



2022 NCSEA Board of Directors Election



Carla West
Senior Director for Human Services
State of North Carolina
Department of Health & Human Services



[Carla-West](#)



@carlawest66





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As the Senior Director for Human Services and IV-D Director for the North Carolina Department of Health and Human Services, Carla West is charged with integrating and improving access to person-centered services, helping individuals and families in North Carolina achieve self-sufficiency and improved well-being. Carla provides leadership in directing, planning, and evaluating multiple programs within a complex, integrated service delivery system and oversees the Economic Services Programs, including the Child Support Program, Temporary Assistance for Needy Families (Work First), Energy programs, Office of Refugee, Continuous Quality Improvement and the Customer Service Call Center. Carla also oversees the Division of Aging and Adult Services, whose mission is to promote the independence and enhance the dignity of older adults, persons with disabilities, and their families through a community-based system of opportunities, services, benefits and protections.

Carla serves on the board of the National Child Support Enforcement Association (NCSEA), is a member of the Policy Forum and CSQ committees and is co-chair of NCSEA's 2022 Leadership Symposium. A past president of the Eastern Regional Interstate Child Support Association (ERICSA), Carla is a member of ERICSA's Honorary Board. She is a board member of the North Carolina Child Support Council and is on the board for the North Carolina Council for Developmental Disabilities.





Current

- NCSEA Board Member
- Co-Chair – NCSEA 2022 Leadership Symposium
- Member – NCSEA Child Support CommuniQue (CSQ) Sub-Committee
- Member – NCSEA 2022 Policy Forum Committee

Past

- Chair – NCSEA Child Support CommuniQue (CSQ) Sub-Committee
- Presenter and moderator at numerous events including NCSEA's Tele-Talk, Web-Talk, Policy Forum, Leadership Symposium, and Pod Casts
- Authored several articles for NCSEA's Child Support Quarterly and CSQ
- Member - NCSEA Tele-Talk Committee
- Member – NCSEA Web-Talk Committee
- Member – NCSEA Communication Committee
- Member – NCSE Finance Committee
- Member - NCSEA Leadership Symposium Committee (2019, 2021, 2022)
- Co-Chair – NCSEA 2020 Policy Forum
- Member – NCSEA Policy Forum Committee – 2019, 2021





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

- Fosters relationships
- Gets you involved on a national level
- Helps you develop an understanding of the Board's vision and mission
- Builds confidence while doing good work
- Prepares you for the time commitment





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?

- Play a critical role in creating an organization that prioritizes, supports, and invests in diversity, inclusion, and equity
- Lead with authentic goal of welcoming and celebrating differences
- Ensure that we are creating an environment where both social diversity (e.g., gender, race/ethnicity, and age) and professional diversity is at the fore front of all we do, and that each member of NCSEA is encouraged to share their own perspective, identity, and life experience
- Create an awareness of systemic inequities that affects our members and those that we serve and work to create opportunities for that awareness to lead to meaningful change





Use this page if needed to answer previous question.

