



Following is a list of session titles for the 2015 Leadership Symposium, as of May 13, 2015. Full session descriptions, as well as additional workshops, will be added to this listing on a regular basis. Be sure to check the NCSEA [Leadership Symposium web page](#) for updates.

### **"Moneyball" for Child Support... Data Analytics for Better Public Sector Decision Making**

Many child support enforcement agencies struggle to balance providing services to families while collecting payments from non-custodial parents in the most efficient and least intrusive way possible. What if your agency could use data science and behavioral science to nudge child support participant's behavior and reducing the level of intervention from your staff? Likewise, what if you could successfully predict which ones will only pay after intense effort including legal actions and wage withholding orders? How might that change the way you manage your business processes?

### **Drilling Data: Refining Raw Numbers**

Panelists will share the key data elements they use to determine how to improve performance, from local level metrics that point out deficiencies and strengths to aggregated state numbers reflecting the overall health of the program. They will also discuss how to discern the valuable data from everything else.

### **Nudging the Ostrich: Using Behavioral Economics to Lead Performance Improvement**

How can you use the principles of Behavioral Economics to understand and change the behavior of customers or staff? Applying gentle nudges, recognizing the consequences of the ostrich effect, and reducing hassle factors are just a few potential strategies. Our panel of experts will offer practical applications, share some examples from the IV-D world, and show you the future of performance improvement.

### **Achieving Positive Results in Your Child Support Program Leveraging Business Process Redesign**

From the business process redesign wiki page: "BPR is a business management strategy focusing on the analysis and design of workflows and business processes within an organization. BPR aims to help organizations fundamentally rethink how they do their work in order to dramatically improve customer service, cut operational costs, and become world-class competitors." This presentation will demonstrate how to lead by innovation as it focuses on approaches for applying BPR techniques to a child support organization. This will be accomplished by examining three workshops conducted at various locations within the child support program at the State of Michigan.

### **Enforcement Across State Lines**

Interstate cases can be especially frustrating when the parent only moves across the state border! To address the issue, Wisconsin and Illinois started a border project which now includes Indiana and Michigan. Learn how this innovative project has led to improved communications with our bordering states and sometimes even limited access to each other's child support systems. In addition, learn more about the National Child Support Communications Forum (NCSCF) which shares direct phone lines to child support professionals.

### **50 Shades of Gray: Understanding the Challenges of Workplace Ethics**

When we think of workplace ethics, it is usually in terms of knowing right versus wrong and then doing the right thing. However managers in social service organizations often come across ethical dilemmas where there is no easy right or wrong answer. This workshop will explore these grey areas where there are conflicting values, multiple solutions that have validity, and significant consequences to the parties involved. This workshop will introduce a four-step process to support ethical decision-making. These steps provide a framework for child support managers to make well thought out decisions. For example, one of the steps in ethical decision-making is to determine alternatives. Alternatives can be derived from evaluating various ethical approaches such as the utilitarian approach, rights based approach, fairness approach, common good approach, and virtue approach. The presenters in this workshop will introduce questions to ask when faced with an ethical dilemma. These questions will be used to examine realistic, thought-provoking case studies and provide a systematic approach to dealing with ethical issues. Participants will also contribute to a discussion that explores the relationship between ethical decision making and culture. This includes looking at how our individual culture and background influences our views on ethical dilemmas.

### **Across, Up, and Out: Surefire and Surprising Presentation Tips for Leaders**

All leaders present – often to different listeners in different settings. If you are speaking across your organization to colleagues, your message needs to be crafted differently from a presentation up to senior management or out to persons external to your organization. Speaking across a conference table requires different techniques from presenting up front behind a podium or to listeners out of sight on conference calls or web meetings. This workshop will be packed with specific and practical tips for adapting to the three different types of audiences CSE leaders most often face, as well as useful and surprising techniques for presenting effectively in different settings.

### **Budgeting with the Mission in Mind**

Do you struggle to find ways to try new initiatives while preserving scarce resources? Do you want to meet consumer demands but have limited money to do so? Are there secrets to achieving the core mission of the program, and also having the ability and resources to do something new? Come learn from three(?) Child Support leaders who will share their experiences and maybe even reveal some secrets to creative budgeting with the old and the "new" Child Support Mission in mind.

### **Child Support Performance Measures and Incentives**

Why do we measure what we do? How do performance measures affect program funding? Learn about the history and rationale for the current child support performance measures, incentives and penalties, as well as some proposed new or revised ways to measure the program. Hear from individuals who were in the original work group that developed the existing performance measures, and from those considering changes to the measures.

### **Conquering the Risk and Fear of Failure**

Making that ultimate decision to change a practice, thought or plan can sometimes be a difficult step. WHY? As we all know, there are a variety of reasons why it is difficult to change: fear of failure, resistance to change, fear of success. Sometimes it can paralyze us and sometimes we just decide it isn't worth the risk or pain. Learn why we all feel this way, strategies to move forward with plans in spite of the risks and how to develop a culture around change that is accepted as a way of doing business and not a BIG deal.

### **Hiring and Promoting Tomorrow's Leaders**

Are you a manager responsible for hiring and promoting the next generation of leaders? Do you feel like you're on the cusp of a mass exodus of baby boomers? Are you interested in engaging in dialogue with your peers about succession planning? This workshop explores generational differences, passing along institutional knowledge, and leadership development. We will also discuss retention and training challenges as we experience higher rates of turnover. You will have an opportunity to share your stories and gain insight from others.

### **How to Use Multidimensional Decision Making for Managers**

Organizational operations are dependent on decisions made by management. Without effective decision-making by leaders, activity would be stifled and nothing would get done. This workshop explores the types of choices that managers encounter in social service organizations and the multiple dimensions that influence decision making. Participants will be introduced to a structured decision-making process and will apply that process to realistic, thought-provoking case studies.

### **Lawyers Managing Lawyers (CLE)**

Law school taught constitutional law, civil procedure and legal writing, but not how to be good managers. This interactive workshop will explore the traits of effective leaders, how to motivate attorneys and staff, and specific challenges for Title IV-D lawyers. The Model Rules of Professional Conduct and the ethical duties for supervisors will be discussed and debated by our panel of leading attorneys. Whether you are a current or future managing lawyer, this workshop will provide you with ideas, skills, and ethical considerations to take back to the office!

### **Parenting Time: Funding, Impact, New Developments, and Other Challenges**

Join this panel discussion of Child Support leaders experienced in operating a Parenting Time Opportunities for Children (PTOC) ACF grant.

### **Putting Together the Pieces of the Leadership Puzzle: Where to Find the Help You Need**

Lost? Desperate? Need help, but you don't know where to find it? This workshop helps you put together the pieces of the leadership puzzle and links you to resources that provide the help you need! A panel of experts will share information about how to get answers from federal resources, other state directors, child support organizations, and more. Learn where to go for help and how to get the information you need to lead a dynamic child support program. The pieces of the puzzle are there – you just have to know how to put the puzzle together!

### **Reducing Debt Owed to Custodial Parents**

Nationwide, \$114.6 billion in child support debt is owed. A large portion of this debt is owed to custodial parents. For a myriad of reasons, a portion of this debt is uncollectible. While many states and localities have established programs to assist NCPs in the reduction of debt owed to the government, there are only a few programs assisting NCPs in the reduction of debt owed to Custodial Parents. In this workshop, you will hear from speakers regarding programs designed to reduce debt owed to Custodial Parents. You will learn about their program models - whether they received opposition to establishing such a program and if so, how they addressed it; with whom they partnered to get the program off the ground; program outcomes; the type of training provided to staff and much more. You will also hear from a representative from the domestic violence community and receive guidance on the establishment of the requisite safeguards.

### **Spread the Good Word : How to Partner with Your Community to Sell the Benefits of Child Support Services**

Are the benefits of child support services unknown to the average citizen in your area? Worse yet, do they know about you, but fear or mistrust you? If so, there is help all around you. By working collaboratively with other agencies, schools, health care workers, and community-based organizations, you can spread the good news about child support services. Hear from several program leaders who have improved the public perception of their programs—and the support of their legislatures—by creating ambassadors and public relations agents all around them!

### **Starting With the End In Mind: How to Integrate Vision and Strategic Planning**

*“If you don't know where you are going, you probably will end up somewhere else.”* Laurence J Peter.

An important aspect of leadership is establishing a vision and a plan for your organization. . Knowing where you are going and getting people to go with you is easier said than done. This workshop will explore strategies for creating compelling visions and developing an inclusive process that defines organizational direction and set goals for the future. Whether an experienced, new, or aspiring leader, this session will provide you with an understanding of the

importance of setting the vision, generating passion and creating strategic insight and plans that help you arrive at your destination.

### **Who's Got The Hook-up? Partnering Outside of the Box**

Learn how knowing what programs/resources are offered by other agencies within your state can lead to increased collections and better case outcomes. Discover how forging a network of partners outside of your office benefits you and the clients you serve. Want to help your staff remove the phrase "I can't pay my child support because..." from their obligors' vocabulary? Then come and hear how "who you know" can be just as valuable as "what you know"!

### **Undocumented Workers: Legal Barriers to Establishing and Enforcing Child Support and Health Insurance for Immigrant Families (CLE)**

This workshop will address the issues that arise when case participants are employed using false identities and Social Security Numbers. How should a court case be captioned if the payer's working name is not their real name? Should undocumented workers be ordered to pay child support by income withholding? Under what circumstances is it appropriate to pursue enforcement of a support order against an illegal immigrant who becomes unemployed? What are the child support agencies responsibilities to obtain health insurance coverage for the children if the case participants maintain insurance coverage using false social security numbers?

### **Dispute Resolution: Leading on the Forefront of Change (CLE)**

Both the NPRM and P.L. 113-183 identify the potential of non-adversarial dispute resolution processes to improve the child support program. At this time, only a handful of IV-D employ these processes. This presentation will identify effective dispute resolution processes for child support programs. Leaders will share the strategies, challenges, and outcomes of bringing this emerging best practice to their programs, as well as opportunities for using dispute resolution processes to incorporate parenting time agreements.

### **Walking on Common Ground-The Steps Taken to Judicial Collaboration (CLE)**

Join this panel of judges and attorneys as they weave you through the history of Wisconsin's story of State and Tribal courts and their judicial collaboration. Our panel of both tribal and circuit court representatives will discuss the Teague Protocol, State-Tribal Justice Forum and the creation of Wisconsin Statue 801.54. This CLE workshop will map out the success Wisconsin has had with its partnership between State and Tribal courts which has aided eight of the eleven recognized tribes in Wisconsin successfully launch tribal child support agencies.

### **Planning and Implementing Modern Child Support Systems**

Workshop panelists will discuss their real-world experiences planning for and implementing modern child support systems. This interactive workshop explores the steps necessary to plan and develop new system. Panelists will discuss topics such as – securing federal funding,

expediting the planning process, pros and cons of transfer systems, business process reengineering, federal certification, and much more. Join us as our panel relates their experiences and provides useful lessons learned for those states embarking on this path.

### **Statewide System Improvement Trends**

During this interactive workshop, panelists will discuss new technology options that may change the definition of a “single statewide system” whether for incremental or full scale modernization of existing child support systems. Topics include:

- Automated Refactoring: Provides agencies a way to migrate mainframe applications to a modern environment without changing the behavior of those applications.

### **Collections: Going the Extra Mile**

How can we get an increase in collections from non-traditional sources? What innovative techniques improve collections for cases that are not paying in full? The panelists will discuss their target cases, the effectiveness of their remedies, and the expected impact on the non-paying caseload.

### **Leading Communication Strategies: Meeting the Needs of Your Customers**

State agencies administering Child Support (CS) Programs can leverage technology to increase the effectiveness of proactive communications and interactions with child support custodial and non-custodial parents. Gone are the days of relying on face to face communication with case members. According to recent Pew Research Center findings, over 85% of adult Americans now own a cellphone and Child Support programs can take advantage of this by communicating with members via web, mobile applications, text messages, emails and outbound Interactive Voice Response (OIVR) messages. By providing automated reminders for upcoming appointments and court hearings, early intervention activities, missed payments, and other events related to child support enforcement, custodial and non-custodial parents have multiple options at their fingertips to stay connected with their case status and activities resulting better case outcomes. During this interactive workshop, panelists will discuss the outcomes of successfully implementing communication strategies that provide more self-service options to customers and save program money while increasing collections.

### **Modern Leadership and Management**

The traits and skills of a successful leader do not change over time, but leadership practices must change to meet the needs of today’s workforce. This workshop is designed for managers seeking to engage team members, generate enthusiasm, improve morale, and build positive outcomes. The program focuses on current trends in management and leadership. Understand and utilize the skills and competencies that are proven to be successful in coaching and empowering your staff. Learn about the practices that may limit your organization’s ability to be an effective modern working environment.

### **Child Support for Complex Families: An International Perspective**

Mom, Dad and 2.5 children.....the perfect, happy family. And, even if the parents separate, probably a simple case for child support. But, what if the parents have nearly equal custody? What if the family wasn't conventional from the beginning? Mom may have children with different fathers. Dad may have children with different mothers. There may be two moms, or two dads and a mom. And, what about step-parents? The possibilities go on and on. In this workshop, child support agencies from around the world will discuss how they cope with these endless, complex, and ever-shifting family relationships.

### **Cross-border Payments: Past, Present and Future**

International cases present unique challenges in terms of getting child support into the hands of the custodial parent. Not only do funds have to be converted into another currency, but the options available for electronic funds transfer are limited or non-existent for these cases. Why has it been so difficult to develop a cost-efficient method to transfer funds? What options could or should be tried? As we move into the 2007 Hague Convention and our international caseload grows, leaders in all programs will have to grapple with this very interesting challenge.

### **Expanding Your Horizons: Learning From International Child Support Leaders**

Can the child support program really be that different in other countries? Have they taken another approach to addressing a challenge similar to yours? In this session, international child support leaders will provide an overview of their program and its evolution. The last twenty minutes of the workshop, attendees will have a chance to chat with presenters and other international guests, exchange business cards and get take-away information about their programs. Don't miss this chance to learn more about the way child support is managed in other countries, get ideas for your own program, and advice on specific issues you may have encountered on international cases. A great opportunity to network with child support professionals from around the world.

### **How to Get the Most Out of Your State-Tribal Partnership**

Are you trying to establish a new State/Tribal partnership. or does your current one need to evolve to the next level? Join us for an interactive discussion to help get the most of your State/Tribal Partnership. Hear about the innovative strategies that State and Tribal programs are implementing. Learn about the important components to include in an initial MOU, and when it's appropriate to revise it. Explore other agreements you might want or need, such as a security agreement or work plans. Discover the benefits of establishing a point of contact and the optimal methods of communication as well as how regular meetings between tribal, county and state IV-D agencies can lead your program into stronger a partnership.

### **Implementing the 2007 Hague Convention: A Leader's Guide**

Yes – it is finally here! Over the upcoming months, leaders in every child support program will have to start the planning process to make operational the changes that are part of 2007 Hague

Child Support Convention. If you have been wondering where to start and what assistance is out there to help make these changes, you will want to come to this session. We will take a practical, operational approach, and you will leave with a better understanding of what the Convention means in terms of changes to your program, and what resources are either developed or under development to help you manage these cases.

### **Managing the Changing Legal Structure of Inter-Jurisdictional Cases: UIFSA 2008 (CLE)**

The Preventing Sex Trafficking and Strengthening Families Act (P.L. 113-183) requires that all States enact UIFSA 2008 and, by early 2016, State laws for inter-jurisdictional cases will be uniform once more. But what are the substantial law and policy changes facing many States jumping from UIFSA 1996 to 2008? What about the States with UIFSA 2001? What problems will uniformity solve and what legal issues will remain? And what about the Hague Convention – are we almost there yet? Come hear answers to these and other pressing questions on managing through the changing legal structure of interjurisdictional cases.

### **Performance Metrics For Inter-governmental Child Support Cases: What Leaders Need and Want**

Are you looking for ideas that will help you manage your inter-governmental caseload? Have you wondered if inter-governmental cases should be measured differently? Come to this session to get a fresh look at what other leaders measure to improve performance on their inter-governmental cases. It's also an opportunity to share what you have tried and what you would find useful.

### **Both Sides of the Desk: Trauma-Informed Services in the Child Support Program**

Trauma-informed services recognize that many of child support's customers – mothers, fathers and children - have experienced trauma in their lives, which may impact their interactions with our program. Survivors of domestic violence or child abuse, for example, may have significant trust issues, or difficulty with focus or follow-through. This plenary session will explore how an understanding of trauma and evidence-based case management techniques can lead to better child support outcomes for the families we serve.