



TO: NCCSD

FROM: Karen Hebert, Committee Chair

DATE: July 14, 2021

RE: Mentoring Committee Annual Report

The following directors serve on the Mentoring Committee:

- Kristie Arneson, Wyoming
- Larry Desbien, Colorado
- Chad Dexter, Montana
- Karen Hebert, Chair, New Hampshire
- Lily Patteson, Kentucky
- Eileen Stack, New York

Members are responsible for identifying the vision, purpose(s), and objectives of the Committee, and for developing and implementing activities that support Committee objectives, and for the dissemination of any relative information to the National Council Executive Committee and other Council members as applicable.

The Committee developed its Charter, which was submitted to the NCCSD Executive Committee in January 2020. The Committee's vision is that all state and territory IV-D Directors feel welcome and supported by their peers in a culture where learning is a constant and achieved more easily. The purpose of the Committee is to provide professional support to state and territory IV-D Directors and strengthen the National Council to ensure positive outcomes for families served by the Child Support Program.

Primary objectives are to:

1. Share knowledge, experience and expertise among state and territory IV-D Directors;
2. Maintain a culture of support, reliability and trust among all state and territory IV-D Directors; and
3. Overcome challenges in meeting Child Support Program objectives.

To meet objectives, the Committee continues to support state and territory IV-D directors, specifically targeting newer directors. The Committee currently meets monthly. Activities include conducting outreach and welcoming communications to new state and territory IV-D directors on behalf of the National Council, facilitating monthly

voluntary call-in meetings, and sharing documentation that may be provided during those calls.

Directors continue to express the importance of having reliable exchanges and information sharing with other directors to gain insights, seek innovation, and to promote and accelerate professional development and leadership skills for the directors' unique role and responsibilities within the Child Support Program. The past year has been a remarkable experience for all directors in our response to pandemic impacts. NCCSD has provided extraordinary support and opportunity for directors to connect and assist each other.

Call-in Meetings

Monthly call-in meetings are highly valued by directors. The success is a fine example of the long-supportive culture fostered by directors. The calls have been a prime place and time to learn, and to share information, ideas, and experiences. Agendas are director-driven and include anything related to Child Support that a director needs or needs assistance with.

During the second half of 2020, monthly calls received high attendance where directors shared a great deal of information regarding pandemic-related business practices and updates to common challenges, e.g., EIP reversals, Congressional pandemic benefits. At the end of 2020, the popular "Time for You" theme evolved as states moved out of the chaotic environment and began to refocus on general business needs. The Committee determined it was time to refresh the monthly theme to accommodate directors, and the name of the monthly calls was changed to "NCCSD Team Huddle". Agenda items from directors in the first half of the 2021 calendar year included challenges with administrative enforcement remedies, business practices in a remote environment, audit issues, distribution questions, and system topics. Directors have been able to share information with each other regarding onboarding guides, training programs, use of incentive funds, procurements, and issues with OCSE actions/non-actions. It is clear that the monthly Huddles are a valuable use of time, keeping directors well connected.

New Directors

2020-2021 has seen several retirements and new directors across the country. The Mentoring Committee actively welcomed each new director, personally inviting them to the monthly Huddle, and providing them with a copy of the 2018 OCSE Recourse Guide for Directors. The Committee reached out to the directors in the same region of the new director asking them to personally contact the new director in support of any immediate needs. Feedback indicates this practice has been very much appreciated.

Training and Support

The Mentoring Committee provided the National Council with recommendations for the director training at the end of the NCCSD Annual Meeting. The Council has arranged for OCSE's Financial Management training, taught by professional consultant/former director Wally McClure. A pre-meeting training was also scheduled for directors on Distribution taught by Elizabeth Morgan. Other available trainings will be considered by the Committee to offer new directors in the future, such as the basic training created for legislators.

The Committee's intent to develop a structured mentoring program for newer directors continues. The Committee conducted a survey in August 2020 to gather thoughts from directors for designing such a program. Written results from the survey were reported to the Executive Committee in September 2020 and are incorporated by reference. Several next steps were completed, including redefining the monthly calls, and collecting information for a future resource guide. One of the next steps was to seek subject matter experts among directors to be identified for all. This activity stalled as only five directors responded. The Committee determined that most directors do not consider themselves "experts". A new approach to this has yet to be formulated.

New Director Resource Guide

Directors, particularly new directors, have expressed a need for some kind of resource guide that would provide them with fundamental and specific information in support of their role. Particularly of interest is information needed for the first 90 days of appointment, whether their status is interim, new from the outside or promoted from within the program. The Committee sought direction from the Executive Committee to either create a new guide, or make recommendations to revise the 2018 OCSE Resource Guide for Directors. The latter was decided upon, and the Mentoring Committee is presently preparing revision recommendations.