



2024 NCSEA Policy Forum Plenaries

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

| 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!

| 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.

| 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.

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

| 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 financial stability. These programs intersect in complex ways, with different eligibility and cooperation requirements that may leave families confused, disengaged, and often facing loss of benefits without being adequately prepared. The intersection between child support and other programs is an area that requires coordination and collaboration between agencies, and engagement and communication with the families being served. In this session, you will hear about ways you can break down barriers to help families build better futures.

| 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 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.

| 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.

| 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. 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.