

# NCP CHOICES

“I had been laid off for seven months ...  
you want to give up ... I think if it wasn't  
for [my Workforce case manager]  
I'd still be looking for work.”

– Fort Worth, Texas



A collaboration between the Office of the Attorney General,  
Texas Workforce Commission and Child Support (IV-D) Courts.



# NCP CHOICES

is a program offered to unemployed or under-employed noncustodial parents (NCPs).

To receive program services, you must be court ordered into the program. Once enrolled into the program, you will meet with a Workforce representative to fill out paperwork before leaving the courthouse. Parents who are behind on their child support payments will have different consequences than participants who are just establishing a child support order for the first time.

## { Program Benefits }

- **Personal Career Counselor**

Receive one-on-one attention and referrals to needed services.

- **Job Leads**

Get help finding job leads that fit your skills.

- **Job Search Guidance**

Hear ideas and strategies job seekers use to get hired.

- **Career Planning**

Learn about ways to earn better wages and advance your career.

- **Additional Services**

You may receive assistance with things like work clothing, transportation, job training and GED or English as a Second Language classes, if available.

### **Finding Work and Staying Employed**

Participants find employment, on average, within eight weeks.

Average starting wage is \$9/hour and as high as \$32/hour, depending on skills and job openings.

### **What do former participants say about NCP Choices?**

“They took time out for you individually.”

– *Longview, Texas*

“They showed me how to describe my assets [on my resume] so I could find a better job.”

– *Houston, Texas*

## { As a program participant you must: }

- Spend at least 30 hours a week looking for a job until employment is found.
- Meet with or call your Workforce Counselor weekly until employed.
- Attend all scheduled court hearings and Workforce or child support office appointments.
- Follow your child support court order.
- Send in child and medical support payments if they are not deducted from your paycheck.
- Contact your Workforce Counselor monthly after employment.

You will need to stay in contact with your Workforce Counselor every month until you graduate from the program – typically six months. You can talk to your Workforce Counselor about employment issues and must update your counselor when employment changes.

Once you graduate from the program, you can go back to Workforce Solutions to receive services available to the general public. You must continue making child and medical support payments as ordered by the court.

## { NCP Choices Graduates }

### **John, a noncustodial father**

When John was ordered into the program, he thought he would never get anywhere. At a program workshop, a past participant talked about his own experiences of feeling “doomed to fail” and how the program helped him find employment and change his outlook. He challenged the men at the workshop to take charge of where they were headed. John took on that challenge and is determined to be a better dad and role model for his children. He is now employed, paying child support and active in his children’s lives.

### **Terry, a noncustodial mother**

Upon enrolling in NCP Choices, Terry owed \$6,000 in unpaid child support, did not see her child often, had no job, but dreamt of becoming a welder. Within two weeks, Terry’s Workforce case manager helped her become trained and find a welding job. Terry now pays regular child support, spends more time with her child, and has noticed her child is happier, healthier, and making better grades, too.

## { Consequences }

Workforce staff is required to notify the Office of the Attorney General about your participation in the program and job status. Lack of participation with Workforce will result in removal from the program. Failure to pay child support will lead to further enforcement action such as going to court again or serving up to six months of jail time.

## { Additional Resources }

### **Texas Child Support Division**

Phone: (800) 252-8014 toll-free

Online: [www.TexasAttorneyGeneral.gov](http://www.TexasAttorneyGeneral.gov), click on Child Support

### **Child Support Interactive**

Access child support case status and learn about payment methods by logging on to <https://childsupport.oag.state.tx.us/wps/portal/csi>

### **Access & Visitation Hotline**

Phone: (866) 292-4636, Monday - Friday, 1-7pm

Online: [www.txaccess.org](http://www.txaccess.org)

### **Mail Payments to:**

Texas State Disbursement Unit (SDU)

P.O. Box 659791

San Antonio, TX 78265-9791

*Include your 10-digit child support case number, court order cause number and your name.*

### **Texas' Online Job Resource**

[www.WorkInTexas.com](http://www.WorkInTexas.com)

**Workforce Counselor:** \_\_\_\_\_

**Address:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**1st Appointment:** \_\_\_\_\_