



## **Monday, August 1**

### **Plenary I: Leading with Heart**

Known as one of the greatest NFL coaches of all time, Vince Lombardi was tough on his players but earned the right to drive his talent to the limit because his intense drive was balanced by his equally fierce love for his players. Like Lombardi, top leaders are passionate about growing members of their team in a highly personal, caring way. Come learn about being a leader who leads with compassion and has a heart to care.

### **Concurrent Workshops & Learning Labs**

#### **Leading with the Brain in Mind**

Have you ever initiated a change or put a new policy or procedure into place that you thought was beneficial only to receive an unexpectedly negative response? The bigger the change, the stronger the response you may get! Dr. David Rock, CEO of the NeuroLeadership Institute, developed the SCARF (Status, Certainty, Autonomy, Relatedness, and Fairness) framework to help us understand how people relate to each other and how negative avoidance responses can be triggered. This learning lab will help the participants understand and cope with behavior related to change response. Be prepared to participate and take notes.

#### **The Key to Connection... How taking a step into other Health and Human Services programs improved the Child Support Services program.**

The buzz word today is "Silo-Busting". What if you don't have to break into other silos because you already have the key! Learn how to you use your keys to work across other human services programs for better collaboration and to improve outcomes for families. And learn what doors your keys are not unlocking yet.

#### **Leadership Development: A Conversation**

Join us for an opportunity to dialogue with your peers at this national conference about your experiences and ideas regarding leadership development. We will incorporate how the new work environment in which leaders must operate changes our approach. While some aspects of leadership remain the same, a renewed focus on empathy, teamwork, engagement, and empowerment will be essential. Let's work together to advance leadership development strategy in the Child Support Program when the stakes are high for the families we serve, and the work of leadership has never been more complex. Bring your business cards or be prepared to find one another in the app so we can have sustained discussions on this important topic.

## **Analytics in Action – Providing Data Insights for Child Support Leaders at all Levels**

Federal OCSE and child support agencies are using advanced data analytics capabilities to shift from reactive reporting to proactive comparative trend analysis and predictive capabilities to make more informed decisions and craft appropriate strategies. A demonstration of the federal OCSE “Data Analytics for IV-D Directors” tool will show how IV-D Directors can perform a "deeper dive" into their program data related to other states so they can implement best practices. If areas for improvement are identified, the state can then turn to their own analytics tools and more detailed state-specific data to determine a course of action. Indiana will demonstrate their advanced analytics tool which provides comparative performance views at state and county levels while also providing case workers deeper insight into their caseload. A county will discuss how they improved their performance -first by using reports and then with better data from the state - and share why they are now excited for the next generation of child support analytics tools

## **Lunch on Your Own**

### **Plenary II: Think Forward to Address Vulnerability**

Child support staff across the country have faced emotional and mental health challenges during the COVID 19 pandemic. New challenges and stress continue for leadership and staff as programs face looming decisions about office re-openings or continuing virtual work. Come hear what your staff is likely facing and how stress may be impacting their professional and personal lives. Also, this session will look at specific concerns with going back to work in the office and meeting with clients in person or, in the alternative, continuing to work from home and ongoing barriers in their family life and community restrictions. Join this plenary discussion on how to best address staff and leadership vulnerability in 2021.

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### **Empathize with Purpose**

We make choices in our work lives every day regarding how we interact with our employees. If we as leaders create an environment where empathy is modeled for employees and experienced by employees, empathy will ripple throughout the organization, creating trust, boosting morale, and positively impacting the customer experience. During this session, Kathie and Laura will explore why empathy matters and provide practical ways that leaders can empathize with purpose. Attendees will also have an opportunity to learn their own empathy score and will receive tips and methods for stretching their empathy muscle. Attendees can complete the empathy questionnaire ahead of time here: [https://greatergood.berkeley.edu/quizzes/take\\_quiz/empathy](https://greatergood.berkeley.edu/quizzes/take_quiz/empathy).

## **Leading in the Big City: Challenges that Child Support Programs Face in Urban Jurisdictions and Solutions**

The focus of this session will be on leadership of child support programs in large urban jurisdictions and how that relates to the overall state program. Our speakers will identify problems faced unique or exacerbated in large urban jurisdictions, examine solutions to those challenges as well as identify how diversity, equity, and inclusion impact child support work in large urban jurisdictions.

### **President's Reception**

### **Tuesday, August 3**

#### **Plenary III: Perspectives Matter: The Child Support Program's Impact on Fathers**

The child support program helps many families, with over \$32 billion collected for 14 million children in FFY 2019. Most of the time it is the father paying that support and fathers have a unique perspective about our program, yet their experiences often go unheard. Let's take a deeper dive into ways we can better collaborate and ensure engagement of fathers in our program. Hear conversations and discussions from child support professionals, and fathers about their experiences - the impact that it has had on them and the need to build relationships with the people that we serve."

#### **Concurrent Workshops & Learning Labs** **Understanding Micro-Aggressions**

#### **Thinking Forward > Designing the Future State of Child Support**

Roll up your sleeves for this interactive innovation lab, where attendees will collaborate on designing the future of child support. Facilitators will guide attendees through a working session that visualizes the people, policies, and technologies needed for child support programs to evolve to meet future demands.

#### **Let Parents Lead! A Family-Centered Approach to Equitable Child Support Policies**

Are you interested in reducing inequities in your child support program and better serve families by partnering with parent stakeholders to help shape and influence your policies and practices? Come to this session to learn how two states changed their approach. Learn about how Michigan developed a Community Advisory Council and used the Equity Impact Assessment Tool to dynamically change their approach to developing policies, programs, and procedures. Learn how Louisiana conducted an operational assessment using an equity lens, a family centered framework, and implementation science to reduce disparate outcomes for families. You will get hands-on practice using an equity lens to assess child support policy. Get your organization started on a shift toward a more equitable and family-centered approach to child support.

#### **Case Closure Criteria – the Good, the Bad, & the Ugly**

There are currently twenty-one (21) different federal case closure criteria that OCSE recommends to states and territories and tribes that provide options to consider before a IV-D child support case can be closed. Some have been around for many years, while others are relatively new. This point/counter-point workshop will provide a discussion about which of the criteria are useful and appropriate, and which are very difficult to manage. Should some of the existing criteria be changed? Should others be dropped entirely? Should any new ones be added? Leaders must consider each and every one of these criteria when running all or part of a child support agency, so this is a timely topic that affects multiple facets of our program. Come join us for a lively debate about this important issue.

## **Lunch on Your Own**

### **Plenary IV: Facing the unknown, Child Support Directors from across the nation took action that may have long term impacts on how we deliver services to families....**

A representative group of Child Support Directors participated in two surveys and a focus group conversation during the past year aimed at identifying the impacts of the pandemic on their workforce, partners, and families in the child support system. This work resulted in the issuance of two white papers sharing the thoughts of the participants. We will take the opportunity to discuss changes that were made immediately, issues that remain and the recommendations that may become the new normal in the child support world.

### **Think Forward to Use Procedural Justice Alternatives**

Every child support agency has them: Cases where the child has been adopted but the obligation continued, cases where the paying parent has had physical custody of the child for months or years, cases where support calculations were riddled with mistakes, cases with astronomical arrears owed to the parent due support accrued while the paying parent was incarcerated or incapacitated due to health issues. By using training in procedural justice, dispute resolution, and case management, these demonstration sites of the Procedural Justice Alternatives to Contempt grant were able to untangle and resolve these kinds of cases; a positive, unexpected outcome! Think forward and find out how their techniques, training and processes can assist your program to gain ground on what are typically regarded as difficult cases.

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### **Innovations Worth Keeping**

The COVID shutdown was abrupt and a shock to “business as usual.” Few of us had time to thoughtfully plan for an event that no one could predict how long would last. So, we jumped, we danced, we cha-cha’d – we were building our parachutes as we jumped out of the plane. Some innovations are worth hanging onto, in our post-pandemic world of work. Those innovations could help forestall a future pandemic and could also be leveraged should a disaster of any kind befall us in the future. (Anyone remember Hurricane Katrina?) This session will look specifically at solutions in the areas of effective customer service, overseeing remote teams, and professional development from a distance. Some innovations improved service delivery – and those will be featured in this session.

### **After the pandemic...Court Lessons Learned**

The pandemic created opportunities to review current processes and look for ways to improve services to parents and performance in the IV-D caseload. Come hear how state and county child support agencies explored alternatives and changed how they now interact with the Court. These agencies will share changes to the pre-hearing agreement process, conducting customer outreach, evaluating for administrative processes, and developing and creating electronic interfaces with the courts.

## **Wednesday, August 4**

### **Plenary V: Think Forward with National Leaders: The Future of Child Support through the lens of the Strengthening Families Act**

Join us for a lively discussion among our respected panelists on the proposed Strengthening Families Act. Elimination of cost recovery and the 100% passthrough provisions will change our program in major ways we have not seen since PRWOA. Listen and engage with our panelists as they exchange views on these transforming ideas in child support and how they may, or may not, be positive change for children and families.

### **Plenary VI: Future of Work: We were. We are. We will be.**

Before the pandemic, most states and county programs were predominately office based (high touch) a person-to-person orientation. With the pandemic, we all became a virtual and remote workforce with very little direct and in person contact. As we return, and chart not only our tomorrows but our future, what have we learned from the experience, the impacts and changes that will influence the next generation of operations and our customers experience? What do we need to know and do to make the transition the best next step? Join us at this plenary and hear from a national expert talk to us about the global trends in work environments, economy, and the human side of change that we need to think about as we chart the future. We will also hear from State and local programs that are envisioning a new path. What their path looks like and how they have or are preparing for this next new experience.

### **Leadership Symposium Ends**