



# 2023 NCSEA Board of Directors Election



***Laura L. Galindo***  
***Senior Consultant***  
***CSG Government Solutions***





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I am an energetic Child Support Professional with a passion for serving the Child Support Program. Though I have been working in the private sector as a senior consultant with CSG Government Solutions with a primary focus in the Child Support Practice for almost five years, it still feels fresh and new however, it has been extremely rewarding given this position provides me with the opportunity to stay connected with fellow Child Support Professionals who share the same passion I have for the Child Support Program. These same professionals have opened my mind to innovative ways to ensuring the needs of the families we serve are met.

Prior to joining CSG, I worked for the New Mexico Human Services Department for over 28 years. I served as the IV-D Director from December 2015 through April 2018. Before being tapped for the IV-D Director position, I was the Deputy Director of Field Operations for the IV-A Division. I have served in just about every position in both the IV-A and IV-D Divisions which has given me extensive knowledge of both programs.





- Board of Directors
  - ✓ 3 years (Term: September 2020 – August 2023)
- CommuiQue (CSQ) Committee
  - ✓ 3 years
- Legislative and Education Subcommittee
  - ✓ 2 years
- Emerging Issues & Best Practices Committee
  - ✓ 2 years
- Research Subcommittee
  - ✓ 3 years
- Audit Committee
  - ✓ 1 year
- Nominating Committee
  - ✓ 1 year
- Policy Forum Planning Committee
  - ✓ 2 years
- Leadership Symposium Planning Subcommittee
  - ✓ 1 year
- Professional Development (Co-Chair)
  - ✓ 2 years
- Web-Talks Sub-Committee (Co-Chair)
  - ✓ 2 years





## ***How has your volunteer work with NCSEA prepared you for the commitment of Board service?***

I have been given the opportunity to share my energy and knowledge on several diverse committees for almost 10 years. I have tried to approach each committee with an open mind and thirst for knowledge. These committees have been welcoming and recognize that no one comes in with all the answers as each state has their own uniqueness. The members are open minded and willing to share their knowledge. These committees and most importantly the dedicated volunteering members have prepared me to work as hard as I can to ensure they are given the tools and/or direction they need to ensure their committees are successful in meeting their goals. The Board pulls all of the work of these committees' together to ensure we continue to be relevant and can fulfill the needs of the NCSEA community.

I am eternally grateful to the NCSEA membership for giving me the opportunity to serve on the NCSEA board for the past three years and hope that they allow me to continue to represent them for the next three years.





***The child support community - and NCSEA as a body - is comprised of diverse individuals and entities, all dedicated to the child support mission, but with very diverse points of view, policies, and processes.***

***What do you see as the role of the Board in representing those diverse voices and perspectives in shaping the future of child support?***

*The Child Support Program has always been a diverse program however, it really hasn't been until recent years that NCSEA has been able to break through to those individuals who felt as if they really didn't have a voice. The Board has made it a point to ensure DEI is at the forefront of our minds whenever we plan any event or offering. It is critical that the Board ensure even the smallest of voices be heard. We are here to listen and serve our membership to ensure we meet their needs so that they can meet the needs of the families they serve.*

