



2023 NCSEA Board of Directors Election



Shaneen Moore
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Administration

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Shaneen Moore is a Deputy Assistant Commissioner and Director of the Child Support Division within the Children and Family Services (CFS) administration of the Minnesota Department of Human Services. Shaneen promoted to director in March 2018 and to the role of Deputy Assistant Commissioner in May 2021. Her career interest in the area of children and family services began many years ago, as she has always been interested in the needs of children and their families. The importance of diversity, equity, and inclusion is a critical element in moving the work of human service transformation, program service delivery, and public policy development forward in eliminating disparities so often found within marginalized communities. Shaneen is an equity champion in leading key efforts and in moving the work forward ensuring it is a priority in Minnesota's human service program delivery system.

Leadership is a very key element in providing strategic direction to all levels within an organization. As a committed leader to the public sector, in the fall of 2017, Shaneen began working on her PhD in Management and Public Service Leadership at Hamline University in St. Paul, MN. She is currently working on writing her dissertation which is entitled, "The Impact of Systemic Racism and Color-Blindness in the Administration of the TANF and Child Support Programs: A Mix Methods Study on the Impacts of Racialized Discourse and the African American Family in Minnesota". The anticipated date of completion for her doctoral studies is Spring 2024.

Program Achievements include the following: Successfully led several grant opportunities for Minnesota's child support program: Using Digital Marketing to Increase Participation in the Child Support Program - \$500k, Charting a Course for Responsible Parenting and Economic Mobility Demonstration – Cohort 1 - \$914k and Cohort 2 - \$1M, Procedural Justice-Informed Alternatives to Contempt (PJAC), Safe Access for Victims' Economic Security (SAVES) - \$420k, supplemental funding of \$385.5k. I have led numerous strategic initiatives over the course of my 10 year as a Deputy Director and Director within Minnesota's child support program.

Other Achievements:

- Sr. Leadership Institute, University of Minnesota, Humphrey Institute (Leadership Cohort of 30 state leaders) – 2016
- Bush Connect State of MN Ambassador - 2018
- 2018 John Wesley Leadership and Service Award Winner – Hamline University

Affiliations include:

- National Forum for Black Public Administrators – member
- National Council for Child Support Directors – member
- American Public Human Services Association – member
- National Child Support Enforcement Association – state member
- MN Council on Disability – council member – 2016 to 2019
- Hamline University, Women in Public Service, Planning Committee member (2015 to present)
- MN Department of Human Services Performance Management Council – council member (2020 to present)
- MN Collaborative Justice Project – advisor/member (2016-2017)





- Regular and ongoing attendance of the Policy Forum and Leadership Symposium since 2014, some involvement committee involvement
- 2021 Policy Forum Planning Committee, Co-Chairwoman (2020 to 2021)
- Podcasts include NCSEA on Location: “2021 NCSEA Policy Forum Preview”, and “Empowering the Movement for Change”, July 2021
- 2019: Leadership Symposium, Presentation, “Engaging Fathers in State Programs & Policies”
- 2020: Leadership Symposium, Presentation, “Racial Equity – The Importance and Impact on Child Support”
- 2021: Policy Forum, Presentation, “Equitable Policy Development: Dream it. Plan it. Build it.”
- NCSEA Idea Exchange, CSQ Article, “Empowering the Movement for Change Through the Work of Diversity, Equity, and Inclusion”
- 2022: Leadership Symposium, Plenary, “Leveling Up Your Diversity, Equity, and Inclusion Leadership Practices”
- 2023: Policy Forum, “Inclusive and Equitable Leadership – Front Desk to Back Office”





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

I believe my volunteer work with NCSEA has created an opportunity for me to develop relationships with others within the child support community in various capacities from committee involvement, podcasts, submission of articles, presentations and planning committee participation. I have enjoyed working with and getting to know key players within the program and working alongside them in making the program stronger for the betterment of children and families.

Also, the opportunity to serve as the 2020 Policy Forum Co-Chair was very rewarding as we were the first to successfully put on a virtual conference during the pandemic. We were very intentional in our approach for planning for that policy forum and it was one of the highest attended to date.

I am at the point of my career that I intentionally look for professional opportunities that I can contribute to that meet both my professional and personal aspirations and goals. Being on the Board, I feel I can bring a lot of new thought to the mission, vision, goals, and objectives for the future of NCSEA.





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?

Response: I believe the role of the Board is to uplift those diverse voices and perspectives in shaping the future of the child support program. The program is at a point where new ideas around innovation, collaboration, and change are important to moving the program forward in an intentional way. Diverse thought, perspective, and experiences should be at the forefront of NCSEA's policy agenda. This includes finalizing the diversity, equity, and inclusion statement for the organization and ensuring equity is embedded in all aspects of the organization's culture. I also believe the Board as a whole should make conscious efforts in identifying Board member representation and participation that ensures diverse points of view, policies, and processes are fully represented throughout.

