



2024 NCSEA Policy Forum Plenaries

Thursday, February 1, 2024

8:30 - 10:00am ET

| Opening Plenary remarks from the Office of Child Support Services and Commissioner Tangler Gray |

Moderated by Trish Skophammer

10:30am - 12:00pm ET

| Live from Washington DC: It's Thursday Morning on the Hill! |

Come join us as President Erin Frisch sits down and discusses the future of child support with staff from Senate Finance and House Ways and Means. Learn the hot topics on the Hill and the initiatives and priorities that Congress is considering. This is one plenary you do not want to miss!

1:30 - 3:00pm ET

| To Fear or Fear Not: Benefits, Risks, and Considerations for Implementing Generative Artificial Intelligence (AI) |

Generative AI is today's hot topic. Many questions and concerns surrounding this topic exist ranging from fear of job elimination to concerns about plagiarism. In this session, speakers from both public and private sectors will highlight the benefits of using this technology, as well as the risks needing proper safeguards. If your organization is considering implementing generative AI tools to help better serve your clients, you'll also learn some real-world considerations to keep in mind as the child support program enters this new world of technology.

Jamia McDonald

Eyal Darmon

Sec. Rafel Lopez

Moderated by David Kilgore

3:30 - 5:00pm ET

| Unlocking the Power of Community-Based Organizations: Strategies for Development and Sustainable Growth |

In today's rapidly evolving landscape of social and community services, the role of community-based organizations (CBOs) has never been more vital. Engaging the community

***Schedule is subject to change - order of titles is not necessarily in chronological/schedule order**

is not just about collaboration; it's about leveraging unique strengths, perspectives, and grassroots connections to drive meaningful change and improve the lives of children and families.

Diane Wallace Booker
Lauren Farrell
Willie Bell
Darla Biel

Moderated by Mary Nelson

Friday, February 2, 2024

8:30 - 10:00am ET

| Breaking Barriers and Building Futures: Advancing Policy Centered Partnerships to Empower Family Services |

Programs such as cash assistance, childcare, housing, food support, and employment services are critical to many families working to achieve economic stability. These programs intersect in complex ways, with different eligibility and cooperation requirements that significantly impact families. The intersection between child support and other programs requires coordination and collaboration among agencies to better align priorities and develop integrated policies with the goal of improving service to families. In this session, you will hear from research experts with APHSA and the Federal Reserve Bank of Atlanta, in addition to child support directors who are planning, implementing, and piloting new processes.

Matt Lyons
Shaneen Moore
Eileen Stack
John Rees

Moderated by Elise Topliss

10:30am - 12:00pm ET

| The Injustice of Place: Uncovering the Legacy of Poverty in America |

In this eye-opening session, we'll take a closer look at the issue of rural poverty in the United States, as explored in the book "**The Injustice of Place.**" We'll dive into the revelation that many of America's poorest communities are in rural areas, not the urban settings we often associate with poverty. We'll dig into the historical roots and systemic factors that keep rural poverty entrenched. Through real-life case studies, we'll uncover the shared challenges these communities face and the impact of resource exploitation on their lives. You'll leave with the knowledge and insights needed to advocate for change within your own communities. Join us in uncovering the stories and challenges that have often remained hidden in rural America.

Kathryn Edin
Luke Schaefer
Timothy Nelson

Moderated by Konitra Jack

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1:30 - 3:00pm ET

| Thanks for the Help! - A Family-Centered Approach to Employment Services |

Child support programs continue to implement new and innovative approaches to providing employment services to improve the well-being of families. During this plenary, you will learn how programs are taking the family-centered approach to employment to a new level and how our federal partners are encouraging increased reliance on employment services. You will also hear from two parents about their experience with these services.

Robert Prevost
Angelisa Young
Kimberly Curtis, OCSS
Robert Holliday
Nickie Thompson

Moderated by Michael Stevenson

3:30 - 3:00pm ET

| The Sum of Us |

Heather McGhee designs and promotes solutions to inequality in America. Over her career in public policy, Heather has crafted legislation, testified before Congress and helped shape presidential campaign platforms. Her book **The Sum of Us: What Racism Costs Everyone and How We Can Prosper Together** will be the focus of her talk during this plenary.

**this plenary will be a live virtual presentation*

Heather McGhee
Commissioner Tangler Gray
Erin Frisch

Saturday, February 3, 2024

8:30 - 10:00am ET

| Tradition, Transition, and Transformation: Tribal Child Support |

Tribal child support can be a complex issue, often intersecting with both tribal autonomy and the need for contemporary child support services. It may involve the legal aspects of support, casework, and collaborative efforts among tribal authorities, government agencies, and tribal members. Improving tribal child support services is a multifaceted endeavor that requires collaboration, cultural sensitivity, and a commitment to the well-being of tribal children and families. This forum will provide you with a deep understanding of the unique challenges and opportunities within tribal communities.

Crystal Bowman
Lisa Skenandore
Bill Woods

10:30am - 12:00pm ET

| Calling ALL Families: Requirements and Best Practices for Equitable Policy Making |

As the IV-D Program continues to commit to providing appropriate services to the whole family unit, our policy development process must evolve as well. Understanding the direct impact on families we serve is an essential component to critical decision making when considering policy and/or procedural change. In this session, you will hear how states are striving to improve program policy and services by marketing to parents, organizing parent workgroups, and eliciting feedback from parents, guardians, and advocates to avoid

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unintended consequences. The panel will share best practices and lessons learned to help other states, counties, territories, and tribes have the tools to successfully engage parents and improve policymaking.

Michael Adrian

Monica Turnbaugh

Jane Venohr

Michael Hayes

Moderated by Margot Bean