



2021

Policy Forum

Plenary IX: Ethical Technology, Child Support, and Human Centered Design

Tuesday, March 2, 2021

1:00 - 2:30 PM ET

Over 75% of the nations' child support systems were built over 20 years ago, and the rigidity of these aging automated systems can frustrate worker efforts to be more inclusive and customer-focused. This plenary will be an interactive discussion with presenters and attendees providing insight into steps states are taking, could take, or are thinking of taking to identify the current systems' barriers to inclusion along with what is necessary to make sure the new systems we are building actually work not only for the diverse populations we serve but also in the way we want to interact with our customers. Included in the discussion are suggested steps in a preliminary assessment of child support automated systems' impact on Diversity, Equity, and Inclusion efforts and leveraging human centered design principles during system modernization.

Speakers: To be announced