



Detailed Schedule of Sessions

*(*as of July 11, 2017. Subject to change)*

Sunday, August 6, 2017

2:30 pm - 3:45 pm – NEW! Pre-Conference Sessions

Pre-con #1: 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!

4:00 pm - 5:30 pm – Pre-Conference Sessions

Pre-con #2: Leadership Roles at Home and Work

This session will focus on assisting fathers, mothers and families enhance their capacity to engage in their inherent leadership roles at home and how this process will provide the foundation for them to become leaders in the workplace and community. This workshop will offer participants the opportunity to learn the truths and myths of strong, healthy positive relationships and leadership skills, building upon NAFFA's Fatherhood Is Sacred® and Motherhood Is Sacred® curricula.

Pre-Con #3: Leader as Storyteller

"For the leader, storytelling is action oriented- a force for turning dreams into goals and then into results." –Peter Gruber. Leaders use stories to connect people to their vision, to help stakeholders understand the mission of the organization, and to build future generations of leaders. Throughout history, leaders have used stories to instruct, inform, inspire, and engage. Stories help people understand a person's character. Values and integrity shine through in stories. Come to this session to learn how great leaders use storytelling to capture the attention of their audience, gain trust, and get people onboard. You'll hear stories from leaders in the child support community about their paths to leadership and how they have used stories to turn their dreams into results.

5:30 pm – 6:30 pm: Welcome to Arizona Opening Reception

Monday, August 7, 2017

8:30 am - 10:00 am: Plenary I

Plenary I: Opening Plenary & Welcome to Arizona!

Start out your 2017 NCSEA Leadership Symposium with an energetic welcome to the Grand Canyon State! You'll be greeted with a stirring rendition of the Star Spangled Banner from one of Arizona's very own Child Support Services staff, and remarks by dignitaries from across the national and state spectrum. Our keynote will feature Justice Ann Timmer, from the Arizona Supreme Court!

10:30 am -11:30 am: Workshop Set #1

Workshop 101: You've Been Promoted, Now What? Creative and Innovative Tips for Leaders

Building capacity and getting the best from your employees is critical to the long term success of any organization. Especially for new leaders, the mystery of what is expected can often lead to focusing on the non-value added activities. This session will assist in shifting the paradigm and provide you with practical tools and information to be proactive, strengthen and engage your employees, and support a culture of innovation and continuous improvement.

Workshop 102: Taking Control of Your Professional Development: Using the OPRE Self-Sufficiency Research Clearinghouse

As budgets are increasingly stretched thin and free time is often more of a dream than a reality, prioritizing professional development can be difficult. The Office of Planning, Research and Evaluation (OPRE) Self-Sufficiency Research Clearinghouse (SSRC) provides free resources and research that child support professionals at all experience levels can use to further their development and improve their practice. The SSRC provides information and research regarding emerging issues and historical trends on topics such as child support, child care, deep poverty, asset-building, and food assistance. This participant-driven, interactive workshop will highlight the resources available from the SSRC and show you how to leverage the resources for professional development and foster connections within the larger self-sufficiency field.

Workshop 103: Motivational Interviewing

Traditional interviewing techniques often leave the interviewee feeling isolated and under duress. This session will introduce a customer-centric approach to interviewing that goes beyond the usual intake list of data items needed to process an application. Learn how to gather much better-defined information and how to turn the traditional interview on its head by drawing from the parents where they are coming from and what they are feeling about their situation and their child support case. By doing so, you'll be able to more quickly develop an understanding of how to approach each case, instead of approaching it in a cookie cutter, impersonal fashion.

Workshop 104: The Nordic Child Support Model

Ever wanted to take a deeper dive into how international child support programs are structured and operate? This session will provide an overview of the child support systems in the Nordic countries (with a focus on Norway, Sweden and Finland) and answer your questions, such as: how is child support established and collected? How are foreign decision recognized? Which actors are involved? What are the enforcement measures?

Take an in-depth exploration of the similarities and differences in the Nordic countries, such as administrative versus judicial-based, the states' involvement in establishment and collection, as well as the how these countries cooperate beyond borders. Learn about each country's experience with the Hague Convention of 2007 to date, as well as with the EU Regulation of 2009 (which has many similarities with the 2007 Convention). Finally, learn some helpful tips for US states when cooperating with the Nordic countries.

Workshop 105: Collaborating with the Courts to Promote Access to Justice – Helping Self-Represented Litigants in Family Court Cases (CLE)

This workshop focuses on the collaborative effort to provide resources for self-represented litigants, especially those in rural areas. Examine specific programs, specifically how a task force was formed in Arizona to create a virtual self-help center as well as a website, to provide resources and information to citizens. Learn how the center reaches rural locations through live video-conferencing, video presentations, a website and live chats, on a variety of topics, and how you can take lessons learned back to your agency!

11:30 am – 12:00 pm: Lunch on your own

1:00 pm - 2:15 pm: Workshop Set #2

Workshop 201: Irresistible Engagement: A New Path Forward in Employee Engagement

Employee engagement is a top human resource issue facing organizations today. Building an environment that is fulfilling, meaningful and fun is not only good for employees, but also results in better performance outcomes, including higher productivity, increased efficiency, higher levels of customer satisfaction and overall performance results. Come to this workshop to learn about employee engagement best practices and explore case studies from agencies using new techniques to move the engagement needle. You will gain insights into innovative tools designed to leverage powerful analytics and a business-driven approach to assess and transform engagement at the organizational and local level.

Workshop 202: Evaluating “Ability to Pay” – Easier Said Than Done!

This workshop will discuss the child support final rule provisions related to ability to pay. It will highlight some successful state practices for establishing and enforcing child support orders that were models for the new federal requirements and how they have resulted in increased collections.

Workshop 203: Child Support Distribution – Is it time to Eliminate Retained Collections?

Has distribution outlived its usefulness and become the buggy whip of child support? When the IV-D program began more than 40 years ago, it was intended to be primarily a recovery program, but it has evolved to become by itself one of the most important family supports. Its collections greatly exceed the financial benefits disbursed by TANF and help reduce poverty for millions of families. In FFY 2015, retained collections for current TANF recipients accounted for only 1.9 percent of total IV-D collections and retained collections for former TANF recipients accounted for only 2.6 percent – and both of these percentages have been declining. Yet, despite their tiny proportion, retained collections place a major administrative burden on the child support program. This workshop will continue the discussion that began at the 2017 Policy Forum. Is it time for the program to consider passing on all child support income to families that is collected on behalf of current TANF and/or former TANF recipients?

Workshop 204: Taking Interstate Cases to the Next Level: Best Policies and Practices of States Under UIFSA 2008 (CLE)

This workshop will highlight key issues in interstate cases including case processing, payment flow across state lines, electronic interstate communication tools, and choice of law questions. Our experts will share best practices on interstate child support cases and provide new ideas and strategies for intergovernmental leaders. Come hear how to take your interstate division and caseload to the next level!

Workshop 205: Mission Possible – Effective Judicial Collaboration (CLE)

Your mission – should you choose to accept it – is to foster effective collaboration with your Judicial partners to improve the lives of the families you serve. Building a strong and mutually beneficial partnership with your judiciary is one of the most important aspects of a successful child support program. Interaction with the Judiciary involves a wide range of touch points from high tech electronic exchanges to direct interpersonal conversations. In this session, we will explore tools and practice strategies for establishing positive and productive conversations. Come to this interactive session to grab some CLE's and discuss ideas to enhance and promote judicial collaboration in your area.

2:15 pm – 2:45 pm: Networking Break in the Exhibit Hall

2:45 pm - 3:45 pm: Workshop Set #3

Workshop 301: Is Your Office Culture Prepared for Change?

Did you know that up to 68% of all process improvement projects fail? What is the difference between an organization that successfully innovates and one that doesn't? Peter Drucker has perfectly captured this phenomenon with his well-known saying "Organizational culture will eat strategy for breakfast." No matter how great our ideas are, or how well we plan, if our organizational culture does not support change and engage staff at every level, long-term change will fail. During this session, we will focus on how critical change management principles are to preparing staff and sustaining continuous improvement projects. We will also provide tools to rate your current organizations readiness to change, help you understand resistance to change, and give you some ideas on how to engage your staff and build trust at every level.

Workshop 302: Ahead of the Hospital: Early Paternity Establishment Education for Unmarried Parents Gives Families the DADvantage

All States have in-hospital programs for voluntary paternity establishment. While hospitals are generally successful in carrying out basic paternity establishment duties, they often face multiple obstacles that result in fewer children with legal fathers and lower federal IV-D performance of paternity rates. Many of these obstacles can be overcome by educating parents about paternity establishment early on – while parents are still expecting. Early paternity establishment education can strengthen the in-hospital paternity establishment process and improve federal IV-D performance of paternity measures. Join us as we discuss how several states have improved their in-hospital voluntary paternity establishment programs by incorporating early paternity establishment education into their practices.

Workshop 303: Using the NDNH to Increase Child Support Collections

The Federal Parent Locator Service (FPLS) Economic Analysis team at OCSE is charged with measuring the outcomes and benefits of the components of the FPLS, including the National Directory of New Hires (NDNH) and the FCR (Federal Case Registry). Data in the NDNH are automatically compared on a daily basis to data in the FCR to locate NCPs involved in child support cases. To quantify the effectiveness of

these tools, OCSE conducts annual state studies. Come learn about the study process, methodology and impressive results in this informative presentation!

Workshop 304: International Collaboration: The Laws, Policies, and Procedures for Child Support Cases Under the Hague Convention

This workshop will provide leaders in the intergovernmental world with a comprehensive overview of many of the Hague countries—their laws and policies on child support establishment, modification and enforcement, as well as their procedures and forms for international child support cases. It also will cover international cases to and from the United States with a focus on UIFSA 2008, the Hague Convention provisions and reservations made by the United States, and required forms.

Workshop 305: Child Support Attorneys...Beyond the Courtroom (CLE)

With the implementation of the Final Rule and the shift away from the prosecutor mentality, many IV-D programs are reducing the number of civil contempt actions filed with the court. With less litigation, some IV-D programs have refocused their legal staff and are utilizing them in other ways to benefit IV-D programs.

A panel of judicial and child support experts will discuss a variety of strategies for utilizing an attorney's skill set outside of the courtroom. This session is geared to lawyers and IV-D leaders and administrators to look at creative ways IV-D programs are broadening their attorneys' efforts from the courtroom to problem solving, mediation and dispute resolution. The presenters will look at successful strategies they have implemented.

3:45 pm – 4:00 pm: Transition to Plenary Session

4:00 -5:30 pm: Plenary II

Plenary II: OCSE Final Rule Implementation: The How-to and What it Means to the Future of Child Support

By now, everyone is familiar with the Department of Health and Human Services' "Flexibility, Efficiency and Modernization in Child Support Enforcement Programs" final rule promulgated in December 2016. Many of the final rule's requirements have already come into effect, but others are yet to come. Learn from a distinguished panel of state and local agency leaders about their experiences—and challenges—in implementing the changes required to comply with the rule.

5:30 pm – 6:30 pm: President's Reception

Tuesday, August 8, 2017

8:30 am -9:45 am: Workshop Set #4

Workshop 401: The Age-Old Question: What's the Difference Between Leadership and Management?

"Management is efficiency in climbing the ladder of success; leadership determines whether the ladder is leaning against the right wall." —Stephen Covey. Everyone has seen the quotes on leadership vs. management, yet implementing and maintaining the roles in an agency can be difficult for even seasoned leaders. As a leader, it is important to not only understand the differences, but to also

understand how to embrace your leadership role and lead your managers to ensure a healthy organizational culture. Join a panel of experts, along with your peers, for a lively and interactive discussion about leadership and management, how the two relate, how they differ, and how both are needed to run a successful child support program.

Workshop 402: Compelling SNAP Clients to Comply With Child Support: Why Should (or Shouldn't) the Program Move in This Direction?

The number of low-income single parents entering the program is declining despite widespread evidence of the effectiveness of the program at reducing poverty. The fact that the program is still misunderstood and not well known, and that perceptions of the program are based on outdated information is likely a contributing factor to the declining caseload. This situation is costly to the future outcomes of children. How do we address this issue? It has been suggested that one way to close the gap and connect low income parents who most need our services to the program is to compel needy families applying for SNAP benefits to cooperate with child support. With millions of families in receipt of SNAP nationwide, this can be an effective strategy. However, the thought of linking access to food to child support may give some people pause. Is there a way to structure a relationship between SNAP & Child Support that allows for a strong connection, without imposing harsh penalties that could jeopardize access to food assistance for those who fail to comply? Come hear from states who are doing this already and from SNAP and child support experts on their perspective on why we should (or shouldn't) consider this approach.

Workshop 403: Leveraging Best Practices in the Employer/State Partnership

Since 75% of all collections come from employers, collaboration and partnership between states and employers are key to the success of the child support program. Join our panel of employers and child support agency representatives to discuss income withholding, lump sum and termination notices, verifications, and so much more!

Workshop 404: Promising Domestic Violence Practices from Other Nations

This workshop will feature presentations with an international flavor – highlighting work to provide child support services to victims of domestic violence. One example is Australia, which took a different approach than many programs – choosing to address the reality that domestic violence affects everyone, including staff and those on the front lines, and integrated employee domestic violence support programs into their overall domestic violence initiative. The workshop will also feature an overview of how European Union nations respond to the issue and examples from Canadian provinces as well as work from a Tribal perspective. The panelists will wrap up the workshop with a dialogue focused on leadership on domestic violence safeguards within the child support program.

Workshop 405: The New Uniform Parentage Act for Today's Modern Families (CLE)

The Uniform Law Commission has worked for two years substantially rewriting the Uniform Parentage Act. The issues before the drafting committee were varied and complex, reflecting modern family structures, advancements in reproductive technologies, and increased recognition of non-biological and legal parents. Today's child support leaders need to know what the new UPA is all about – what changed, what stayed the same, and what impact the new legislation has on IV-D families. Our experts also will discuss the important policy decisions implicated in the new UPA and the alternate provision options for legislatures.

9:45 am – 10:15 am: Networking Break in the Exhibit Hall

10:15 am - 11:30 am: Workshop Set #5

Workshop 501: Strategic Planning and Employee Engagement: Learn How to Inspire, Inform, and Engage Your Workforce and Capitalize on the Motivation of Your Team

Knowing, understanding and aligning with their organization's purpose has a direct correlation on employee retention, creation of an innovative culture and improving performance. Considering engaged workers nearly double their odds of success compared with those who are disengaged, it's more critical than ever before to inspire and involve our workforce with our mission and vision. Involved workers are engaged workers. Strategic planning sets the stage and creates opportunities to involve employees in making organizational wide improvements. The strategic planning process cannot be a solitary activity; it should involve a number of players. The success of strategic planning depends on the individuals and groups who participate in the plan's development, application, and evaluation. In this session we will demonstrate tools you can use to inspire employees with your purpose, communicate your plan and direction, and engage employees in pursuing innovations that will propel you forward in meeting the needs of both your customers and staff.

Workshop 502: Cost Recovery, Cost Avoidance or Income Transfer: Redefining the Child Support Program

In 1975, the child support program was established to reduce public expenditures on welfare. Over the last 40 years the child support program has gone through many policy changes at the federal level including an increasing recognition that child support plays a vital role in helping families maintain self-sufficiency. With the changing dynamics of the family structure and the social impact of child support enforcement, many see the program at a crossroads. Are we still a public assistance cost recovery program? Are we a family self-sufficiency cost avoidance program? Should we discard cost recovery and cost avoidance and move toward an income transfer program that addresses socioeconomic needs of families? Join us in a provocative think-tank style workshop that explores the significance and the value of the child support program to the public and answers the big question of "Why should the public care about the child support program?"

Workshop 503: The Essential Elements of Great Customer Service in Child Support Agencies

This presentation will focus on the critical importance of delivering high-quality service in child support organizations, the real results of these efforts (data) and the Six Essential Elements for Creating a Culture of Service in government. The six elements to be discussed are:

- Setting Expectations
- Training Staff
- Empowering Staff
- Measuring Success
- Rewarding Success
- Improving Processes

Explore each of these elements in detail, learning how and why they are critical components of great service in child support agencies and why they should be pursued in a particular order for maximum impact. The presentation will focus not only on the six essential elements but also will include actual case studies that illustrate the improvements in service quality, and service perception, that were realized as a result of adopting these techniques.

Workshop 504: Working with Old Partners in New Ways

The Hague Convention has brought the United States some new partners and some new experiences. The U.S. has received many Hague applications during the months since it was ratified, and has experience with a number of international cases and partners. Germany has been a reciprocal partner for many states; however, with the Hague, the government is the Central Authority for all cases. Brazil is in the final stages of ratifying and looking at how they will work with us under the Hague. The panel members will discuss what will be different in working together on child support cases under the Hague.

Workshop 505: The Evolution of the Child Support Program (CLE)

When the IV-D Program began more than 40 years ago, it was intended primarily to be a cost recovery program. As the program has evolved, child support has become an important resource to help families obtain self-sufficiency. Come learn about the IV-D Program's origin, and the laws, regulations, policy, and case law that have shaped what the program has become today.

11:30 am -12:45 pm: NCSEA Idea Exchange Lunch (75 min)

Come participate in a (net)working lunch and learn from fellow attendees what issues keep them up at night, how they've successfully dealt with challenges and different viewpoints on hot topics in child support!

12:45 pm – 1:15 pm: Networking Break in the Exhibit Hall

1:15 pm -2:30 pm: Workshop Set #6

Workshop 601: Child Support Leadership and Hot Topics: Chat & Tweet

This very interactive, group conversation will be guided by thoughtful comments and questions from a small group of experienced leaders. As the conversation flows, participants may Tweet their thoughts and questions, which will then be projected on screen to generate further audience discussion. Communication is encouraged throughout the conversation by any (polite) means! To close out the session, each person is asked to share a one or two-word response to the same general question on leadership. This is a good way to bring out ideas from both budding and experienced leaders!

Workshop 602: Foster Care in the Child Support System: Cost Effectiveness and the Impact on Families

Come to this session to hear the latest research on foster care and other out of home placement cases in the child support system. We will go beyond the basics of IV-E eligibility and redirection of existing child support orders, and touch on the deeper questions about the intersection between child support, child welfare, and juvenile delinquency. Families with children in foster care are disproportionately poor and they are in crisis. Do our practices take these issues into consideration? What is in the best interest of the children involved? Are current practices cost effective? Is our role as child support professionals to collect money to pay back the government, or do we put families first? Using research from the Minnesota caseload, the Institute for Research on Poverty, and a pilot project in Dane County, Wisconsin, this session explores these questions and more.

Workshop 603: Funding Job Services for Noncustodial Parents: Lessons Learned from the Field

Many child support programs have successfully partnered with their One-Stop Centers to provide job services to parents behind in their child support. Eight state child support programs are currently transitioning off of grant funding for job services and are beginning to rely on community partners to provide these services. Come hear how these child support programs were able to achieve this result and learn how you can make this happen in your community.

Workshop 604: Multi-Jurisdictional Child Support Cases: a How-To

Cases worked in two jurisdiction cost twice as much to manage and might be legally unnecessary. Join us as we discuss reasons a child support agency may choose to work the case on its own or request assistance from another agency. Best practices on working two jurisdictional cases will be discussed from a state, tribal and international perspective.

Workshop 605: Perspectives on Leadership

This session will be presented by a panel of Directors in the popular PechaKucha learning format.

What is PechaKucha 20x20? PechaKucha 20x20 is a simple presentation format where you show 20 images, each for 20 seconds. The images advance automatically and you talk along to the images, creating a fast-paced, dynamic learning experience for attendees.

2:30 pm – 2:45 pm: Networking Break in the Exhibit Hall

2:45 pm -3:45 pm: Workshop Set #7

Workshop 701: It's Not IT But It's Still Project Management

Successfully managing multiple projects and teams concurrently can feel impossible at times. As the leader in charge of the projects even initial scheduling can be challenging; add unplanned tasks, shifting priorities, unrealistic expectations, and rash resource commitment and even the best leaders can be overwhelmed. Learn how the project management techniques that have been successfully used in informational technology projects for years can take the “in” out of insanity. Come learn how Iowa and Michigan's IV-D programs have effectively implemented full project planning strategies to estimate, plan, assign and organize its work. Learn how your agency can track multiple projects and turn non IT employees into believers!

Workshop 702: Analyze This! Trending Topics in Data and Performance Management in 2017

An important aspect of the child support program's mission is to integrate research into effective child support policies. OCSE's Division of Performance and Statistical Analysis (DPSA) collects and analyzes data from state and tribal child support agencies. In this interactive session meet with staff from DPSA to discuss your data needs. DPSA staff will provide an overview of what data and analyses are currently published on the OCSE website, including the Annual Report to Congress, Preliminary Data Report, Story Behind the Numbers Fact Sheets, Data Blog, Infographic, and also a brief overview of the Bureau of Census Child Support Supplement. They will also discuss proposed changes to the reporting forms.

Come prepared to discuss various topics such as: Do you use the Annual Report to Congress or Preliminary Data Report? How could it be improved? Are you familiar with the Bureau of Census survey of custodial parents and the data available from that survey, and how it compares to IV-D administrative data? Should OCSE collect additional data? Does OCSE collect too much data? Should OCSE collect racial data? What other data/analyses would you like to see from OCSE? Should the performance measures be changed?

Workshop 703: Leading Communication Strategies: Meeting the Needs of Your Customers

State agencies administering Child Support programs can leverage technology to increase the effectiveness of proactive communications and interactions with child support custodial and non-custodial parents and other stakeholders. Mobile communication is the growing trend for our parents

and the services that they demand. Child Support programs must meet the growing demands by communicating with parents in multiple channels. Come to this session to learn about communication strategies to help you meet the needs of your customers!

Workshop 704: Engaging Parents Who Pay Support

Child support programs around the country—and the world—continue to explore and implement strategies to engage parents for better child support outcomes. A significant focus is the use of language – including a shift away from “non-custodial parent” to “parent who pays support” – as well as communication strategies. New Zealand made significant changes to their formula assessment (guidelines) and non-payment penalties to improve engagement. Some programs are connecting the parent who pays support to job training or placement programs, and other community based resources. Come pick up some tips you can implement in your program.

Workshop 705: He Said She Said – Enhancing Cross-Gender Communication in the Workplace

Most people learn their conversation styles by observation of the adults and older siblings in their household as they grow up. They observe and model their communication preferences, copying older family members of the same gender. As a result, when men and women talk to each other, they don't always speak the same language. They tend to use different approaches that are neither better nor worse than the other—merely different. There is a growing awareness that some of the communication problems that arise in families and in the workplace reflect differences between approaches to understanding our language and its many nuances. Many times when women and men converse, they operate from the model of speaking to the “opposite sex”. That is, they end up speaking in oppositional and opposite ways from one another.

This workshop will pursue means for men and women to try to become “bi-lingual” by exploring communication patterns (verbal and non-verbal), speaking and listening styles, and early influences upon individual conversational patterns.

3:45 pm – 4:00 pm: Transition to Plenary III

4:00 pm -5:30 pm: Plenary III

Plenary III: The Arizona Justice Project: Helping Victims of Sex Trafficking

This eye-opening plenary session promises to give attendees sobering, real-life stories of the impact that the sex trafficking trade has on victims and families alike. Listen to courageous victims speak out about their experiences and learn how the Arizona Justice Project is working not only to end this barbaric trade, but help those victimized by it.

5:30 pm – 6:30 pm: The Southwest Experience Reception

Wednesday, August 9, 2017

8:30 am - 9:45 am: NEW! Workshop Set #8

Workshop 801: Oops, Your Implicit Bias is Showing: How Implicit Bias Impacts Decision Making

While explicit bias in the human service system is unlikely to fully explain the national over-representation of historically disadvantaged groups and corresponding negative outcomes, implicit bias does offer a prevalent and complex explanation. This session will explore the neuroscience of decision making and how unconscious or implicit bias is intimately integrated into our daily decision making. National trends are a result of compounding social and institutional issues, and human service agencies have an obligation to ensure their decision making is free from blind spots. This session will start the conversation.

Workshop 802: Training Successes - How to Succeed with Multi-Location Workforce Situations, New Partnerships, and New Staff Orientation Plans

In the world of child support, success is often defined in terms of performance on federal outcome measures. However, this session examines less tangible ways to measure success. In the creation of the Child Support Training Partnership, success has been defined as “generosity in abundance.” The willingness of child support trainers from around the country to share ideas, best practices, resources, and research has led to quarterly meetings and an online forum that has more than 70 members. Partnerships such as this can lead to another kind of success: “inspiration in relationship.” Even within programs, input from others has the power to transform a learning opportunity. Iowa State University trainers collaborated with policy experts and field staff at Iowa’s Child Support Recovery Unit to create an online new staff orientation course.

Stakeholder input was used to tailor the material, which included interactive simulations, video demonstrations, and questions with feedback loops. Best practices such as these also show that success comes through “integrity in the details.” In sharing their experience, Rutgers University and the New Jersey Child Support Institute offer details about how to use learning technologies to communicate with and engage employees in multiple locations. They share practical advice on selecting software and hardware and share insight into current trends such as microlearning, gamification, simulation development, polling, and video. Intangible successes such as these can ultimately help a program achieve more tangible goals such as performance targets.

Workshop 803: Leading for Improved Performance Using the Modernized Portal

States are looking for ways to increase collections and improve performance without breaking the bank. Come learn how data in the modernized Portal can help you reach performance goals using Federal data not readily available in state systems. Learn why you should motivate your staff to make the most of this cost-effective tool!

Workshop 804: Meet the Neighbo(u)rs!

This is your opportunity to come meet representatives from each country attending the 2017 NCSEA Leadership Symposium! Take a networking lap around the room, gather ideas and information, get answers to your questions and exchange business cards!

Workshop 805: Taking the Lead on Implementing the Final Rule and Procedural Justice Changes

Child support leaders recognize the promise of improving procedural justice in the IV-D program. Indeed, respecting and engaging parents by giving them a voice in a process that is understandable, helpful, and focused on their individual needs makes intuitive good sense to today’s child support leaders. These leaders also are responsible for implementing the final rule issued by OCSE last year. However, incorporating procedural justice principles into the daily work of a child support program

presents numerous challenges, including long-standing practices that create barriers to implementing changes on the use of contempt and that prevent engaging with parents to resolve disputes outside of court.

Come to learn about how the principles of procedural justice and their significance for how parents, the public, and policy-makers view the child support program. The session will also cover the procedural justice aspects of the new federal rule. Building on that foundation, the workshop will provide examples of leadership change across the nation examining why leaders decided to implement changes; how they are dealing with challenges related to communications with parents and staff, resistance to change, and other barriers; how they measure the impact of change; and lessons they are learning from this process. This workshop will highlight the Procedural Justice-Informed Alternatives to Contempt (PJAC) grant and the work being done around the nation to incorporate procedural justice principles into child support programs and reform the use of civil contempt for nonpayment of support.

10:00 am - 11:00 am: NEW! Post-Conference Sessions

Post-Con 1: Embracing the Differences, Women in Leadership

Please join us for an engaging conversation facilitated by women in leadership within the child support arena. We invite you, both men and women, to come learn about, celebrate, and embrace women's transformational leadership style. We will highlight studies that show women tend to lead differently than men, and that women can follow a different leadership path. There will be lots of opportunity for audience interaction.

Post-Con 2: NCSEA Family Feud! (CLE)

This is your chance to test your child support knowledge and win "fabulous" prizes! A new twist on an old game show, audience members square off on random teams against one another by answering child support-related questions which will run the full gamut: federal, intergovernmental, legal, statistical, etc., as everyone vies for the prizes. This CLE-eligible workshop should be a real hoot, so please join us for what will undoubtedly be a fun and exciting game-show format as we test our knowledge of the program we are all a part of. If you miss this one, you'll never forgive yourself!

Post-Con 3: Empathy At Work: The Emotional Intelligence Advantage

Emotional Intelligence (E.I.) is the ability to identify and manage the emotions of oneself and of others. Research suggests empathy, a key component of E.I., can improve staff productivity, collaboration, client satisfaction, and overall success. Knowing how to re-channel negative feelings into positive outcomes is a skill that researchers say is more important than conventional I.Q. This session will explore each of the 5 components of E.I. for leaders. Participants will also learn ways to integrate empathy into routine practices that support culture change at the organization level. This session is as much fun as it is enlightening.