



# Child Support CommuniQue



July 2019

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## Upcoming Events

[NCSEA Leadership  
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August 11-14, 2019  
Minneapolis Hilton



## President's Message

*by Craig Burslem, President, NCSEA*

Has it really been almost a year since Diane Potts handed me the ceremonial NCSEA gavel? This year feels like it has passed in a blur, but when I stop to think about all that we have accomplished together, I realize we have gotten a lot done in a short time!

First and foremost, I am pleased that NCSEA's financial position is strong. Last year we restructured our partnership agreement with MCI USA. We reduced staff, and Executive Director Ann Marie Ruskin has done an excellent job of containing costs, which has resulted in significant savings to NCSEA. I want to thank our existing corporate partners for their support and welcome our two new partners, Stellarware and MyPaymentPortal.com, powered by CiviTek.

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## Community Corner

### **Looking Back, Moving Forward**

*by Vernon Drew, President of CSF Division, SLI Government Solutions*

In the summer of 1975, I got a call from my boss that the then-Commissioner of the South Carolina Department of Social Services wanted me in his office. The Commissioner wanted me to be the first director of the Division of Child Support in South Carolina. Neither he nor anyone else, least of all me, had a clue what this program was. We had a budget of exactly \$500,000 – and had to have a program in place, at least on paper, by July 1st. I was crazy enough to take the job! So began a 44-year career in child support.

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## **BICS Grant Leads to Greater Customer Engagement in D.C**

*by Starr Granby-Collins, Chief of the Policy, Training, and Administrative Affairs Section, District of Columbia Office of the Attorney General, Child Support Division*

On September 30, 2014, the Child Support Services Division (CSSD) of the District of Columbia Office of the Attorney General was one of eight jurisdictions to receive a fully funded federal grant titled Behavioral Intervention in Child Support. We received the grant under the 1115 Behavioral Intervention in Child Support (BICS) program. In the first year of the five-year grant, local funds combined with federal matching funds totaled more than \$400,000.

Behavioral intervention is a field of social science that examines how certain behaviors can be modified by using a targeted approach.

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## **Transforming the Fatherhood Lens in Child Support**

*by Kelly Little, CEO, Urban Institute for Strengthening Families*

I recently attended the National Fatherhood Conference in Nashville, Tennessee put on by the Administration for Children and Families (ACF). While there, I witnessed an energized system which acknowledged a commitment to redefining the current broken siloed approach to embracing fathers collectively. Throughout this conference, I was overwhelmed with joy to have connected with new comrades in this war to redefine the perception, roles, and support given to fathers. Historically, the engagement of fathers in human services has been very different from the current conversations around collaboration.

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## **Featured Articles**

### **Agile Approach to Child Support Business Practices**

*by Jeff Obst, PMP, Strategic Initiatives Director for Indiana Bureau of Child Support*

The mission of the Indiana Child Support Bureau Strategic Initiatives Team (SIT) is guiding the organization to an increased level of excellence by implementing the vision of Indiana's leadership. In carrying out this mission, SIT is involved in software development projects and manages a number of concurrent business projects.

What is agile? It is "the ability to create and respond to change. It is a way of dealing with, and ultimately succeeding in, an uncertain and turbulent environment."<sup>1</sup>

Many software development projects these days utilize an agile methodology. SIT wondered if an agile approach might also work for the business and that started the journey of adapting agile for business projects.

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### **Another Successful Partnership Between Child Support Agencies and Employers: Lump Sum Collaboration Workgroup**

*by Craig Burslem, Chair, NCCSD Lump-Sum Workgroup and Jim Fleming, Co-Chair, NCCSD Lump-Sum Workgroup Legislation Subcommittee*

For many years, employers have provided feedback to the federal Office of Child Support Enforcement's (OCSE) Employer Services team about the lump sum process — much of it not so positive! Employers have described the process as inconsistent, confusing, and difficult due to lack of standardization among states. They also shared that child support agencies are "leaving money on the table" by not having consistent, standardized processes or any processes at all in place to collect past-due support from lump sum payments.

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## NCSEA Connects: Creating Communities of Child Support Professionals

by Robbie Endris, Regional Child Support Director,  
CONDUENT

Among the greatest benefits of NCSEA membership are the opportunities provided for networking and sharing information with other child support colleagues. NCSEA opens doors for this in many ways, including conferences, Web-Talks, committees, communities, publications, and its website. All of these work well, but a new NCSEA initiative provides members with a personal and relevant opportunity to communicate directly with colleagues who have similar work assignments and interests.

In 2017, NCSEA embarked on an effort to develop the affinity group concept, which provides an opportunity for member-to-member conversations about areas they have in common. The pilot group was composed of graduates of NCSEA U. The group was highly successful and led the way for the development of additional groups.

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Did you know NSCEA members and those receiving member benefits have access to the NCSEA Web-Talk Library? [Log into your NCSEA profile](#) and click on "Member Central" and enhance your professional development today!

**Do you follow NCSEA on Facebook?**  
Search **@ncsea1** and get important news and updates



## Sneak Peek: NCSEA 2019 Leadership Symposium

by Ashley Dexter and Ethan McKinney  
2019 Leadership Symposium Co-Chairs

The 2019 Leadership Symposium will be held August 11 through 14 at the Hilton Minneapolis. The location is centrally located to many of the city's downtown attractions and nightlife. Minneapolis offers a dramatic riverfront skyline and excellent restaurants, where you can sample cuisine from a variety of cultures—make sure you try a local favorite, the Juicy Lucy. The theme for this year's symposium is "Leading Forward: Meeting Challenges with Vision and Service." Similarly, the city's motto is En Avant—French for "Forward." As leaders, we need to lead ourselves, our teams, and the child support community forward. The planning committee reviewed all of your wonderful proposal submissions and put together innovative workshops aimed at helping all of us do just that by continuing to grow in the child support program through vision and a service-minded focus.

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### Resources and Links:

[Membership](#) | [Research & Resources](#)  
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*The points of view expressed in the Child Support CommuniQue are those of the authors and do not necessarily represent the official positions or policies of NCSEA.*

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