



2017 NCSEA Policy Forum

February 16-18, 2017

#ncsea2017

Renaissance Washington, DC Downtown Hotel
999 Ninth Street NW, Washington DC, 20001

“EMBRACING CHANGE FOR CHILDREN”

Detailed Schedule as of February 10, 2017

(Dates and times are subject to change. Speakers listed are those confirmed as of February 10, 2017. Check back regularly for updates.)

Wednesday, February 15, 2017

5:00 PM – 7:00 PM **Registration Open**
Beat the rush. Pick up your conference materials.

Thursday, February 16, 2017

7:30 AM – 5:30 PM **Registration Open**

7:30 AM – 8:30 AM **Continental Breakfast**

8:30 AM – 10:00 AM **Plenary I: Things are a 'Changin': What's Happening at the Federal Level**
This plenary will provide a summary of the Final Rule provisions and discuss their impact on the child support program. It will also provide information on other important topics and issues from a federal perspective.

Moderator: *Chad Sawyer (HHS/ACF/OCSE)*

Speakers: *Eliza Lowe (HHS/ACF/OCSE), Yvette Riddick (HHS/ACF/OCSE), Elaine Sorensen (HHS/ACF/OCSE)*

10:00 AM – 10:30 AM **Networking Break**

10:30 AM – 12:00 PM **Plenary II: Implicit Bias: How Our Internal Cognitive Process Can Affect Judgment and Decision Making**

We all have stereotypes that impact how we think about and react to situations. Sometimes these stereotypes can come from our implicit or subconscious bias towards or against situations, places, institutions or organizations, even people. Recognizing and understanding our own implicit bias can help us all avoid discrimination and reduce racial anxiety. What is implicit bias and what do child support professionals need to know about it to ensure that we deliver services in a fair and equitable manner? Based on cutting edge mind science research,

experts in the field will help raise awareness and call us to action as we look for solutions to reduce discrimination and provide culturally relevant services.

Moderator: *Trish Skophammer (Ramsey County Attorney's Office)*

Speakers: *Rachel Godsil (Perception Institute) and Justice Richard Robinson (Connecticut Supreme Court)*

12:00 PM – 1:30 PM

Lunch On Your Own

1:00 PM – 1:30 PM

NCSEA U: Developing the Next Generation of Child Support Leaders

Bring your lunch to this 30-minute micro-session and learn about NCSEA U, the premier educational offering for leaders and emerging leaders in child support! "NCSEA U: Developing the Next Generation of Child Support Leaders" will discuss lessons learned from 3 classes of NCSEA U alumni and how each has applied these lessons in both their work and personal lives. Learn how the concepts presented during the intensive, 5-segment course have been applied in the workplace to strengthen processes and efficiencies within programs. Attendees will have the opportunity to have their questions about NCSEA U answered by those who have participated in this career-altering course, and learn more about the application process to become one of the 25 child support professionals selected to join the fraternity of NCSEA U alum.

1:30 PM – 3:00 PM

Plenary III: How Will the New Congress and the Trump Administration Shape Child and Family Policies?

What policies should we anticipate in the early months of a Trump Administration and a new Congress? What will be the priorities in the family services environment? How can child support shape those policies? What messages should we develop to promote the child support program and maintain its bipartisan nature? Experts in a variety of policy roles will offer both a historical and futuristic perspective for us to consider as 2017 unfolds.

Moderator: *Kim Newsom Bridges (Conduent)*

Speakers: *Robert Doar (American Enterprise Institute), Ron Haskins (Brookings Institute), Anne DeCesaro (U.S. House of Representatives), Laura Berntsen (U.S. Senate Committee on Finance), Deborah Weinstein (Coalition on Human Needs)*

3:00 PM – 3:30 PM

Networking Break

3:30 PM – 5:00 PM

Workshop 101: Little Changes That Make a Big Difference: Using Behavioral Science to Improve Child Support Performance

Is it possible that simply changing the instructions on child support forms could lead to 10 or 20% more parents actually completing those forms without your staff having to spend time tracking down the information and updating case files? Staff time = \$, forms changes = ¢. The Behavioral Interventions in Child Support (BICS) Demonstration was funded to test the use of low-cost, behaviorally-informed changes to child support processes in ways that would lead to, relatively speaking, big changes in child support program performance. This workshop will feature a panel of IV-D directors who've been implementing the first phase of BICS in their states: discussing lessons they've learned, explaining how they picked child support process changes to test, providing

examples of behaviorally informed forms and staff processes, and giving a preview of program outcomes and their plans for future interventions and expansion.

Moderator: Michael Hayes (HHS/ACF/OCSE)

Speakers: Robin Arnell, Larry Desbien (Colorado Department of Human Services), Mara Friesen (Office of the Attorney General), Tangler Gray (Georgia Division of Child Support Services), Alisha Griffin (California Department of Child Support Services), Wally McClure (Washington State Division of Child Support), Benidia Rice (D.C. Child Support Services Division)

3:30 PM – 5:00 PM

Workshop 102: Two Moms-Two Dads and More: Challenges Facing Same Sex Parents and Multiple Parent Families

Same-sex parents are changing how we think of families in the child support caseload. This session will discuss some of the challenges with providing services to same-sex parents and services to those families with more than one partner or legal parent. Come and see how states are looking to adapt laws and policies to meet their needs and unique situations. Participants are encouraged to bring their questions and real world scenarios for discussion.

Moderator: Jacqueline D. Mull (HHS/ACF/OCSE)

Speakers: Vera Poe (Oregon Department of Justice, Division of Child Support), Erin Frisch(Michigan Department of Health and Human Services)

3:30 PM – 5:00 PM

Workshop 103: The Vision for the Modern Child Support System: Using Technology to Improve Outcomes

This workshop focuses on technology that is available to help states provide more interactive service to customers, promote improved case outcomes, function more efficiently, and free up workers to interact directly with customers who need the personal touch. It also introduces the movement toward incremental system delivery versus the old method of all-in, large-scale system development.

Moderator: John White (Deloitte Consulting)

Speakers: Laura Galindo (New Mexico CSE Division), Kate Cooper Richardson (Oregon Child Support Program), Robert Patrick(Pennsylvania Child Support Program)

5:00 PM – 6:00 PM

PRESIDENT'S RECEPTION

Friday, February 17, 2017

7:30 AM – 4:00 PM

Registration Open

7:30 AM – 8:30 AM

Continental Breakfast

8:30 AM – 10:00 AM

Plenary VII: The National Opioid Epidemic: Helping Families Through Troubled Times

Opiate addiction is the new crisis for American families. With opiate deaths outnumbering traffic fatalities across the nation, the impact on families is devastating. Opiate addiction is running rampant not just among the poor and uneducated, but across families in every category. The impact on children as they move from affluence to poverty, from happy homes to caretakers and foster care, or from stable environments to crisis situations is astounding. The epidemic is felt throughout social services including Child Support. Come hear experts in the field explain the root causes, the outcomes, and how to address the issue of opiate addiction for the families you serve.

Moderator: Amy Roehrenbeck (*Ohio CSEA Directors' Association*)

Speakers: Brett Beckerson (*The Pew Charitable Trusts*), Kevin Bingham (*Deloitte Consulting*), Lindsay Musser Hough (*Deloitte Consulting*)

10:00 AM – 10:30 AM **Networking Break**

10:30 AM – 12:00 PM **Workshop 201: Program Transcending Borders: Child Support and the Hague Treaty**

Join us for a lively discussion of the policy, practice and technological advances that we are now addressing from joining the Hague. You will hear the representatives and perspectives from the Hague's Permanent Bureau and from OCSE. January 1, 2017 marked our formal confirmation and we are now operating under new case handling provisions. So what does that mean and what is the Hague's perspective and experience? What is the guidance and support from OCSE? Practically, how can we effectively manage cases across many time zones, currencies and languages to make sure we are meeting the needs of these families.

Moderator: Eliza Lowe (*HHS/ACF/OCSE*)

Speakers: Robert Keith (*HHS*), Anne Miller (*HHS/ACF/OCSE*), Marie Vautravers (*Hague Conference on Private International Law*)

10:30 AM – 12:00 PM **Workshop 202: Options for Addressing the Drug/Alcohol Barriers of Parents (A Deeper Discussion)**

A deeper dive into the impact of the opiate epidemic: how is it changing families and our ability to serve them? Hear from leaders in child support from communities and programs that have felt the impact of this problem on the families they serve.

Moderator: Hannah Roots

Speakers: Jocelyn Gainers (*The Family Recovery Program, Inc.*), Meghan McCann (*National Conference of State Legislatures*)

10:30 AM – 12:00 PM **Workshop 203: The Evolving Workplace: Challenges and Triumphs Through Teleworking**

More and more organizations are offering telework to employees as a way to reduce costs, improve performance, and provide a valuable perk to staff. There are many pros and a few cons to telework. Some organizations have been doing

it for years and operate effective, fine-tuned telework machines. Other organizations can't quite imagine how it would work for them. Come to this workshop to hear about the successes and challenges of organizations that have telework programs. Learn the tips and tricks of implementing telework in your office.

Moderator: *Melissa Rossow (Ramsey County Attorney's Office)*

Speakers: *Trish Skophammer (Ramsey County Attorney's Office), Erin Frisch (Michigan Department of Health and Human Services)*

12:00 PM – 1:30 PM

Lunch On Your Own

1:00 PM – 1:30 PM

Shaping NCSEA's Future: How to Get Involved

Bring your lunch to this 30-minute micro-session and learn more about NCSEA's history, its future and—most importantly—how you can get involved as future volunteer leaders to shape the NCSEA's direction! Led by members of NCSEA's Nominating Committee, this orientation to NCSEA will provide attendees with information on the nominating and election process for officers and Directors (did you know that any individual member may run for a seat on NCSEA's Board of Directors?). In addition, learn about the path from committee member to NCSEA officer from current and former NCSEA officers and their personal journeys. NCSEA is your association—come learn how you can help guide it into the future!

1:30 PM – 3:00 PM

Plenary V: Moving the Needle: Improving Performance and Case Outcomes Through Changing Organizational Culture

The importance of organizational culture is not limited to employees and internal organizational dynamics. Organizational culture can have direct impacts on customer satisfaction and moving the needle on stagnant performance measures. In child support, a healthy organizational culture is even more important as we embark on a critical need to develop or engage capable leaders to manage organization-wide changes coming down the pike and how these changes will impact the customers we serve. (e.g., trauma informed customer service, family centered practices, millennial engagement, technology modernization, etc.) This session focuses on traits that define a healthy culture and those traits that will inhibit or disrupt it. Attendees will leave with an increased understanding of how to encourage and maintain a healthy organizational culture.

Moderator: *Mike Moreno (Deloitte Consulting)*

Speakers: *Tangler Gray (Georgia Division of Child Support Services), Kate Cooper Richardson (Oregon Child Support Program), Cathryn van Namen (Deloitte Consulting)*

3:00 PM – 3:30 PM

Networking Break

3:30 PM – 5:00 PM

Workshop 301: What's Ability to Pay Got to Do With It? Contempt After Turner v. Rogers

It has been more than five years since the U.S. Supreme Court decided *Turner v. Rogers*, which addressed whether states must provide legal counsel to indigent persons in child support civil contempt hearings that could lead to incarceration and where the opposing party is not represented by counsel. The court held that states are not necessarily required to provide counsel as long as there are alternative procedures in place to determine whether the indigent parent has the ability to pay, a necessary element to a finding of contempt. Initiating civil contempt actions when the parent has no ability to pay is an expensive and inefficient use of precious agency resources when compared to actual positive performance. Those resources are better utilized helping parents find work or overcome barriers to employment. This workshop will address how several states have transformed their program's reliance on contempt proceedings in the post-Turner world, how they were able to work within their programs and with their courts to make necessary changes, and what lessons they have learned in the process.

Moderator: *Maureen Leif (Grays Peak Strategies)*

Speakers: *Ignacio Guerrero (County of Santa Clara Department of Child Support Services), Pam Lowry (Illinois Department of Healthcare and Family Services)*

3:30 PM – 5:00 PM

Workshop 302: Modern Day Family Challenges – An Open Discussion with Multiple Jurisdictions

This workshop will provide an opportunity to interact with representatives of several jurisdictions who will share what they are experiencing with regard to family challenges, and explore how they are changing their policies/services to meet the needs of those families. The workshop will also dive into the two-generation poverty fighting approach.

Moderator: *Kathy Sokolik (Center for the Support of Families)*

Speakers: *Noelita Lugo (Texas Office of the Attorney General, Child Support Division) Eric Stevens (14th Judicial Circuit for Muskegon County)*

3:30 PM – 5:00 PM

Workshop 303: The Changing Workforce: Adapting to Evolving Values, Habits and Environments

We live in interesting and changing times, and our workforce is changing along with the times. Program administrators and managers face challenges in adapting to and dealing with various aspects of the changing workforce, including millennial values and attitudes, multi-generational work habits, new technology, differences in educational preparation, and new approaches to modes of communication. This workshop shares information about how to handle these concerns successfully and how to maintain an effective workforce.

Moderator: *Robbie Endris (Conduent)*

Speakers: *Anne Donovan (PricewaterhouseCoopers), Maurice Franklin (MAXIMUS, Inc)*

Saturday, February 18, 2017

7:30 AM – 10:30 AM **Registration Open**

7:30 AM – 8:30 AM **Continental Breakfast**

8:30 AM – 10:00 AM **Plenary VI: Child Support Distribution – Is it time to Eliminate Retained Collections?**

When the IV-D program began more than 40 years ago, it was intended to be primarily a recovery program for the Aid to Families with Dependent Children (AFDC) program. As the program has evolved, child support income has become an important resource for families formerly in the Temporary Assistance for Needy Families (TANF) program, and for families who have never received assistance. Child support income is helping lift millions of families out of poverty and preventing many others from slipping into poverty. In FFY 2015, more than 95 percent of the collections were paid directly to families. Even though TANF recoupments account for only a tiny proportion of total collections, they place a major administrative burden on the child support program. Administering reimbursement for current recipients is also costly. This plenary will examine and discuss whether it is time for the program to consider passing on to families all child support income collected on behalf of current and former TANF recipients.

Moderator: *Frances Pardus-Abbadessa (NYC Human Resources Administration, OCSE)*

Speakers: *Craig Burshem (Virginia Division of Child Support Enforcement), Alisha Griffin (California Department of Child Support Services), Vicki Turetsky (Former OCSE Commissioner), Bob Williams (Veritas HHS)*

10:00 AM – 10:30 AM **Networking Break**

10:30 AM – 12:00 PM **Plenary VII: Procedural Justice in Action: Implementing Alternative Dispute Resolution**

Procedural Justice holds promise for addressing the frustration, confusion, and lack of engagement of parents with the IV-D child support program. However, incorporating Procedural Justice principles into child support practice and changing how parents perceive the child support program presents challenges to government agencies. This plenary session highlights how innovative child support programs have approached these challenges and considers the effectiveness of Procedural Justice in child support. One approach is through reducing use of contempt by using alternative means of enforcement in all but the most egregious cases of willful noncompliance. New grants from the federal Office of Child Support explore this approach. The other way is through the use in some jurisdictions of customer-friendly negotiation processes to establish and enforce support orders. Both these approaches engage parents with the child support program in ways that the traditional courtroom process cannot.

Moderator: *Alisha Griffin (California Department of Child Support Services)*

Speakers: *Liberty Aldrich (Center for Court Innovation), Marie Girulat (County of San Bernardino DCSS), Diane Potts (Center for Support of Families)*