



2022 Policy Forum

Focusing On Our Vision – Recognizing Our Perspectives
February 3-5, 2022 • JW Marriott Downtown Washington D.C.

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NCSEA 2022 Policy Forum – Schedule at a Glance*

Thursday, February 3

7:30 AM - 8:30 AM - Breakfast

8:30 AM - 10:00 AM - **Plenary I: Opening Plenary**

10:00 AM - 10:45 AM – Networking Break

10:45 AM - 12:15 PM - **Plenary II: Are We Hearing Them?**

APHSA with support from the Annie E. Casey Foundation conducted a project aimed at better aligning health and human service systems to serve young families. Recently APHSA released *Working Together – A Roadmap to Human Services System Alignment for Young Families* which details some of the project findings, highlights best and emerging practices and makes recommendations to continue the work of system alignment. We will hear from APHSA about the implications of this body of work on deep systems-level policy and practice changes leading to improved outcomes for young families and the significance of parent voice in shaping it. We will hear from parents, including those who participated in the project, and those engaging with the child support program. We will also hear from child support leadership and get their reactions and on how they are approaching change in customer participation and engagement in their states.

12:15 PM - 1:45 PM - Lunch on Your Own

1:45 PM - 3:15 PM - **Plenary III: Living What You Are Learning**

Much attention has been devoted to Diversity, Equity and Inclusion since recent events brought renewed attention to systemic racism and social injustices against people of color in our society and institutions. The time for action is now but, what's next? Are we embracing DEI with intention and purpose? Why is it important to all of us? Conversations with our guest speaker(s) will highlight how we can make a difference and how DEI can become part of our agencies' culture now and in the future.

3:15 PM - 4:00 PM – Networking Break

4:00 PM - 5:30 PM - **Plenary IV: When “Not Taking Sides” isn’t Neutral: Creating Equity in the Child Support Program for Survivors of Domestic Violence**

Being neutral in delivering child support is a cornerstone of the IV-D program. The power and control tactics used by batterers must be mitigated through safety-informed child support policy and practices for the process to be truly neutral for a victim/survivor parent. Absent safety modifications, we have “taken the side” of the abuser, amplifying their ability to manipulate, coerce, intimidate, or threaten the survivor into forgoing child support or making child support agreements or parenting time arrangements that are not in the best interest of the child, not grounded in facts, and increase violence risks for families. This plenary will highlight child support agency policy, practice, and partnerships necessary to balance the scales of justice for survivors who need child support.

5:30 - 6:30 PM - President's Reception

Friday, February 4

7:30 AM - 8:30 AM - Breakfast

8:30 AM - 9:45 AM - **Plenary V: Measuring the Program’s Success – the Past, Present, and Future of Child Support’s Performance Metrics**

9:45 AM - 10:15 AM – Networking Break

10:15 AM - 11:30 AM - **Plenary VI: Perspectives on Enforcement: Changing Views for Changing Times**

Enforcement of support orders is a core service provided to families in the child support program. State and local agencies have many tools available to encourage and facilitate compliance, but the use of these tools has evolved over time due to statute, policy changes, case law, and other factors. This session will feature panelists with different perspectives on the use of specific enforcement remedies and how their approach evolved over time with changes in the program.

11:30 AM - 11:45 AM - Transition Break

11:45 AM - 1:00 PM - **Plenary VII: Policy Reasons to Proactively Encourage Genetic Testing Paternity**

Paternity establishment has been a high priority for the child support program since its inception in 1975. Methods of establishment have changed, but the priority remains the same. Every child support agency fields questions on how to disestablish parentage, sometimes years after a voluntary paternity acknowledgement has been signed. In this session, the history of paternity establishment policy and practice will be considered along with the value of genetic testing to the accuracy and endurance of the order. Implications for same sex parentage will also be examined.

1:00 PM - 2:30 PM - Lunch on Your Own

2:30 PM - 3:45 PM - **Plenary VIII: State Guidelines and the Modernization Rule – Are States’ Implementation Meeting Expectations?**

The Modernization Rule made sweeping changes to the requirements of state guidelines at the hopes of improving child support for low-income families and using actual income rather than blanket income imputation. Did the rule changes succeed? The panel will discuss the challenges to states in meeting the new federal requirements, how states have interpreted the rule changes differently to meet individual policy goals, and whether those affected outcomes.

3:45 PM - 4:15 PM – Networking Break

4:15 PM - 5:30 PM - **Plenary IX: Intergovernmental Hot Topics!**

What are some of the most frustrating issues that impact successful management of intergovernmental cases? How about: interstate payment processing, enforcement of “dead” cases, \$0 orders, interstate case closure regulations, limited services, interest, debt compromise, IWO on UIB, and others. Join our panel of experts in a give-and-take informal discussion as we tackle these difficult areas to identify possible recommendations for change. Add your voice on the obstacles you face as you handle these challenging cases, along with possible solutions.

Saturday, February 5

7:30 AM - 8:30 AM - Breakfast

8:30 AM - 10:00 AM - **Plenary X: “Ask not what your policy can do for your system, but what your system can do for your policy”**

System modernization can be a key component in the evolution of the child support program. Today the child support program needs to be flexible and adaptable not only to meet the ever-changing policy requirements but our ever-changing customer needs. Our own expectations require us to quickly make changes, and the expected speed of change is only going to get faster. How do we ensure we are not locking ourselves into a complex restrictive solution that prevents us from realizing the vision we have for the future of the program? This session will include recent experiences from both states and vendors as they modernize their own systems. Did they have to change their policy to meet the system or did the system inform new policies because of its flexibility? What worked? What didn't work? Join us to learn more.

10:00 AM - 10:30 AM – Break

10:30 AM - 12:30 PM – **Building Change Action Plans**