



2022 NCSEA Board of Directors Election



Charles R. Smith
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President and CEO
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- ✓ **2018-Present:** Owner/Consultant of Charles R. Smith Consulting
- ✓ **2019-Present:** WICSEC Planning Committee – Track Champion
- ✓ **2018:** Retired from Texas state government with 30 years of experience (more than 26 years of child support program experience).
- ✓ **2015-2018:** Served as Executive Commissioner and Chief Deputy Executive Commissioner for the Texas Health and Human Services Commission. Agency of 50,000 employees overseeing 600+ programs (including IV-A, IV-E, Medicaid, and SNAP).
- ✓ **2013-2015:** Texas IV-D Director
- ✓ **2004-2013:** Texas Deputy IV-D Director and Director for Field Operations
- ✓ **2009-2015:** WICSEC Board of Directors. WICSEC President 2013-2014
- ✓ **2007, 2011, 2014:** NCSEA Outstanding Program Awards - Texas
- ✓ **1988-2004:** Texas child support positions held: Volunteer, child support caseworker, office manager, regional administrator, and assistant director for Field Operations





- **2018-Present:** NCSEA Board of Directors
 - 2021-2022 Co-chair, Membership Committee
 - 2020-2021 Co-chair, Leadership Symposium Committee
 - 2019-2020 Co-chair, NCSEA U Subcommittee
- **2019:** NCSEA Policy Forum moderator/presenter
- **2018, 2019:** NCSEA U presenter
- **2008-2015:** NCSEA Board of Directors. Officer positions held: President-Elect 2014-2015, Secretary 2011-2014
- **2004-2015:** Leadership Symposium and NCSEA Annual Conference presenter
- **2004-2008:** Served on various NCSEA committees: Membership Committee (Chair), Staff Certification Subcommittee (Chair), Policy & Government Relations, Annual Conference Selection & Planning Committee





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

I believe my personal reputation is at stake anytime that I am involved in an activity or for an organization. Therefore, I always strive to perform at my highest level. I take my commitment seriously and always ensure that I am prepared to perform the necessary duties needed.

As an existing board member, I see the hard work and dedication of the current staff and committee members associated with NCSEA. I am humbled and in awe of their dedication, commitment, and professionalism.

I have NCSEA executive experience, historical program knowledge, and the demonstrated willingness to innovate. I believe all of these aspects are important to ensure that NCSEA evolves without forsaking the core mission of the child support program which is to lift families out of poverty through consistent child support payments. I am running for the Board because I love the child support program and want to continue to give back to the child support community that has made me who I am today.





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 first responsibility of a member of the Board should be to protect the health, vitality and integrity of the Association. This is achieved by ensuring the Association is relevant, leading, providing valuable information (including training), and representing the core interests of its diverse membership.

To achieve these aspects, Board members need to seek to understand the positions of others beyond themselves or their programs. They need to have sufficient foresight to understand how decisions or positions may impact the





Association and be disciplined enough to move the organization forward without doing harm.

The best way to know someone's opinion is to ask them. I believe that Board members should meet with members who hold different positions and represent the different voices within the child support program. This ensures that their knowledge is current and will help them make informed decisions. I personally solicit input from front-line staff, middle management, senior directors at the Leadership Symposiums and Policy Forums. The feedback I receive helps me look for opportunities to accelerate change and build consensus to better serve the whole child support community.

