

**National Council of Child Support Directors  
2018 Annual Meeting & Conference  
*Child Support: A Safe Harbor for the Future***



**UPDATED AGENDA**

**Sunday, May 13**

12:00 pm – 4:30 pm	Directors’ Meeting & Luncheon (IV-D Directors only)	Energy Room
2:15 pm – 2:30 pm	Beverage Break	Granby Foyer
4:00 pm – 7:00 pm	Registration	xchg Level 3 Foyer
5:00 pm – 7:00 pm	President’s Reception	Granby Foyer
<i>Dinner on your own</i>		

***NOTE: All sessions are in Granby Salon D unless otherwise indicated***

**Monday, May 14**

7:30 am – 8:30 am	Registration Breakfast Buffet	xchg Level 3 Foyer Granby Salons A, B & C
8:30 am – 9:00 am	<b>Ahoy, Mateys!</b> <i>Welcome &amp; Opening Remarks</i>	Craig Burshem, Virginia IV-D Director, NCCSD President  Wade Hopkins, Virginia District Manager-Danville
9:00 am – 10:30 am	<b>Knotty Issues: The Final Rule – Incarceration and Case Closure</b>  <i>Because of the flexible implementation timelines in the December 2016 OCSE final rule, many states are in the midst of implementing the mandated changes or are in the planning stages for those changes. Building on the high-level discussion of the changes in the rule at last year’s NCCSD conference, this session will feature presentations on challenges and innovations that states have pursued, particularly in the areas of contempt, incarceration, imputed income, and case closure.</i>	Jim Fleming, North Dakota IV-D Director – Moderator  Alice Burlinson, Virginia Office of the Attorney General  Yvette Hilderson Riddick, Office of Child Support Enforcement  Liesa Stockdale, Utah IV-D Director
10:30 am – 10:45 am	Beverage Break	Granby Foyer
10:45 am – 10:56 am	<b>Sponsor Spotlight</b> Deloitte Consulting LLP	Jim Fleming, North Dakota IV-D Director – Moderator
10:56 am – 12:15 pm	<b>Smooth Sailing through the Procurement Process</b>  <i>We often hear about procurement nightmares. Want to hear about actual successes? This session is for you! IV-D directors from Oregon and Mississippi, along with their partner vendors, will share their successes both during and after the procurement process. Indiana’s IV-D director will share an “out of the box” approach that</i>	Cynthia Longest, Indiana IV-D Director – Moderator  Lyndsy Irwin, Mississippi IV-D Director, and Rob Wells, YoungWilliams

	<i>has received very positive reactions. We'll also give you some tips on the top 10 do's and don'ts.</i>	Kate Cooper Richardson, Oregon IV-D Director, and Brian Shea, MAXIMUS
12:15 pm – 1:15 pm	Lunch Buffet	Granby Salons A, B & C
1:15 pm – 2:15 pm	<p><b><i>Gig Economy: Entering Uncharted Waters (or Can I Uber by Boat?)</i></b></p> <p><i>Currently over 1/3 of all working Americans are involved in the gig economy/sharing community. Companies participating through hiring and/or through creation grew at a rate of 46% in 2015. Experts and their opinions about the impact of this economy are changing every day, but all agree its power is expanding and evolving. The child support program has historically dealt with independent contractors, but is this new world of "contingent" workers, coupled with a very mobile and socially active environment, significantly different? What does this mean to our service, policies, controls, and practice? Join us for an active discussion on the changing economy and steps some states are already taking!</i></p>	<p>Alisha Griffin, AlishaGriffinWks Managing Director – Moderator</p> <p>Larry Desbien, Colorado IV-D Director</p> <p>Sherri Grigsby, Office of Child Support Enforcement</p>
2:15 pm – 3:30 pm	<p><b>Sponsor Spotlights</b></p> <p>Accenture Appriss Safety Conduent U.S. Bank</p> <p>CSG Government Solutions Grays Peak Strategies Value Payment Systems</p>	Jim Fleming, North Dakota IV-D Director – Moderator
3:30 pm – 3:45 pm	Beverage Break	Granby Foyer
3:45 pm – 5:00 pm	<p><b><i>Captains and Crews: Employer Relations</i></b></p> <p><i>Employers account for 75% of child support collections and are critical partners for child support programs. This session will cover the flow of information between employers and child support, including notification of lump sums and verifications of employment through third-party verifiers. Presenters will also share ways they have engaged in employer outreach to improve the effectiveness of income withholding and maintain good employer relations.</i></p>	<p>Jim Fleming, North Dakota IV-D Director - Moderator</p> <p>Corri Flores, ADP</p> <p>Tangler Gray, Georgia IV-D Director</p> <p>Sherri Grigsby, Office of Child Support Enforcement</p> <p>Sharon Redmond, Washington Policy Chief</p>
6:30 pm – 9:30 pm	<i>Special Event: Dinner at Nauticus/USS Wisconsin – 1 Waterside Drive, Norfolk</i>	

## Tuesday, May 15

7:30 am – 8:15 am	Registration Breakfast Buffet	xchg Level 3 Foyer Granby Salons A, B & C
8:15 am – 10:15 am	<b><i>Setting Our Course: OCSE &amp; Directors' Closed Session</i></b>	

8:15 am – 10:15 am	<p><b>Learning the Ropes: Child Support 101 for NCSL Legislators</b></p> <p><i>Special small session for NCSL Legislators! Learn everything you ever wanted to know about child support enforcement agencies and the regulations and laws that govern them. Hear the federal perspective from the Office of Child Support Enforcement. Hear a state’s perspective from Virginia’s Office of the Attorney General. This session will cover everything from locating parents to determining paternity to establishing, modifying, and enforcing support obligations. We’ll also discuss recent changes in federal regulations regarding guidelines, imputing income, right-sizing orders, prisoners, and contempt.</i></p>	<p style="text-align: right;"><i>Room: xchg.3</i></p> <p>Tricia John, Office of Child Support Enforcement</p> <p>LaShawn Scroggins, Office of Child Support Enforcement</p> <p>Alice Burlinson, Virginia Office of the Attorney General</p> <p>Beth Edwards, Virginia Office of the Attorney General</p>
10:15 am – 10:30 am	Beverage Break	<i>Granby Foyer</i>
10:30 am – 11:30 am	<p><b>Righting the Ship: Public Perception of the IV-D Program and Rebranding Strategies</b></p> <p><i>Join us to hear about strategies states and federal agencies are using to rebrand the IV-D agency. We will share the results of the nationwide survey and get your thoughts and feedback on continued efforts.</i></p> <p><i>“The public is the only critic whose judgment is worth anything at all.” –Mark Twain</i></p>	<p>Wally McClure, Washington IV-D Director</p> <p>Trisha Thomas, Kansas IV-D Director</p>
11:30 am – 12:15 pm	<p><b>More than One Home Port: Proposals Regarding Presumption of 50/50 Parenting Time</b></p> <p><i>Legislative proposals to create a presumption of 50/50 parenting time are becoming common. This session will lay the groundwork for the somewhat controversial topic and then focus on four aspects of the proposals that affect state child support programs: current legislative experience, fiscal impact, modification or enforcement when parenting time isn’t exercised, and impact on eligibility for public assistance.</i></p>	<p>Tangler Gray, Georgia IV-D Director – Moderator</p> <p>Meghan McCann, National Conference of State Legislatures</p> <p>Sharon Redmond, Washington Policy Chief</p>
12:15 pm – 1:15 pm	Lunch Buffet	<i>Granby Salons A, B &amp; C</i>
1:15 pm – 2:45 pm	<p><b>Castoff to 1115 and Beyond!</b></p> <p><i>What have states been working on lately thanks to the generous support of OCSE and other partners who fund experiments, pilot projects, and research studies? Behavioral Economics, Prisoners as Parents, Improving Education to Improve Support Payments, and many other exciting initiatives are happening across the country. Join us to learn more!</i></p>	<p>Benidia Rice, District of Columbia IV-D Director – Moderator</p> <p>Larry Desbien, Colorado IV-D Director</p> <p>Barbara Lacina, Office of Child Support Enforcement</p> <p>Wally McClure, Washington IV-D Director</p> <p>Kate Cooper Richardson, Oregon IV-D Director</p>
2:45 pm – 3:30 pm	<p><b>Sponsor Spotlights</b></p> <p>MyPaymentPortal Protech Solutions</p>	<p>Ashley Dexter, Kansas Deputy IV-D Director – Moderator</p> <p>RedMane Technology LLC Informatix, Inc.</p>

3:30 pm – 3:45 pm	Beverage Break	Granby Foyer
3:45 pm – 5:00 pm	<p><b>Batten Down the Hatches for Systems Modernization</b></p> <p><i>The NCCSD System Modernization Workgroup will facilitate a discussion on building the business case for investment in child support systems, including sharing best practices, addressing common barriers, navigating available options, and working with state and federal stakeholders. We will also share results of our survey of states' plans for systems.</i></p>	<p>Erin Frisch, Michigan IV-D Director – Moderator</p> <p>Facilitators:</p> <p>Alisha Griffin, AlishaGriffinWks Managing Director</p> <p>Jeff Aldridge, Ohio IV-D Director</p> <p>Robin Arnell, Vermont IV-D Director</p> <p>Michele Cristello, Massachusetts IV-D Director</p> <p>Cynthia Longest, Indiana IV-D Director</p> <p>Pam Lowry, Illinois IV-D Director</p> <p>Sharon Santilli, Rhode Island IV-D Director</p>

Dinner on your own

**Wednesday, May 16**

7:30 am – 8:15 am	Breakfast Buffet	Granby Salons A, B & C
8:15 am – 9:15 am	<p><b>Sponsor Spotlights</b></p> <p>MAXIMUS Systems &amp; Methods, Inc. (SMI) SLI Government Solutions/CSF</p>	<p>Tanguler Gray, Georgia IV-D Director – Moderator</p> <p>Stellarware Corporation</p> <p>TouchPay</p> <p>First Data</p>
9:15 am – 10:45 am	<p><b>All Hands on Deck: Customer Service Roundtable</b></p> <p><i>Many IV-D directors are finding that providing excellent customer service can improve performance and reduce complaints, calls, and stress for both staff and customers. There are lots of exciting customer service initiatives happening across the country—from technology-driven solutions using chatbots and artificial intelligence to staff training on the principles of great customer service. Join us to learn what is available and being implemented! Directors will rotate among small groups to share and discuss how their states are improving the customer service experience.</i></p>	<p>Craig Burshem, Virginia IV-D Director – Moderator</p> <p>Facilitators:</p> <p>Kristie Arneson, Wyoming IV-D Director</p> <p>Diane Asbury, Virginia Director of Field Operations-West</p> <p>Tanguler Gray, Georgia IV-D Director</p> <p>Wally McClure, Washington IV-D Director</p> <p>Benidia Rice, District of Columbia IV-D Director</p> <p>Kate Cooper Richardson, Oregon IV-D Director</p>
10:45 am – 11:00 am	Beverage Break	Granby Foyer

11:00 am – 11:45 am	<p><b>Wave of the Future: Progress Report on the Collaborative Analytics Project</b></p> <p><i>Several states and counties and OCSE have banded together to collaborate on a shared Predictive Analytics Model. Find out how far we've gone, what's next, and how to join in.</i></p>	<p><i>Benidia Rice, District of Columbia IV-D Director - Moderator</i></p> <p>Wally McClure, Washington IV-D Director</p> <p>Maria Arzola, Deputy Director, Orange County, California</p> <p>Jolie Sheppick, Research Team Manager, Orange County, California</p>
11:45 am – 12:30 pm	<p><b>Know the Ropes of Funding Options: IV-A Block Grants and OCSE IM-18-02</b></p> <p><i>Avast! (Stop! Cease or desist from whatever is being done.) Lay forward and learn what funding options are available to the IV-D agency for NCP work activities. Don't abandon ship on fatherhood services! Get the anchor light you need to promote a culture of father friendliness in your organization. This workshop will assist you with a bank of available strategies and details on how to navigate these funding options.</i></p>	<p>Tangler Gray, Georgia IV-D Director</p> <p>Gerlda Hines, Georgia Chief Financial Officer and Chief of Staff</p>
12:30 pm – 12:45 pm	<p><b>What's the Scuttlebutt? APHSA Update</b></p> <p><i>The American Public Human Services Association (APHSA) is a bipartisan, nonprofit membership organization representing state and local health and human services agencies through their top-level leadership. APHSA seeks to influence modern policies and practices that support the health and well-being of all children and families and lead to stronger communities. In the past, state child support programs had a presence at APHSA, but there has not been much involvement in a number of years. NCCSD has taken steps to reconnect with APHSA. The goal is not to become part of APHSA but to partner with the group on mutually agreed-upon initiatives to benefit families.</i></p>	<p>Craig Burshem, Virginia IV-D Director, NCCSD President</p>
12:45 pm – 1:00 pm	<p><b>Fair Winds and Following Seas</b></p> <p><i>Closing Remarks</i></p>	<p>Craig Burshem, Virginia IV-D Director, NCCSD President</p>