# NCSEA 2019 Leadership Symposium Workshops

**IA**    **Leadership in Interagency Collaboration**:  This track focuses on sessions that cover interagency collaboration from a leadership focus

**Vital for a Reason – Building a Partnership with Vital Records**
Vital records are deemed "vital" because they mark significant events in a person's life, including birth, death, marriage and divorce.  An exchange of data with Vital Records is one of the most critical processes that impact child support agencies' abilities to meet federal mandates for paternity establishment percentages. Most leaders have come to know that obtaining this data can sometimes be challenging.  This session lays a framework for how IV-D agency leaders and vital records agencies may strengthen partnerships by building awareness, educating on vital records core functions and how offices operate in each jurisdiction. Moreover, this session will allow leaders an opportunity to discuss regulations, funding, systems, factors that impact child support's access to data and ways to promote more effective interagency collaboration and cooperation today and in the future.

**Engaging Fathers in State Programs & Policies**
A dozen states are receiving mini grants from the Fatherhood Research and Practitioners Network (FRPN) to plan how to engage fathers in state programs & policies. IV-D directors are actively involved in these planning efforts. This session will feature the planning team in Minnesota which includes the IV-D director, fatherhood advocates and a fatherhood researcher. IV-D directors in other states with FRPN grants will be invited to comment on their leadership and planning efforts.

**Child Support and Medicaid Partnership Best Practices**
Medicaid referrals are an important segment of the child support caseload, with the potential to positively impact performance and cost effectiveness.  When they are received, that is.  And when those received are appropriate.  Medicaid referrals from the streamlined application through the Healthcare Marketplace have been challenging child support agencies for nearly ten years.  Issues include no eligible child or custodial parent, insufficient information about the noncustodial parent, and lack of attention to good cause.  Determining if the case should be opened, or finding enough information to work it, has become resource intensive.  Some states are no longer even processing Medicaid referrals.  Yet some agency leaders have found ways to overcome the

challenges, to successfully partner with their Medicaid counterparts, and to make Medicaid referrals a valuable segment of their caseloads, including collecting millions in medical support payments or cost recovery.  Child support and Medicaid agency leadership can work together to ensure appropriate cases are referred and have the necessary information to proceed.  Find out what these leaders from several states have done.  If you are looking for ways to make Medicaid referrals a meaningful part of your caseload, come learn about the approaches your colleagues are taking."

**Cultivating State and Tribal Relations**
Need some practical ideas on how to cultivate and improve your state-tribal child support relationships?  Join us to learn how the leaders of Minnesota child support and the four tribal IV-D programs in the state worked together to overcome obstacles, create new business patterns, and strengthen their relationships.  The presenters will share the goals, strategies and outcomes of the ongoing state-tribal workgroup they convened in 2013, sharing what they learned along the way.

**To SNAP or Not to SNAP?**
It requires strong leadership to make informed and qualitative decisions as to whether an initiative makes sense for a programs service delivery.  Come hear an active debate on the integration of Snap and Child Support.  There are many perspectives, premises and reasons for Child Support and SNAP programs to work together and collaborate to benefit children and their families.  Presenters will be strong leaders and experts who are leading in their States' work in this area, so please come and join in an active debate of the issues and possibilities.


SD    **Leadership in Service Delivery**:  This track focuses on public relations and the way the child support program is offered to the families we serve.  Sessions in this track will focus on leadership and management best practices to improve the public relations with the child support program.


 **Serving the Needs of Our Evolving Customers and Teams**
The needs of the families that your teams serve are evolving faster than ever -- and so are the needs of the team members you lead! Are you ready? Learn strategies and best practices that address the changing and dynamic demographics of your workforce and the families they serve, as we explore inter-generational and 2020 work staff, never married parents, same sex parents, and self-represented litigants.

**What we know and where we're going now … Child Support NCP Employment Demonstrations (CSPED)**
Come learn the final results of the 6-year demonstration grant, and how they can inform your considerations and efforts around NCP employment services. Hear the results from the grantees and OCSE, and what the exciting future holds from two states working to take what they learned to the next level, in a sustainable and meaningful way.

**Outreach Programs – Do they work?**
Come away understanding how the leadership of the St. Joseph County, Indiana, Child Support Division approached improving performance and also benefited the community in a broader way through outside partnership. You will learn about the Group Violence Intervention strategy and how it is making a difference in many American communities. And, gain valuable insights on working with at risk parents and community leaders to sustain community involvement.

**Privatizing Child Support-Another approach to service delivery**
Several leaders have decided to privatize aspects of their child support program, and are ready to share the reasons, benefits, challenges that come with privatization. This session will inform policy makers and child support leaders at the state and local levels considering privatization options to drive performance and save money by outsourcing some or all of their child support program.

**Human Centered Design and 2-Gen: The Future of Human Service Program Delivery**
The Two-Generation and the Human Centered Design approaches are recent concepts used in combating poverty and eliminating economic instability among families within human service program delivery. Both are exciting approaches to child support program service delivery. Come to this session to learn more about these innovative concepts, the frameworks of human centered design, and learn practical ways in applying them. Child Support services and the utilization of the 2-Gen approach to better serve children and their families will also be examined.

L&P **Leadership in Law and Policy:** This track focuses on emerging laws, policies, and practices that have an impact on the child support program and utilizing leadership skills to implement changes. Sessions offered in this track are available for continuing legal education (CLE) credits for legal attendees, and a session focused on ethics is also provided.

**Laws Designed for Program Success**
Successful leaders advocate for strong laws that further the vision and performance of their program. Come hear from our panel of child support directors on laws designed for success including automatic support modification laws for incarcerated inmates, new reporting laws for gig economy workers, and standard parenting time laws for Title IV-D cases. At the end of this impactful workshop, attendees will participate in an interactive brainstorming session of new innovative laws that could impact and help shape the future of child support!

**Ethics in Leadership**
Government leaders at all levels hold the public's trust that laws and ethical standards will not be violated. This workshop will introduce federal and state ethics and conflict of interest laws designed to ensure that government decisions are made fairly and without favors being exchanged. Former child support directors will then share their experiences, including conduct and requests that may have crossed the ethical line as well as some advice to corporate partners on how to approach current directors about new or better program innovations. The session will end with a fun series of scenarios and polling by the audience on what is ethically right and wrong for government leaders – hope to see you there!

**Counties on the Same Page:  Effective Leadership Creating Consistency in Law and Policy Implementation at the Local Level**

Child Support laws and regulations are many times open to differing interpretations. State child support programs face difficulty in ensuring that policies related to those laws and regulations are implemented by multiple county/local IV-D agencies in a coordinated and similar way in order to ensure fairness and consistency within the IV-D program caseload and among IV-D participants across the state. Come hear from IV-D program leaders from three states who tackled this challenge successfully within their states by having program leaders come together and communicate effectively with one another to achieve positive results.

**Recognize, Respond, and Refer:  Changing the Approach to Dealing with Family Violence**

Almost four out of ten custodial parents in the child support program nationwide report experiencing domestic violence from the other parent by the time their child is three years old, yet less than one in ten custodial parents have a family violence flag on their child support cases. What's causing this disconnect and how can state, local, and tribal child support programs improve domestic violence disclosure rates among program participants and develop practical, effective responses in order to provide child support services safely to domestic violence victims? This workshop will focus on model practices from multiple states whose leaders (some who were awarded Procedural Justice Grants) whereby they significantly improved their ability to identify and adequately respond to custodial and noncustodial parents within their caseloads who are the victims of domestic violence.

**Leaders Working Together: Employers and State Agencies Address Lump Sum Reporting and Verification of Employment**

Leaders must collaborate to solve complex problems. While it is true that employers and states face different challenges and perspectives regarding child support withholding and the various processes involved, when we work together we can tackle any obstacle we face. This session will speak to the challenge and propose efficiencies regarding lump sum reporting and verification of employment. OCSE reports that more than $117 billion in arrears was due in 2017. Lump sum withholding could help offset some of the amount if it were streamlined and standardized. Come hear how Child Support leaders and employers are working together to improve the lump sum reporting and verification of employment processes to increase child support withholding.

**Trends in State Legislation**

Panelists will focus on topics many state legislatures are discussing to address poverty and the removal of employment barriers. Up for debate in many states are topics ranging from allowing full distribution of support payments to families receiving TANF, eliminating interest on some forms of debt, and reforming driver's license suspension laws and policies just to name a few! Speakers will focus on how child support leaders work with legislators and stakeholders to provide program education, and collaborate on policies designed to support families and encourage the removal of employment barriers while maintaining effective enforcement remedies!

**Do We Value What We Measure? Do we Measure What We Value?**
In this sequel to a session at the 2019 NCSEA Policy Forum, the panelists will discuss the efficacy of the current five federal performance measurements, the weights given to different measures or the collection base, and what changes or additions to the performance measurement system might provide better support for leading the child support program into the future. As part of the discussion, the panelists will consider that might be feasible, as opposed to ideal, in the current Congressional environment.

**FL** **Fundamentals in Leadership**: This track focuses on leadership skills that are crucial to all managers.

**Office Culture: Why It Matters and How to Effectively Create a Positive Work Environment for All Employees**
Office culture affects all aspects of how well an organization runs. Creating a positive work environment is more important than many professionals realize, but many leaders aren't sure how to build the framework for a culture that enables all employees to succeed and grow. In this session, learn how Cass County, Michigan Friend of the Court leaders developed and implemented strategies for improving their office culture. They will share their success stories, lessons learned, and provide tips on effectively engaging and motivating a diverse and multigenerational workforce.

**Assess, Evaluate, and Review! Let's Talk About It!**
In this roundtable discussion, state and territory leaders will talk about how they have been evaluating employee performance and customer service since the child support program began. In the past 43 years, there have been many changes and enhancements to the program to ensure that we are meeting the needs of custodial and non-custodial parents, employers, and other programs and agencies. States, territories, and tribes have made tremendous efforts to provide quality child support services. Join the discussion. When was the last time you reviewed your program's structure and effectiveness? What about your employees? Have you assessed their ability to perform their duties? If you have done any of these things, what were your findings or recommendations for improving or enhancing your program?

**From Me to We: Leading a Culture of Connected and Empowered Teams**
Successful mission delivery and shared accountability within a workforce are inextricably connected. Effective leaders understand this and look to translate it into action. They deliberately create the best experience for people by designing, delivering, and sustaining meaningful and rewarding experiences for employees. Great leaders encourage a sense of trust, empowerment, and ownership at all levels. Most importantly, they role model "We" moments and infuse their teams with a sense of purpose to rally behind. Successful team-building can truly transform an organization and drive mission success to a higher level. If you are a supervisor, manager or child support leader, please join us for an interactive discussion about Deloitte's innovative research on leadership and high performance and how it can help leaders drive mission success through shared accountability.

**Best Practices for Training Child Support Staff: A Recipe for Success**
At the heart of a good quiche—one that makes your taste buds sing, is a tested recipe—plus a dash of improvisation. The same can be said for training. Many "ingredients" go into creating a training program that fosters knowledge gain and retention. In this interactive session, learn some of the best practices for developing a successful child support training program. Topics include the creation and use of engaging audiovisual materials, ideal class length, and educational content. Together, we will stir the pot and discuss how blended learning and other techniques such as micro learning, user-centric learning, and gamification help create a recipe for success. But even the best recipe and preparation sometimes requires a little improvisation. We will also share tips and techniques that trainers can use to adapt to various situations, environment, and audiences.

**Let Me Start:  The Language of Leadership**
Do you ever find yourself wishing that there was someone you could talk to about an issue you are facing, someone who could take your idea and make it better, or even just someone who understands where you are coming from? Sometimes it really helps to sit around a table and talk, really talk, with your colleagues about the challenges of leadership. Come to this interactive roundtable ready to share your experiences, get feedback from your fellow leaders, and learn from the best of the best.

**Tools, Tips, and Tricks for Staying on Task and Moving Projects Forward**
Kanban boards, ticketing systems, old fashioned planners … what tools do effective leaders use to keep track of to-do lists, deadlines, or day-to-day administrative duties? You can waste a tremendous amount of time each day when you try to multitask or get bogged down by the small details; this session will focus on the resources leaders use to manage their time their days, and their projects.

**Lessons in Leadership from Former IV-D Directors**
As with many jobs, child support leaders sometimes learn things the hard way.  When looking back at past experiences, former child support directors (Ex Ivy Dees) see things from a different perspective.  Come hear former IV-D directors share stories related to learning experiences they had as directors.  Learn how they would approach leadership differently if they faced those same situations now.

**Mountaintop Leadership**
The speakers in this workshop have personal experience with both ascending mountaintops and authentic leadership from peak levels.  This workshop team will inspire the audience with lessons on vision, preparation, teamwork, trust, and courage.  Great personal photography and inspiring stories included!

**How Various Leadership Styles Can Produce Positive Outcomes in the Child Support Program**
This session will present a variety of leadership styles, including those that are effective and beneficial depending on an organization's current needs.  Case studies of contrasting styles will be presented to demonstrate this topic.  Participants will engage in interactive discussions of how to change their leadership styles to effectively motivate and manage their teams for success.

**ET& CM** **Leadership in Emerging Technology and Change Management:** Technology is advancing at lightning speed and the future holds infinite possibilities to transform government services. This track focuses on sessions discussing technologies that have or will change the way we work and serve customers.

### CIO Roundtable: Child Support Systems

Come listen to some of the country's top agency CIOs as they discuss their ideas and challenges for child support systems. They will discuss self-service channels, system modernization, strategies for leveraging enterprise investments, and much, much more. This session is for technology and business folks alike as we learn to work together to improve the child support program through our use of technology!

### From Reporting the Past to Predicting the Future: Building capacity for data-driven decision making

We all know we should be using data to inform our decision making, but how do we get started and build room on our staff, in our existing processes and with our culture for data? Come hear from jurisdictions who have built data into their operations; how they did it and how they use it to achieve higher performance and specific outcomes.

### Digital Marketing: What is it, who's doing it, and what are the results?

Increasingly child support agencies are using digital marketing to reach out to existing and potential child support program participants. The goal of these programs is to increase program awareness and participation and increase accessibility of services for eligible families. In October 2018, multiple jurisdictions – including two tribal programs – were awarded grant funding from the federal Office of Child Support Enforcement (OCSE) to participate in the "Using Digital Marketing to Increase Participation in the Child Support Program" demonstration project. What are the awarded jurisdictions doing? What have they learned so far? Most jurisdictions have a significant population of parents who desperately need your help – but they don't know you're there. Come to this session and learn about strategies to re-energize your own marketing programs through digital marketing.

### Managing Change in an Ever-Changing World

Policy changes, new technology, and changing demographics bring unique opportunities and challenges for the child support program. As organizations take on automated system projects, make changes to comply with the Modernization Rule, and focus on process improvements, many child support leaders and program staff are struggling with change. This session will discuss the concept of organizational change management and the relationship between individual, organizational, and enterprise change to provide child support professionals with strategies to lead effective change in today's work environment. Incorporating organizational change management practices into program operations will support positive outcomes for child support professionals and the families that they serve.

**System Security Matters: From the Cloud to the Ground, What Leaders Need to Know**
Child support systems receive, maintain, share, and must protect personally identifiable information (PII) including federal tax information (FTI) and protected medical information. This session provides insight into what child support leaders need to understand about system and system related security to avoid becoming a bad news story. Topics will include: Cloud Security considerations, user system security, model security programs, common security vulnerabilities, best practices, and questions you should be asking.


**Teaming for System Implementation Success: The (State) Journey**
Child Support System implementations are long and complex, requiring the right team, leadership, and great team chemistry to be successful. This session presents a state success story in developing and implementing their new child support system.  Members of the Team - including the State, the PMO vendor, and the design, development, and integration (DDI) vendor - will demonstrate how they teamed together successfully in delivering the State's new Child support system.