



Detailed Schedule as of January 22, 2013

(Speakers confirmed as of January 22, 2013)

Thursday, February 7, 2013

Plenary I 8:30 AM - 10:00 AM

What Does the Election Mean to Child Support and Human Services?

The election is over, but what do changes in Washington mean to child support and family services? Hear an analysis of the 2012 election results, followed by a panel of leaders in the child support community to add their remarks and insight with the perspective of their own states and agencies.

Speakers: Tom Joseph (NCSEA Legislative Representative); Sheri Steisel (NCSL); Marilina Sanz (NACo); Moderator: Joe Mamlin (CSG Government Solutions)

Plenary II 10:30 AM - 12:00 PM

Wisdom of the Room: Gathering the Collective Intelligence of Child Support Leaders

Back by popular demand, this crowd source session is a bigger and better reprise from last year's Policy Forum. This is your opportunity to shape the future of child support. Hear from industry leaders as they provide their visions for the future of the program. This session will end with small group discussions in which participants share their ideas on the topics presented, and learn how cutting edge child support programs may already be implementing them. This plenary will guide the closing plenary presentation, so be sure to let your voice be heard as we create the child support program of the future!

Provocateurs: David Sanchez (Tennessee); Margot Bean (Deloitte); Alisha Griffin (New Jersey); Alicia Key(Texas); Sharon Santilli (Rhode Island); Moderator: Kelly Peiper (CSG Government Solutions)

Plenary III 1:30 PM - 3:00 PM

From Tears to Tiers

Today, the child support program combines traditional and automated child support tools with innovative, family-focused approaches to promote parental responsibility, to move more nonpaying cases to paying status, and to increase the reliability of child support payment. At the same time, we are faced with the challenge of creating an environment that stimulates a new approach in the context of more constrained program resources. Managing this shift in emphasis requires a more complex case management environment, which includes implementing early intervention strategies, sensible policies and practices, and service delivery approaches to address barriers to payment. OCSE Commissioner Vicki Turetsky will explain how child support agencies can successfully group strategies into three tiers: getting the fundamentals right; caseload segmentation; and expanding services through collaboration.

Speaker: Commission Vicki Turetsky

OCSE Panelists: Joseph Bodmer, Charles Kenher, Jennifer Burnszynski, Linda Deimeke, Yvette Riddick

- Follow up Plenary III with the breakout workshops related to Commissioner Turetsky's presentation on the three stages or tiers of problem identification and solutions.

Workshop 101 3:30 PM - 5:00 PM

Getting the Fundamentals Right

Enforcement is at the core of the child support program's mission, tied to three of the five performance incentive measures. Some have argued that before child support can deliver family-centered services – the “bubbles” – we need to get the fundamentals nailed. This session will pick up on the theme of getting the fundamentals right, and will explore policy options and issues that have an impact on collections

Speakers: William Dunn (APA); David Hogan (Maximus); Corrine Flores (ADP); Moderator: Barry Blackburn (Center for the Support of Families)

Workshop 102 3:30 PM - 5:00 PM

Different Strokes for Different Folks: Tailoring Your Services to Better Engage Non-Custodial Parents and Improve Performance

When the child support program focused on compliance, cases were treated similarly with an emphasis on processing tasks within specific timeframes. As the program has shifted from compliance to performance measures, the child support program has become more sophisticated at assessing and analyzing our cases and our parents to best serve the children and families. This new mentality—treating cases and parents differently but equitably—has led to increased parental engagement and better program performance. This session will discuss the strategies used to establish realistic and reasonable orders and to quickly adapt to changed circumstances depending on the exigencies of each situation.

Speakers: Janet Nottley (Napa County, CA); Jessica Pearson (Center for Policy Research); Margot Bean (Deloitte); Moderator: Julie Paik (Sonoma County, CA)

Workshop 103 3:30 PM - 5:00 PM

Moving from Fundamentals to Family Support

Each child support program operates in its own environment, and at its own level of performance. As programs move along the continuum of performance management, they have more capacity to develop early intervention strategies. This session will explore two examples of expanded service - employment services and parenting time services. Come learn how such initiatives can improve customer service, while helping to reduce the compliance gap.

Speakers: Michael Hayes (Texas); Karen Roye (San Francisco); Moderator: Avrom Sickel (District of Columbia)

Friday, February 8, 2013

Plenary IV 8:30 AM - 10:00 AM

Child Support and the BIG Picture

Learn from high level leaders what they think about the relevancy of child support in the BIG picture and ideas they may have for us to improve our respective relevancy in our states and local jurisdictions. Hear the visions, directions and strategic plans these partner programs see as vital to support the families and children we serve.

Speakers: Kevin Concannon (U.S. Department of Agriculture), Earl Johnson (U.S. Department of Health & Human Services); Matt Weidinger (Human Resources Subcommittee of the Committee on Ways & Means); Sheri Steisel (NCSL); Moderator: Doug Howard (Maximus)

- Follow up the topics addressed in Plenary IV with Workshops 201, 202 and 203.

Workshop 201 10:30 AM - 12:00 PM

Legislative Interaction - the How-Why-What Needed to Gain Your Legislators' Support

This dynamic session will focus on what your legislators need from IV-D agencies to understand the criticality and action necessary to support this vital program. Learn helpful information on how to engage and work with your legislators. Hear how IV-D Directors from States have worked with their legislators to educate them on how they can serve our community. This session will also discuss OCSE's contract with NCSL around communicating with legislators.

Speakers: Renee Banks (Oklahoma); Rochelle Finzel (NCSL); Shane Robinson (Maryland House of Delegates); Moderator: Gart Dart (Oklahoma)

Workshop 202 10:30 AM - 12:00 PM

Engaging Across Human Services Programs - The Next Generation of the Safety Net

Learn from leaders across the nation how they've engaged their partner programs to bolster the relevancy of child support in the overall Human Services arena. Explore the plausibility of interactive employer services, the criticality of food stipend programs, welfare under the new reform and more in this session focused on enhancing partnerships to provide more support for families. Hear from our partner entity APHSA on their Pathways Initiative and how the relevancy of their work impacts the child support community.

Speakers: Anita Light (APHSA); David Bern (District of Columbia Human Services); Moderator: Laura Rosenak (Maximus)

Workshop 203 10:30 AM - 12:00 PM

Forging Employer Partnerships

Hear from employers about their experiences with IV-D programs, their recommendations and their views on how to strengthen the partnership and increase responsiveness.

Speakers: Lori Brown (CACI); Eileen Buckle (CORT); Linda Dailey (Fairfax County); Debbie Lindenmuth (Tyson Foods); Jennifer Logan (Omega World Travel); Moderator: William Dunn (APA)

Plenary V 1:30 PM - 3:00 PM

Do Yesterday's Child Support Guidelines Work for Today's Complex Families?

Child Support guidelines are supposed to be reviewed and updated every four years. But are they reflective of our changing times? Today, the majority of IV-D children are born to unmarried parents and many noncustodial parents have multiple support obligations. The result can be "dueling" guideline calculations which can appear to custodial parents to be a manipulation of their order. This talk show session will highlight what states are confronting as they review guidelines and panelists will be asked for their insight on appropriate guideline adjustments for today's complex families.

Speakers: Pam Lowry (Illinois); Judge Lisa Woodruff-White (Louisiana Family Court); Kim Newsom Bridges (OCDA); Andrew Southmayd (Sussex County, DE); Moderator: Steven Golightly (Los Angeles County)

- Workshops 301 and 302 will continue the conversation of Plenary V, addressing guidelines and today's complex families.

Workshop 301 3:30 PM - 5:00 PM

Delicate Balancing Act: The Right Size Order and Medical Support for Low-Income Parents

What are the appropriate child support orders for parents who are considered to be “poor?” State guidelines range from \$0 to over \$300 per month for parents who earn minimum wage or less. Additionally, some states add cash medical support to these amounts. This interactive roundtable discussion will use state-specific guideline amounts to illustrate differences in outcomes for low-income parents, including parents who do not have access to private insurance. This lively discussion will engage the audience to identify promising approaches.

Speakers: *Jane Venohr (Center for Policy Research); Justin Latus (District of Columbia); Stacy Brustin (Columbus Community Legal Services); Traci A. Berry (Tuscarawas County, OH); Frances Pardus-Abbadessa (New York City Child Support Services); Moderator: Judge Judith Barnoff (D.C. Superior Court)*

Workshop 302 3:30 PM - 5:00 PM

The Ozzie and Harriett Family Model Dispelled: Applying Traditional Family Law When There Are Three or More Parents, Custodians, and/or Guardians

Today’s children frequently grow up in diverse family situations where parenting includes biological, adoptive or non biological custodial parents. This cutting edge workshop focuses on families with three or more parents/custodians and will cover legal issues related to parentage, child support, disestablishment, visitation and custody. The audience will join in on discussions evolving around families where children are raised by grandparents, same sex couples with children not legally adopted, and other complex situations involving at least three parents.

Speakers: *Diane Potts (Illinois OAG); Camilla Taylor (Lambda Legal); Fesia Davenport (Los Angeles County); Moderator: Mary Morrow (Illinois)*

Saturday, February 9, 2013

Plenary VI 8:30 AM - 10:00 AM

The Impact of the Affordable Care Act on the Child Support Program

With the re-election of President Obama it looks like the Affordable Care Act is here to stay! The panelists will discuss how the development of the state health exchange/integrated systems will affect current and future child support systems technology; the common functionalities that may take advantage of the 90% funding; and the challenges of funding and design for the unique aspects of the child support program not covered by the 90% funding. The panel will also discuss what Medical Support might look like in the future, and the pros and cons if it remains part of the Child Support Program or if enforcement is done by the IRS.

Speakers: *Joseph Bodmer (OCSE); Jennifer Burnszynski (OCSE); Kathy Sokolik (Santa Cruz/San Benito County, CA); Elizabeth Morgan (Washington State); Moderator: Barbara Saunders (HMS)*

Plenary VII 10:30 AM - 12:00 PM

Wisdom of the Room: Results

The opening crowd sourcing session was two days ago! To resourceful child support professionals, that is all the time in the world to re-invent the program. Come see the results of the opening session and how, at least in some states, the future is now!

Moderated by: *Kelly Peiper (CSG Government Solutions)*