

**Executive Committee Meeting**February 20, 2020

**MINUTES**

3:00–4:30 PM Eastern • 2:00–3:30 PM Central • 1:00–2:30 PM Mountain • 12:00–1:30 PM Pacific

Members & Attendees

**NAME ROLE(S) NAME ROLE(S)**

✓ Jim Fleming\* President ✓ Jeremy Toulouse\* Region 6

✓ Erin Frisch\* Past President ✓ Carol Eaton\* Region 7

A Michele Cristello\* Vice President A Chad Dexter\* Region 8

✓ Kate Cooper Richardson\* Secretary, Region 10, Website ✓ Heather Noble\* Region 9

✓ Liesa Stockdale\* Treasurer, Finance ✓ Carla West Systems & Data Sharing

A Robin Arnell\* Region 1, Systems & Data Sharing A David Kilgore Public Relations

A Terrence Joseph\* Region 2 ✓ Eileen Stack Policy & Practice

✓ Benidia Rice\* Region 3 ✓ Karen Hebert Mentoring

A Lyndsy Landry Irwin\* Region 4 A Robert Patrick Collaborative Analytics

A Jeff Aldridge\* Region 5 A Sharon Redmond Collaborative Analytics

**\*Voting member**

Welcome

* President Jim Fleming called the meeting to order

Roll Call

* Attendance as noted
* Quorum present

Approval of Minutes

* Executive Committee January 16, 2020 – *approved without changes*

Treasurer’s Report – *written monthly report accepted*

* Monthly report – quiet, not a lot of activity
* Conference revenue report still open
  + 2 sponsorships, 2 registrations yet outstanding
  + Successful conference, resulting in surplus
  + Erin: glad it was in the black!

President’s Report – *written report accepted*

* OCSE Leadership Meeting
  + Separately met with Linda Boyer, and a little with Scott Lekan, during Policy Forum
  + Linda indicated that she’s committed to continuing good relationship
  + Jim’s observed some possible “slippage” in relationship – e.g., one state’s experience with Office of Audits, delayed preview of policy guidance areas
  + Still looking for more clarification about regional reps’ roles/responsibilities
* The Work Number
  + Equifax has given sample contract documents to review at a high level
  + Met with Mary Beth Parker
  + Contract documents for free service separate from contract documents for paid service
  + Likewise, platforms for using the two services separate
* Human Services Technology Association
  + Met with the Computing Technology Industry Association Human Services IT Advisory Group (HSITAG)
  + Nonprofit trade association, involved with ISM conference
  + Interested in partnering with NCCSD to help increase familiarity with available technology and its uses
* RFI on Employment Programs
  + All states encouraged to respond to the RFI
  + Especially states that already operate employment programs, so they can share their experiences
* NCCSD Annual Meeting
  + Free AV provides savings
  + Flexibility in providing beverages, snacks

Committee Reports

* Audit Workgroup – Michele in absentia (Kate shared written summary)
  + Karen elaborated on summary
  + Met on February 12
  + Still finalizing objectives, but at a high level:
    - Solicit information from states on status of their audits, challenges and findings, and any other relevant information on audits.
      * Want to provide this information to all directors so that they can see what others are dealing with and know who they can reach out
      * Also hope to use this information to develop strategic approaches for NCCSD to take with OCSE in support of all states
      * Info also will be helpful to NCCSD to prepare input into any new 157 instructions
    - Develop a best practices model for how individual states may approach OCSE when they have issues – what information they should provide, what approach they should take, who they should be reaching out to, etc.
    - Develop a strategic approach for NCCSD to communicate with OCSE – a “stronger together” approach. When and how should NCCSD be engaging with OCSE on these matters? What should NCCSD be addressing while not interfering with any state’s individual engagement with OCSE?
  + The workgroup discussed the need to be communicating with OCSE on the audit process
    - How do we ensure transparency when needed and the appropriate level of flexibility? What should a state’s expectations be around findings? How do we ensure that OCSE understands the impact of these findings?
    - Most states have systems that have been certified for years and have been passing audits for years. The findings can have significant impact in cost and resources, and OCSE needs to understand that
  + Although we’ve certainly made progress, states continue to have concerns about the process and are still dealing with findings they don’t agree with. The workgroup discussed suggesting a joint committee with OCSE
  + The workgroup will discuss strategy around a regular standing agenda item at the OCSE Leadership call
  + Next steps: finalizing objectives and outlining action items. Next meeting March 11
* Child Support Employer Workgroup – Jim
  + Large employers participating; state participation has great experts
    - Will be offering a few comments to OCSE for eIWO
    - Remittance IDs – most states need only 1 number
    - Sometimes order ID is the only one
    - Will keep working to see if can revise form from 3 to 2 numbers
    - Employers would like fewer numbers
  + NMSN survey reminder – please respond
  + Discussed proposed federal legislation for reporting of independent contractors
    - Payroll an HR function versus accounts receivable for contractors
* Collaborative Analytics Committee
  + No report
* Finance Committee – Liesa
  + Last meeting – compilation review instead of formal review
  + Redesigned engagement letter
  + Committee is okay with moving forward
  + Change shifts some responsibilities to NCCSD to write statements about accounting
  + Keeps fees at $2500, with appendix saying fees can be raised for significant delays
  + Suggests trying it this year and see how it goes
  + Vote: Leisa moves, Erin seconds – unanimously approved
* Joint Committee on Public Relations – David in absentia (Jim shared summary)
  + Initial efforts have occurred to begin building outreach material for all states to use. Based on sample public relations material provided to the group, the PR Workgroup has decided to form a small team composed of one member from NCCSD, OCSE, and NCSEA to be the review team for all material created. Those individuals are Crystal Peeler, Karen Hebert, and Trisha Thomas
  + Based on the second Public Relations Survey, 12 states volunteered to work on the PR topic. The plan is to use those individuals to:
    - Create a resource library; the 12 states could test some of the items against their barriers; the library could contain educational/promotional materials for customers, as well as stakeholders including the court, legislature, employers, etc., logos, taglines, fact sheets targeting segments.
    - Gather information or data from the few states that have collected such on successful and unsuccessful marketing campaigns
  + California will initially be creating the material that the 12 states come up with and the Review team (3 individuals named above) will do their review thing
  + Next step is to coordinate meetings with both teams and find a good place to house the Resource Library.
  + A final report is being developed that will include the results of both surveys, the findings, and the recommendations. This should be completed by next month.
  + Elevator Speech language is finalized. The team is now working on putting that language into a variety of formats for state consumption.
  + Child support talking points is in draft form and being edited towards finalization.
  + Karen comment: Applaud David and team for willingness to share all the work, materials, to benefit everyone
* Mentoring Committee – Karen
  + Meetings scheduled quarterly – first meeting next month
  + Proposed charter presented to Newbie group last month
    - Great feedback, suggestions
    - Will build on some of those for strategies
  + David: provided Karen with copy of onboarding procedural manual used in CA with some helpful ideas, info for new directors
    - K8: new director in VA – maybe manual?
    - Hoping to create a living document
    - Considering best approach for matching mentor/mentee
    - Mentor guide?
* Policy & Practice Committee – Carol/Eileen
  + Still talking about The Work Number
  + Future of child support program – next meeting considering developing white paper
  + Incentives subcommittee scheduled for 3/12 – talk about whether measures do what we want, any changes?
  + Intergovernmental cooperation subcommittee – Jim up and running
  + Medicaid subcommittee – Leisa
    - 8 states will take survey – CMS finalizing those states
    - Will consider how to further the conversation
  + Ann Marie cmcs deputy director – panel
    - Very big she was there
    - Convo between Scott/Ann Marie – appeared informed
    - Left feeling the right people are in the room
    - Want best practices
  + Action Needed #1: Approve signing APHSA letter to Equifax
    - Carol so moved, Erin seconded – motion carried unanimously
    - Supplements work with The Work Number, addresses our needs but also for states who use paid product – doesn’t send mixed message
  + Action Needed #2: Approve submission of comments to RFI on employment programs for nonresident parents
    - Carol so moved, Liesa seconded – motion carried unanimously
* System Modernization & Data Sharing Workgroup – Carla
  + Helpful to put cheat sheet together to help directors when talking to tech execs
    - Robin will send to listserv to gather what’s already out there
    - Will create a new sheet and share
  + Discussed that the webinars with vendors were helpful to understand terminology
    - Also thought would be helpful to hear from individual states going through the process
    - Easier for 1 state at a time to share journey
    - Considering options to do that: by topic?
      * E.g., How did we get started?
      * What is certification like?
  + Getting ready to set up another round of webinars on next data analytics reports from OCSE
    - Mar 6 and 11
    - Undistributed Collections by age report
    - As states get more used to using Tableau, will discontinue webinars
  + Not planning an in-person state systems symposium – probably 2021
    - Instead, 3 webinars focused on different aspects
    - First one planned for 4/16
  + June 30 for guidelines for new feasibility study
  + HSITAG reached out – looked at annual white paper they co-authored with APHSA ISM
    - Will invite to next meeting in March for 30 minutes
    - Not sure what “working together” means
* Website Committee – Kate
  + Met in late January
  + Additional potential new member – Amy Price – from the Michigan program (thanks, Erin!) – great technical resource
  + Working on trouble-shooting some barriers
  + Plan to re-set and focus on some improvements to the site going forward
  + Please contact Kate with any problems accessing the site

Unfinished Business

* NCCSD Spring Dinner recap
  + Thanks for joining us – good food and company and room
  + Hit the sweet spot on $
* NCCSD Policy Forum impressions
  + Medical support – rep from CMS, improving quality of referrals
  + Update on how to close cases when death – shared Yvette
  + Karen: appreciation for cyber security guy, very eye-opening, excellent presenter
    - He may be coming to WICSEC maybe for IT track

New Business

* NCCSD Annual Meeting budget approval
  + Jim presented proposed budget
  + Approved

Next Meeting – Thursday, March 19, 2020, at 2:00 PM Central

*Meeting adjourned at 3:29 PM Central*

*Minutes respectfully submitted by Kate Cooper Richardson, NCCSD Secretary*