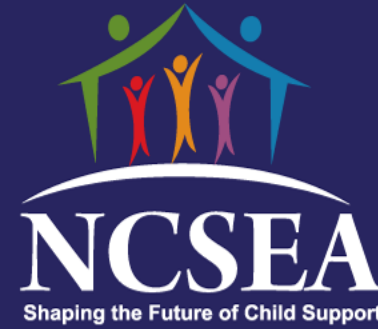


Thursday, January 17th, 2019



February 7-9

Policy **20**
Forum **19**

#NCSEALeads



NCSEA Hill Tips Briefing 2019

Lisa Kelly Skenandore • Tom Joseph
Craig Burshem • Kate Cooper Richardson



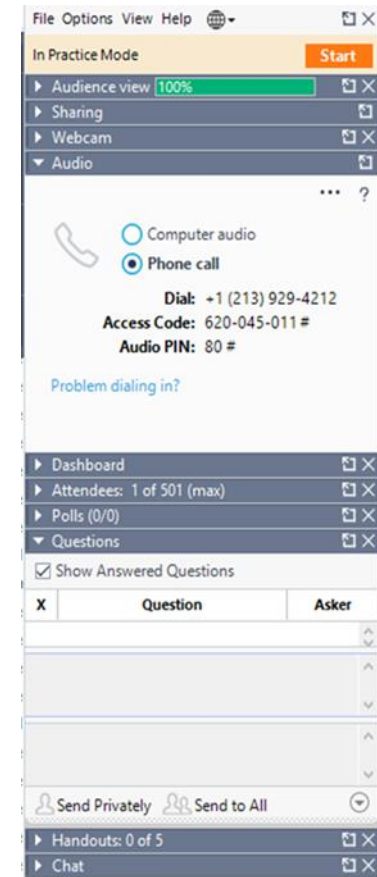
Housekeeping

- **Questions**

- Time for Q & A after the presentation
- Submit using the “Questions” box on your GoToWebinar dashboard
- Submit throughout the presentation

- **A/V issues**

- Use the Chat box in your dashboard





Housekeeping

Hill Tips Briefing and reference documents can be accessed and downloaded at: <https://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
- 2019 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



Our Speakers



Lisa Kelly Skenandore

*Vice President
Business Development*
Systems & Methods, Inc. (SMI)
Co-Chair
**NCSEA Policy & Government
Relations Committee**



Tom Joseph

Government Relations
Paragon Government Relations
Legislative Advocate
NCSEA



Kate Cooper Richardson

IV-D Director
**Oregon Child Support Program,
DOJ**
Co-Chair
**NCSEA Policy & Government
Relations Committee**

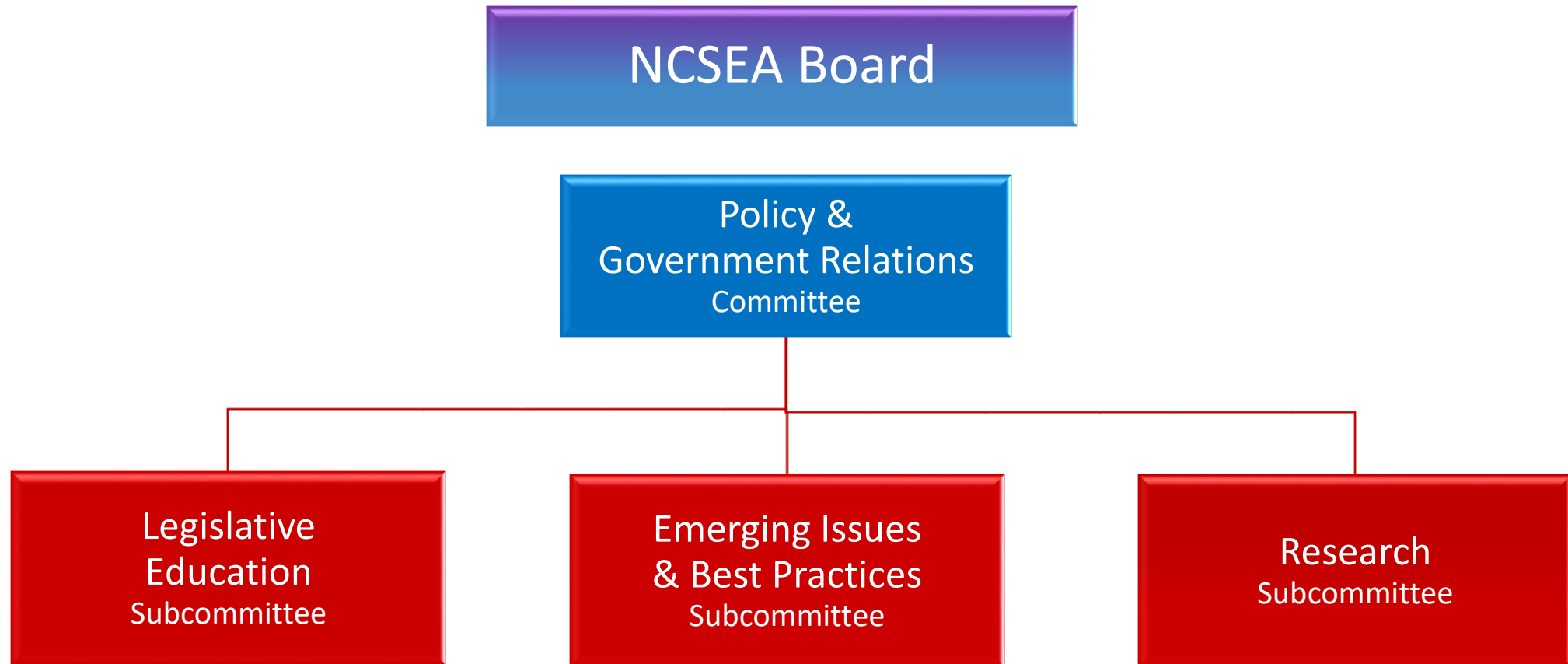


Craig Burshem

Deputy Commissioner
**Virginia Division of Child
Support Enforcement**
President
NCSEA



PGR Committee Structure





PGR Committee & Subcommittees

PGR Full Committee

Kate Cooper Richardson
Lisa Kelly Skenandore
Margot Bean
Robbie Endris
Kay Farley
Jim Fleming
Corri Flores
Erin Frisch
Lara Webb Fors
Mary Johnson
Tom Joseph
Tish Keahna Kruzan
Jeff Leggett
Marcie Martinez
Elizabeth Morgan
Paula Phillips
Diane Potts
Pat Quinn
Trish Skophammer
Eileen Stack
Jane Venohr

Legislative Education Subcommittee

Jeff Leggett
Marcie Martinez
Michele Ahern
Bethany Dittus
Susanne Dolin
Jim Fleming
Tom Joseph
Elizabeth Lawrence
Landis Rossi
Sharon Santilli
Michele Schreifels
Brenda Standish
Daniela Wagner

Emerging Issues & Best Practices Subcommittee

Margot Bean
Trish Skophammer
Lexie Barath
Andrew Chin
Tracy Davidson
Cynthia Holdren
Kim Jaudon
Kelly Lamson
Elizabeth Lawrence
Patrick O'Malley
Michele Schreifels
Jeremy Smith
Kelly Tinsley
Bob Williams
Ellen Wood

Research Subcommittee

Jane Venohr
Michael Adrian
Lauren Antelo
Jeff Ball
Margot Bean
Tammy Keaton
Jovan Knutson
Noelita Lugo
Dan Meyer
Letitia Passarella
Hannah Roots
Rebekah K. Selekman
Bob Williams



2019 Political Climate & Key Issues

- Where does child support stand in the budget and policy debates on Capitol Hill?
- How may the congressional debate on welfare reform affect child support?



How to Schedule a Legislative Visit

- 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



Tips for Talking to Your Legislator

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



Tips for Talking to Your Legislator

- 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



Tips for Talking to Your Legislator

- 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



Tips for Talking to Your Legislator

- 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



Tips for Talking to Your Legislator

- 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



Tips for Talking to Your Legislator

- 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



Supporting Documents & Resources

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

Resources for Legislators & Staff

- Annotated National CSE Data
- NCSEA Quick Facts



Supporting Documents & Resources

- 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/>



NCSEA Reports, Resolutions & Updates

The screenshot shows the NCSEA website homepage. At the top left is the NCSEA logo, which consists of a stylized house icon with four colorful figures (green, red, orange, blue) inside, and the text "NCSEA" to its right. In the top right corner, there are links for "MEMBER LOGIN", "CONTACT US", and "JOIN NCSEA". Below these links is a search bar with a magnifying glass icon and a "SEARCH" button. A navigation menu is located below the search bar, with tabs for "HOME", "ABOUT NCSEA", "MEMBERSHIP", "PROGRAMS & EVENTS", "ADVOCACY & PUBLIC POLICY", and "RESOURCES & INFO". The "ADVOCACY & PUBLIC POLICY" tab is currently selected, showing a dropdown menu with the following items: "NCSEA Board Resolutions & Policy Statements", "NCSEA Legislative Updates and White Papers", "Quick Facts", and "Hill Tips – Resources for Educating Federal & State Legislators". The "RESOURCES & INFO" tab also shows a dropdown menu with "RSS" and "YouTube" icons, and several other items with right-pointing arrows. The main content area features a large banner for the "2017 NCSEA Policy Forum" held from "February 16-18, 2017" at the "Renaissance Washington, DC Downtown Hotel". The banner includes the hashtag "#ncsea2017" and a "Register Today" button. The background of the banner shows a line drawing of the U.S. Capitol building.



Visiting the Hill? Let NCSEA Know!

Keep NCSEA informed on Legislator visits
so we can help you continue the conversation!

Fill out our online Hill Visits survey at:

<https://www.surveymonkey.com/r/HILLVISIT19>



Questions?



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Upcoming NCSEA Events

- **Child Support Chat with Commissioner Scott Lekan**
January 24, 2019
2 PM – 3:15 PM EST
Registration now open at <https://www.ncsea.org/event/child-support-chat/>
Registration: Free for NCSEA members and Non-member child support professionals
- **2019 NCSEA Policy Forum**
February 7-9, 2019
Renaissance Washington D.C Downtown, Washington D.C.
Pre-registration open through Monday, January 28, 2019
Registration available onsite