



Erika French
Director of Operations
Stellarware Corporation



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BIO

Erika French ***Director of Operations*** ***Stellarware Corporation***

Erika first got her feet wet in the world of child support over thirteen years ago as an intern with the Child Support Lien Network (CSLN), hosted by the State of Rhode Island and operated by Stellarware Corporation. Today, CSLN remains one of the largest consortiums in state government, bringing together 30 U.S. agencies and over 1,800 insurance companies, where Erika remains at the helm as Stellarware’s Director of Operations. With absolute dedication to her clients’ best interests, Erika has devoted her career to helping Stellarware’s partners design solutions that will meet and exceed their expectations. She continues to raise the bar on what it means to provide excellent client service. Erika brings a creative thought process to the development of systems and operational workflows that have helped transform the way child support gets done today. Clients feel heard and important when they are with Erika, providing them with her full and guiding attention. She endeavors to be present, easy to talk to, and their guiding advocate toward a just solution. Her knowledge of child support and expertise is not only in Stellarware’s program initiatives at a national level, but those at the individual state level as well, which is a huge advantage to the entire organization and would undeniably lend the same to NCSEA considering the very important role that private and public partnerships play in driving NCSEA’s overall mission of “promoting and influencing child support policies and services and to educate, connect, and inspire those who work in child support.”

Erika is driven by a heartfelt sense of responsibility to realize what is in the best interest of the children and families we serve.

“I feel truly honored to be part of such a strong-willed, passionate group of professionals. This is not only a job for so many, but a life-long dedication to doing our best to improve the lives of so many. Once child support is in your blood, it never leaves.” – Erika French





- NCSEA Corporate Relations Committee (since 2019)
- NCSEA Gold Level Corporate Partner
- Individual NCSEA Member over the past ten (10) years
- Participation & involvement in NCSEA related activities over the past ten (10) years
 - Includes, but not limited to:
 - Attendance and booth management at yearly NCSEA conferences
 - Spotlight / Conference Speaker





How has your work with NCSEA prepared you for Board service?

- Being involved in the NCSEA Corporate Relations Committee in addition to participating in yearly conferences as an attendee & booth sponsor has given me a dual lens into both sides of overall conference management. From planning and organizing conference logistics and sponsorship levels, to operating a corporate booth, to consuming all the important conference content as an attendee, I've gained a full picture of what it takes to run a successful conference and how truly valuable these gatherings are for the larger Child Support Community.
- More broadly, having worked in Child Support for over 10+ years, I see daily just how important the work we do is for children and families nationwide, and respect the role NCSEA plays in bringing together Child Support professionals from across the country to highlight and discuss the issues we all face in this arena.
- I am in a unique position to bring a fresh perspective to the NCSEA board that is rooted in experience, passion, and innovation, and as a young woman in this industry I feel very prepared to bring my skillset to the table to help continue the excellent and rewarding work done by the NCSEA team.





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?

- Unlike many other 30-year old's, having worked in the Child Support Arena for 10+ years, I've witnessed firsthand that the world of Child Support can and does touch an incredibly diverse group of people, transcending race, gender, ethnicity, and beyond. As a member of the Child Support Community, and hopefully a future NSCEA board member, I think it is crucial that we listen to, acknowledge, and represent the diversity amongst ourselves and the children and families we serve. There is no one size fits all solution in what we do, but the ability to keep an open mind and utilize technology and innovation to find new and better ways to discuss and solve problems is something I hope to help the NCSEA board continue to do in the future.
- I've been part of innovations that have already been realized through the Child Support Lien Network (CSLN), which has become a household name in the industry and has allowed children and families across the country to receive billions of dollars in past-due support that they are owed.
- The financial impact of the Child Support work I've been dedicated to my entire career has realized a meaningful impact for millions of families, and there is still so much more work to be done. I want to be part of that work, shaping the future of child support as it continues to evolve. The more transparent we can be with one another in sharing ideas, struggles and victories, the more effective we can be in serving communities across the country.

