Strategic Plan 2026 – 2029

OUR VISION

NCSEA envisions a world where every child receives reliable financial and emotional support.

OUR MISSION

To promote and influence child support policies and services and to educate, connect, and inspire those who work in child support.

WE BELIEVE

Parents are vital to the financial and emotional support of their children.

WHO WE ARE

Individuals and organizations with a passion for child support. Our memberscome from public, non-profit, and private sectors; and from local, state, tribal, national, and international jurisdictions.

OUR PROGRAMS AND SERVICES

NCSEA accomplishes its mission in five ways:

- Professional development opportunities
- Advocacy
- Research and policy statements relevant to the child support community
- Regular communication on child support topics
- Opportunities for members to connect and learn from each other

OUR GOALS 2026–2029

1. Proactively engage a diverse membership, strengthen stakeholder partnerships, and design inclusive experiences for all members across states, tribes and the broader child support community.
2. Advocate for a modern, responsive, and flexible child support program serving as a national voice that advances equitable outcomes for families while supporting the sustainability and effectiveness of the child support system.
3. Build and deliver unique, accessible, cost-effective, high-quality professional development opportunities.
4. Connect and support the work of NCSEA committees to remain effective, accountable, and focused on our mission.
5. Build upon sustainable financial practices to maximize our impact.

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Our Goals: 2026 – 2029

Goal 1: Membership Engagement
Proactively engage a diverse membership, strengthen stakeholder partnerships, and design inclusive experiences for all members across states, tribes, and the broader child support community.

Strategic Initiative 1	Address barriers to membership and communicate value of membership per category.	Membership
Strategic Initiative 2	Identify opportunities to expand virtual programs and services to engage more members.	Professional Development
Strategic Initiative 3	Discover reasons existing members discontinue membership, develop targeted campaigns/outreach to address issues, and refresh retention material, as necessary.	Membership
Strategic Initiative 4	Develop strategies to prevent membership attrition and intentionally strengthen partnerships with states, tribes, vendors, and child support practitioners across diverse stakeholder groups.	Membership
Strategic Initiative 5	Identify and implement targeted engagement pathways to support meaningful participation and leadership opportunities for tribal partners within NCSEA.	Membership/Organizational Development/Executive Committee

Goal 2: Advocacy
Advocate for a modern, responsive, and flexible child support program, serving as a national voice that advances equitable outcomes for families while supporting the sustainability and effectiveness of the child support system.

Strategic Initiative 1	Advocate for maintaining adequate Title IV-D funding through bipartisan engagement, coalition building, and clear, accessible messaging that demonstrates program effectiveness and value	Policy & Government Relations

Strategic Initiative 2	Collaborate with sister organizations and other entities with similar interests and advocate jointly across human service programs.	Policy & Government Relations
Strategic Initiative 3	Strengthen strategic relationships with the federal Office of Child Support Enforcement (OCSE) through aligned priorities, ongoing education, monitoring of policy shifts, and coordination on demonstration and modernization efforts.	Policy & Government Relations
Strategic Initiative 4	Lead coalition-building efforts that position NCSEA to advance its legislative priorities as part of a broader, coordinated policy package, while remaining adaptable to changing political and administrative environments.	Policy & Government Relations
Strategic Initiative 5	Establish a risk-monitoring approach to identify political, legislative, and stakeholder-related risks that may affect NCSEA's advocacy posture and adjust strategies accordingly and align with other health and human services organizations when our shared missions could be impacted.	Policy & Government Relations

Goal 3: Professional Development

Build and deliver unique, accessible, cost-effective, high-quality professional development opportunities that support the growth, effectiveness, and leadership potential of all child support professionals.

Strategic Initiative 1	Align and coordinate content across all our offerings.	Professional Development
Strategic Initiative 2	Design virtual conference experiences that provide meaningful interaction with speakers and active engagement among attendees, ensuring remote participants benefit from the same dynamic learning and networking opportunities as in-person participants.	Professional Development
Strategic Initiative 3	Enhance professional development by showcasing cutting-edge policy issues and emerging practices through innovative conference presentations and	Professional Development

	extending the impact of conference learning through year-round virtual offerings such as NCSEA Connects, Web Talks, podcasts, and other accessible learning platforms.	
Strategic Initiative 4	Emphasize professional development opportunities that build leadership capacity, skills, and expertise across roles and experience levels, regardless of formal leadership title.	Professional Development

Goal 4: Committee Support

Connect and support the work of NCSEA committees to remain effective, accountable, and focused on our mission.

Strategic Initiative 1	Increase transparency and engagement of general membership by highlighting the goodwork of the committees and allowing for feedback.	Communications
Strategic Initiative 2	Support committee chairs with tools/templates/checklist/timeframes and mentors.	Organizational Development (Executive Committee)
Strategic Initiative 3	Increase communication and collaboration across committees.	Organizational Development (Executive Committee)

Goal 5: Build sustainable and diversified financial practices to maximize our impact and ensure organizational resilience.

Strategic Initiative 1	Implement multi-year financial planning that analyzes revenue mix for balance, sustainability, and diversification beyond current revenue streams.	Finance

Strategic Initiative 2	Review and update investment policy and technology infrastructure to support organizational growth.	Finance
Strategic Initiative 3	Develop strategies to mitigate risks of reduced sponsorship and financial instability, including alternative revenue sources.	Finance
Strategic Initiative 4	Establish financial contingency reserves and protocols for economic uncertainty.	Finance

Goal 6: Strategic Agility and Risk Management

Maintain strategic agility and disciplined risk awareness to support NCSEA's mission, enabling the organization to respond effectively to uncertainty while continuing to advance its core priorities.

Strategic Initiative 1	Identify priority risk areas and develop high-level response frameworks that guide decision-making without over-prescribing operational detail.	Executive Committee
Strategic Initiative 2	Establish a structured approach to environmental scanning that monitors political, policy, financial, and stakeholder trends relevant to NCSEA's mission.	Executive Committee
Strategic Initiative 3	Clarify governance-level roles and responsibilities for strategic risk oversight, including how and when risks are elevated for board awareness.	Executive Committee/Organizational Development
Strategic Initiative 4	Conduct periodic (e.g., annual or biennial) strategic check-ins to assess progress, risk posture, and alignment with changing conditions, adjusting priorities as needed.	Executive Committee/ Organizational Development