



Sunday, August 12, 2018

1:00 - 1:45 PM

New Attendee Orientation

Attending your first NCSEA Leadership Symposium? Want to learn the ins and outs of navigating what can be a daunting schedule of exceptional professional development offerings? Stop by and learn tricks from veteran attendees on how to maximize your first NCSEA Leadership Symposium experience, and meet NCSEA's volunteer leadership to learn more about the association and its mission!

2:00 - 3:15 PM

Symposium Fair

noun · sym·po·si·um ·fare (sim'pōzēəm /fer/): A gathering of the NCSEA community to group think, round robin, converse, network and dish up great ideas.

Join us for a fast-paced, activity filled session with the opportunity to meet our international partners, Meet the Directors, learn about **NCSEA Connects**, and join the NCSEA Exchange for an interactive speed exchange of big ideas and hot topics.

Meet our International Partners

Here's your chance to meet face-to-face with NCSEA's international partners. Representatives - from Australia, Brazil, Canada, Germany, Norway, New Zealand, and Switzerland, among others – will be at Leadership Symposium to meet with you. Stop by the International Round Table to say hello, meet your counterparts, and set up some time to meet. This opportunity comes but once a year, so take advantage of it.

Location: Fayette

NCSEA Connects

NCSEA at its best. Use the power of NCSEA's networking opportunities to expand your knowledge and resources. NCSEA Affinity Groups – *NCSEA Connects* - are currently being formed to help NCSEA members connect with peers on a host of topics. Looking to connect with child support professionals on leadership development? Intergovernmental issues? Training topics? NCSEA members decide which group meets their needs. Groups forming now!

NCSEA Connects provides child support professionals a resource of colleagues who share common goals, with the intent to bolster relationships, learning opportunities, mentoring, and professional development, in a community-building way. Groups are organized organically around topics that NCSEA members want. NCSEA provides the forum and guidance for organization, with Affinity Group members taking lead on the details of participation.

Stop by and connect with us on how to get involved.

Location: The Rotunda

NCSEA Exchange

Join NCSEA leaders for an interactive speed exchange of big ideas and hot topics in the Child Support industry. Join fast-paced, small group conversations about what's trending and share your ideas for **Leading the Future of Child Support**. Join the conversation.

Topics Include: Mandatory Cooperation, Systems Funding, Zero Dollar Support Orders, Child Support Public Relations.

Facilitators: Margot Bean, Kate Cooper Richardson, Jim Fleming, Alisha Griffin, Tim Lightner, Joe Mamlin, Wally McClure Maureen Leif, Amy Kownack, Lisa Skenandore,

Location: Westmoreland

Meet the Directors

Come meet IV-D Directors from all around the country! This is your opportunity to meet and sit down with State and County IV-D Directors one-on-one. Hear about their experiences and challenges, ask questions, and share your perspective as we join together to lead the future of child support.

Directors: Laura Bernacki Stafford, Erin Frisch, Tanguler Gray, David Kilgore, Carla West, Jeffrey Witthun

Location: Butler

3:30 – 5:00 PM

Concurrent Sessions

W101: Work, Work, Work...Child Support and Workforce Development Strategies

There is a growing agreement and clear federal intention to increase employment expectations in exchange for benefits in multiple economic assistance programs, including Child Support Enforcement. It is critical that observations gained from TANF work participation programs be understood to effectively design new, more effective strategies toward adequate, sustainable skills, and training. These opportunities include the necessity for child support customers to successfully overcome the challenges and barriers of unemployment and underemployment.

Pennsylvania's collaboration with the Unemployment Insurance Agency helps to bridge the gap between Child Support and Job Services, linking the agencies for not only the client's benefit but also for the agencies.

Colorado Parent Employment Program or CO-PEP embraces the Colorado Department of Human Service whole family approach or two-generational (also known as 2Gen) approach

Emerging comprehensive employability appraisal tools can be used at child support intake or in partnership with local workforce development resources. An emerging pilot in Baltimore is being conducted in partnership with the Maryland Department of Human Services and the private sector will be profiled.

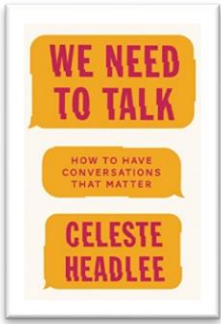
Moderator: John White | Speakers: Robert Patrick, Joe Raymond, Tracy Rumans

W102: New Laws Bring New Challenges and Opportunities for Child Support Leaders

In December 2017, Congress passed the Tax Cuts and Jobs Act, a monumental and sweeping tax reform that impacts most taxpayers. In July 2017, the Uniform Law Commission enacted the new Uniform Parentage Act, an innovative and important uniform law designed to protect children, that states have begun to pass. The new laws impact the parents in the Title IV-D program and present new challenges and opportunities for child support leaders. Come hear the highlights of these new laws—how they work, who they impact, and how to design child support policies around them. [CLE](#)

Moderator: Debra Tanner | Speakers: James C. Fleming, Diane Potts

W103: Leadership Book Club



Read the selected book ***We Need to Talk: How to Have Conversations That Matter*** by Celeste Headlee in advance of the conference, and join the conversation about this great book and other books on leadership topics.

Today most of us communicate from behind electronic screens, and studies show that Americans feel less connected and more divided than ever before. The blame for some of this disconnect can be attributed to our political landscape, but the erosion of our conversational skills as a society lies with us as individuals. And the only way forward, says Headlee, is to start talking to each other. ***In We Need to Talk***, she outlines the strategies that have made her a better conversationalist—and offers simple tools that can improve anyone’s communication. Whether you’re struggling to communicate

with your kid’s teacher at school, an employee at work, or the people you love the most—Headlee offers smart strategies that can help us all have conversations that matter. Join the club! *Experiential Learning*

Moderator: Joe Mamlin

5:30 – 6:30 PM

Welcome to Pittsburgh! Opening Reception

Join us in the exhibit hall or an hour of networking with NCSEA sponsors and exhibitors, NCSEA leaders, and fellow conference attendees.

Sponsored by Adobe

Monday, August 13, 2018

8:30 – 10:00 AM

Plenary I: The Essence of Leadership



What is the “essence of leadership?” If we knew the one correct answer to that question, we would all implement the agreed on “best practices” and spend our careers as exemplary leaders – in our offices, in our community organizations and in our families. Unfortunately, there is no single simplistic route to becoming an admired and respected leader. But there ARE proven pathways. There are helpful hints. There are tested paradigms. These can all point us in the right direction as we undertake our own unique leadership journeys.

During this fast-paced, interactive keynote presentation, leadership coach and consultant Larry Center will share a lifetime of leadership wisdom, boiling his own learning down to its essence. With Larry as our guide, we will be reminded of these truths:

- Leadership is an inside-out process
- Leadership is more about being than about doing
- Leaders model the “Two C’s:” Character and Competence
- Great leaders don’t just focus on their behaviors, they focus on their attitudes
- We can all be leaders – every day in all corners of our lives, if we see ourselves as leaders!

This opening session will prime us for what follows: wonderful sessions organized into multiple tracks that will allow us to craft our own personal NCSEA Leadership Symposium. We will return to our offices with new knowledge, enhanced skills, positive attitudes and a renewed commitment to the important cause and clients we all serve.

Keynote Speaker: Lawrence J. Center

10:30 – Noon

Concurrent Sessions

W201: Crossing the Line for Families: Effective Interstate Management

An effective interstate child support program is essential – it boosts collections and other performance measures, and provides families with critical enforcement services that may not be otherwise available. Our panel of leaders will share the keys to success for building strong interstate units and networks, developing policies that ensure cost-efficient interstate case processing, and using UIFSA 2008 and other interstate laws to achieve the best results for families. Come join us as we learn how to lead the future of child support across state lines! [CLE](#)

Moderator: Anne Miller | Speakers: Craig Burshem, Ashley Dexter, Tangler Gray, Diane Potts

W202: The New Face of Customer Service in Child Support

This presentation will cover two successful programs delivered to improve public perception, performance and delivery of services in the San Diego Child Support program. The presentation will highlight services delivered to customers living at or below the federal poverty line, as well as programs to serve and engage active duty and military veterans. There are approximately four million custodial parents living in poverty, representing about one-third of all custodial parents. Child support accounts for about half the average income of low-income parents who receive it, lifting over 1 million people out of poverty in 2015. Child support agencies have a crucial opportunity to help break the cycle of poverty by helping these low-income families. The presentation will explore approaches that will allow child support professionals to better understand poverty and the unique circumstances these customers face. Once child support professionals can see the world through the lens of parents in poverty they will be better able to engender trust and serve their customers. Approximately 12 percent of active duty service members are single parents and about half of the nation's states report having at least 10,000 military veterans. The San Diego County program implemented services that positioned the agency to best serve and engage military and veteran families. Military families have evolving life circumstances, resulting in possible strains on the family and unique needs to ensure family engagement and self-sufficiency. This workshop will provide practical solutions and specific program examples that better serve low income, military and veteran families to improve program outcomes.

Moderator: Steven Lujan | Speakers: Amy Miragliotta, Carl Smith

W203: Cutting Edge Solutions for Age -Old Problems

By utilizing effective enforcement questioning and motivational interviewing techniques, Jennifer Koffman, the Contempt Specialist in Crawford County Domestic Relations Section, manages a caseload of Defendants at every stage of the contempt process, from those who have been referred for a possible contempt filing through those who have received a suspended sentence at a contempt hearing. Jennifer will review the tips and tricks she has assembled over the past eighteen months that have allowed her to bring in nearly \$130,000.00 in payments in 2017 with \$44,000.00 of that being paid toward arrears balances. Using actual experiences and client stories, Jennifer will share how she digs deeper, breaks down barriers and offers solutions to get clients back on track after significant payment and compliance issues have arisen. Jennifer will take you through her process from her first conversation with a new defendant on her caseload through to returning the case to a "regular" caseworker after successfully getting the client back on track. [CLE](#)

Moderator: Brandi Ridgeway | Speakers: Laura Bernacki Stafford, Jennifer Koffman, Erin Richardson, Chad Templin

W204: Mastering the Art of Communication to Speak the Language of Leadership

How do we communicate with people, so they become more likely to make better decisions? Is it possible to influence people's behavior by making small changes? Join us for an engaging discussion to learn valuable skills and tips to engage the minds and hearts of the people you lead and serve. Come learn and share ideas on how to master the art of communication skills to engage staff and handle difficult conversations and conflict. The presenters will use real-life scenarios to help you speak the language of leadership and coach—nudge--others in your agency to do the same. You will come away from the presentation with tips that have proven effective for motivating staff from the presenters' agencies to communicate effectively, resulting in greater productivity and high department morale.

Moderator: Timothy Lightner | Speakers: Paul Garcia, Janet Nottley

W205: Ensuring the best by preparing for the worst: Disaster Recovery as a Service (DRaaS) for Child Support Enforcement

The State of Oregon (OR) Department of Justice (DOJ) sought to set up and maintain a cost-effective and reliable Disaster Recovery (DR) solution for their modernized Child Support Enforcement system, called Origin, which would enable continuity of services for its customers in the event of a disaster. The primary options available for hosting this DR system were on-premise (utilizing State Data Center or 3rd party provider) and Cloud (DRaaS). DOJ collaborated with their System Integrator for Origin, to help develop the approach and criteria for reaching a decision. This presentation is a case study of the process executed by DOJ to evaluate and select a disaster recovery solution, including the selected criteria, analysis, decision, and implementation considerations. Following the presentation, participants will understand evaluation criteria used to formulate DOJ's Decision and understand the benefits of Cloud solution for implementing disaster recovery.

Moderator: Margot Bean | Speakers: Vishal Prabhu, James Wollenweber

Noon – 1:30 PM

Plenary II - A Pennsylvania Welcome (Lunch)

Join us for a networking lunch with welcomes from Pittsburgh's mayor, William Peduto and Pennsylvania IV-D Director, Robert Patrick. Catch up with old colleagues and meet new ones.

Sponsored by Deloitte Consulting LLP

1:45 – 3:00 PM

Concurrent Sessions

W301: International Payments: The Check is NOT in the Mail!

The days of international check payments are numbered. Several European countries no longer accept checks for payment of child support. However, a transition from checks to electronic payments internationally is neither easy nor quick. This workshop will look at the international cross-border payment world, covering available alternatives to checks, including wire payments, electronic payment cards, internet funds transfer, foreign currency brokers and the promise of blockchain. Based on research done by OCSE, the workshop will provide leaders with the information they need to make decisions about the most effective alternatives to checks for international cases.

Moderator: Thomas Meysen | Speakers: Anne Miller, Hannah Roots

W302: Extreme Makeover: Leading A Program Policy Manual Overhaul

The Virginia Division of Child Support Enforcement embarked on a total revision of its program policy manual in 2016-17. This undertaking entailed both a reformat and rewrite of the content as well as a review of the policies themselves. Through an interactive process that included an online survey of staff and onsite focus groups at field offices, themes emerged that division stakeholders identified as essential to a revised program policy manual: a family-centered customer service approach; plain language; organized by work function and consolidated topics; procedures that are consistent with policy; and improved search capabilities. This workshop will provide a walk-through of the process from concept to leadership buy-in and approval; design of survey instruments and focus group questions; logistics and project management; pitfalls and problem-solving and final rollout. Using a home renovation theme, this interactive workshop will combine a power point presentation, examples of revised policies, modeled focus group with audience participation and an online demonstration of Virginia's Child Support Program policy manual. Participants will gain an understanding of how to undertake a major renovation of a child support program's policy manual from Designer's Challenge to Grand Design, Renovation Realities, Curb Appeal and finally Designed to Sell.

Moderator: Craig Burschem | Speaker: Tony Nelson

W303: Strategic Planning

Have you ever wondered how to start the process of planning strategically for your future? If you are contemplating this undertaking then this session is for you! This workshop will focus on what some states have done to ensure buy in from the field when building and rolling out a strategic plan for your program.

Moderator: Pam Sala | Speakers: Erin Frisch, Robert Patrick

W304: Research Leading the Future of Child Support

As Neil Armstrong observed: “Research is creating new knowledge” and a critical tool that informs all levels of child support policy and operations. Research has shaped policies and practices around right sized orders, customer service, and parenting time. Studies on procedure justice, mandatory child support cooperation requirements, and behavior analytics continue today to shape the future of child support. This session will discuss the NCSEA Research Committee’s plan to make research studies and methodologies more accessible and digestible to child support practitioners and policy makers. This highly interactive and engaging session will also provide tips for conducting or improving research at the agency level, including how to leverage local universities, colleges, and other resources to use research to enhance performance and improve outcomes.

Moderator: Vernon Drew | Speakers: Steven Eldred, Dan Schroeder, Jane Venohr

W305: Soft Skills for Child Support Workers - Not Just Fluff!

Child Support is a complex system - there is no arguing that. Step by step process training (hard skills) is vital for workers to successfully meet the needs of their child support customers. Hard skills teach us how to do our jobs. Soft skills training is equally important. It's not just fluff! Soft skill training includes communication, conflict resolution, listening, team work, time management, critical thinking, and empathy. Soft skills teach us how to interact with the people we serve! In this workshop, participants are given examples of soft skills training utilized with child support workers. Participants will learn different methods of incorporating soft skill training, including in-person and eLearning examples.

Experiential Learning

Moderator: André Small | Speakers: Danielle Francesconi, Martha Stewart

3:30-5:00 PM

Concurrent Sessions

W401: Similarities and Differences: A Three Jurisdiction Perspective

Are child support programs really all that different? Or do we just like to think we are unique? Intergovernmental experts from a state, a tribal, and an international child support program will compare their approaches to a variety of leadership responsibilities and you can decide for yourself. Covering issues from recruitment and building high performing teams to effectively using automation and marketing the child support programs, from funding authorities to training and customer service, from confidentiality and protection of personal information to staffing structure, this workshop will provide you with some new perspectives on familiar challenges.

Moderator: Donna Hengeveld | Speakers: Hannah Roots, Lisa Skenandore, Rob Velcoff

W402: Process Analysis for Improved Performance

Process analysis is an essential part of a leader’s job. Times change, laws change, systems change and processes should change as well. Oftentimes, evaluating the efficiency and effectiveness of processes is overlooked as we continue doing business as usual. Has performance become stagnant or decreased? Process analysis will identify barriers and find solutions that will help boost performance. The first step in improving a process is understanding how it operates. In this workshop, attendees will learn the important steps of learning the process through gathering data and interviewing stakeholders. The workshop will then move into analyzing processes through methods like Strengths, Weaknesses, Opportunities and Threats (SWOT) or process mapping. Attendees will be given an opportunity to complete a SWOT analysis in groups and share their results. The final steps involve developing solutions, implementing and evaluating change. The presentation will explore various other methods for analysis and how to determine which is the right method for the desired outcome. How do you move from analyzing a process to implementing change? How do you know if the changes were beneficial? These steps will be discussed as the process analysis steps are reviewed from beginning to end.

Moderator: Michael Green | Speakers: Baljit Atwal, Kimberly Britt

W403: Engaging Your Team for Success

The amount and quality of work performed by an organization's employees is directly correlated to the extent in which the employees are "engaged" with their work, their co-workers, their supervisors and managers, and with the mission, vision and goals of their organizations. Government organizations are limited in terms of the incentives and rewards they can provide to employees to obtain, increase, and sustain employee engagement. As a leader of your child support organization, it is incumbent upon you to successfully navigate the "employee engagement" challenge to get the maximum quality work effort out of your team members on a consistent basis. The panelists presenting this session will discuss the many challenges associated with employee engagement and will discuss their own experience as leaders in their organizations. They will offer plausible and limited/no-cost solutions for you to take back to your own organization to effectively, efficiently, and successfully lead the effort to obtain, increase, and sustain the level and quality of employee engagement needed to ensure success.

Moderator: Pam Sala | Speakers: Michael Adrian, Jeffrey Witthun



W404: Daddy Don't Go

Join us for a screening of the award-winning documentary, "Daddy Don't Go." The film, directed by a former case worker, offers a powerful glimpse into the lives of four struggling fathers who, above all else, are committed to their kids. The film is a catalyst for empathy, opening the door to much needed discussions about what programs and communities can do to help disadvantaged fathers. *Experiential Learning*

Moderator: Tangler Gray

5:30 – 6:30 PM

President's Reception

Sponsored by YoungWilliams

Tuesday, August 14

7:30 – 8:15 AM

NCSEA 101

Do you ever wonder how NCSEA programs get planned and executed, how a Web-Talk works or how child support enforcement issues are discussed and deliberated at the federal and legislative level? Do you have good ideas, enthusiasm and a passion for your work? Join us as we review NCSEA's governance and volunteer structure, opportunities to participate in developing the association to meet the needs of you and your colleagues across the United States and throughout the world. Learn how to join or participate on a committee, develop a workshop or maybe even, run for the Board of Directors.

Speakers: Ann Marie Ruskin

8:30 – 10:00 AM

Plenary III: Reaching the Top: Learning from Our Leaders

As the late Vince Lombardi explained: "Leaders are made, they are not born." But what is the path to becoming a strong leader? What characteristics do amazing leaders share? Come join us as today's leaders share their insights, challenges, and experiences about the road to the top, and learn how to advance up the ladder to success while maintaining a balanced life. This session is guaranteed to inspire you and put your career on the path to becoming tomorrow's leader!

Moderator: Craig Burshem | Speakers: Robyn A. Crittenden, Dan Helfrich

10:30 -Noon

Concurrent Sessions

W501: Protection of Personal Information in Intergovernmental and International Cases – What are the Rules?

Each day, child support professionals everywhere work with case participant information, most of which is confidential. However, there are limited exceptions in which child support professionals must or may provide confidential information, such as to other government agencies, the parents' attorneys, or the Court, and other countries. What information can be shared and when? How will the new General Data Protection Regulation (GDPR) in Europe affect the handling of the information of European parents in the United States? What things do you, as a leader, need to make sure are covered in the training of your staff or attorneys, or in the procedures you use in your office? This interactive session, led by an experienced panel of attorneys and program leaders will challenge you to answer some tricky issues that leaders have to address when it comes to the sharing of personal and confidential information.

Moderator: Julie Paik | Speaker: Philip Ashmore, Thomas Meysen, Melinda Self

W502: Engaging Fathers and Fatherhood Programs: Changing the Conversation about Child Support

From "Daddy Don't Go", "Father Friendly Principles" to Responsible Fatherhood, there is a growing dialogue about the role of fathers and their importance to the child support program. Join us for a conversation as researchers, fatherhood practitioners and child support professionals discuss why changing the approach about the role of fathers improves child support performance outcomes. This will be an interactive session with opportunities to reflect on the importance of fathers in the lives of children and ways that child support professionals can engage with non-custodial parents, Fatherhood programs, and other community services to improve outcomes for all. We will share effective leadership strategies to build partnerships with fathers and fatherhood programs as well as effective ways to change the perspective of child support professionals and re-engineer customer service delivery for fathers.

Moderator: Phyllis Nance | Speakers: Leon Fernando, Eugene Schneeberg, Nigel Vann

W503: Kids in Care and the Child Support Connection

It's an unfortunate reality that not all parents are able to care for their children safely at home at all times---due to substance abuse, mental health, incarceration and other complex societal issues, and kids end up in out-of-home placements -- aka, Foster Care. Historically, the IV-D program has had a murky role in foster care cases: Should we establish and enforce child support obligations in all foster care cases? Are there instances where our program priorities may run afoul of a family's best interests? What do the federal regulations require us to do - and where do we have flexibility? As leaders in the child support program, we need to work with our child welfare colleagues to create programs that help support these fragile families. This session will explore research in this area, and provide an opportunity for participants to have a conversation about how child welfare and child support can better work together, in the best interests of the families we serve. [CLE](#)

Moderator: Kathy Sokolik | Speakers: LaShawn Scroggins, Trish Skophammer, Trisha Thomas

W504: Leadership Perspectives: Powered by Pecha Kucha

Back by popular demand, child support community leaders will share their perspectives on leadership in a unique presentation format, Pecha Kucha, which means "chit chat" in Japanese. Pecha Kucha is the art of concise presentations. Each speaker presents 20 slides for 20 seconds each for a total of 6 minutes and 40 seconds. The slides automatically advance, so the speakers must talk along with each slide. There is no going back or stopping! Slides are pictorial and include little, if any, text. No more tiny print and long bulleted lists! You will not only gain some great insights on leadership, you will experience the valuable art of succinct presentations. [Experiential Learning](#)

Moderator: Mary Ann Wellbank | Speakers: Lori Bengston, Alex Camacho, Sue Gillies, Michael Hayes, Kim Jaudon, Lisa Skenandore, Carla West

W505: Building the Next Generation of Child Support Policy Research: An Agenda for Future Research and Perspectives from the Field

The Child Support Program has a strong legacy of innovation and a culture of continuous improvement. In October 2017, the Assistant Secretary for Planning and Evaluation (ASPE) in the U.S. Department of Health and Human Services convened a roundtable of child support leaders to discuss the future of child support research. A research agenda has been developed that identifies opportunities for the broader child support community – policymakers, program operators, academic researchers, and program evaluators – to continue this spirit of innovation. The agenda identifies opportunities for research to continue to inform the most pressing issues facing the field. Come to this workshop to hear a presentation of the research agenda and a join the discussion about the tangible role that research can play in the ongoing innovation within the IV-D program.

Moderator: Asaph Glosser | Speakers: Lauren Antelo, Andrew Chin, Alisha Griffin

Noon – 1:30 PM

Lunch on Your Own

1:30 – 3:00 PM

Plenary IV: Pennsylvania Child Support Program: A Study in Success

Pennsylvania has been one of the top three performing states in federal performance measures for many years and has been first among the "big 12" states for equally as long. This session will explore how the Executive, Legislative, and Judicial branches of the government create an "atmosphere" and structure for the successful collection of child support.

Moderator: Patrick Quinn | Speakers: Max Baer, Edward Lehman, Dan Miller, Robert Patrick

3:30 – 5:00 PM

Concurrent Sessions

W601: Global Perspectives: Local Challenges

Every child support program faces unique challenges, yet the need for solid leadership remains the same. Child support leaders from three countries will share the "hot button" issues in their countries and how are they responding to them. They will describe new initiatives they have undertaken that are improving outcomes for the families and children they serve. While these countries are miles and multiple time zones away from the United States, their challenges and the solutions they have implemented have lots in common with your program and the program next door.

Moderator: Chris Beresford | Speakers: Floor de Jongh Bekkali, Maree Bridger, Sue Gillies

W602: Building Better Outcomes: Moving the Needle, from Statistics to Outstanding Outcomes

This presentation will map their journeys from choosing the solutions, to engaging the staff, implementation techniques and lessons learned and the outcomes they are experiencing now. San Joaquin County has utilized a technique called from FAT (Functionally Assigned Teams) to FIT (Family Involvement Teams), a business model that encourages child support workers to provide holistic, family-focused services while partnering with parents to develop cooperative family relationships. The FIT concept emerged through planning discussions regarding service delivery, leadership cultivation, and succession planning. Highlights include creative methods of motivation, team building, change management, and leadership development.

Erie County utilized concepts from the Lean Sigma philosophy to improve their Contempt Court process. Applying the DMAIC model for process improvement, Erie County increased collections and streamlined Contempt Court. Working in conjunction with our IV-D Agency, county workers have used these methods to resolve issues on the state level as well. See how these methodologies can improve your business processes.

These models incorporate true spirit of teamwork, the blending of individual knowledge and skills of child support workers, brought together through strong leadership and a belief in outcomes for families. Come hear how these two great programs are really making a difference for the staff and for the families they serve. Delivery of excellent child

support services now and into the future.

Moderator: Kim Newsom Bridges | DJ Andriessen, Shirley Avalos, Kathie Bohacek, Monica Moore

W603: Legal, Ethical, and Practical Management Tips for the Attorney – Manager

A Title IV-D office can often run like a similar sized law firm. Are you a lawyer – manager responsible for the management of other attorneys and non-legal staff? Or are you a non-attorney manager in a law office responsible for ensuring the non-legal reports don't run afoul of the law. This session will discuss the ethical issues for both the attorneys you manage and the staff that take action in the name of those attorneys. We will also present some best practices and notes from the field on the differences between managing lawyers and non-lawyers and the things that are universal. This session will also demonstrate how creating a team based environment will benefit the attorneys and non-attorneys in your office. Please bring your tough to solve management questions in this area for a management round table on these issues where your presenters and co-attendees can help you brain storm solutions. [CLE](#)

Moderator: Marcie Martinez | Speakers: Lee Fisher, Ethan McKinney, Brandi Ridgeway

W604: Lessons in Leadership from NCSEA U

An all-star team of leaders who have participated in NCSEA University (NCSEA U) will share information about lessons learned through that opportunity and how this has helped prepare them for future jobs as well as for greater leadership roles within the child support community. Additionally, we will learn about the NCSEA U Affinity Group and how it is influencing the direction and future of networking and community support within NCSEA.

Moderator: Scott Cade | Speakers: Kim Cagno, Ashley Dexter, Lyndsy Irwin, Linda Rhyne-McKinley

W605: Modernizing Medical Support: State Options for Pursuing Medical Support in an Evolving Marketplace

The decline in accessible and affordable employer-sponsored insurance for NCPs, together with the expansion of coverage available through public programs, have significantly altered the landscape for health insurance for children. The OCSE rulemaking in December 2016 has authorized states to count public health care coverage as medical support. These changes pose challenges to states in potentially re-defining their roles in establishing and enforcing medical support. This session will feature a discussion of three subject matter experts on how states can choose a path for medical support that emphasizes realistic coverage options and maintains cost effectiveness for the program.

Moderator: Jim Fleming | Speakers: Elizabeth McGeough Gamache, Debra Tanner, Robert Williams

5:00 PM

Dinner on Your Own

Wednesday, August 15

7:30 – 8:30 AM

Idea Exchange Breakfast

Be sure to join us in the Allegheny Foyer for this unique opportunity to help shape the future of child support! Brainstorm new ideas with your peers and discuss industry trends and best practices by specific topic. Each table will feature discussion topics identified by distinguished child support leaders and subjects relevant to child support agencies around the country. Join in a conversation about issues that impact your on-the-job decision-making and the direction of the IV-D program now, and in the future. Gain valuable information to share with your agency. The Idea Exchange Lunch facilitates insight-sharing and enhances informal ties to your peers. Don't forget to bring your business cards to meet new colleagues and make key connections!

8:45 – 10:15 AM

Concurrent Sessions

W701: Incremental Modernization without a Child Support Enforcement System Overhaul

Today's citizens are consuming more information across more devices than ever. This new normal has raised expectations — and increased complexity for agencies administering child support services. The pressure is on to provide digital, mobile-friendly, personalized experiences comparable to the private sector, even as child support enforcement systems age. Agencies are often unable to overhaul their systems due to the considerable upfront costs and resource requirements. In response, states such as Idaho, Ohio and Pennsylvania are taking an agile approach for development to reduce risk and demonstrate incremental results. This session will provide insights into how your agency can improve efficiencies in service delivery and deliver compelling digital experiences to the communities you serve – all without the price-tag of a CSES overhaul. This session will help you understand three major components of CSES digital transformation:

1. Going paperless through secure, streamlined document processes and digital workflows across any device
2. Connecting, predicting and personalizing interactions across channels to create a continuous customer experience
3. Making, managing, and measuring critical digital services and communications

Moderator: Keith Ketcher | Speakers: Greg Kunz, Robert Patrick, Kumar Rachuri

W702: Equal Treatment Does Not Lead to Equality - Addressing Racial Equity as Child Support Professionals

This session includes a facilitated discussion about achieving racial equity, building cultural competence in the workforce, and overcoming racial disparities to improve outcomes for children and families. Ms. James will share her experiences working with the Texas Department of Family and Protective Services, where she successfully implemented the Texas Model, an initiative based on data driven strategies for promoting racial equity through leadership development, workplace cultural competency, community engagement, and training defined by anti-racist principles. The Texas Model resulted in better outcomes for African American children in the child welfare system.

Moderator: Alexander Figueroa | Speaker: Joyce James

W703: Growing Leadership: Creating a Culture to Help Attract, Develop, and Retain Talent

How are you growing leaders? What are you doing to create a culture of leadership within your organization and within your teams? What are your formal and informal mentoring processes? Are you coaching for leadership, including up through your executive positions? Do your employees feel like they are connected and share the same vision? Come and take part in this interactive presentation where members of the Maryland Leadership Development Initiative (LDI) and the New Jersey Child Support Institute (NJCSI) make the case for building a leadership program. Bring your mobile device as we will be conducting live polling throughout the session!

Moderator: Timothy Lightner | Speakers: Dana L. Ciaccio, Michael Dorsey, Sr., Lori Keel, Ryan Pang

W704: Work-Life Balance: What Leaders Need to Know about Employee Well-Being

Your employees are juggling work, children, aging parents, and their own health issues. They are running households, managing their finances and tending to community obligations. And they are constantly plugged into an overwhelming volume of information from the news and social media. Does this sound exhausting and perhaps, all too familiar? Being overwhelmed shows up in low productivity and high absenteeism. It shows up in poor judgment and bad decision making. Research shows that employees are more productive when they are not so stressed out. Come to this workshop to learn how leaders can help alleviate some of the stress by providing flexibility and programs that support a holistic approach to employee well-being. Our panel of experts will share insights from research, initiatives in their organizations, and from their own personal experiences with work-life balance.

Moderator: Ruben Ramos | Speakers: Ethan McKinney, Mike Moreno, Trish Skophammer

10:30 – Noon

Concurrent Sessions

W801: Retention Strategies for Leaders: Making Training Stick!

Often leaders prepare training for a specific child support process. They train staff in that process, and then move on to another training need. Later, they discover that they did not get the results they were seeking. What went wrong? Identifying and addressing skill gaps are important to ensure staff members are properly equipped to provide quality services. All training projects need retention evaluation measures to ensure immediate evaluation and to follow up 3, 6, and 12 months down the road. This workshop addresses best practices for measuring retention. Participants will learn about scenario-based learning and how that can be incorporated in the learning process. The workshop also offers the opportunity to share current training project information and to discuss ways to build retention strategies into that specific project. Join us for on the spot strategizing!

Moderator: Robbie Endris | Speakers: Paula Burns, Tyler Stricker

W802: I'm a Child Support Professional: What do I know about Labor Law??. . . And what do I need to know?

You've mastered the fundamentals of Child Support: Title IV-D, TANF, FIDM, FPLS, QDROs, NMSN, FPP, CCAP, and NDNH. You're now a leader and have to learn several new sets of acronyms, including a whole set that apply when dealing with your employees: Title VII, EEO, FMLA, EPA, FLSA, OSHA and CBAs. While this session will not be a law school Labor Law 101, you'll at least learn what you need to know to manage your staff. A new IV-D director will address the labor learning curve she faced as she started out. Also, learn from a veteran what it takes to respond appropriately to difficult situations, like allegations of misbehavior, and to head off problems before they arise. [CLE](#)

Speakers: Alisha Griffin, Nicholas Palos, Carla West

W803: Using Artificial Intelligence/RPA to Allow Caseworkers to Focus on Leading Practices in Customer Service

Explore various scenarios where Artificial Intelligence (AI) and Robotic Process Automation (RPA) have been used in human services agencies to automate repetitive, data 'heavy' transactions so that caseworkers can focus on more meaningful interactions with customers and driving to leading family-oriented outcomes. See demonstrations of the AI/RPA processes in realistic human services scenarios. Discussion will include other scenarios that are being considered nationally for child support programs.

Moderator: Jamie Walker | Erin Frisch, Tracy Goguen

W804: Intersection of Child Support and Savings Accounts for Children

Innovation and cooperation are cornerstones of progress. Over the past several years conversations around the benefits of children savings accounts and how those accounts might intersect with child support payments have been fruitful. Join us for a frank discussion of the value of this innovation, research around children's savings in general, and ways to understand benefits beyond data. This highly interactive workshop will discuss highlights, lowlights, learnings, and ideas for future development. Discussion will be seeded from the work of one state and one tribe who have both implemented programs allowing custodial and noncustodial parents to set aside portions of child support payments and arrears to build savings accounts for their children. Both parents arrive at an agreement that reduces the noncustodial parent's debt and simultaneously builds a nest egg of savings for the child.

Moderator: Sharon Henderson | Speakers: Dr. William Elliott, Kara Whitworth

Noon – Leadership Symposium Ends

