



## 2012 NCSEA Web-Talk Calendar

All Web-Talks are held 2:00-3:30 pm (Eastern time)

Register at [www.ncsea.org](http://www.ncsea.org)

### **Safeguarding Child Support Data in the Cyber Age** **Wednesday, January 18, 2012**

Child support workers have access to many powerful databases that provide them with timely and accurate data about individuals and their assets. While this access greatly improves our service to the children that we work so hard to support, it also requires the entire child support community to understand how to safeguard our customers' personal information. With access to more and more data, child support professionals are increasingly at risk for incidents involving data breaches. Panelists will discuss the statutory and regulatory authority governing the disclosure and safeguarding of personally identifiable information (PII), the impact of technology on the child support program, and how to avoid the risks and pitfalls involved in handling PII in the cyber age.

### **Beyond UIFSA - Challenges in Interstate Case Processing** **Wednesday, March 14, 2012**

We all are guided by the same set of federal regulations and bound by the provisions of UIFSA and FFCCSOA. So why, after all these years, are we still facing challenges? Jurisdiction, modification, duration, just to name a few. Join us as we discuss these "tensions" and cover some other top issues surrounding cases in the multi-jurisdictional world.

### **The FPLS Portal: The Next Level of Communication** **Wednesday, March 28, 2012**

Come join in as we discuss OCSE's newest communication tool – the State Services Portal (SSP). The new Portal brings information to you as you need it. You can inquire and make on-line adjustments to offset and passport denial information; request locate information from FPLS sources like SSA, DOD, IRS; see NDNH information on-line; access Query Interstates Cases for Kids (QUICK) to gain information about shared cases with other states – without going through a phone tree; see detailed information about employers who accept electronic income withholding orders; learn about lump sum payments being made by employers; and receive detailed information about pay and allotments received by active military personnel. Sound too good to be true? You'll see a demonstration of all this, and be in on the ground floor as we discuss plans for the future. You will not want to miss hearing how OCSE has taken child support to the next level with the FPLS Portal! Over half of the states are on the Portal --- are you one of them?

### **Customer Service and Communications** **Wednesday, April 11, 2012**

Customer Service in the Child Support arena is a continually expanding function as society and trends change. The ability for the Agency to quickly adapt to new trends can be a matter of efficiency and effectiveness. Communication also gains complexity as customer service methods develop. With new and developing trends that include the use of email, text messages, client portals, and Voice Response Systems, all lacking the non verbal communication element, it becomes more important than ever for

Agencies and their staff to be more conscience of not only how they communicate but also what is communicated and how it is perceived. Discover and explore how other Agencies have adopted and implemented changes to take advantage of new trends while accommodating for the lack of a personal touch and non-verbal element that many of these trends are missing.

**Honesty and Ethics in the Courtroom (CLE Eligible\*)  
Wednesday, April 25, 2012**

The law requires every parent to contribute to the financial support of their children when they are able to do so. Based upon the caseloads that we have, both administratively and judicially, it is clear that financial support is not always being given voluntarily, or to the extent that the law requires. And there is nothing wrong with disagreements. That is why we have administrative and judicial remedies so that disagreements can be resolved in a fair and orderly fashion. For that to happen, all participants involved- custodial and non-custodial parents, and the attorneys who represent their interests – need to be committed to being honest and ethical throughout all proceedings. Unfortunately, that does not always occur when the court system is involved. People come to court and lie, fabricate and spin facts in a manner that is less than ethical. When that happens, everyone involved, the caseworkers, the parties, the lawyers and the judge, has a duty to use the legal tools available in order to keep the system honest. This Web-Talk deals specifically with the legal procedures and solutions that can be employed in the Domestic Relations Arena to “keep the system honest”.

**Social Media: Providing Innovative Opportunities for Child Support Services  
Thursday, May 10, 2012**

One thing that remains constant in life is change. As businesses attempt to keep up with the ever changing ways of staying connected to customers, social media tools have become one of the most popular and effective ways of reaching out to all sectors of society. Social Media tools continue to appeal in terms of attraction to the public in both ease of use and the inexpensive cost of maintaining them. Hear from child support enforcement agencies regarding their experiences of working with Facebook, YouTube, and other social media venues to locate customers, update customer demographic information, ask questions, respond to questions, and basically communicate and educate customers about changes and new opportunities in the child support program. These social media tools decrease the need for telephone and mail communication, which have been proven to be both costly and ineffective. Join us as we explore new ways to meet customer expectations via social media networks.

**A “90 minute how-to” for Child Support Grants  
Wednesday, May 23, 2012**

You asked for it! A how-to session on how to identify, administer and deliver successful grant programs for the child support community. Get connected to the resources that will help your organization secure grant funding, and explain what to do after you've been selected, including: financial/contract management, audits and evaluation. If you want to know about the full lifecycle of a grant program, this web talk is for you.

**Measuring Up to the Challenge: State Performance and  
Federal Incentive Funding for Child Support Programs  
June 7, 2012**

Federal incentive funding is a key component in meeting the expenses related to State Title IV-D Child Support Enforcement Program operations. To receive that funding, a state needs to measure up to a set of standards in each of the five key areas used by the Office of Child Support Enforcement to assess the state's performance in administering its program: Paternity Establishment, Child Support Order Establishment; Collections on Current Support; Collections on Arrears; and Cost-Effectiveness. This Web-Talk covers the following topics: the equations used to derive each measure; self-assessment; auditing; minimum standards to receive Federal funding; and penalties for not meeting the standards.

**Report Card on 2011 IWO Changes  
Wednesday, June 20, 2012**

In May 2011, two significant changes to the IWO were instituted by OCSE: 1) payments for non IV-D cases to be directed to SDU; and 2) any order that does not direct payment to SDU is to be returned to issuing entity. How's that working out for states/courts and employers? Discussion to be led by representatives from both sides of the changes.

**Parenting Time  
Wednesday, July 11, 2012**

The days of Child Support Agencies being solely a collection agency are long gone, we now realize that not only do children have a need and a right to know both parents but also that absent parents that are involved in their children's lives are more likely to pay their child support. Reaching out to the absent parent and helping to enable them to become better parents, whatever that may take, is a winning situation for everyone involved! For this reason, Child Support Agencies have begun to merge with the world of social work. Learn innovative and creative programs other agencies have implemented to assist absent parents in making their children's life more complete.

**Electronic Document Management  
Wednesday, July 25, 2012**

Want to reduce the amount of paper in your office and be able to easily find the document you need, electronic document management is the solution. This web talk will discuss the benefits of electronic document management and the approaches State's took in order to get to there.

**Game Changing Cost Savers –Customer Service and SDU Regionalization  
Wednesday, August 22, 2012**

With budget cuts and staff shortages, State's need ways to reduce costs yet maintain effective service. States are looking to consolidate services by partnering with other states. This web talk will look at regionalizing customer service and State Disbursement Unit (SDU) services, exploring the pros and cons and what factors States should consider when exploring this alternative approach

**Preventing Premature Pregnancy - Too Young for Parenthood  
Thursday, September 13, 2012**

Join us as we explore new ways to engage youth by encouraging them to delay pregnancy and becoming young parents while educating them on the rights, responsibilities and realities of teen parenthood if faced with the unforeseen challenge. You will hear how several systems have come together in a commitment to work toward a common goal of decreasing teen and young adult pregnancy rates. Although the national teen pregnancy rate has dropped, it is imperative that we continue to discuss early parenthood as it relates to prevention as well as the realities of the child support system. Listen as our presenters communicate various ways to reach out to the young population regarding paternity establishment and the other services offered by the child support program.

**Judicial vs. Administrative Processes (CLE Eligible\*)  
Thursday, September 20, 2012**

Why do the states deliver their child support programs in different ways? Join us as we talk openly about the pros and cons of the Judicial and Administrative Processes in child support. We welcome your questions and insights during this thought-provoking discussion, with our well-respected presenters.

**Best Practices: How Consistency in Best Practices  
Can Lead your Agency to Excellence  
Wednesday, October 10, 2012**

What are your programs best practices? How does your state communicate and document their best practices to all their offices and staff in order for them to become standard operating procedures? Join us as we discuss current best practices in child support and how being consistent with them can lead your program to excellence.

**Collaboration and Innovation: Child Support Offices  
in Challenging Economic Times  
Wednesday, October 24, 2012**

Productive Partnerships: A discussion regarding essential partnerships for IV-D offices to increase communication with clients and production and performance.

A New Message: A focus on the movement from Child Support Enforcement to Child Support Services. How to convey this positive message to all interested parties and still perform at your best.

Review and Adjustment: A look at how offices must review their current practices and procedures to ensure they are using best practices during the current economic downturn. This will also give basic best practices suggestions.

**Training: Expanding your Training Resources without Expanding Your Budget  
Thursday, November 15, 2012**

Many agencies are facing smaller budgets with higher turnover. Learn how some states are expanding their training resources on a limited and shrinking budget. We will discuss the pros and cons of using distance learning, technology, and adjunct trainers as a means to get the training job done.

**It Takes a Village: Collaboration, Partnerships, and Other Outreach Efforts that  
Maximize Child Support Performance  
November 28, 2012**

Nationwide fatherhood, faithbased, and non-profit organizations are partnering with child support programs to help promote public awareness and education on the crucial issues of paternity establishment and child support. Child support professionals and partners will share their experience and offer best practices for community outreach.

**Debt Compromise  
Wednesday, December 12, 2012**

We will explore the development and outcomes of arrears compromise programs to help States reduce delinquencies.

\***NCSEA** may not be able to offer CLE credit to those who register less than four weeks prior to the Web-Talk.