



# NCSEA Hill Tips Briefing 2018



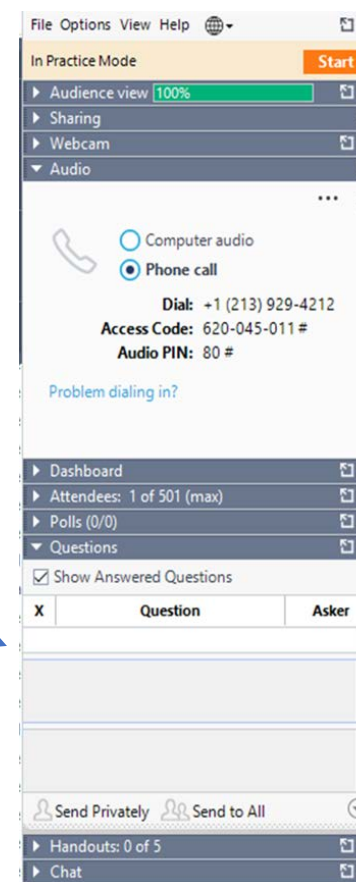


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- Time for Q & A after the presentation
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- **A/V issues**

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Hill Tips Briefing and reference documents can be accessed and downloaded at:

<http://www.ncsea.org/hill-tips>

## **Resources include:**

- Hill Tips Briefing PowerPoint Presentation
- House Ways & Means Committee Child Support Staff
- Senate Finance Committee Child Support Staff
- Annotated National CSE Data
- Legislator Meeting Report Form
- Tips for a Successful Meeting



## Today's Agenda

- Introductions
- Overview of NCSEA's advocacy efforts and committee structure
- 2018 political climate & key issues facing child support
- How to schedule a legislative visit
- Effective communications tips when meeting with legislators
- Key NCSEA resources
- Q & A



## **Lisa Kelly Skenandore**

*Vice President,  
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**Systems & Methods, Inc. (SMI)**  
*Co-Chair*  
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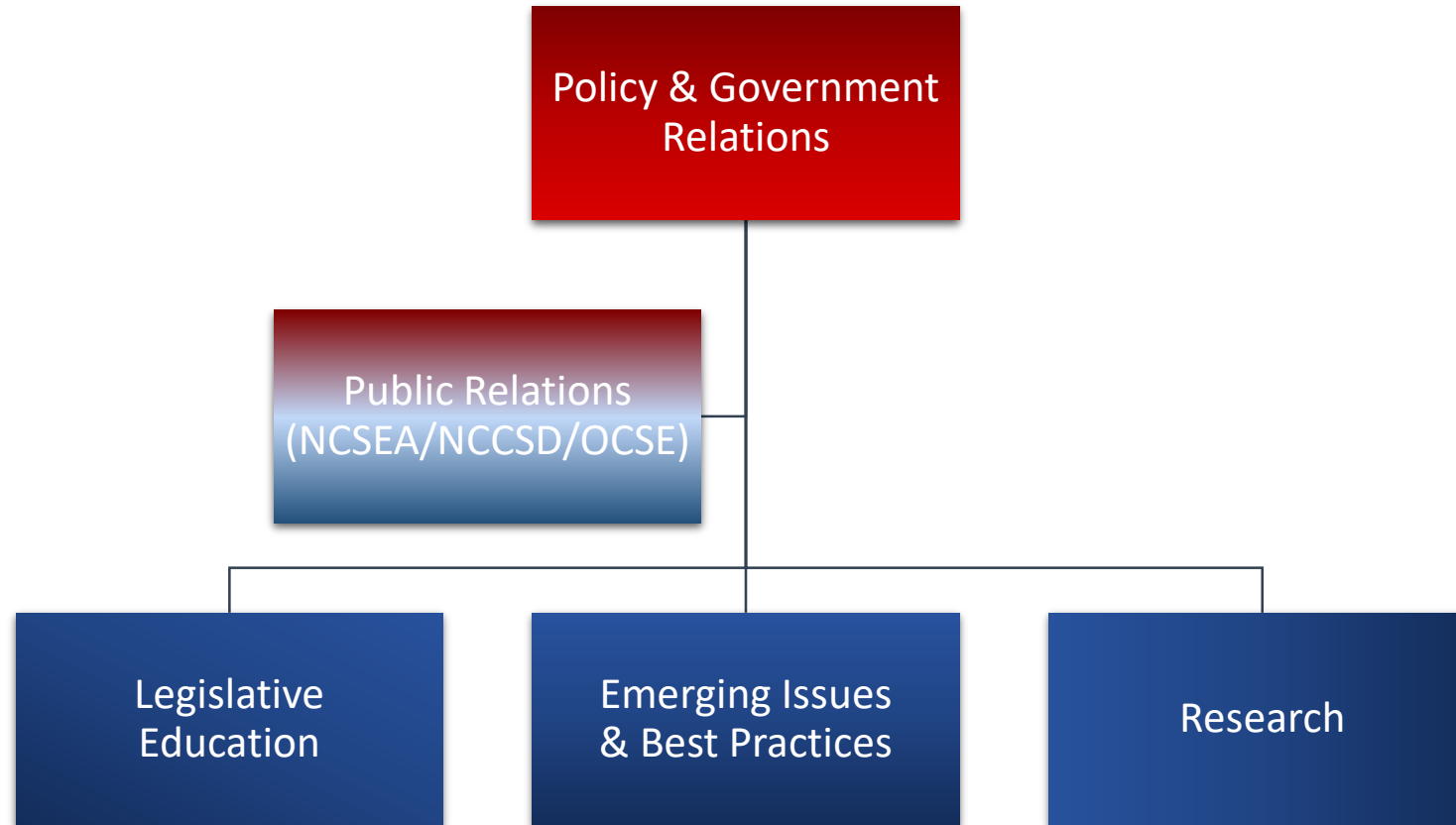
## **Kate Cooper Richardson**

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## **Diane Potts**

*Senior Associate*  
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- Where does child support stand in the budget and policy debates on Capitol Hill?
- What is HHS Secretary Alex Azar's stance on the program?
- Who is on board at HHS agencies related to child support?
- How may the congressional debate on welfare reform affect child support?





- Schedule your appointment in advance/as early as possible
  - Drop-ins are not effective
- Email the legislator's scheduler/staff or call the U.S. Capitol switchboard (202-224-3121) and ask to be connected to your Senator or Representative
- Understand that you're not the only person/group on that legislator's schedule
  - You may have as little as 15 minutes to present your information
  - Brevity and organization are key—hit your top issues first and stick to your talking points



Recognize that you will likely meet with the Legislative Assistant (LA) covering child support – **not** the Legislator

- **Don't underestimate** their power or influence on their boss
- Keep it simple—the LA is responsible for numerous issues and, if at all familiar with the program, knows only the basics
- You are there to help them help their boss
- The Legislator relies on staff for information—the LA often serves as a gatekeeper for information and access to the Member



- Introduce yourself and thank them for their time
- Make sure they have your contact information
  - Email, phone, and work address
- **Don't assume** your legislator or their staff understand the details of child support—**don't use** workplace jargon (IWO, Imputation, IV-D, etc.)
- Don't be surprised if the staffer or legislator thinks you are there to discuss child welfare
  - Be prepared to explain the difference and then move on with educating on the many facets of the child support program

**Keep in mind that your goal is to develop an *ongoing* relationship with your elected representatives and staff, as well as to educate them on particular issues that they may need to vote on**



- Make sure the legislator understands the significance, importance, and bipartisan nature of the child support program
- Share some key statistics (national/state/county), but don't overwhelm them with stats
- Know your issue. If you make an educated guess to a question, make sure they know that you will follow up with a definitive answer
- Approach the meeting as if you were briefing your governing board



- Be a good listener and hear what your legislator has to say on the issue(s)
- Listen to their questions/concerns, recognize them, and answer with facts
- Share local case-related stories to help make your point and invoke real-world, constituent impacts
- Remember—all causes are **good** causes. You must convince your legislator that there is something extra special about yours



- Be confident and don't be intimidated—legislators and staff view you as the expert on the issue
- As the meeting closes, summarize what follow-up you'll be providing (*always provide follow-up*)
- Emphasize the main points of your conversation in a follow-up letter to the legislator or e-mail to the staff and thank them for taking the time to meet with you
- Report back to NCSEA on the meeting outcomes using the [Legislator Meeting Report Form](#), and include whether NCSEA needs to follow up with the legislator's office



- Be clear on whom you represent and why you are there
  - There is a fine line between lobbying (which is *not permitted* in a federally-funded program) and providing information and background on key issues
- Be clear that you are **not** representing the entire child support community or NCSEA, even if you share some of NCSEA's documents with the legislator or staff member
  - NCSEA's Policy Manual explicitly restricts who may and may not speak on behalf of the Association



NCSEA has many resources that may assist in your conversation. Some of these are for your reference, while some are intended as a leave-behind for the legislator and their staff.

## **Resources for You**

- Hill Tips Briefing Power Point Presentation
- House Ways & Means Committee Child Support Staff
- Senate Finance Committee Child Support Staff
- Legislator Meeting Report Form
- Tips for a Successful Meeting
- NCSEA Quick Facts/Talking Points (Final Rule)

## **Resources for Legislators & Staff**

- Annotated National CSE Data
- NCSEA Quick Facts





- Educational documents on the NCSEA website
  - NCSEA Board of Directors' Resolutions & Policy Statements  
<http://www.ncsea.org/advocacy-public-policy/ncsea-board-resolutions-policy-statements/>
  - Legislative Updates  
<http://www.ncsea.org/advocacy-public-policy/legislative-updates/>
  - Quick Facts for Legislators & Interested Parties  
<http://www.ncsea.org/quickfacts/>



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- NCSEA Board Resolutions & Policy Statements
- NCSEA Legislative Updates and White Papers
- Quick Facts
- Hill Tips – Resources for Educating Federal & State Legislators

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so we can help you continue the conversation!

Fill out our online

Hill Visits survey at:

<https://www.surveymonkey.com/r/2018pfillvisits>



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## Upcoming NCSEA Web-Talk

*Save the date!*

**Help Yourself - Customer Self-Service**

**Thursday, March 29, 2018**

And be sure to mark your calendar and join us in Pittsburgh!

