



## NCSEA 2020 Policy Forum

### ENGAGEMENT: PUTTING POLICY INTO PRACTICE

(SCHEDULE SUBJECT TO CHANGE)

**THURSDAY, FEBRUARY 6, 2020**

#### **Plenary 1: Federal Engagement-OCSE Helping You Put Policy into Practice**

Please join us to kick off the 2020 Policy Forum with an engaging panel from the federal Office of Child Support featuring Deputy Commissioner Linda Boyer and division leadership. As child support agencies put policy into practice to secure reliable support payments for families, OCSE is supporting your programs to not only operate, but also 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. The panel will discuss their major projects, priorities, accomplishments, and latest developments to engage with you in serving children and families. Please join us to kick off the 2020 Policy Forum with an engaging panel from the federal Office of Child Support featuring Deputy Commissioner Linda Boyer and division leadership. As child support agencies put policy into practice to secure reliable support payments for families, OCSE is supporting your programs to not only operate, but also 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. The panel will discuss their major projects, priorities, accomplishments, and latest developments to engage with you in serving children and families.

**Speakers:** Linda Boyer, Mona Farrell, Angela Ingram-Jones, Melissa Johnson, James Murray, Yvette Riddick

**Moderator:** Tanguler Gray

#### **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.

**Speakers:** Ryan Martin, Kimberely Meinert

**Moderator:** Tom Joseph

### **Plenary 3: Childhood Poverty**

For many years, there has been widespread concern about the growing state of childhood poverty and calls to action to end it.

In 2015, Congress empowered a committee of national experts to come together, find paths, and make recommendations. The Committee on Building an Agenda to Reduce the Number of Children in Poverty by Half in 10 Years; Board on Children, Youth, and Families; Committee on National Statistics; Division of Behavioral and Social Sciences and Education; National Academies of Sciences, Engineering, and Medicine has just released their report entitled, "*A Roadmap to Reducing Child Poverty, Building an Agenda to Reduce the Number of Children in Poverty by Half in 10 Years.*"

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.

**Speakers:** Ron Haskins, Christine James-Brown, Erin Oalican, Ann Pugh

**Moderator:** Alisha Griffin

### **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 separated 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?

**Speakers:** Michael Herald, Beverly Murphy, William M. Rodgers, III, Amy Roehrenbeck

**Moderator:** Alisha Griffin

### **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 they planned, implemented and achieved results through a ZIPS project.

**Speakers:** Rodney Adams, Larry Desbien, Mashunda McGlaston, Katie Murphy

**Moderator:** Robbie Endris

### **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, the 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. And 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.

**Speakers:** Laurey Carpenter, Erika Ferguson, Stephanie McGuire, Lori Phingst

**Moderator:** Sharon Redmond

## **FRIDAY, FEBRUARY 7, 2020**

### **Plenary 4: Economic Mobility: Supporting Families through Engagement**

What is the correlation between inter-generational poverty and economic and social mobility? Does the child support program impact the ability of families to improve their economic and social mobility? With a focus on these questions, speakers will provide insight into what economic and social mobility looks like for families served by human service programs, including child support. The speakers will also share how child support and other programs can support families in moving up the economic ladder through engagement and best practices.

**Speakers:** Maria Cancian, Steven Eldred, Letitia Logan Passarella

**Moderator:** Kate Cooper Richardson

### **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 partner 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.

**Speakers:** John Ginwright, Christy Nichols, Kathi Schear

**Moderator:** Joe Mamlin

### **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.

**Speakers:** Ann Coffin, Jim Fleming, Frances Pardus-abbadessa, Robert Patrick

**Moderator:** Margot Bean

### **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.

**Speakers:** Steve Capps, Sean Gorman, David Love, Adam Norman

**Moderator:** Paul Gehm

### **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.

**Speakers:** Dr. Deborah Bergeron, Ann Marie Costello, Clarence Carter, Shannon Christian, Elizabeth Darling, Caren Harp, Dr. Art Kleinschmidt, Joe Tvrdy

**Moderator:** Commissioner Scott Lekan

### **Workshop 301: Successful Fatherhood Programs**

The child support program plays an important role to help 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 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've been successful in moving child support led fatherhood initiatives forward.

**Speakers:** Kiska Dennis-Gear, Kimberly Dent, Amy Miragilotta

**Moderator:** James Murray

### **Workshop: 302: Successful Collaborations Between Programs**

The Administration for Children and Families consists of more than 20 programs. Each of those programs is committed to promoting the economic and social well-being of families, children, individuals and communities. In addition to the ACF programs, 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.

**Speakers:** Hillarie Beyer, Lisa Dugan, Alan Farrell, Alana Tucker

**Moderator:** Lesley Bell

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

If you are interested in implementing a new or enhancing an existing noncustodial parent (NCP) 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. It is about actively engaging parents and community partners in achieving better performance through employment.

**Speakers:** Kristie Arneson, Terry Peterson

**Moderator:** Lauren Antelo

**SATURDAY, FEBRUARY 8, 2020**

**Plenary 6: Trauma Informed Engagement**

Scientific studies show that adverse childhood experiences have major influences later in life, impacting both physical and mental health. Come learn how childhood trauma may be affecting our customers and how they engage with the child support program from both parents' perspectives. Studies also have shown that dealing with difficult parents and situations impact the health of human service professionals. Our experts will explain how this happens and 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.

**Speakers:** Shenandoah Chefalo, Katherine Crawford, PhD., LCSW

**Moderator:** Diane Potts

**Plenary 7: Cyber-Security Engagement**

Over the last 20 years, child support programs have scaled with time and IT setups, and digital resources have witnessed a lot of changes. While these developments may boost the program outcomes, they open up the program to newer and complex risks. At the same time, cyber criminals are coming up with new and creative methods of attacks. The Child Support program has access to more personal data nationally 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 programs and what actions are already being taken to keep our data secure.

**Speakers:** Derek Cullum, Etay Maor

**Moderator:** Craig Burshem