



NCSEA 2020 Policy Forum

ENGAGEMENT: PUTTING POLICY INTO PRACTICE

(SCHEDULE SUBJECT TO CHANGE)

THURSDAY, FEBRUARY 6, 2020

Plenary 1: Federal Engagement – Putting Policy into Practice

Please join us to kick off the 2020 Policy Forum with an engaging panel of OCSE leadership, featuring Deputy Commissioner Linda Boyer, and the Division Directors. As child support agencies put policy into practice to secure reliable support payments for families, OCSE is supporting your programs to not just operate, but also to innovate. OCSE will address the federal perspective on the current state of the child support program and future plans for achieving the mission of reducing poverty for children and families. By providing tools, guidance, training, technical assistance and other resources, OCSE is prepared to assist programs with today's pressing issues such as technology, employment services, cooperation requirements, data analysis, parenting time, Medicaid referrals, public awareness and customer engagement. The panel will discuss their major projects, priorities, and the latest developments to engage with you in serving families.

Plenary 2: Engagement from the Hill

Child support is a high performing, bipartisan program that supports 14.7 million children and their families. While the program is constantly evolving to meet the changing needs and demographics of the families it serves, there is always room for improvement in policy and practice to meet those changes. In this session, you will hear from key congressional committee staff in a conversation about potential child support policy changes to further improve the program, including collection policies to respond to the 'gig' economy, providing tribes with direct access to federal tax offsets, support for technology improvements, and more.

Plenary 3: Childhood Poverty

For many years, there has been widespread concern about the growing state of childhood poverty in the U.S. and calls to action to end it. In 2015, Congress empowered the National Academies of Sciences, Engineering and Medicine to conduct a study on child poverty and make evidenced-based recommendations to reduce the number of children living in poverty by half in 10 years. In 2019, the Committee on Building an Agenda to Reduce the Number of Children in Poverty by Half in 10 Years released the report titled, "A Roadmap to Reducing Child Poverty."

Come hear committee member Ron Haskins, Senior Fellow, Cabot Family Chair at the Brookings Institution and Co-Chair of the Center on Children and Families (and longtime friend and supporter of the child support program) discuss the committee's findings.

As we re-examine our practices and strive for new ways to engage with our families and our partners, what new tools and techniques can we garner from this report and our expert panel?

Workshop 101: The Impact of Child Support Guidelines on Low Income Families

Historically guidelines have focused largely on economic data on the cost of rearing children in intact families, but those expenditures do not reflect the reality of low-income parents. Panelists will explore several issues, including: What measures are appropriate for guidelines to use to measure poverty and the subsistence needs of families? How can you balance subsistence needs when both parents are low income? What insight can the court and child support agency provide in establishing child support orders in low-income cases? How can states provide a meaningful opportunity for input from low-income parents during the guideline review?

Workshop 102: Zone Intensive Program Services (ZIPS) Programs

Child support and other social service programs, which are concerned with the problems of poverty and unemployment, have looked to address these issues through Zone Intensive Program Services (ZIPS). These targeted projects, such as the Milwaukee 53206 program, have had success in helping parents, and are getting results with lowered unemployment rates and increased child support collections. This workshop features information on how these programs planned, implemented and achieved results through a ZIPS project.

Workshop 103: Using Social Determinants of Health to Improve Outcomes for Families in Poverty

Health is about more than health care. Poverty is not just about money. Social and economic factors, such as physical environment and behaviors, account for up to 80 percent of the factors that influence our overall health. Access to quality clinical care is the remaining 20 percent. While still critically important, quality health care is not the only lever for changing health outcomes.

States and not-for-profit organizations are developing networks that connect individuals with resources to address poverty, and social, economic and environmental barriers to their health—such as housing, food insecurity, and transportation. By putting funding and policy efforts into addressing social determinants of health, these states and organizations hope to improve health outcomes for children and families across the state. Child support services play an important role in addressing poverty and can be a key player in building these networks to address the social determinants of health. In this workshop we will hear from state officials from North Carolina, and from representatives of organizations that are creating holistic programs to address these social determinants of health that are critical to the well-being of the families we serve.

FRIDAY, FEBRUARY 7, 2020

Plenary 4: Child Support Research and Policy: Connecting and Engaging

This interactive session will present recent research from NCSEA’s Research Subcommittee members that could shape the future of child support policy. Not only does this research reveal the incidence of poverty in the child support caseload, it reveals how child support can lift families out of poverty, which is a first step toward economic and social mobility. The research also reveals the incidence of impoverishing obligated parents and impeding their economic and social mobility. The primary goals of this session are to highlight how connecting child support policy to research can improve the program to better serve children and families and inspire child support agencies at all levels to engage in research.

Workshop 201: Engaging Partners to Address Reentry

Parents with minor children make up 54% of those incarcerated nationwide. Almost all these parents will be returning to their communities at some point. What ways can the child support program engage with stakeholders to assist parents facing challenges with housing, employment, transportation, and expungements? How can stakeholders effectively reach into institutions to begin addressing barriers before release? This workshop will feature collaborations between child support agencies and community partners and discuss how they are working to address barriers and set reentering parents on a path to success.

Workshop 202: Effectiveness and Impact of Enforcement Remedies:

The Child Support Program relies on a variety of enforcement remedies to promote, reliable child support payments in a timely manner. This workshop will examine the potential consequences of specific enforcement remedies in the context of families’ upward economic and social mobility. How do child support enforcement actions assist in upward mobility for the children, the person who receives support, and the person who pays support? Are there some enforcement actions that hinder mobility? Speakers will share their insights around designing enforcement programs that encourage improvement.

Workshop 203: What Can the “Reg” Do for You?

Come learn how states are implementing the 2016 federal regulation, which encouraged flexibility, efficiency, and modernization. Hear from a panel of states on how the regulation has allowed their programs to solve problems, create solutions, and modernize for today’s world. Panelists will discuss the experience of interpreting and implementing the regulations, working with other stakeholders, and plans for future work. They will focus on how the regulations are encouraging a policy and practice approach benefiting economic mobility.

Plenary 5: Successful Engagement: Turning Policy into Action

We all have heard at one time or another that the key to successfully assisting families gain economic security and sustainable self-sufficiency is to work collaboratively with other programs. Has the time come to stop talking and start acting? In this interactive panel discussion, you will hear how our allied agencies have come together to achieve real change, working together to overcome significant obstacles to determine how policy will and should change.

Workshop 301: Successful Fatherhood Programs

The child support program plays an important role in helping fathers gain access to resources they need to move their families toward self-sufficiency. In this session, state child support staff will discuss how they use a focus on fatherhood-based programs to better equip fathers to meet their child support obligations.

Presenters will show how child support staff can help fathers prepare for work, overcome legal challenges, address substance abuse, and deal with behavioral health issues so they can be involved in their children's lives. Come hear firsthand about how they have been successful in moving child support led fatherhood initiatives forward.

Workshop: 302: Successful Collaborations Between Programs

The Administration for Children and Families (ACF) consists of more than 20 programs. Each of those organizations are committed to promoting the economic and social well-being of families, children, individuals and communities. In addition to the ACF programs, the Supplemental Nutrition Assistance Program (SNAP) and Medicaid are intertwined with child support and have the same commitment to families. How can child support programs engage these programs to better serve families? Come learn what several states are doing to bridge the gap between programs and enhance the customer experience in their communities.

Workshop: 303: Engagement - Customer Employment Programs Lead to Improved Performance

If you are interested in implementing a new or enhancing an existing noncustodial parent employment program, this workshop is for you. Subject matter experts from all stages of program development will be on-hand to discuss the background information, development of structure, and planning implementation of each model. During this workshop, you will learn how to actively engage parents and community partners in achieving better performance through employment.

SATURDAY, FEBRUARY 8, 2020

Plenary 6: Trauma Informed Engagement

Scientific studies show that adverse childhood experiences have major influences on physical and mental health later in life. Come learn how childhood trauma may be impacting our customers and how they engage with the child support program from both parents' perspectives. Studies have also shown that dealing with difficult parents and situations affect the health of human service professionals. Our experts will explain how this happens, and the ways that you can protect yourself and your child support team from the negative affect of secondary trauma. Join us as we explore trauma informed child support program engagement for our customers and our employees.

Plenary 7: Cyber-Security Engagement

Over the last 20 years, many child support programs have attempted to keep up with IT advances while digital resources have witnessed many changes. Even though these digital resource developments may boost outcomes, they open the program to newer and more complex risks and cyber criminals are coming up with new and creative methods of attacks. The Child Support Program has access to more personal data than almost any other federal human service program. Maintaining the highest levels of data security and over all IT security vigilance should be a core principal for all government programs.

Listen to an open discussion with ACF/OCSE, states, and national cyber security experts on what the future may hold for the child support program and what actions are being taken to keep our data secure.