



# LEADERSHIP SYMPOSIUM 22

CHARL<sup>👑</sup>TTE

AUGUST 7-10, 2022

## Sunday, August 7

### Team Synergy

**Speed Networking:** “Level up” your child support contacts by using this 3 minute, fast-paced exchange of information. Join a fun and engaging event to meet as many people as you can in a short amount of time and make new connections to support you and your child support leadership journey. The benefits will continue throughout Leadership Symposium and beyond. Each person you meet has a network of individuals they know, and it grows exponentially from there. It’s not just what you know but also who you know to connect and learn new or unique ways of handling issues we all have in common. Speed networking can take you to another level! Remember to bring your business cards.

**Ideas Exchange:** An exciting opportunity that will provide you with small group conversations about what’s trending and share your ideas for Leading the Future of Child Support. Join the high-spirited conversations to exchange big ideas and hot topics in the Child Support industry.

**Graffiti Board:** Collaborate, elaborate, and elevate to the next level! Get creative with art and words of wisdom, shared memories, favorite quotes, words of encouragement, and build excitement for “Level Up” Leadership Symposium. Let’s create a fun graffiti board mural for all attendees to enjoy throughout the conference.

### Concurrent Workshops

#### **Tidying Up – decluttering federal parent locator service data (FPLS) and streamlining processes**

Whether you have a modern system with the latest technical infrastructure or want to create efficiencies in a legacy system, we can show you how to maximize use of federal systems data. Join our specialists from OCSE’s Division of Federal Systems to learn about all of the data available through the FPLS and how to tidy it up with tools like a Federal Case Registry (FCR) Reconciliation or Reload, data elections, Social Security Administration (SSA) sweeps, leveraging Portal applications, the Interstate Case Reconciliation, and more. We can help identify projects scaled to fit your time and resources, from analysis, training, and process enhancement recommendations to on-site training and technical assistance. Join us for this interactive and informative session with opportunities to ask questions and share best practices.

#### **Session TBA**

#### **Child Support System Modernization (Part 1)**

Aging state systems. Feasibility studies. Cost analysis. Features and approaches. It is so overwhelming we had to create a special, two-part Workshop to better understand the process, options, and outcomes associated with a system modernization project. Part 1 focuses on the technology, features, and approaches, while Part 2 explores the human side of a system modernization project. This is Part 1, a session focused on key aspects of child support system modernization from planning through implementation, with a preview of advancements that are propelling states to consider their own system modernization efforts. We will explore important angles of system planning and implementation from both a state child support and IT perspective, as well as from vendors who are providing support to states through the delivery of DDI, planning, project management, IV&V, and quality assurance services, including the Streamlined Feasibility Study and innovative system solutions and enhancements. Presenters will share best practices and lessons learned from completing the streamlined feasibility study, to project planning, system design, development, and implementation and system

certification. We will also review available child support IT solution options such as platform-based and low-code solutions, cloud hosting options, and system enhancements, including their benefits and trade-offs. The information will be valuable to child support and IT leaders as they consider the path towards modernizing their IT systems.

## **Monday, August 8**

### **Plenary I: Lead, Leverage, and Light Up in these Transformational Times**

Join in this opening session to start your conference experience with thought-provoking and inspiring conversations. Speaker and facilitator Maggie McGlynn will invite you to imagine your leadership fully realized, appreciate your journey thus far, and “level up” to your truth as a guide and motivator to others. You rock and you know it, so let’s do it!

### **Concurrent Workshops and Learning Labs**

#### **How to Build Child Support Units**

This workshop will discuss different ways to set up an individual unit within either a state or local district child support office. While the main emphasis of the session will be on setting up an intergovernmental unit, the lessons learned could work with other specific divisions as well. Details included will be how to maximize staff effectiveness, how to allocate resources to maximum effect, good ideas and best practices, how to optimize your Central Registry, creating an interstate expert vs having general interstate knowledge, large vs medium-sized vs small agencies, what your system should be able to do in order to create the best working environment, and much more. Whether you’re thinking of organizing a new intergovernmental or other specific unit, or reorganizing existing staff, this workshop is for you.

#### **Succession Planning: Building A Team Of "Next Level" Players**

We have seen the rate and impact of retirements and attrition hit agencies hard over the past few years. Leaders often lament not having a deep enough bench when senior staff leave or they themselves retire. So, how do you make sure your team is equipped to carry on –stronger & better even after you’ve left? This session will spotlight leaders who have seen their succession plans come to fruition and leaders who are currently implementing succession strategies.

#### **Innovation on A Budget: Leveraging Behavioral Science**

Do you want to make your staff and clients’ lives better AND improve program outcome WITHOUT breaking the bank? Learning the basics of behavioral science can get you there! In the last 7 years, Franklin County has served as an experimentation site for 5 major child support grants and research trials, and we want to share with you all we’ve learned! As an attendee, you will walk away with behavioral science knowledge and resources, program innovation ideas, and evaluation methods. But you will also come away with some case studies that range from cautionary tales and hard lessons learned to successful experiments. Some of the big ideas we will explore include: applying knowledge from fields like behavioral economics and procedural justice to your work; the importance of investing in people and matching staff to the appropriate job; and placing utmost importance on customer service and procedural justice.

#### **Strengthening Families: One Father at A Time**

For decades, child support leaders across the country have worked to shift the perception of their respective program from support enforcement to support services with a "pro-father" focus. As a result, Fatherhood initiatives, intertwined with child support programs have sprung up across the nation. Leaders still, however, have much work to do as they join with fathers in shifting the child support narrative and repositioning fathers from supporting cast to featured roles in the lives of their children. Join us from an informative and inspiring workshop where we will explore opportunities for leveling up and actualizing a child support community that engages and empowers fathers to succeed in this game of life.

#### **Leveling Up Your Leadership Powers**

Are you leading like a superhero? Did you even KNOW that you have superpowers? Like Super Mario’s Invincibility Leaf, Tanooki Suit, or Mega Mushroom, leaders possess key superpowers that can help them navigate their teams through difficult terrain like Desert Land and Pipe Land, to victory at Castle Koopa. Join the dynamic duo of Kathie and Laura as they take you on a journey to discover how you can level up your leadership.

## Plenary II: Leveling Up your Diversity, Equity, and Inclusion Leadership Practices

There has been a growing focus on Diversity, Equity and Inclusion. As the world has started focusing on these issues and grappling with them in the shadow of the pandemic, many organizations are shifting from identifying and understanding DEI into implementing real change. Come hear what some organizations have been doing in order to take this topic to the next level and implement real, lasting change in not only the way we work with each other, but also the populations we serve.

### Concurrent Workshops and Learning Labs

#### How Can Data Level Up Equity in Your Program?

Achieving equitable delivery of service across populations has long been a concern, but has taken on even more importance in recent years. Child support leaders may already have access to data that could help identify areas -- whether geographical, service-related, or otherwise -- in need of attention. Conversation between leaders in the child support community and leaders of private-sector and nonprofit diversity and inclusion efforts can help both established and emerging leaders gain understanding of the possibilities data gathering and analysis presents.

#### Reclaiming Capacity to Do More Good: The Secret To Successfully Lead Family-Centered Child Support Transformation

Child support has long been one of the most successful safety net programs in the country's history. But to remain relevant and effective and achieve the outcomes that matter most -- such as improve parental engagement, increase collections on behalf of children, and improve the customer and worker experience, agencies are discovering that they must transform to meet the evolving needs of the modern family. Recognizing the changing social landscape amidst declining caseloads and collections -- and inspired by service delivery lessons learned from the pandemic when agencies were forced to rethink how they could perform their work to support children and families remotely, the director of the Missouri Department of Social Services Family Support Division decided the time was right to embark on a transformational journey to create a family-centered child support program better aligned to serve today's families. In her words "We did great work, but I knew we could do even better for Missouri's children and families." During this highly informative session full of ah-hah! moments and lessons learned, speakers will share how critical reclaiming capacity was to the overall success of the Missouri Child Support Program's change journey, how the capacity was reclaimed, and what it took to successfully lead such a large-scale transformation. Attendees will be challenged to rethink how they create, implement, and support organizational change, ensuring they focus on the underlying -- and often overlooked -- factors most critical for change success.

#### Decision-Making In Government Organizations: A Better Way

In your organization, does the Boss make all the hard calls? Or do you have a vote of the leadership team? Gut feeling versus data points? Are you always happy with the results of your current decision-making method? Or do you sometimes lose sleep over regrets and missed risks and opportunities? This session offers a structure for your decision-making that can be adapted for simple or complex decisions in government organizations. Our speaker has years of experience in high-level planning and decision-making in the US military, advising commanders on major initiatives. He has adapted best military models to local and state government use, and offers a template that gives you a thorough, defensible process for getting the best decisions from your organization.

#### Child Support System Modernization (Part 2)

Aging state systems. Feasibility studies. Cost analysis. Features and approaches. It is so overwhelming we had to create a special, two-part Workshop to better understand the process, options, and outcomes associated with a system modernization project. Part 1 focuses on the technology, features, and approaches, while Part 2 explores the human side of a system modernization project. This is Part 2, a session focused on the human side of a system modernization project. Re-platforming, repurposing, and even redesigning a system involves people. This includes the people exploring the change, involved and affected by change, and those who will be interfacing with the final product. In this session we discuss the concept of organizational change management and the relationship between individual, organizational, and enterprise change to provide child support professionals with hands on strategies to lead effective change in the work environment. We will also discuss involving stakeholders at various points in the process, getting buy-in, successful models for implementation and deployment, with an emphasis on the human factors associated with a system modernization project.

## **Level Up with Strategies to Empower Paying Parents**

This lab will develop strategies to help the child support professional effectively engage the Paying Parent and empower parents to be more successful in their child support journey.

**Tuesday, August 9**

### **Plenary III: Level Up Leadership: Transforming Your Leadership Path in Child Support**

Reaching a top leadership role is a process that requires perseverance, commitment, strategy, and sometimes good fortune. It is often a step-by-step process that contains many twists and turns. In this session, we welcome top child support leaders as they share the story of their journey to where they are today. Learn from their insight and experience on ways that can assist you on your climb up the leadership ladder.

### **Concurrent Workshops and Learning Labs**

#### **Amplify Your Approach to Domestic Violence**

Is a Family Violence Indicator (FVI) the best and only way to protect parents in need of child support services? To what extent should a child support office be sensitive to Domestic Violence (DV) issues and what are the challenges in becoming a more DV-aware organization? What safety modifications should a child support office consider implementing to minimize the ability of an abuser to intimidate or threaten a survivor? Hear how states have developed and implemented strategic initiatives to identify the signs and impacts of DV trauma, as well as appropriate measures to take in response. You are invited to then develop these strategies into concrete action steps during the corresponding learning lab following this intriguing workshop. Amplify your DV approach!

#### **Transforming Child Support Experts Into Rockstar Trainers**

Investing in your training/talent development program is vital for operating a successful child support program! It is not uncommon for our best veteran child support professionals to bring their wealth of knowledge to the training team. But do they know how to share key messages and share their knowledge in a training environment? This workshop will provide attendees with two approaches to implement train-the-trainer programs for child support staff. Designing and delivering effective training is a skillset that can be taught to transform your child support experts into rockstar trainers!

#### **Leveraging Multiple Disciplines In Pursuit Of Continuous Improvement**

On our Lean journey to create a continuous improvement culture, we have been forced to think a little deeper about not just the technical side of change which includes the Lean tools and project management concepts, but also the people side. You may have heard the phrase, "Culture eats strategy for breakfast" by Peter Drucker. As we evolve, we are learning to incorporate both change management principles along with the process/metric focused Lean Six Sigma methodology to construct a more robust problem-solving approach within our organization. In this session you will find some useful templates to help guide your group to address both sides of the continuous improvement coin.

#### **Selective Contempt: Data, Engagement and Building A More Effective Process**

Contempt of court as an enforcement tool has undergone adjustments as we've responded to Turner v. Rogers, the Final Rule and... a pandemic. We know that contempt works when it works, and we also know that it's not the right tool for every case. Come to this session to take a short walk through contempt history and participate in a discussion of what we've learned along the way. You'll hear about engaging parents and creating an efficient process for using selective contempt and contempt alternatives. You will see data that helps us understand income levels and payment amounts before and after a contempt action. You'll see how disparities show up and why racial equity must be part of the discussion. You'll have an opportunity to share best practices from your office and learn from other attendees. Join in this interactive session to learn how you can take contempt effectiveness in your program to the next level.

#### **Stepping up the Conversation on Race**

As the work force and families receiving services in the child support system become more racially diverse, it is imperative that the child support professional become more culturally conscious and step up to act more inclusively to fulfill their mission of serving families. In this interactive learning lab, participants will be able to role play with exercises built from real examples and practice having conversations on race in a safe and facilitated environment.

## **Plenary IV: Leading through Change: State, Tribal, and County Leaders Share Their Change Experiences**

Every leader needs to understand how to handle change and how to guide others through the difficulties and concerns to acceptance and implementation. Listen as these leaders share their experiences as they managed major changes in their state, tribal, and county programs. Each will reveal lessons learned and basic principles of leadership that helped each of them plan, manage, and implement change.

### **Concurrent Workshops and Learning Labs**

#### **Next Level Recruitment and Retention**

Workers are looking to get more out of their employers than ever before. Leaders must adapt to recruit and retain the best team members and there is a competition for talent. Level up your recruitment and retention efforts in this informative panel discussion. Our panelists will discuss how they have stepped up their game to recruit the ideal candidates. They will discuss the ways they've modernized their office structure, management style and technology to meet the demands of the modern workforce. They will share ideas around remote work, flexible schedules, incentive-based salary adjustments, improved technology and other employee benefits that have helped them retain top level talent.

#### **Measuring Opinions About Our Programs to Inform Improvement Strategies**

Why are child support caseloads declining, and why are parents and caregivers eligible to request our services choosing not to do so? The Public Relations Committee (a joint committee with membership from NCSEA, NCCSD, and OCSE) has been asking these questions and realized that we need more data to really answer these questions and determine the most effective way to shift the child support narrative. We developed a survey for states to measure general awareness and opinions about child support. We will explain the logic behind the survey, methods for implementing it, expectations about how programs may learn from the results, and how repeated surveying can fuel continuous improvement.

#### **Progress Through Partnership and Collaboration**

Partnership and collaboration are the keys to success to improve processes and solve complex problems. Employers play an integral role in the child support program and face challenges meeting their responsibilities. Working together, the child support community and employers bring their unique perspectives to resolve issues and improve processes that ultimately benefit children and families. Recognizing the need for a forum to accomplish this, the National Council of Child Support Directors (NCCSD) established an employer-focused workgroup that has been meeting monthly since 2018. Join our panel to hear about the progress that's been made through partnership and collaboration to increase automation and improve processes including an update on the NCCSD's workgroup activities.

#### **Level Up Your Agency's Protective Skills in Defeating Domestic Violence**

When it comes to Domestic Violence, it's safe to say that we all want to ensure the safety and security of the children and families we serve. In an earlier session, you had the opportunity to examine the challenges that come with providing that protection. Along with a new level of recognition and understanding of those challenges, hopefully you are crafting a plan that will take your agency to the next level. This learning lab lets you drill down into problems specific to your program, brainstorming solutions with colleagues while being coached by the experts. Whether you are a n00b or an expert, come and share your ideas! This lab is a great follow-up to the workshop presented earlier in this Symposium. (Don't worry, it's not a pre-requisite!)

### **Wednesday, August 10**

## **Plenary V: Level Up Your Processes: Leading Technology Change with a Modern Approach**

An evolution is underway that is transforming how technology projects proceed from conception to successful implementation. Instead of the old "waterfall" way of managing projects, modern approaches such as "agile" deliver cost-efficiencies and substantially better outcomes for government agencies. Join us as our experts decode all the terminology: Lean Six Sigma, Scrum Master and sprints, ERP, API, CRM, CCB, and AI and discuss how these new approaches and technologies work in project management. Don't miss your opportunity to level up and be part of the evolution!

## Plenary VI: From Where I Sit: A Custodial Parent's Perspective of What's Working and What Could Be Different in the Child Support Program

As leaders in the child support program, we strive to provide services that assist the families we serve in securing reliable financial support for the well-being of their children. In doing so, it's important that we seek feedback on the effectiveness of our programs from its most direct stakeholders. As leaders, we must listen and learn from parents being served by the program to make sure that services are helping, not hurting, families. This plenary provides a great learning opportunity as we spotlight a variety of custodial parents and their personal experiences with the child support program.