

**From OCSE Deputy Commissioner Linda Boyer**

**July 28, 2020**

## **State/OCSE Resilience Workgroup**

Resilience is defined as the ability to recover from setbacks, adapt well to change, and keep going in the face of adversity. We need to work together, state and federal, to recover, adapt, and keep going for the welfare of our customers. We look forward to this workgroup forging ahead with innovative ideas molding the future of the IV-D program.

### **Guiding Principles**

- Virtual meetings held every two months with active participation
- Act collaboratively on proposals and activities that can better the program
- Identify challenges and opportunities at all levels of IV-D operations
- Support participant ideas and proposals that further the mission and vision of the IV-D program
- All participants will operate respectfully and propose alternatives on disagreements
- Brainstorm on topics including, but not limited to:
  - customer service
  - application process
  - case management
  - legal process
  - court proceedings
  - and systems
- Focus actions on program operations prioritizing non-legislative items
- Discuss desired legislation recognizing it will not provide swift impacts
- Share innovations occurring or needed for optimal operation in the new environment