



2023 NCSEA Policy Forum Plenaries

| Remarks from the OCSE Commissioner, Tangular Gray |

| Dream Big: NCSEA's 2023 Legislative Proposal to Congress |

NCSEA's Policy and Government Relations Committee began a massive effort in 2022 to develop a comprehensive child support legislative proposal not seen since PRWORA. The work identified improvements and solutions in different areas of the program that will improve performance and quality service delivery to families including reforms and changes to TANF recovery, performance measures, intergovernmental, program funding, and enforcement. Prepare yourself to hear about the ambitious proposal and the bold way NCSEA intends to shape the future of child support!

| Child Support Enforcement Tools in 2023: Building on the Success of the Past |

In order to successfully meet the needs of the families we are committed to serving, it is crucial that we engage the parents effectively. Collecting and distributing consistent support is the foundation of the program, but all too often enforcement creates a divide between the parents and the program. In this impactful session, you'll hear how Michigan is introducing a trauma-informed approach to recognize the impact of trauma on parent engagement, and how they are using enforcement as a stepping-stone to build capacity within families. We will also look at how Georgia is using electronic hearings to improve engagement with families, reduce bench warrants, and serve families more efficiently. Additionally, you'll hear how states are improving existing enforcement tools such as how Texas is requiring companies, like Lyft, to report independent contractors as new hires and how Oregon expanded the insurance match program to require insurance companies to report claims for payment to the state. As the moderators seek questions from the audience, you'll be invited to share innovations from your jurisdiction to improve enforcement tools to better serve families!

***This is a working list of sessions- schedule is subject to change**

| Delivering Quality Services: Lessons from Federal Demonstration Projects |

Institutional identity change is hard and yet here we are: prioritizing engagement, changing office/agency names to include engagement, and creating opportunities for parents to both engage and advise program policy and operations. The seismic shift from enforcement to engagement is based, at least in part, on the 20 plus history of federally funded Section 1115 grants, Special Improvement Project (SIP) grants, and Section 1115 waiver demonstration projects. These demonstrations have provided an opportunity to test new ideas that have helped the child support program move toward engagement. The most recent demonstrations have focused on employment services and support for noncustodial parents, behavioral interventions, procedural justice, and communication and outreach in a digital world, all of which have contributed to the seismic shift in our program. Join us in this session as we explore the outcomes of these recent demonstrations and how they are impacting our practice of engagement. Whether you are new to Child Support or a seasoned veteran, this session will bring together lessons learned, policy direction, and practical strategies you can use in your child support practice.

| Collaborating for Whole Family Economic Mobility |

Building off the work of an existing partnership among the American Public Human Services Association (APHSA), the National Conference of Child Support Directors (NCCSD), and NCSEA, this session will elaborate on strategies to align child support with parallel programs and services to move human services upstream and explore the impact of alignment on fostering parenting, family stability, and long-term economic mobility. We will have a robust discussion with Child Support Directors and Economic Supports Administrators on advancing economic mobility and improving collections through promoting supportive services, access to assistance, and enhanced employment and training opportunities for all parents and caregivers. The discussion will include identified levers to successfully align services with families at the center, including perspectives from Tribal human services. We will be joined by Custodial and non-custodial parents with lived experience who will share their perspectives on how thoughtful, trauma-informed services and connections to supports lead to better outcomes for all parents and their children.

| Engaging with our IV-E Partners in the Implementation of the New Federal Guidance |

The Administration for Children and Families issued a joint Dear Colleague Letter on July 29, 2022, from Tanguler Gray, Commissioner of the Office of Child Support Enforcement, and Aysha E. Schomburg, Associate Commissioner of the Children's Bureau. This guidance sets the stage for a paradigm shift in seeking reimbursement from families for the costs of foster care. Research has shown that existing practices are harmful to families and children, are not cost effective, and exacerbate issues of poverty and systemic racism. Now that we have new policy based on solid research, what's next? In this session, you will learn more about the guidance and the supporting research, implementation considerations, strategies and challenges, and how these changes can strengthen collaboration between child support and child welfare.

| Inclusive and Equitable Leadership - Front Desk to Back Office |

In the last 2 plus years, much has been debated on how we go about implementing Diversity, Equity, and Inclusion. This year, we expand the conversation by hearing from the people who have succeeded in implementing change, continue to build on their initiatives, and have

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them share tools to help us form action plans to benefit the Child Support Community across the country. Learn how to go from concept to practice.

| Understanding and Engaging Justice Involved Families: How the Data and a Holistic Approach Intersect |

This session includes a brief research presentation from the University of Wisconsin Institute for Research on Poverty about the most recent data on the prevalence of incarceration in the U.S. and, specifically, arrests/convictions/periods of incarceration among non-custodial parents that leads to difficulty meeting their obligations and engaging with child support agencies. Author Sharmain Harris will then share his lived experience as a justice-involved father and take us on an inspirational ride through his personal stories and work over the past six years with organizations like Child Support, Women, Infants, and Children (WIC) and early Head Start to increase awareness on father involvement and implement strategies to be more engaging. Sharmain believes that by supporting fathers we are ultimately supporting the entire family and his presentation will motivate your work with fathers to ultimately strengthen families.

| Do Debt Reduction Programs Really “Pay”?

Are debt reduction programs worth the time and money spent by IV-D agencies? Who benefits from these programs and how many steps are there to successfully removing debt from child support caseloads? States and county programs have developed a variety of debt reduction strategies throughout the years. This interactive plenary will explore various state debt compromise policies by diving into the actual process behind those programs and the data to show the burden of running such programs versus the end results of the amount of debt reduced.

| Increasing Child Support Caseloads |

The national caseload for the child support program has dropped almost 1½ million over the past five years. Although the national caseload has been declining recently, performance continues to improve and the child support program still serves nearly 16 million children, or about one in five children nationwide. This session’s speakers will discuss why caseloads are decreasing, and more importantly, what can be done to turn this trend around so that our services reach the clientele that need it the most. Preliminary findings about the National Child Support Market Research Survey will be discussed.