the day. Staff should know each child by name and engage children who are not participating.			
My child will be disciplined in a way I agree with.	Watch staff interact with several children. Read the provider’s discipline policy.			
My child will be served healthy meals and snacks.	Ask staff to see menus of meals and snacks provided. Will your child have plenty to eat and healthy beverages throughout the day?			
My child will have a safe and comfortable place to nap.	Ask to see where your child will sleep and how caregivers will help your child nap.			
My child will be prepared to succeed in school.	Ask to review lesson plans and the curriculum. Ask staff to describe the learning goals of specific daily activities.			
I can easily communicate with staff about my child and visit whenever I want.	Ask staff how you will get information about your child’s day and when you can visit.			
My child’s caregiver has specialized education and ongoing training.	Ask what type of education your child’s caregiver has received. Look for teachers with specialized degrees and/or certification. Look for programs that require at least 15 hours per year of on-going, specialized training.			



# Child Care



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**INDIANA — REDETERMINATION**

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# Child Care: Indiana — Redetermination

## DEFINE.

Indiana requires parents to periodically document their continued eligibility for child care subsidies. The goal of the BIAS intervention, designed in collaboration with the Indiana Office of Early Childhood and Out of School Learning, was to reduce the number of appointments needed to complete the subsidy redetermination process and increase the number of parents renewing on time.

## DIAGNOSE & DESIGN.

Collecting the right documentation to complete redetermination can be difficult, and proof of employment can be especially hard to establish because of state verification requirements. In addition, the state did not send a reminder to parents about their upcoming renewal appointment, so they may have forgotten to attend.

The BIAS team launched two rounds of evaluation. The first round assessed an intervention focused on simplifying the renewal letter and checklist that the state normally sent to parents, along with mailing a reminder about their upcoming appointment date. A second intervention, which was informed by data from the first round of evaluation, focused on providing parents with more detailed information and forms

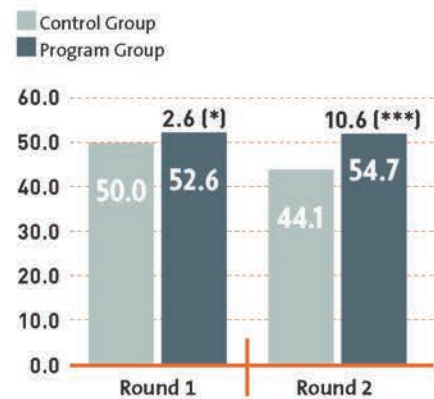
explaining how to show that they were meeting their work requirement, in addition to providing a more personalized reminder.

## TEST & FINDINGS.

Participants were randomly assigned either to the program group, which received new, behaviorally informed, simplified materials and a reminder (n = 2,666, Round 1; n = 2,365, Round 2), or to the control group, which received the state's standard materials (n = 2,666, Round 1; n = 2,367, Round 2).

In Round 1, parents who received simplified renewal instructions were 2.6 percentage points more likely to attend their first scheduled renewal appointment (52.6 percent vs. 50.0 percent), and 3.2 percentage points more likely to complete the process in one appointment (62.5 percent versus 59.3 percent). The intervention did not produce a statistically significant change in the number of parents renewing by the deadline. In Round 2, the redesigned intervention materials increased the percentage of parents who attended their first scheduled appointment by 10.6 percentage points (from 44.1 percent to 54.7 percent). It did not change the likelihood that parents completed redetermination in one appointment, but it did increase the percentage of parents who renewed on time by 2.7 percentage points (from 76.4 percent to 79.1 percent).

## FAMILIES ATTENDING 1ST SCHEDULED RENEWAL APPOINTMENT (%)



NOTE: Statistical significance levels are indicated as: \*\*\* = 1 percent; \*\* = 5 percent; \* = 10 percent.

## CONCLUSION.

Behavioral interventions can increase the number of eligible parents who renew their child care subsidies on time or meet other renewal milestones. The study findings may also point to a tension between getting parents to complete the process in one appointment, and reaching parents who may need more help gathering the complete documentation and renewing on time. In Round 2, behavioral messaging increased the percentage of parents who *attended* at least one appointment, but not the percentage who *completed the process* in one appointment, as happened in Round 1.

FOR MORE DETAILS, SEE THE FULL REPORT:

Cutting Through Complexity: Using Behavioral Science to Improve Indiana's Child Care Subsidy Program



The Behavioral Interventions to Advance Self-Sufficiency (BIAS) project was the first major opportunity to use a behavioral economics lens to examine programs that serve poor and vulnerable families in the United States.

### Materials included:

- Appointment Letter, *Round 1*  
Behaviorally informed appointment letter mailed to parents who needed to attend an appointment to complete their child care subsidy redetermination process
- Checklist, *Round 1*  
Behaviorally informed checklist designed to help parents decide which documents to bring to their child care subsidy redetermination appointment
- Provider Information Form, *Round 1*  
Information form that parents were required to complete to renew their child care subsidy, printed on yellow paper
- Reminder Postcard, *Round 1*  
Behaviorally informed reminder postcard mailed to parents to remind them of their upcoming Child Care Development Fund (CCDF) recertification appointment
- Appointment Letter, *Round 2*  
Behaviorally informed appointment letter mailed to parents who needed to attend an appointment to complete Indiana's child care subsidy redetermination process
- Additional Information Packet, *Round 2*  
Behaviorally informed detailed informational packet describing work and income requirements for subsidy renewal
- Reminder Postcard, *Round 2*  
Behaviorally informed reminder postcard mailed to parents to remind them of their upcoming Child Care Development Fund (CCDF) recertification appointment

**Appointment Letter, Round 1**



Dear

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**.

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

**WHEN TO RENEW?**

\_\_\_ / \_\_\_ / \_\_\_

At \_\_\_\_\_

**WHERE?**

**Start to prepare TODAY!**

Checklist, Round 1

**4 Easy Steps to Reauthorizing Your Voucher**

Check off what you will bring to the appointment.

**1. Proof of Current Address**

Check off the one document listing your current address that you will bring:

- Driver's license
- Utility bill - current at time of appointment
- Envelope postmarked in the 30 days prior to your appointment (no window envelopes)
- Letter from State or Federal Government agency dated in the 30 days prior to your appointment

**2. Proof of Identity**

Check off the one picture ID that you will bring:



Foster parent?  
Go to Pg. 3

- Driver's license
- Military ID
- Passport
- School ID
- Other government-issued ID
- Work ID

**3. Provider Information Page**

This is the attached **YELLOW** form. You must have your CCDF eligible provider fill it out even if you are keeping the same provider. Bring this form the next time you visit your provider.

**4. Proof of Work or School**

Check off all of the situations that apply to you and what you need to bring.

- Do you go to school or attend training?**  
BRING A CURRENT SCHEDULE that shows your name, school name, credit hours taken and/or hours of participation, and semester dates or begin and end dates, if applicable.



Working?  
Fill out Pg. 4

- Do you work?**  
BRING PAY STUBS for all of your jobs for the 30 days prior to your appointment.
- Do you have any other forms of income in the last 30 days, aside from work?**  
BRING PROOF OF ALL OTHER INCOME, for example:
  - Unemployment printout (see Pg. 3 for instructions)
  - All benefit letters from the Social Security Administration
  - Current TANF benefit letter



Remember to bring your swipe card!



**Checklist, Round 1 (continued)**

**Helpful Hints**

**SCHEDULING OR GENERAL QUESTIONS**

**Can I reschedule my appointment, change my appointment to a different office location, or contact you with general questions?**

Yes, call 1-866-287-2420 ext. 204 or email [CCDFscheduling@childrensbureau.org](mailto:CCDFscheduling@childrensbureau.org) with your request.

**FOSTER PARENT PROOF OF IDENTITY**

**I am a foster parent. Do I need to bring in anything extra?**

Yes, you must bring in a Valid Foster Parent License that matches where you live AND verification the child is a ward of the State from a CPS caseworker, or current per diem documentation with child(ren)'s name on it.

**PROVIDER INFORMATION FORM**

**I have not changed providers. Do I need to have my provider complete this form again?**

Yes, you need to complete this form every time you reauthorize.

**I am thinking about switching providers. Can I provide new information?**

Yes, but the new provider must be eligible to accept CCDF vouchers. If you have questions, call:

- Indiana Association for Child Care Resource & Referral – 1-800-299-1627

Note: All Paths to Quality providers are eligible to accept CCDF vouchers.

**I work for the provider where my child attends daycare. Is this okay?**

Yes, but only if you work for a licensed center or registered ministry and you provide a statement signed by the provider stating that you do not take care of your own children. You must also sign this statement.

**PROOF OF WORK, SCHOOL, OR OTHER INCOME**

**I am working, but I receive personal checks. Can I use those as proof of work?**

Yes, but you must bring the fronts and backs of enough cancelled checks to show the 30 days of work prior to your appointment date. Cancelled checks are those that have been fully processed and cleared. Go to your financial institution to get your cancelled checks. You must also bring a wage detail form filled out by your employer.

**I am starting a new job and do not have 30 days of employment history. Can I still reauthorize?**

Yes, use the "New Job" form on Pg. 6.

We also accept a statement signed by your employer that shows the date hired and anticipated work hours per week. The statement must:

- Be printed on company letterhead  
OR
- Include the employer's Tax Identification Number (EIN)  
OR
- Include the manager's business card

**I am receiving unemployment benefits. How do I get the printout?**

Go to the following website: <https://uplink.in.gov/CSS/CSSLogon.htm>

***Need more help? Call us at 1-866-287-2420 x204***

**Provider Information Form, Round 1**



**PROVIDER INFORMATION PAGE (Child Care and Development Fund Voucher Program)**

State Form (10-11) BCC 0805Adem DRAFT



**EFFECTIVE DATE OF PROVIDER CHANGE:** \_\_\_\_\_

Parent (Guardian) Name \_\_\_\_\_ Date Completed \_\_\_\_\_

Caregiver's Name \_\_\_\_\_ Business Name (if applicable) \_\_\_\_\_

Street Address (where care is provided) \_\_\_\_\_

City \_\_\_\_\_ Zip \_\_\_\_\_ County \_\_\_\_\_

Social Security or EIN Number (last 4 digits only) \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_

Hours of Operation \_\_\_\_\_ Days (Please circle) S M Tu W Th F S

Type of Provider	
<input type="checkbox"/> Licensed Home	License # _____
<input type="checkbox"/> Licensed Center	License # _____
<input type="checkbox"/> Registered Ministry	Registration # _____
<input type="checkbox"/> License Exempt Home	
<input type="checkbox"/> License Exempt Facility	
<input type="checkbox"/> Providing care in child's home	

Child's Name (first & last)	Child's Age Years / Months	Kindergarten <i>Indicate</i> HD = ½ Day FD = Full Day	Current Charge (List charges for School-Age School Year) Week / Day / Hour			Charge for next age group (If child is currently 2 list charge at age 3) Week / Day / Hour			School-age (List charges for summer/evening care) Week / Day / Hour		

**FOR SCHOOL AGE AND KINDERGARTEN FULL-DAY CARE**

School Year Begins \_\_\_\_\_ Ends \_\_\_\_\_

Does school-age child need break care vouchers? \_\_\_\_ No \_\_\_\_ Yes  
*If yes, a school schedule must be provided.*

**PROVIDER AFFIRMATION**

I affirm the information provided on this application form is true and correct. Further, I affirm child care will be provided at the address listed above and agree to comply with the rules and regulations of the CCDF program. (Available on BCD website [www.in.gov/fssa](http://www.in.gov/fssa)) In signing this application, I certify I am the individual listed above or the authorized designee.

Signed, \_\_\_\_\_

Are you related to the children listed above? \_\_\_\_\_ If yes, explain \_\_\_\_\_

**PLEASE NOTE:** Eligible providers must demonstrate compliance with CCDF Minimum Standards prior to participation in this program.

**Parent / Guardian:** Your caregiver must complete this information in its entirety. Please bring the completed form to your appointment to assist in prompt completion of your child care vouchers. If you wish to make a provider change, you must obtain new vouchers prior to attendance or payment for care may become your responsibility. Your provider **MUST** be CCDF eligible. **All provider changes must be received in our office by noon on Thursday each week prior to change taking effect. Please note that vouchers can not be backdated. No provider change will be made without an effective date listed above.**

**PROVIDER:** Please complete all information and sign the form in the box to the left. To check voucher status visit your provider website at [www.hoosierchildcare.com](http://www.hoosierchildcare.com).

**For eligible CCDF providers call:** Indiana Association for Child Care Resource and Referral at 1-800-299-1627

Reminder Postcard, Round 1

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:

<input type="text"/>	at	<input type="text"/>
<i>Day, month, date</i>		<i>Time</i>

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?*

Bring these documents to:

Not sure what to bring? Need to reschedule?

Call us at **1-866-287-2420 ext. 204.**

We're here to help!

**Appointment Letter, 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

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

2

**Attend your appointment on**



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

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

3

**Recertify before your voucher expires.**

Your voucher expiration date is **September 27, 2014.**





Additional Information Packet, Round 2

## Use this Packet to Show Proof of Work

Check off **ALL** that apply and fill out the pages listed below.

- Do you receive pay stubs?**
  - Fill out Page 5
  - \* Tip: Bring **MORE** pay stubs than you think you need from **ALL** jobs.
  - \* If you don't have all the pay stubs you need, fill out Page 7.
  
- Have you started a new job in the last 30 days?**
  - Fill out Page 6
  - \* Have your new employer fill out the form.
  - \* Bring in pay stubs from your old **AND** new employers.
  
- Are you paid with personal checks?**
  - Fill out Page 7
  - \* Have your employer fill out the bottom half of the form.
  
- Are you self-employed?**
  - Fill out Page 8
  - \* Bring in a copy of your previous year's IRS tax form Schedule C (unless a Schedule C has not been filed due to Business Start-Up Date on or after January 1, 2014).

Do you have questions about your work situation or the documents you need to bring?

Call **1-866-287-2420 x 204** BEFORE your appointment.

If you have a unique work situation, additional documents may be required.

**Additional Information Packet, Round 2 (continued)**

**MAKE SURE YOU HAVE THE CORRECT PAY STUBS. READ THIS SHEET!**

Your Appointment Date Is:

**Bring all pay stubs from on or after THIS DATE:**

**Warning:** If you move your appointment, make sure you have pay stubs for 30 days prior to your new appointment date.

- You need **all** pay stubs with check dates on or after the date in the **RED** box! See below for an example.
- You need pay stubs from all of your jobs.
- If you changed jobs in the last 30 days, you need to bring pay stubs from your previous **AND** current jobs. You must also complete the “New Job” form on **Page 6**.

**Estimating how many pay stubs you need for each of your jobs...**

*If you are paid:*

- Monthly = You need at least 1 pay stub
- Every two weeks = at least 2 pay stubs
- Weekly = at least 4 pay stubs

**Tip:** When in doubt, bring in an extra pay stub!  
Or, call the Children’s Bureau at 1-866-287-2420 x 204.

**EXAMPLE:** If you were submitting pay stubs for an appointment date of July 2, 2014, you would need all pay stubs from June 2, 2014 or after (one month prior).

Look for the **CHECK DATE**

EMPLOYEE NO.	EMPLOYEE NAME		SOCIAL SECURITY NO	PERIOD BEG.	PERIOD END	CHECK DATE	
045345	JOHN J. DOE		xxx-xx-9898	6/1/2014	6/14/2014	6/30/2014	
EARNINGS		HOURS	RATE	CURRENT AMOUNT	WITHOLDINGS/DEDUCTIONS	CURRENT AMOUNT	YEAR TO DATE
REGULAR PAY		87.60		2307.69	STATE TAX AMT	87.69	350.77
					DEFERRED CMP	0.00	0.00
					FED TAX AMT	281.54	1126.15
					HI TAX	33.46	133.85
					OASDI	96.92	387.69
CURRENT AMOUNT	CURRENT DEDUCTIONS	NET PAY	YTD EARNINGS	YTD DEDUCTIONS	YTD NET PAY	CHECK NO.	
2307.69	499.62	1808.08	9230.77	1998.46	7232.31	48974	

**Additional Information Packet, Round 2 (continued)**



**Verification of New Job** (Verificacion de Nuevo empleo)

\_\_\_\_\_ (employee name) has secured employed with:  
Nombre del empleado

\_\_\_\_\_ **Employer Name**  
Nombre del patrono

\_\_\_\_\_ **Employer Address**  
Direccion del empleado

\_\_\_\_\_ **Employer Phone Number**

**His/Her date of hire is:** \_\_\_\_\_ **and he/she will work an average of**  
Fecha en que comenzo a trabajar

\_\_\_\_\_ **hours each week. His/her wages will be \$** \_\_\_\_\_ **per hour.**  
# de horas salario por hora

**\*Employer EIN #:** \_\_\_\_\_ **Phone Number:** \_\_\_\_\_

**\*\*If the EIN number is not available, also acceptable would be a company business card from individual signing statement OR statement on company letterhead in place of the EIN number.** Si el numero de EIN no esta disponible tambien puede usar una tarjeta de negocio del individual que firme esta declaracion o una nota que este escrita en una carta de la compania en sitio de el numero de EIN.

\_\_\_\_\_  
**Signature/Title of Person Completing Form** **Date**  
Firma/titulo de la persona que completo la hoja Fecha

Revised 2/2013

**Additional Information Packet, Round 2 (continued)**

**CHILD CARE AND DEVELOPMENT FUND (CCDF) VOUCHER PROGRAM**  
**WAGE DETAIL FORM (v5-01-13)**

**NOTE: Check stubs or employer's cancelled checks (front and back) must be included with this form for the pay date listed.**

**APPLICANT / CO-APPLICANT SECTION – To be completed by the employee.**

I hereby authorize and request you to provide the Child Care and Development Fund information as specified below. This information is necessary to establish my eligibility for childcare assistance. This is without any liability to you whatsoever. You may retain a copy of this authorization for your records.

Employee Signature \_\_\_\_\_ Last 4 of Social Security Number \_\_\_\_\_

Printed Name \_\_\_\_\_ Date \_\_\_\_\_ Phone # \_\_\_\_\_

**EMPLOYER SECTION – To be completed by your Employer ONLY**

Please complete the following information for the period of \_\_\_\_\_ to \_\_\_\_\_

Actual Date Paid	Gross Wages Paid	Total Hours Worked	Check Number <i>If cancelled check are provided</i>

Is this individual still employed?  Yes  No *If NO, please provide last day worked* \_\_\_\_\_

Employer's Name \_\_\_\_\_ Business Phone Number \_\_\_\_\_

Street Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Please provide your business's EIN number \_\_\_\_\_ and/or attach your business card.

Signature \_\_\_\_\_ Printed Name and Title \_\_\_\_\_

Date completed \_\_\_\_\_ *Note: This form cannot be accepted without the EIN number and/or business card.*

**Additional Information Packet, Round 2 (continued)**

**STATEMENT OF PROFIT AND LOSS  
(Self-Employment Form)**

**Applicant/Co-Applicant** \_\_\_\_\_ **Calendar Month** \_\_\_\_\_

Occupation \_\_\_\_\_ Business Start-Up Date \_\_\_\_\_

Instructions: Use the table below to provide a statement of your profit/loss for the previous calendar month. Please provide revenue (money collected for the sale of your goods or service). You may consider any expense considered as such by the Internal Revenue Service (IRS) a legitimate expense for CCDF purposes.

	Revenue	Expense	Profit/Loss
<b>TOTAL REVENUE</b>			
<b>For the Previous Calendar Month:</b>			
Expense:			
Expense:			
Expense:			
Expense:			
Expense:			
Expense:			
Expense:			
Expense:			
Expense:			
Expense:			
<b>TOTAL EXPENSES</b>			
<b>Profit/Loss (Revenue – Expenses)*</b>			

**PLEASE NOTE:** You must also provide a copy of IRS tax form Schedule C for the previous tax year, unless a Schedule C has not been filed due to Business Start-Up Date.

I am requesting \_\_\_\_\_ hours per week of childcare to support my work activity.

By my signature below, I confirm the information provided is a true and accurate representation of my income. I understand I may be asked to provide documentation supporting revenue and expenses and agree to provide this information upon request.

**Applicant Signature**, \_\_\_\_\_ **Date** \_\_\_\_\_

**(If there is a co-applicant working in this business, complete this section.)**

I am requesting \_\_\_\_\_ hours per week of childcare to support my work activity.

By my signature below, I confirm the information provided is a true and accurate representation of my income. I understand I may be asked to provide documentation supporting revenue and expenses and agree to provide this information upon request.

**Co- Applicant Signature**, \_\_\_\_\_ **Date** \_\_\_\_\_

Reminder Postcard, Round 2

**Your CCDF  
appointment is on:**

Unless you rescheduled recently

**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)



# Child Care



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**OKLAHOMA**

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# Child Care: Oklahoma

## DEFINE.

Oklahoma requires that families receiving child care subsidies document their continued eligibility periodically. Only about one-third of child care subsidy cases that are eligible for renewal each year in Oklahoma are renewed by the state's deadline. This intervention was designed in partnership with the Oklahoma Department of Human Services to increase the number of clients who renew their child care subsidies on time.

## DIAGNOSE & DESIGN.

The BIAS team identified four potential factors that could hinder on-time renewal rates: (1) the renewal process and deadline are unclear to clients; (2) clients face challenges submitting the required documentation; (3) the renewal deadline is not reinforced; and (4) the renewal process does not communicate a sense of urgency.

The team designed three interventions to improve outcomes: (1) a "provider intervention," which gave child care providers more information about their clients' renewal deadlines and prompted them to send reminders about and help clients with renewal; (2) a "client intervention," which used early and clear communication to clarify the renewal process and continual reminders to parents; and (3) a

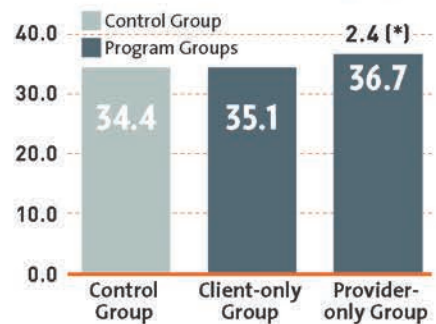
"combined intervention," which included both the client and provider interventions.

## TEST & FINDINGS.

Clients were randomly assigned to one of four groups: (1) a provider-only group that did not receive the client intervention but whose providers received the provider intervention (n = 2,261); (2) a client-only group that received the client intervention but whose providers did not receive the provider intervention (n = 2,393); (3) a combined intervention group that received the client intervention and whose providers received the provider intervention (n = 2,283); or (4) a control group that was not exposed to any intervention on either the client or provider side (n = 2,411).

The provider intervention increased the client renewal rate before the renewal deadline to 36.7 percent, a statistically significant increase of 2.4 percentage points over the control group's 34.4 percent, at an estimated cost of \$1.10 per provider per month. The client intervention, which cost about \$1.00 per client, did not appear to improve on-time renewal, but it may have helped clients renew by the end of a 30-day grace period following the renewal deadline. Clients receiving the intervention showed a statistically significant 2.4 percentage point increase in renewals by the end of

## FAMILIES RENEWING CHILD CARE SUBSIDIES ON TIME (%)



NOTE: Statistical significance levels are indicated as: \*\*\* = 1 percent; \*\* = 5 percent; \* = 10 percent.

this grace period. Combining the client and provider interventions did not appear to be more effective than either intervention alone.

## CONCLUSION.

This study demonstrates that child care agencies can use behavioral insights to improve renewal process outcomes. The findings also suggest that behavioral strategies designed for staff and other service providers who work directly with clients sometimes produce greater impacts than focusing interventions directly on program participants. In this case, child care providers regularly interact with families at times when the benefits of the child care subsidy are likely to be most salient, making them a potentially powerful channel for improving child care subsidy system outcomes.

### FOR MORE DETAILS, SEE THE FULL REPORT:

Engaging Providers and Clients: Using Behavioral Economics to Increase On-Time Child Care Subsidy Renewals



The Behavioral Interventions to Advance Self-Sufficiency (BIAS) project was the first major opportunity to use a behavioral economics lens to examine programs that serve poor and vulnerable families in the United States.



### **Materials included:**

- Renewal Notice, *Client Intervention*  
Behaviorally informed notice mailed to parents eligible for a child care subsidy renewal to encourage them renew their subsidy on time
- Early-Alert Postcard, *Client Intervention*  
Behaviorally informed postcard mailed to parents eligible for a child care subsidy renewal 60 days before the renewal deadline to encourage them renew their subsidy on time
- Late-Reminder Postcard, *Client Intervention*  
Behaviorally informed postcard mailed to parents eligible for a child care subsidy renewal 20 days before the renewal deadline to encourage them renew their subsidy on time
- Introductory Mailing, *Provider Intervention*  
Behaviorally informed letter mailed to child care providers to explain the intervention to help facilitate on-time renewal for child care benefits
- Reminder Letter for Clients with Deadlines in 1-2 Months, *Provider Intervention*  
Behaviorally informed letter mailed to child care providers listing their clients coming up for child care subsidy renewals within one to two months
- Reminder Letter for Clients with Deadlines in 20 Days, *Provider Intervention*  
Behaviorally informed letter mailed to child care providers listing their clients coming up for child care subsidy renewals within 20 days

**Renewal Notice, Client Intervention**

OKDHSLive Customer Service Center  
PO Box 2700  
Norman, OK 73070




## ***Renew your benefits NOW!***

Do not lose the affordable child care,  
or any of the other benefits,  
that your family receives.



*You must complete the renewal process at **[www.okdhslive.org](http://www.okdhslive.org)** to avoid losing your benefits.*

Turn this page over to follow  
the 3 Easy Steps to Renew Your Benefits. 

*Si usted necesita servicios de traducción, favor contactar al (877) 653-4798.*

**Renewal Notice, *Client Intervention* (continued)**

**3 Easy Steps to Renew Your Benefits**

Use this checklist to complete your benefit renewal process:

**1. Renew your benefits at [www.okdhslive.org](http://www.okdhslive.org).**  
Click on the blue box titled “Renew/Re-Open” and follow the directions.  
*When you log in, you will see a full list of the benefits that you need to renew.*

**2. Submit the documents that prove you are eligible.**  
*Be sure to include your case number or Social Security number on any submitted documents. These documents can be submitted in one of the following ways:*

- Scan and upload at [www.okdhslive.org](http://www.okdhslive.org). It’s easy!
- Fax to (405) 325-7155.
- Mail to OKDHS Live Customer Service Center, PO Box 2700, Norman, OK 73070.
- Submit in person at your local county DHS office.

*Do any of the following apply to you? Check off each that applies and submit the required documents:*

<input type="checkbox"/> <b>Do you go to school or training?</b> <input type="checkbox"/> Current class schedule <input type="checkbox"/> Current training schedule	<input type="checkbox"/> <b>Do you work?</b> <input type="checkbox"/> Current work schedule <input type="checkbox"/> Pay stubs for one full month of work, received no earlier than April 1, 2014	<input type="checkbox"/> <b>Do you have any forms of income, aside from work?</b> These could include: <input type="checkbox"/> Unemployment printout <input type="checkbox"/> Social Security benefit letter <input type="checkbox"/> Court order for child support <input type="checkbox"/> Other
---	---	---


**3. Check the status of your renewal.**  
One week after you complete the renewal process and submit the necessary documents:

- Visit [www.okdhslive.org](http://www.okdhslive.org). Click the blue box “View My Cases.”
- Call us at (877) 653-4798 if the status of your case does not show “Renewal completed.”

**If you have any questions** or if you do not have access to a computer or internet service, please call us at **(877) 653-4798**.

*Si usted necesita servicios de traducción, favor contactar al (877) 653-4798.*


**Early-Alert Postcard, Client Intervention**



Your benefits provide affordable child care and other assistance that your family receives.


**Do not lose your benefits.**

Turn this over. Learn how to start the process.



**Don't lose your benefits!**

Start collecting the documents you need for your renewal **NOW**.



**Remember these important dates:**

<input type="checkbox"/> Yes, I want to renew! <b><u>NOW</u></b> Save in an envelope: • Current schedule (work, school, or training) • Pay stubs (one full month of work, received no earlier than April 1)	<b><u>MAY 22</u></b> Look for a yellow notice in the mail with easy steps to renew your benefits at <a href="http://www.okdhslive.org">www.okdhslive.org</a> .	<b>No Later Than <u>JUNE 5</u></b> Submit your renewal and all required documents.	<b>Your Benefits End <u>JULY 1</u></b> if you don't renew.
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**If you have questions: go to [www.okdhslive.org](http://www.okdhslive.org) or call (877) 653-4798.**

*Si usted necesita servicios de traducción, favor contactar al (877) 653-4798.*

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Late-Reminder Postcard, *Client Intervention*



**URGENT!**

**You are in danger of losing your benefits.**

 Turn this over for the step you need to take.

*Don't lose the affordable child care, or any of the other benefits, that your family receives.*

**Renew Now or You Will Lose Your Benefits!**



**Your Benefits End JULY 1 if you don't renew.**



**Call us TODAY at (877) 653-4798 to avoid losing your benefits!**

*Si usted necesita servicios de traducción, favor contactar al (877) 653-4798.*

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Introductory Mailing, *Provider Intervention*

**KEEP THIS!**

In the coming months, we will provide you with lists of clients coming up for renewal.

***Look for the following lists in the mail, and keep in mind the associated actions you can take.***

<b>Client Group</b>	<b>Benefits End</b>	<b>Actions to Take</b>
<b>GREEN CLIENT LIST</b>	<b>IN TWO MONTHS</b>	Hand clients the envelopes provided in this initial packet. Direct them to collect the documents that prove they are eligible.
<b>YELLOW CLIENT LIST</b>	<b>IN ONE MONTH</b>	Direct clients to <a href="http://www.okdhslive.org">www.okdhslive.org</a> to complete their renewal.
<b>RED CLIENT LIST</b>	<b>IN LESS THAN 3 WEEKS</b>	Direct clients to contact DHS at (877) 653-4798 immediately.

*Note: If the lists you receive in future mailings do not include clients of one of these colors, this means that none of your clients fall into that category at that time.*

**Introductory Mailing, Provider Intervention (continued)**

Oklahoma Department of Human Services  
OKDHSLive! Customer Service Center  
P.O. Box 2700  
Norman, OK 73070



5/27/2014

Based on feedback we have received from child care providers, the Oklahoma Department of Human Services (DHS) is providing you with ongoing reminders about clients who are approaching the renewal deadlines. This is to help facilitate **on-time renewal for child care benefits**.

**When your DHS clients do not complete their renewals on time, this can cause a delay in your payments, or even cause you to not receive payments for your services.**

We have attached **GREEN** and/or **YELLOW** lists of clients coming up for renewal to this letter. Here is what you can do to help ensure you are paid on time:

Client Group	Benefits End	Actions to Take
YELLOW CLIENT LIST	IN ONE MONTH	Direct clients to <a href="http://www.okdhslive.org">www.okdhslive.org</a> to complete their renewal.
GREEN CLIENT LIST	IN TWO MONTHS	Hand clients the envelopes provided in the initial packet. Direct them to collect the documents that prove they are eligible.


*Note: If the lists you received in this mailing do not include clients on either of these color coded lists, this means that none of your clients fall into that category at this time.*

Instruct clients to call (877) 653-4798 if they have any questions about their case. If possible, provide access to a phone to do so.

Thank you for partnering with us on this new initiative.

Sincerely,

Child Care Subsidy Program Manager

Please see the back of this letter for an overview of how you can help in the renewal process. 

**Introductory Mailing, Provider Intervention (continued)**

DHS clients who receive subsidized child care are required to renew their benefits every 6 months. To renew, clients must access [www.okdhslive.org](http://www.okdhslive.org) and complete the online process. Clients must also submit supporting documentation that proves they are still eligible for benefits.

**4 Easy Steps to Benefit Renewal – How Can You Help?**

**1. Remind clients to collect the documents that prove they are eligible.**  
These documents include school, training, or work schedules, pay stubs, and documents that show other sources of income.  
*For clients on the green list:* Provide them with one of the envelopes enclosed in your initial packet and a reminder to collect these documents early. This will help to speed up the renewal process.

**2. Direct clients to complete the renewal process at [www.okdhslive.org](http://www.okdhslive.org).**  
The renewal process requires clients to answer a set of questions.  
*For clients on the yellow list:* If you have a computer available to clients, please allow them to use it for easy access to the renewal website.

**3. Direct clients to submit the documents that prove they are eligible.**  
Clients can submit these documents in one of the following ways:  
a. Scan and upload to [www.okdhslive.org](http://www.okdhslive.org)  
b. Fax to (405) 325-7155  
c. Mail to OKDHS Live Customer Service Center, PO Box 2700, Norman, OK 73070  
d. Submit in person at a local county DHS Human Services Center  
*For clients on the yellow list:* If you have a fax machine or scanner available, please allow them to use it to submit their documents.

**4. Remind clients to monitor the status of their renewal.**  
*For clients on the yellow list:* After they complete the online process and submit the documents that prove they are eligible, remind them to monitor the status of their renewal at [www.okdhslive.org](http://www.okdhslive.org).

If **you** have any questions about this process, please contact DHS at (877) 653-4784.



**Introductory Mailing, Provider Intervention (continued)**

Oklahoma Department of Human Services  
 OKDHSLive! Customer Service Center  
 P.O. Box 2700  
 Norman, OK 73070



The following clients are coming up for renewal soon. In order to facilitate the renewal process, please do the following:

- *Clients on the yellow list are coming up for renewal in the NEXT MONTH. Please direct them to [www.okdhslive.org](http://www.okdhslive.org) to complete the renewal process.*
- *Clients on the green list are coming up for renewal in TWO MONTHS. Please remind them to collect all of the necessary documentation in the envelope that you hand to them.*

*If either a green or yellow list is not printed below, you do not have any clients that fall in to that category at this time.*

***Remember, please do not post these lists publicly as doing so would violate confidentiality.***

Client Name	Case Number	Benefits End
Last, First		

Client Name	Case Number	Benefits End
Last, First		

Client Name	Case Number	Benefits End
Last, First		

Client Name	Case Number	Benefits End
Last, First		

Client Name	Case Number	Benefits End
Last, First		

**Reminder Letter for Clients with Deadlines in 1-2 Months, *Provider Intervention***

[OKDHS logo and letterhead here]



[Date]

Dear [name of contact(s) at provider],

Based on feedback we have received from providers, the Oklahoma Department of Human Services (DHS) is providing you with ongoing reminders about clients who are approaching the renewal deadlines to help facilitate ***on-time renewal for child care benefits***.

This notice includes a **RED** list of your DHS clients whose benefits will end the **last day of this month**.

**In Order to Ensure That You Do Not Lose Payments,  
Direct These Clients to Call DHS at (877) 653-4798 As Soon As Possible.**

If you have any questions about this process, please contact DHS at (877) 653-4784.

Sincerely,

Child Care Subsidy Program Manager

**Reminder Letter for Clients with Deadlines in 20 Days, *Provider Intervention***

[OKDHS logo and letterhead here]



[Date]

Dear [name of contact(s) at provider],

Below is a list of your DHS clients whose benefits will end the **LAST DAY OF THIS MONTH**. Please instruct them to call DHS immediately at (877) 653-4798. ***Otherwise, you are at risk of not being paid.***

***Remember:*** Please do not post this list publicly as doing so would violate your clients' confidentiality.

<u>Client Name</u>	<u>Case Number</u>	<u>Benefits End</u>
<b>SAMPLE CLIENT A</b>	123456-7	<b><i>July 1, 2014</i></b>
<b>SAMPLE CLIENT B</b>	123456-7	<b><i>July 1, 2014</i></b>
<b>SAMPLE CLIENT C</b>	123456-7	<b><i>July 1, 2014</i></b>

If clients have any questions about their specific cases, they can contact DHS at (877) 653-4798.

# Child Support



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**TEXAS**

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# Child Support: Texas

## DEFINE.

When parents who owe child support are incarcerated, they have limited ability to make payments, which can lead to the accumulation of significant child support debt. In Texas, these parents can apply for a modification to their child support order, which may reduce the amount they owe. The Texas Office of the Attorney General (OAG) Child Support Division had previously mailed information about this option to parents, but less than a third of them applied for a modification. The goal of the BIAS intervention was to increase the number of incarcerated parents owing child support who applied for a modification.

## DIAGNOSE & DESIGN.

In order to successfully apply for a modification, parents need to open and understand the letter from the OAG, fill out an application and get it notarized by the law librarian, and submit the application. Participation can drop off at every step of the way. The BIAS team focused on several key bottlenecks early in the process: parents may avoid materials from the agency, believing they contain negative information; may be overwhelmed by

the complexity of the information; or may intend to respond but forget.

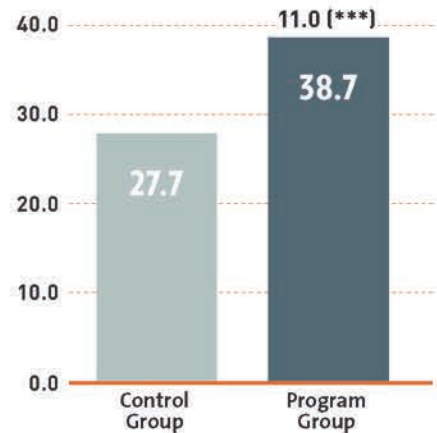
In order to address the identified bottlenecks, the team designed several changes to Texas's outreach. First, the OAG mailed a postcard to parents to increase their awareness about modifications, before they received the full packet of information. Second, the existing packet of information was drastically simplified and pre-populated with information the OAG had on file. Third, the OAG sent another postcard a few weeks after the packet was sent to remind those who had not yet responded.

## TEST & FINDINGS.

Participants were randomly assigned to either the program group, which was sent the packet of behaviorally informed materials (n = 941), or to the control group, which was sent the standard OAG materials (n = 963).

The redesigned outreach increased the application completion rate to 38.7 percent, a statistically significant 11 percentage point increase over the control group's completion rate of 27.7 percent. The added

## SUBMITTED COMPLETE APPLICATIONS (%)



NOTE: Statistical significance levels are indicated as: \*\*\* = 1 percent; \*\* = 5 percent; \* = 10 percent.

behavioral components cost less than \$2 per program group member.

## CONCLUSION.

The redesigned materials produced a statistically significant increase in the number of completed applications at relatively low cost. Program administrators hope that this is an important first step in a causal chain hypothesized to increase the likelihood that, on release, formerly incarcerated parents will resume supporting their children financially. A later BIAS study in Washington was conducted to partially replicate and build upon these findings.

FOR MORE DETAILS, SEE THE FULL REPORT:

Taking the First Step: Using Behavioral Economics to Help Incarcerated Parents Apply for Child Support Order Modifications



The Behavioral Interventions to Advance Self-Sufficiency (BIAS) project was the first major opportunity to use a behavioral economics lens to examine programs that serve poor and vulnerable families in the United States.

### **Materials included:**

- Teaser Postcard

Behaviorally informed postcard mailed to incarcerated parents owing child support who might be eligible for an order modification to increase their awareness about modifications

- Modification Packet

Simplified child support order modification packet mailed to incarcerated parents owing child support

- Reminder Postcard

Behaviorally informed postcard mailed to incarcerated parents owing child support a few weeks after the informational packet was sent to remind those who had not yet responded

**Teaser Postcard**

**Front**

Texas Attorney General  
CS Family Initiatives MC 039  
PO BOX 12017  
AUSTIN TEXAS 78711-2017

*Return Service Requested*

PRESORTED  
FIRST-CLASS MAIL  
U.S. POSTAGE  
PAID  
AUSTIN, TX  
PERMIT NO. 310

**You Could Lower  
Your Child Support  
Payments!**

**Back**

**You Could Lower  
Your Child Support  
Payments!**

We will send you important information soon on how you could lower your child support payments if your income has gone down due to incarceration.

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.

Other parents have had courts lower their child support by \$200 to \$500 per month.

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

04/15

NOTE: These postcards were printed on blue paper to make them stand out from other mail.

**Modification Packet**

**Apply For a Lower Child Support Payment in Four Easy Steps**

John Doe  
TDCJ No.12345678 / OAG No. 00000000  
Pam Lychner State Jail  
Humble, TX 77396

Dear Mr. John Doe,

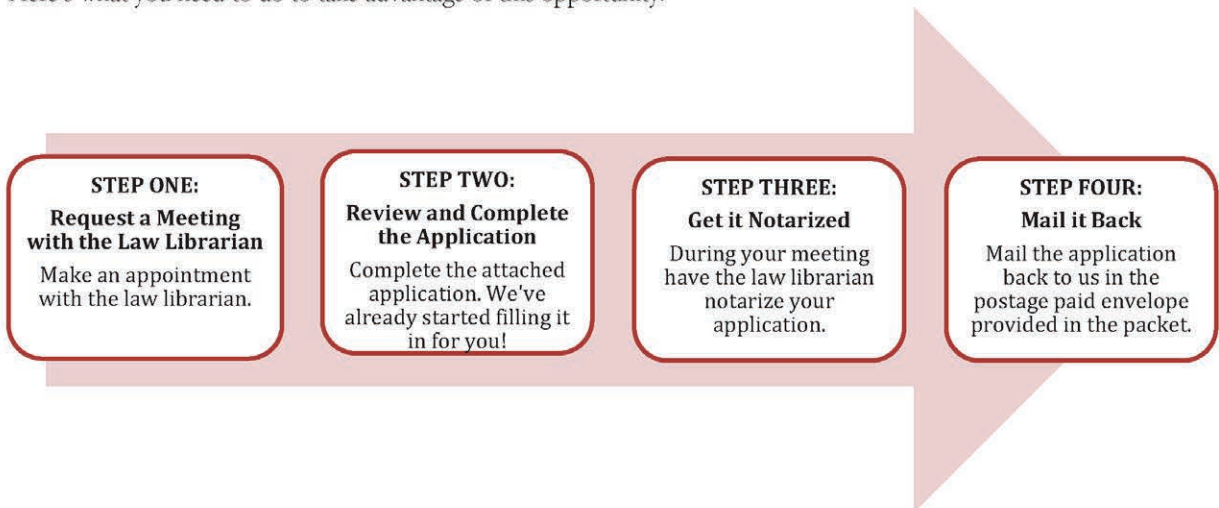
***Did you know that you might be able to lower your monthly child support payment if your income has gone down due to incarceration?***

Even though your child support order didn't change automatically when you became incarcerated, you can request that a court consider lowering your order. Other parents have already gotten their monthly orders reduced to as low as zero! In your case, this could mean reducing the child support you owe by \$3468 over one year.

**FOUR SIMPLE STEPS**

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Here's what you need to do to take advantage of this opportunity:



As soon as we receive your application, our office will start the process of reviewing your case. Your child support debt grows every day you wait to modify your order – so act now!

Sincerely,  
[OAG staff member's name]  
Incarcerated Parents Program Specialist



**Modification Packet (continued)**

**REQUEST TO MODIFY OR LOWER CHILD SUPPORT**

Your monthly child support obligation (how much you are court ordered to pay) does not stop when you become incarcerated. You continue to owe child support whether you are able to pay or not.

If you want the court to consider lowering your child support, complete and mail these forms to the Office of the Attorney General Child Support Division. A postage-paid envelope is included for mailing.

**Please initial the statement below if it is true for you.**

\_\_\_ I **CANNOT PAY** my child support order while I am incarcerated. I would like my child support order to be reviewed for a modification. I have completed the attached *Affidavit of Income and Assets*.

**Please read the following choices carefully and choose the one that most closely describes your situation. Check only one box.**

- I have no contact with the other parent and/ or don't believe that she/he will agree to lower the child support amount.
- I have contact with the other parent and I believe she/he will agree to lower the current child support amount.

**Please read carefully and write your initials on the line next to each statement to show that you read it.**

- \_\_\_ I understand that completing and submitting these forms **DOES NOT** guarantee that my child support will be lowered: The submitted forms will be used to review my child support case for modification.
- \_\_\_ I understand that I cannot appear in court due to my incarceration, and that **the notarized** Affidavit of Income and Assets may be submitted into court evidence. **\*\*Please note that if your affidavit is not notarized, your application is incomplete and it will be returned to you. \*\***
- \_\_\_ I understand that if my request for a modification is granted, my current child support obligation may be lowered.
- \_\_\_ I understand that I must contact the Attorney General's Office Child Support Division within 30 days after my release from prison.
- \_\_\_ I declare under penalty of perjury under the laws of the State of Texas that the foregoing is true and correct.

**Print Name:** \_\_\_\_\_

**Social Security No.:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

If you are able to pay some or all of your monthly child support while you are incarcerated, be sure to get credit for those payments by sending them to:  
State Disbursement Unit (TXCSDU)  
P.O. Box 659791  
San Antonio, Texas 78265-9791  
**\*\*\*Please include your Attorney General case number on your payment\*\***

**Modification Packet (continued)**

**AFFIDAVIT OF INCOME AND ASSETS**

*It is important that you fill in every box on this form. If you don't know an answer, or an answer doesn't apply to you, write "UNKNOWN" or "N/A." If you need additional space, write on the back.*

**Section 1: Information about Yourself**

<b>Name (last, first, middle)</b> Doe, John, Fake		<b>TDJC No.</b> 12345678		
<b>Facility Name</b> Pam Lychner State Jail	<b>Mailing Address:</b> 2350 Atascocita Road	<b>City</b> Humble	<b>State</b> TX	<b>Zip Code</b> 77396
<b>TDCJ Received Date:</b> 01/01/2011	<b>TDCJ Parole Eligibility Date:</b> 01/01/2016	<b>TDCJ Release Date:</b> 01/01/2019		
<b>Date of Birth:</b> 01/01/1985	<b>Aliases:</b>	<b>Parole upon release:</b> <input type="checkbox"/> YES <input type="checkbox"/> NO, why?		

**Section 2: Contact Person Upon Release and Parole Officer**

*The contact person should be someone who will know how to forward mail to you when you are released.*

<b>Name: (Last, First, Middle)</b>		<b>Relationship</b>	<b>Phone number</b>	
<b>Street Address</b>	<b>Apt.#</b>	<b>City</b>	<b>State</b>	<b>Zip Code</b>
<b>Parole Officer Name (if known)</b>		<b>Parole Office (if known)</b>	<b>City (if known)</b>	

**Section 3: Information About Your Children:**

*List all biological or legally adopted children you have. If you don't know certain information, put "unknown".*

Child's Name (Last, First, Middle)	Sex	Date or Year of Birth	Place of Birth	Other Parents Name

**Section 4: Please List All of Your Child Support Cases:**

*This includes court ordered active and pending child support cases you have, including cases in other states.*

OAG Case ID #	Child Support Amount	Number of Children	County, State
00000000	\$289.00 per month	1	Harris, TX

**Modification Packet (continued)**

**Section 5: Employment and Earnings Information**

List the past three jobs you held, as well as any other income you receive or used to receive.

Employer	Started	Left Job	Monthly Pay Prior to Incarceration	Current Income from this Source
Example: Z Gas Station	12 / 2001	5 / 2002	\$1,000 a month	\$0
<b>Self-Employment</b>				
<b>Retirement Pay Received</b>				
<b>Social Security Disability/Veterans Benefits Received</b>				
<b>Other income: _____</b> (Please state what other income source is)				
Total Monthly Income				

**Section 6: Savings and Asset Information**

Provide information about your assets if none fill in with zero (\$0).

Type of Asset and Name of Bank (When Applicable)	Value Prior to Incarceration (Amount)	Current Value (Amount)
Example: Savings Account – Capital Bank	\$100.00	\$0
<b>Checking Account</b>		
<b>Savings Account</b>		
<b>Retirement or Pensions Funds</b>		
<b>Property/Real Estate</b>		
<b>Vehicles (car, boat, motorcycle)</b>		
<b>Other Assets:</b>		
Total Value Of All Assets		

**STOP! Please check to make sure that every box in this form is filled in correctly. Then, turn to the next page to sign and have the form notarized.**

**Modification Packet (continued)**

All of the information and facts contained in this Affidavit of Income and Assets are true and correct.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**NOTARIZATION**

*The State of Texas*

*County of* \_\_\_\_\_

*Sworn to and subscribed before me on the* \_\_\_ *day of* \_\_\_\_\_, \_\_\_ *by* \_\_\_\_\_

*Notary Public's Signature:* \_\_\_\_\_

**Reminder Postcard**

Texas Attorney General  
CS Family Initiatives MC 039  
PO BOX 12017  
AUSTIN TEXAS 78711-2017

PRESORTED  
FIRST-CLASS MAIL  
U.S. POSTAGE  
**PAID**  
AUSTIN, TX  
PERMIT NO. 310

*Return Service Requested*

**You Could Lower  
Your Child Support  
Payments!**

**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 that you might be eligible to have your child support payments lowered if your income has gone down due to incarceration. We haven't received your application, but you still have time to 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.

**Act now! You could lower your  
child support payments!**

NOTE: These postcards were printed on blue paper to make them stand out from other mail.

# Child Support



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**WASHINGTON**

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# Child Support: Washington

## DEFINE.

When parents who owe child support are incarcerated, they have limited ability to make payments, which can lead to significant accumulation of child support debt. In Washington, these parents can apply for a modification to their child support order, which may reduce the amount they owe. However, the state does not have a systematic, agency-wide policy to inform incarcerated parents that they may be eligible for a modification. In collaboration with the Washington State Division of Child Support (DCS), this intervention aimed to increase the number of incarcerated parents owing child support who applied for and received modifications to their child support orders.

## DIAGNOSE & DESIGN.

In order to successfully receive a modification, parents need to request the paperwork from DCS, fill out the application correctly, and submit the application to DCS. The BIAS team identified a few potential factors preventing a successful application: (1) parents may not know that a modification is possible; (2) parents may not understand the costs of inaction and thus consider the request for a modification a low priority; and (3) they may

struggle to complete and submit the required paperwork, given the complexity of the forms and up-front costs in money and effort.

The team designed a sequence of behaviorally informed materials that provided incarcerated parents with a series of supports at different points in time to make them aware that they may be eligible for an order modification and to move them from intention to action. The materials included notifications and reminders through electronic messages, all the paperwork and a postage-paid return envelope needed to request a modification, and a tip sheet providing clear and succinct guidance on how to fill out the modification request.

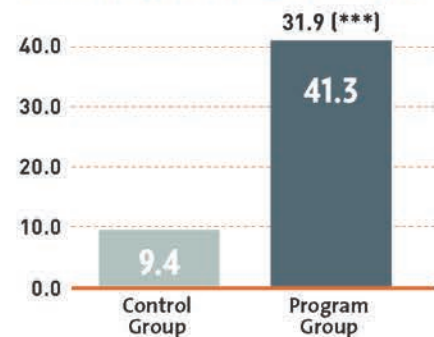
## TEST & FINDINGS.

Participants were randomly assigned to either the program group, which was sent the sequence of behaviorally informed materials (n = 411), or the control group, which continued receiving the status quo level of sporadic outreach (n = 416).

The intervention increased the percentage of parents requesting a modification from 9.4 percent to 41.3 percent, a statistically significant 31.9 percentage points. The intervention also resulted in a statistically significant 16 percentage point

increase, from 2.3 percent to 18.3 percent, in the number of incarcerated parents actually receiving a modification to their child support orders within a three-month observation period. The estimated cost of sending the BIAS materials to the program group was \$10.46 per program group member.

## SUBMITTED APPLICATIONS (%)



NOTE: Statistical significance levels are indicated as: \*\*\* = 1 percent; \*\* = 5 percent; \* = 10 percent.

## CONCLUSION.

The statistically significant impact on requests for modifications echoes the results of a prior BIAS child support study in Texas, which also found impacts on requests for modifications. Furthermore, it builds on those results by demonstrating that behaviorally informed messaging can also increase the percentage of parents who actually receive modifications to their child support orders.

### FOR MORE DETAILS, SEE THE FULL REPORT:

Simplify, Notify, Modify: Using Behavioral Insights to Increase Incarcerated Parents' Requests for Child Support Modifications



The Behavioral Interventions to Advance Self-Sufficiency (BIAS) project was the first major opportunity to use a behavioral economics lens to examine programs that serve poor and vulnerable families in the United States.

### **Materials included:**

- JPAY Message

Behaviorally informed electronic message sent to incarcerated parents owing child support to make them aware that they may be eligible for an order modification and move them from intention to action

- Follow-Up Letter

Letter notifying parents to check their electronic message account so they can see the JPAY message

- Tip Sheet

Behaviorally informed informational sheet sent to incarcerated parents owing child support who might be eligible for an order modification to provide them with guidance on how to fill out the modification request

- JPAY Reminder Message

Follow-up electronic messages to parents reminding them to submit forms



**JPAY Message**

TO: [PARENT NAME]  
FROM: WA STATE DIVISION OF CHILD SUPPORT  
SUBJECT: **ACT NOW! INTERESTED IN POSSIBLY LOWERING YOUR  
MONTHLY CHILD SUPPORT PAYMENT?**

Hello,

Are you interested in possibly **lowering the amount of child support you owe each month?** For example, your monthly support order could be lowered to \$50 or less. That's potentially hundreds to thousands of dollars of child support debt a year that you wouldn't need to face when you're released.

Other parents in prison have had their child support lowered by hundreds of dollars per month. Now it's YOUR turn to take action.

1. Read this email—you've already done this
2. Get the application—it's already on its way to you, check your mail
3. Complete the application—use the sheet included with the application to help you fill it out

You can respond to this email with any questions. Just use the prepaid stamp attached to this message.

I look forward to getting your application.

[Name of DCS Staff Person]

WA State Division of Child Support

Follow-Up Letter



To:

## **ACT NOW! Interested in Possibly Lowering Your Child Support Payment?**

Hello,

A few days ago we sent you a JPAY message letting you know that you can ask to have your **monthly child support lowered**. The forms you need are already on their way, including information to help you fill them out.

Hundreds of parents in prison have already had their child support lowered. One parent told us, "If I hadn't asked for a change in my payment schedule I would have been over \$30,000 in the hole when I got out. And on top of that I would still need to be making my monthly child support payment. Don't get buried in debt. Don't lose your driver's license."

Now it's **YOUR** turn to take action.

You can respond to the email with any questions. Just use the prepaid stamp attached to the message.

[Caseworker Name]

DIVISION OF CHILD SUPPORT

[Address]

TTY/TDD services available for the speech or hearing impaired.

Tip Sheet

## Child Support Payments Can Be Lowered!

Other parents have had their child support lowered by hundreds of dollars



*Don't let child support debt weigh you down!*

All you have to do is fill out the forms and mail them back to DCS to have your case reviewed.

### Forms need to have:

1. A signature every place that asks for it.
2. A date next to every signature.
3. It's ok if you don't know the answer to every question. For example, you can write "I don't know" for anything you don't know the answer to.

Child's Present Address or Whereabouts **I DO NOT KNOW**

4. If you don't know the answer, just tell us why. For example you can write "I am incarcerated."

\_\_\_\_\_ I am incarcerated.

NUMBER 1 PREFER TO USE FOR THE HEARING

No person, because of race, color, national origin, creed, religion, sex, age, or disability, shall be discriminated against in employment, services, or any aspect of the program's activities. This form is available in alternative formats upon request.

**JPAY Reminder Message**

**FROM:** DCS

**SUBJECT LINE:** ACT NOW! Submit your application to  
possibly lower your child support order

Hello,

We sent you a packet on [XXDATE] to help you apply to get your child support order possibly lowered. If you haven't sent it in yet there's still time. But remember that every month you don't take action, your child support debt may get bigger.

We've already received applications from other parents in prison and have reduced some orders.

I look forward to seeing your application.

[Name of DCS Staff Person],

WA State Division of Child Support

# Child Support



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**CUYAHOGA COUNTY, OHIO**

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# Child Support: Cuyahoga County, Ohio

## DEFINE.

For some parents who owe child support, a portion of their employment income is withheld automatically to cover part or all of those payments. But when income is not withheld, some parents do not make regular payments. The BIAS team, in partnership with the Cuyahoga County Office of Child Support Services (Cleveland, OH), evaluated four interventions designed to increase the percentage of parents who made a payment (among those whose income was not withheld), and to increase the dollar amount of total collections per parent.

## DIAGNOSE & DESIGN.

The BIAS team confirmed that the diagnosis from the BIAS study in Franklin County also applied in Cuyahoga County. The major bottlenecks were: (1) parents may not be sent a reminder to pay; (2) if they are, they may not open or understand it; (3) they may decide not to pay; or (4) they may decide to pay but fail to budget well, forget to pay, or encounter other obstacles.

The team developed a variety of notices and text messages that incorporated behavioral insights.

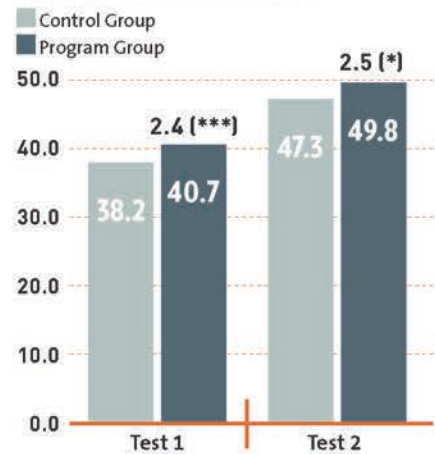
## TEST & FINDINGS.

The team conducted four random assignment evaluations, each lasting four or five months. First, parents without a cell phone number on

file were either mailed a payment reminder notice (program group; n = 5,224) or continued to receive no reminder (control group; n = 5,180). Second, parents with cell phone numbers on file were sent text message reminders (program group; n = 3,156) or were mailed reminders (program group; n = 1,562), or received no reminder (control group; n = 1,604). The third evaluation targeted parents who were already being mailed monthly reminder notices. Parents were sent a new, behaviorally informed notice (program group; n = 4,668) or the state's existing notice (control group; n = 4,649). In the fourth evaluation, parents with newly established child support orders were sent a behaviorally informed welcome letter and payment reminders (program group; n = 536) or the county's existing materials (control group; n = 542).

In the first evaluation, reminders increased the number of parents who made a payment to 40.7 percent, a statistically significant increase of 2.4 percentage points over the control group's 38.2 percent. In the second evaluation, text messages increased the number of parents who made a payment to 49.8 percent, a statistically significant increase of 2.5 percentage points, over the control group's 47.3 percent, and were just as effective as the more costly reminders. But there was no significant increase in total collections per parent for either evaluation, and the interventions in the third and fourth evaluations had

## PARENTS MAKING A CHILD SUPPORT PAYMENT (%)



NOTE: Statistical significance levels are indicated as: \*\*\* = 1 percent; \*\* = 5 percent; \* = 10 percent.

no significant impacts. All the interventions were low cost.

## CONCLUSION.

Low-cost reminders produced statistically significant increases in the percentage of parents making a child support payments but the extra payment amounts were not statistically significant. There were no significant differences in impacts from using different reminders, although the optimal method may be text messages since they are the lowest cost. The findings reinforce those from the BIAS evaluation in Franklin County. While low-cost behavioral interventions such as reminders can improve some child support outcomes, more intensive interventions may be necessary to increase overall collections, perhaps because some parents have a limited ability to pay.

FOR MORE DETAILS, SEE THE FULL REPORT: Nudges for Child Support: Applying Behavioral Insights to Increase Collections



The Behavioral Interventions to Advance Self-Sufficiency (BIAS) project was the first major opportunity to use a behavioral economics lens to examine programs that serve poor and vulnerable families in the United States.

## **CHILD SUPPORT** Cuyahoga County, Ohio

### **Materials included:**

- Payment Reminder Notice, *Rounds 1-4*  
Behaviorally informed payment reminder notice mailed to parents who owed child support
- Sample Text Message Reminder, *Round 2*  
Reminder text message sent to parents with cell phone numbers on file who owed child support
- Child Support Welcome Letter, *Round 4*  
Behaviorally informed welcome letter mailed to parents with newly established child support orders

**Payment Reminder Notice, Rounds 1-4**



Dear [NCPName],

This notice provides the amount of child support you owe for [KidsAll]:

**Your Child Support Information**

Monthly Child Support	[MonChd]	SETS Case Number:	[SETSTNo]
Monthly Back Support Payment	[BackSup]	Order Number:	[OrdrNo]
Administrative Fees	[Fee]	Obligee/Custodial Parent:	[CPName]
	_____	Child(ren):	[Kids1]
			[Kids2]
<b>Total Monthly Obligation</b>	<b>[AmtDue]</b>	<b>Payment due by</b>	<b>[DueDate]</b>

**How To Make A Payment**

Select the method below that you will use and follow the directions in the blue box.

- Check / money order**

Use the tear-off portion below and the enclosed paid-postage envelope. **This is the fastest method to get a payment processed!**
- Cash**

Make your payment at the **Cuyahoga County Administration Headquarters**, 2079 East 9<sup>th</sup> Street, Cleveland.
- Checking / debit account**

Make your payment at [www.ExpertPay.com](http://www.ExpertPay.com).
- Credit card**

Make your payment at [www.e-ChildsPay.com](http://www.e-ChildsPay.com).

For additional information: Self-service web portal: [www.ifs.ohio.gov/ocs](http://www.ifs.ohio.gov/ocs) | Web: <http://cifs.cuyahogacounty.us>  
 Phone: (216) 443-5100 | Toll free in Ohio: 1-800-443-1431 | In-Person: 1640 Superior Ave., Cleveland

If you cannot pay the full amount this month, pay as much as you can. All unpaid support will become debt that you still owe. Contact our office immediately so we can discuss your options.

**Thank you for supporting your child.**

Please return this portion with your payment

Obligor Name:	[NCPName]	<b>Amount Due</b>	<b>[AmtDue]</b>
SETS/Order Number:	[SETSTNo]/[OrdrNo]	<b>Payment due by</b>	<b>[DueDate]</b>
		Amount Enclosed	\$ _____

[Name]  
 [Address1]  
 [Address2]  
 [CityStZip]

MAKE CHECKS PAYABLE TO:  
**Ohio Child Support  
 Payment Central**  
 P.O. Box 182372  
 Columbus, OH 43218-2372



**Sample Text Message Reminder, Round 2**

Text Messages  
Jan 22, 2015, 9:07 AM

Your child support payment is due on 1/31. Payment is important to support your child and avoid debt. Can't pay in full? Pay what you can, call us at [XXX-XXX-XXXX](tel:XXX-XXX-XXXX)

Jan 28, 2015, 1:07 PM

Your child support payment is due in 3 days. Pay on time to avoid penalties. Call us at [XXX-XXX-XXXX](tel:XXX-XXX-XXXX) if you can't pay in full. Thank you for supporting your child.

**Child Support Welcome Letter, Round 4**

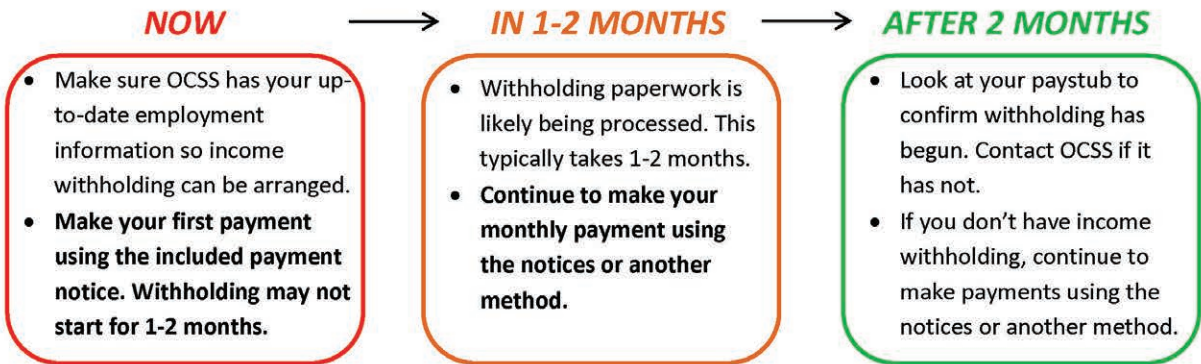


Dear «Obligor\_First\_Name» «Obligor\_Last\_Name»: Welcome to the Cuyahoga County Job and Family Services, Office of Child Support Services (OCSS)! We look forward to working with you to make the child support process as easy as possible.

**Supporting Your Child**

- Making regular, on-time payments will provide «Child\_Name» with greater stability. If you miss a payment, you will accumulate past due support, owe a higher monthly amount, and face possible penalties. **This is why it is so important for you to make on-time payments starting now.**
- We can link you to additional services such as parenting and job readiness programs and assistance with parenting time/visitation orders. Contact us or call 211 for more information about these services.

**Important Message for Parents**



**Your Child Support Information**

*Please keep this information on file, as you will be asked to provide it any time you contact our office.*

Obligor:	«Obligor_First_Name» «Obligor_Last_Name»	SETS Case Number:	«SETS_Number»
Obligee/Custodial Parent:	«Obligee_First_Name» «Obligee_Last_Name»	Order Number:	«Order_Number»
Effective Date:	«Effective_Date»	Monthly Payment:	«Total_Monthly_Obligation»
Child(ren):	«Child_Name»		

**Questions? Contact us!**

- **Self-service web portal:** [www.jfs.ohio.gov/ocs](http://www.jfs.ohio.gov/ocs)
- **Website:** <http://cifs.cuyahogacounty.us> - includes link to a [live](#) online chat
- **Phone:** (216) 443-5100 | Toll free in Ohio: 1-800-443-1431 | **In-Person:** 1640 Superior Ave., Cleveland

# Child Support



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**FRANKLIN COUNTY, OHIO**

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# Child Support: Franklin County, Ohio

## DEFINE.

For some parents who owe child support, a portion of their employment income is withheld automatically to cover part or all of those payments. But among parents whose income is not withheld, some do not make regular payments. The BIAS team, in collaboration with the Franklin County Child Support Enforcement Agency (Columbus, OH), evaluated interventions that aimed to increase the percentage of parents who made a payment on their own (among those whose income was not withheld), and to increase the dollar amount of total collections per parent.

## DIAGNOSE & DESIGN.

The BIAS team identified several major bottlenecks that were potentially limiting payments: (1) parents may not be sent a reminder to pay; (2) if they are, they may not open or understand the reminder; (3) they may decide not to pay; and (4) they may decide to pay but fail to budget effectively, forget to pay, or encounter other obstacles.

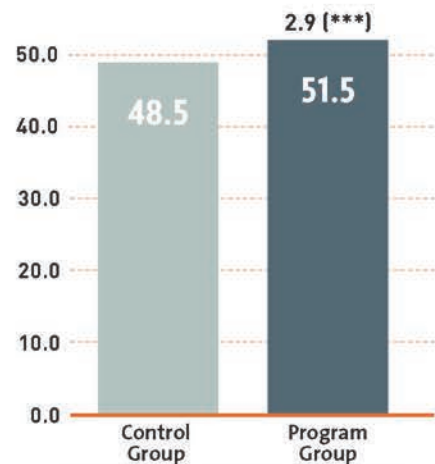
The team developed a variety of payment reminders that incorporated behavioral principles, including mailed notices and robocalls.

## TEST & FINDINGS.

The team conducted two random assignment evaluations, of four months each. First, parents not already being sent reminders were split into five program groups, each given different combinations of reminders (total n = 13,095), and a control group that received no reminder (n = 2,620). The second evaluation targeted parents who were already being mailed monthly payment reminders. A new, behaviorally informed notice was sent to parents in a program group (n = 1,480), and the state's existing notice was sent to parents in a control group (n = 9,261).

The reminders in the first evaluation, on average, increased the number of parents who made at least one payment to 51.5 percent, a statistically significant increase of 2.9 percentage points over the 48.5 percent rate of the control group. However, there was no significant increase in total collections per person, suggesting that these additional payments were small. There were also no significant differences in the effectiveness of the various reminders that were evaluated. In the second evaluation, the redesigned payment reminder notice did not significantly increase the number of parents paying or the dollar amount of payments, compared with the existing state

## TEST 1: PARENTS MAKING A CHILD SUPPORT PAYMENT (%)



NOTE: Statistical significance levels are indicated as: \*\*\* = 1 percent; \*\* = 5 percent; \* = 10 percent.

reminder notice. All of the reminders were low cost.

## CONCLUSION.

Low-cost reminders produced a statistically significant increase in the percentage of parents making a child support payment. However, the additional payment amounts were not statistically significant, perhaps because some parents have a limited ability to pay and as a result would need more intensive interventions. Each reminder produced a similarly sized impact, suggesting that the form of the reminder in this case had little or no effect. A later BIAS study in Cuyahoga County, OH, was conducted to partially replicate and build upon these findings.

FOR MORE DETAILS, SEE THE FULL REPORT: Reminders to Pay: Using Behavioral Economics to Increase Child Support Payments



The Behavioral Interventions to Advance Self-Sufficiency (BIAS) project was the first major opportunity to use a behavioral economics lens to examine programs that serve poor and vulnerable families in the United States.

## **CHILD SUPPORT** Franklin County, Ohio

### **Materials included:**

- Payment Reminder Notice, *Rounds 1-2*

Behaviorally informed payment reminder notice mailed to parents who owed child support.

**Payment Reminder Notice, Rounds 1-2**



80 East Fulton Street, Columbus, Ohio 43215 ▪ Tel: 614-525-3275

John Sample  
Address  
Address  
City, State, Zip

**OBLIGATION INFORMATION**

Current Child Support	\$ 220.23	SETS Case Number:	7011111111
Monthly Back Support Payment	\$ 22.00	Order Number:	AO7011111111
Administrative Fees	\$ 7.52	Obligee:	Jane Sample
<b>Total Monthly Obligation</b>	<b>\$ 249.75</b>		

Payment due by August 31, 2013

**HOW TO MAKE A PAYMENT**

Mail a check or money order payable to Ohio Child Support Payment Central with the form below.

To view other methods for making your payment, please visit our website:  
<http://support.franklincountyohio.gov/about/making-support-payments.cfm>

If you are having difficulty making payments or want to discuss other payment options, please call our office at 614-525-3275.

**THANK YOU FOR SUPPORTING YOUR CHILD!**

**IMPORTANT MESSAGE**

Did you know Child Support obligations never automatically change even if your income or job changes? If your order is three years old or you have had a change in circumstances, you may be eligible for an adjustment to your Child Support obligations. Please contact us at (614) 525-3275 to learn more about the Administrative Adjustment & Review process.

-----  
Please return this portion with payment

Obligor Name: John Sample  
Case Number: 7011111111  
Order Number: AO7011111111

**Amount Due \$249.75**  
Amount Enclosed \$ \_\_\_\_\_

MAKE CHECKS PAYABLE TO:

**Ohio Child Support Payment Central**  
P.O. Box 182372  
Columbus, OH 43218-2372

# Work Support



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**LOS ANGELES, CALIFORNIA — TANF**

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# Work Support: Los Angeles, California — TANF

## DEFINE.

Some Temporary Assistance for Needy Families (TANF) recipients with young children in Los Angeles had previously been exempt from participating in the county’s welfare-to-work program but lost this exemption in 2013 when state policy changed. The Los Angeles County Department of Public Social Services began scheduling appointments with formerly exempt parents to reengage them in the program. The county made at least four attempts via mail and phone to contact participants and inform them of the new requirements before the appointment, but many participants were still not attending the scheduled mandatory appointment. The goal of the BIAS intervention was to increase the number of TANF recipients who reengaged in the county’s welfare-to-work program.

## DIAGNOSE & DESIGN.

The team identified a number of barriers in the reengagement process: (1) reengagement notices may be complex and hard to understand; (2) recipients were used to receiving benefits without program participation requirements; (3) recipients may plan to attend a reengagement meeting and then forget or have trouble showing up for the meeting; (4) recipients may prioritize other needs; or (5) recipients may be concerned about succeeding in a program emphasizing work.

The team designed two different notices: one highlighted the losses participants might experience by not attending the reengagement appointment and the other highlighted the benefits they might receive by attending. Both notices also identically incorporated other behavioral techniques, including simplification, personalization, and implementation prompting. A sticky note with a personalized message to the participant was also attached to the notices.

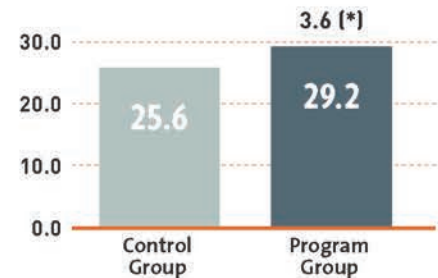
## TEST & FINDINGS.

Participants were randomly assigned to one of three groups: (1) a control group that received only the county’s standard outreach (n = 814); (2) a program group that received the notice emphasizing the benefits of attending, plus the standard outreach (n = 814); or (3) a program group that received the notice emphasizing potential losses, plus the standard outreach (n = 814).

The evaluation found that sending an additional behavioral message increased the percentage of program group members who engaged in the program within 30 days of their scheduled appointment to 29.2 percent, a statistically significant increase of 3.6 percentage points over the control group’s rate of 25.6 percent. This increase was largely driven by the notice that highlighted potential losses, which showed a statistically significant 4.4 percentage point increase in engagement at 30 days, while the notice emphasizing

potential gains, when compared with the control condition, did not produce a statistically significant impact at 30 days. No impacts were found for either group after 60 and 90 days. The additional outreach cost less than \$2 per person.

## POSITIVELY ENGAGED 30 DAYS AFTER SCHEDULED APPOINTMENT DATE (%)



NOTE: Statistical significance levels are indicated as: \*\*\* = 1 percent; \*\* = 5 percent; \* = 10 percent.

## CONCLUSION.

This intervention was added to a fairly intensive campaign to increase engagement among the target population. Given that this was one additional piece of mail on top of at least four other attempts to reach participants and convey the importance of participating, it is notable that it helped participants to engage earlier than they would have otherwise. Further research with larger samples in different contexts is needed to explore whether “loss messaging” is consistently more effective than “gain messaging” in encouraging participants to engage in activities.

FOR MORE DETAILS, SEE THE FULL REPORT: Framing the Message: Using Behavioral Economics to Engage TANF Recipients



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### **Materials included:**

- Gain Frame Appointment Letter

Behaviorally informed letter mailed to TANF recipients who needed to attend a welfare-to-work program reengagement appointment; the gain frame letter highlighted the benefits participants might receive by attending the appointment

- Loss Frame Appointment Letter

Behaviorally informed letter mailed to TANF recipients who needed to attend a welfare-to-work program reengagement appointment; the loss frame letter highlighted the losses participants might experience by not the appointment

- Sticky Notes

Personalized sticky notes attached to both the gain and loss frame appointment letters

**Gain Frame Appointment Letter**

County of Los Angeles

Department of Public Social Services

Jane:


**By attending your appointment, you may:**

- ✓ Take advantage of jobs available now or training and education for your career.
- ✓ KEEP up to \$2,508 a year in cash benefits.


**Your appointment with reengagement worker John Doe is scheduled for appointment date, appointment time at Address 1, Address 2, City, Zip.**

Your exemption for taking care of a young child has ended. At this meeting, John will review your options for a new GAIN plan. By attending, you may **KEEP** your cash benefits.

Plan for your appointment now.

**1** How will you get to your appointment? 

- I will drive
- I will take the bus
- I will have a friend or family member drive me
- I will call DPSS at 555-555-5555 to arrange transportation

**2** What are your child care plans? 

- I will use a day care
- I will have a friend or family member babysit
- I will bring my child(ren) with me
- I will call DPSS at 555-555-5555 to arrange child care

If you need to reschedule this appointment, call your worker immediately at 555-555-5555

**Loss Frame Appointment Letter**

Jane:

**By not attending your appointment, you may:**

✓ Miss out on jobs available now or training and education for your career.

✓ LOSE up to \$2,508 a year in cash benefits.

**Your appointment with reengagement worker John Doe is scheduled for appointment date, appointment time, at Address 1, Address 2, city, zip.**

Your exemption for taking care of a young child has ended. At this meeting, John will review your options for a new GAIN plan. By not attending, you may **LOSE** your cash benefits.

Plan for your appointment now.

**1** How will you get to your appointment?

- I will drive
- I will take the bus
- I will have a friend or family member drive me
- I will call DPSS at 555-555-5555 to arrange transportation

**2** What are your child care plans?

- I will use a day care
- I will have a friend or family member babysit
- I will bring my child(ren) with me
- I will call DPSS at 555-555-5555 to arrange child care

If you need to reschedule this appointment, call your worker immediately at 555-555-5555

### Sticky Notes

#### Loss Frame

*Hi Jane,  
See you at your appointment  
next week. We'll make a plan for  
work, and make sure you don't  
lose your cash benefits. Call me if  
you have any questions.  
See you then,  
John Doe  
555-555-5555*

#### Gain Frame

*Hi Jane,  
See you at your appointment  
next week. We'll make a plan for  
work, and make sure you continue  
to receive cash benefits. Call me  
if you have any questions.  
See you then,  
John Doe  
555-555-5555*

# Work Support



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**NEW YORK, NEW YORK — PAYCHECK PLUS**

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# Work Support:

## New York, New York — Paycheck Plus

### DEFINE.

The Paycheck Plus Demonstration is evaluating whether offering single New Yorkers an earnings supplement on top of the existing earned income tax credit improves their economic well-being and encourages employment. Demonstration participants were given an invitation and an offer of \$50 to attend an optional informational meeting about Paycheck Plus. The BIAS interventions aimed to increase the number of participants who attended.

### DIAGNOSE & DESIGN.

The BIAS team identified three potential bottlenecks affecting attendance: (1) participants may mistrust or not understand materials explaining the meeting; (2) they may understand but decide not to attend; or (3) they may decide to attend, but forget or have trouble getting to the meeting because of “hassle factors.”

The team designed messaging for meeting invitations and reminders that incorporated behavioral concepts including implementation prompting, loss aversion, prominent deadlines, simplification, and the endowed progress effect (when people feel they have made progress toward their goals, they are more committed to achieving those goals). After the first round of meetings, the team designed a version of the informational meeting that could be delivered over the phone.

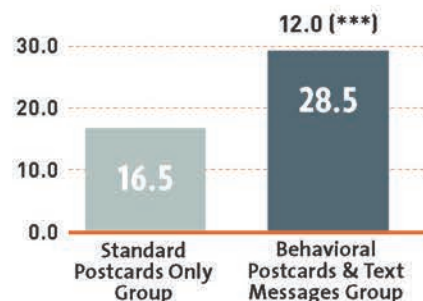
### TEST & FINDINGS.

The team evaluated these interventions in two rounds. In Round 1, participants were randomly assigned to four groups: a control group that only received postcards with standard (not behavioral) messaging (n = 756); a program group that received postcards and text messages with standard messaging (n = 745); a program group that only received postcards with behavioral messaging (n = 740); and a program group that received postcards and text messages with behavioral messaging (n = 737). Round 2 included participants who did not attend a meeting during Round 1. All participants in Round 2 received behaviorally informed communications, but they were randomly assigned either to be invited to attend the meeting in person (n = 1,169) or to attend the meeting by phone (n = 1,162). This round assessed whether changing the format of the meeting increased participation.

In the first evaluation, the combination of behavioral postcards and text messaging produced the biggest impact and increased meeting attendance by 12 percentage points, a statistically significant change from 16.5 percent to 28.5 percent, compared with the lightest-touch approach of sending standard postcards alone (the control group). Both behavioral messaging compared with standard messaging, and adding text messages com-

pared with postcards alone, produced statistically significant increases. In Round 2, participants in the phone group responded to the marketing materials more quickly than those in the in-person group, but in the end there was no statistically significant difference in response rates between the groups.

### ROUND 1: ATTENDED MEETING (%)



NOTE: Statistical significance levels are indicated as: \*\*\* = 1 percent; \*\* = 5 percent; \* = 10 percent.

### CONCLUSION.

Behaviorally informed messaging produced a statistically significant increase in the percentage of participants who attended meetings in Round 1 and was most effective when a postcard was combined with text messaging. This finding reinforces the value of considering both the content and the delivery mode of outreach. The failure to find statistically significant impacts at the end of Round 2 when the meeting was offered by phone demonstrates the essential role of evaluation to determine the best ways of engaging various populations.

FOR MORE DETAILS, SEE THE FULL REPORT: [The Power of Prompts: Using Behavioral Insights to Encourage People to Participate](#)



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## **WORK SUPPORT** New York, New York — Paycheck Plus

### **Materials included:**


- Postcard, *Round 1*

Behaviorally informed postcard sent to Paycheck Plus participants to encourage them to attend an optional meeting about the Paycheck Plus program

- Notification Letter, *Round 2*

Behaviorally informed letter sent to Paycheck Plus participants who did not attend the an optional meeting about the Paycheck Plus program in Round 1 to encourage them to attend either another meeting, either in-person or by phone

**Postcard, Round 1**



39 Broadway, 10th floor  
New York, NY 10006

foodbanknyc.org

Non-Profit  
Org.  
U.S. Postage  
PAID  
Syracuse, NY  
Permit #1550

**PAYCHECK PLUS MEMBERS:  
WITH THIS POSTCARD  
\$50 IS YOURS**

All you need to do is come to a Food Bank office by **MARCH 29, 2014.**

**Don't miss out!**

Si desea esta información en español, por favor llame al 212-340-4480

**SIGN UP FOR PAYCHECK PLUS – DONE!**  
Follow these 3 easy steps to get your **\$50 gift card** and much more...

- 1**  **Choose a location and time to visit by March 29**

Check off one location:

**Community Kitchen & Pantry of West Harlem**  
252 W. 116th St., New York, 10026

MON	TUES	WED	THU	FRI	SAT
closed	9-3	9-3	9-3	closed	9-3

**Northern Manhattan Improvement Corp.**  
76 Wadsworth Ave., New York, 10033

MON	TUES	WED	THU	FRI	SAT
closed	12-7	12-7	12-7	closed	9-5

Write down when you will go: Date  Time  AM/PM
- 2**  **Stop by and have a short conversation with Food Bank staff to learn how you can earn a \$2000 bonus next year**
- 3**  **Get your \$50 gift card!**

For other locations or questions call 646-981-6111



**Notification Letter, Round 2**

Caitlin,

Last month, we sent you two postcards inviting you to **learn more about the Paycheck Plus bonus AND receive a \$50 American Express gift card.**

Hundreds of Paycheck Plus members just like you had a short conversation with our staff about how to earn an extra \$2,000 next year and got their \$50 gift card.

Now it's **YOUR** turn.

We have extended the deadline until **June 5** and made it even easier!

All you have to do is:

**Call Food Bank's office at XXX-XXX-XXXX**

A staff member will give you all the information you need on the phone so you don't need to come in.

Your gift card will be securely mailed.

*Write down your plan! It's the best way to remember it.*

- Choose a day and time to call:**  
(If the office is open, call NOW!)

MON	TUES	WED	THURS	FRI	SAT
Closed	10-4	10-4	10-4	Closed	10-3

- Write down when you will call:**

Day  Time  AM/PM

- Use your phone or a post-it note to give yourself a reminder the day before.**

# Earlier Publications from the Behavioral Interventions to Advance Self-Sufficiency (BIAS) Project

## NUDGING CHANGE IN HUMAN SERVICES: FINAL REPORT OF THE BEHAVIORAL INTERVENTIONS TO ADVANCE SELF-SUFFICIENCY (BIAS) PROJECT

2017. Lashawn Richburg-Hayes, Caitlin Anzelone, Nadine Dechausay with Patrick Landers.

**OPRE REPORT 2017-23.** Washington, DC: Office of Planning, Research and Evaluation, Administration for Children and Families, U.S. Department of Health and Human Services.

## SIMPLIFY, NOTIFY, MODIFY: USING BEHAVIORAL INSIGHTS TO INCREASE INCARCERATED PARENTS' REQUESTS FOR CHILD SUPPORT MODIFICATIONS

2016. Asaph Glosser, Dan Cullinan, and Emmi Obara.

**OPRE REPORT 2016-43.** Washington, DC: Office of Planning, Research and Evaluation, Administration for Children and Families, U.S. Department of Health and Human Services.

## CUTTING THROUGH COMPLEXITY: USING BEHAVIORAL SCIENCE TO IMPROVE INDIANA'S CHILD CARE SUBSIDY PROGRAM

2016. Nadine Dechausay and Caitlin Anzelone.

**OPRE REPORT 2016-03.** Washington, DC: Office of Planning, Research and Evaluation, Administration for Children and Families, U.S. Department of Health and Human Services.

## FRAMING THE MESSAGE: USING BEHAVIORAL ECONOMICS TO ENGAGE TANF RECIPIENTS

2016. Mary Farrell, Jared Smith, Leigh Reardon, and Emmi Obara.

**OPRE REPORT 2016-02.** Washington, DC: Office of Planning, Research and Evaluation, Administration for Children and Families, U.S. Department of Health and Human Services.

## NUDGES FOR CHILD SUPPORT: APPLYING BEHAVIORAL INSIGHTS TO INCREASE COLLECTIONS

2016. Peter Baird, Dan Cullinan, Patrick Landers, Leigh Reardon.

**OPRE REPORT 2016-01.** Washington, DC: Office of Planning, Research and Evaluation, Administration for Children and Families, U.S. Department of Health and Human Services.

## ENGAGING PROVIDERS AND CLIENTS: USING BEHAVIORAL ECONOMICS TO INCREASE ON-TIME CHILD CARE SUBSIDY RENEWALS

2015. Alex Mayer, Dan Cullinan, Elizabeth Calmeyer, Kelsey Patterson.

**OPRE REPORT 2015-73.** Washington, DC: Office of Planning, Research and Evaluation, Administration for Children and Families, U.S. Department of Health and Human Services.

## THE POWER OF PROMPTS: USING BEHAVIORAL INSIGHTS TO ENCOURAGE PEOPLE TO PARTICIPATE

2015. Nadine Dechausay, Caitlin Anzelone, Leigh Reardon.

**OPRE REPORT 2015-75.** Washington, DC: Office of Planning, Research and Evaluation, Administration for Children and Families, U.S. Department of Health and Human Services.

## REMINDERS TO PAY: USING BEHAVIORAL ECONOMICS TO INCREASE CHILD SUPPORT PAYMENTS

2015. Peter Baird, Leigh Reardon, Dan Cullinan, Drew McDermott, and Patrick Landers.

**OPRE REPORT 2015-20.** Washington, DC: Office of Planning, Research and Evaluation, Administration for Children and Families, U.S. Department of Health and Human Services.

## TAKING THE FIRST STEP: USING BEHAVIORAL ECONOMICS TO HELP INCARCERATED PARENTS APPLY FOR CHILD SUPPORT ORDER MODIFICATIONS

2014. Mary Farrell, Caitlin Anzelone, Dan Cullinan, and Jessica Wille.

**OPRE REPORT 2014-37.** Washington, DC: Office of Planning, Research and Evaluation, Administration for Children and Families, U.S. Department of Health and Human Services.

## BEHAVIORAL ECONOMICS AND SOCIAL POLICY: DESIGNING INNOVATIVE SOLUTIONS FOR PROGRAMS SUPPORTED BY THE ADMINISTRATION FOR CHILDREN AND FAMILIES

2014. Lashawn Richburg-Hayes, Caitlin Anzelone, Nadine Dechausay, Saugato Datta, Alexandra Fiorillo, Louis Potok, Matthew Darling, and John Balz.

**OPRE REPORT 2014-16A.** Washington, DC: Office of Planning, Research and Evaluation, Administration for Children and Families, U.S. Department of Health and Human Services.

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