



*Supporting the
Modern Family*
2013 Annual Report



OUR MISSION

NCSEA serves child support professionals, agencies, and strategic partners worldwide through professional development, communications, public awareness, and advocacy to enhance the financial, medical and emotional support that parents provide for their children.

OUR VALUES

It is our fundamental belief that both parents are responsible for the emotional and financial support of their children. We believe that the best interests of the children come first and individual interests should be secondary when parental or professional interests differ.

OUR VISION

NCSEA serves as the voice of the child support community.



www.ncsea.org

Immediate Past-President's MESSAGE



2013 year was significant for NSCSEA as we ventured into new technology applications and expanded our role as a primary player in the development of family support policy. NCSEA continued to collaborate with organizations, agencies and non-profits to support the challenge of expanding child support's role for parents and families, while focusing on the IV-D mission of collecting and distributing the essential financial resources to children.

We started 2013 with our annual Policy Forum, which featured a revised format, providing expanded opportunities to identify and shape future needs of today's families, and "put policy into action." The sessions addressed important issues such as implications of the 2012 election, citing 2013 as a critical year for NCSEA to work closely with legislators and federal managers to ensure they understand and hear from the grassroots community. Toward that end, NCSEA participated in an unprecedented meeting with staff members of the Senate Finance Committee in February, covering several broad topics, including the need for implementing legislation for the Hague Convention on Child Support.

NCSEA was a proud co-sponsor of the international child support conference, "Recovery of Maintenance in the European Union and Worldwide" in March of 2013 at the University of Heidelberg, Germany. Two hundred attendees from sixty countries and six continents gathered to share experiences and knowledge of child support, family maintenance and enforcement, as well as discuss pertinent issues and develop models for best practices. NCSEA's Director of International Reciprocity, Hannah Roots and our International Commissioner, Chris Beresford played key leadership roles in planning and supporting this conference.

Our professional development efforts continued to provide valuable training for the child support community, with an expanded training program, and conference programming, which included informal networking discussion groups. Web-Talks experienced extremely high numbers in 2013, with over 3,800 child support professionals participating in the on-line training.

NCSEA's financial stability continues to grow, and the NCSEA Board of Directors is in the process of developing an investment policy for a reserve fund to assure continued sustainability and financial health.

We are proud to submit this Annual Report for your review. As you will note, NCSEA continues to hold a valued place in the child support program, providing essential services and programming for our members, while serving as the voice of the child support community.

A handwritten signature in black ink that reads "Barbara Saunders". The script is fluid and cursive.

Barbara Saunders
NCSEA Immediate Past-President
(September 1, 2012 – August 31, 2013)

President's MESSAGE



Serving as President of the National Child Support Enforcement Association (NCSEA) is an honor and a privilege. Having served on the NCSEA Board, its Executive Committee, and several other committees over the years, I was eager to offer my experience and leadership to our association. I assumed this responsibility with both confidence and humility, knowing how hard my predecessors worked to make NCSEA what it is today, and mindful of the organizational challenges we faced only five years ago.

My term as NCSEA President started shortly after our successful Annual Conference in Baltimore. The Board discussion in Baltimore, the energy and enthusiasm of Annual Conference attendees, and the feedback we received from our membership, offered a springboard of momentum for a successful term. Other factors made it possible to envision a year of considerable accomplishment, growth, and increased delivery of services to our membership and the child support community at large. Our foundation was solid: NCSEA was financially sound; our staff was stable and experienced; and our Board was welcoming six new Directors eager to contribute their ideas and energy.

NCSEA's vision is to be the voice of the child support community. As President, my goal is to position NCSEA in a way to fulfill that goal. Doing so requires identification and focus on priorities, active leadership engagement, strong committee participation, and constant attention to our diverse membership. To this end, my first objective was to identify a cadre of NCSEA members to Chair our various committees. I was excited to be able to appoint such a high caliber of child support professionals to serve in this capacity.

As I serve my year as NCSEA President, my focus is on three priorities:

Enhance NCSEA's role in the national policy dialogue. We will build upon our policy development efforts over the last year. We have to find and take opportunities to communicate our policy interests with Congress, OCSE, and other strategic partners. We have to foster current relationships and develop new ones on the Hill to increase awareness of NCSEA. Critical to our influence in national policy will also be our ability to attract diverse thought leaders to participate in NCSEA events. New people and new voices will keep our perspective fresh, our thinking open, and serve us well in our policy development and communication efforts.

Strengthen NCSEA's professional development portfolio. NCSEA is a premier provider of child support professional development opportunities. From our signature NCSEA Policy Forum, to our Annual Conference, and our popular Web-Talks program where we bring experts right into your office via the internet, NCSEA offers regular, timely and informative development opportunities throughout the year. To build upon this legacy of exceptional programming, the NCSEA Board has endorsed the development of a new, first-of-its-kind program called NCSEA U. This new program is envisioned to focus on the next generation child support leader and will be delivered through a multi-course series by expert instructors. NCSEA U's first classes are planned to be conducted in concert with our 2014 Annual Conference in Portland, OR.

Organizational sustainability. To increase our capacity to serve our existing members, attract new members, and fulfill our organizational mission we must continuously pursue efforts to grow and modernize our association. It is important we are good partners and supporters to our Regional, Tribal and State child support association brethren. This year the Board authorized an independent review of our existing Membership structure and the value provided. This effort will be a priority focus for the 2015 Board of Directors.

A handwritten signature in blue ink, appearing to read 'S. Cade'.

Scott Cade
NCSEA President

(September 1, 2013 – August 31, 2014)

Executive SUMMARY



We are pleased to present NCSEA's Annual Report for 2013 – which covers activities and accomplishments for the fiscal year which started January 1 and closed out December 31, 2013.

While NCSEA's fiscal year mirrors the calendar year, and thus the report shows the association's financial standing for all of 2013, our volunteer and board year actually begins September 1 and concludes August 31. As a result, NCSEA's leadership and committee work actually spans across the fiscal year. You have read about NCSEA's accomplishments in 2013 in Immediate Past President Barb Saunders' message. Current President Scott Cade looks forward to the goals and plans for the current year.

I thank the NCSEA Board members with whom our staff has worked over the past year for their dedication to NCSEA and to the child support community as a whole. I took the position of NCSEA's executive director seven years ago – mostly out of admiration and awe for the passion that the leadership of the association reflected in the interview process. That passion for the good work done every day – at every level of the IV-D program continues to

inspire me and the NCSEA staff to make the association as strong, responsive and useful to the child support community as we can possibly be. We hope you find this report useful and welcome your feedback or suggestions for future reports.

Colleen Delaney Eubanks

Colleen Delaney Eubanks, CAE
NCSEA Executive Director



2013-2014 NCSEA BOARD OF DIRECTORS

NCSEA's leadership year is September 1 – through August 31. Officers and directors start their terms on September 1. Officers serve a one year term, directors are elected to a three year term and are eligible to serve two consecutive terms.

PRESIDENT

Scott Cade

VP, Operations, Child Support Solutions, Xerox

PRESIDENT-ELECT

Kathy Sokolik

Senior Strategist, SRA, Inc.

SECRETARY

Charles Smith

Director of Child Support,

Texas Office of the Attorney General

TREASURER

Dr. Steven J. Golightly

Director, Los Angeles County Child Support Services
Department

DIRECTOR OF INTERNATIONAL RECIPROCITY

Chris Beresford

Director of Maintenance Enforcement, BC Family
Maintenance Enforcement Program

IMMEDIATE PAST PRESIDENT

Barbara Saunders

Vice President, Health Management Systems (HMS)

INTERNATIONAL COMMISSIONER

Chris Beresford

Director, Maintenance Enforcement and Locate Services
Vancouver, British Columbia, Canada

The following directors completed terms August 31, 2013:

Kim Newsom Bridges, Past President

Lori Bengston, YoungWilliams

Amy Gober, Center for the Support of Families

Jan Grinnell, Grinnell Appreciative Consulting

Nick Palos, King County (NY State) Family Court

David Sanchez, IV-D Director, Tennessee

Benida Rice, IV-D Director, Washington DC – NCCSD Representative

Susan Schroeder, Indiana – ERICSA Representative

Margot Bean, Deloitte – Past Presidents' Representative

NCSEA is grateful to these individuals for their service and leadership.

DIRECTORS

John Abbott, Protech Solutions

Christa Ballew, MAXIMUS

James Fleming, North Dakota CSE

Lara Fors, ERICSA Representative

Alisha Griffin, New Jersey DHS, Child Support

Michael Hayes, Texas Office of the Attorney General, CSD

Charles E. Hayward II, Delaware DCSE

Debbie Lindenmuth, Tyson Foods, Inc.

Joseph Mamlin, CSG Government Solutions

Wally McClure, Washington DCSE

Laurie McGrath, NCCSD Representative

Mary Morrow, Illinois DHFS

Frances Pardus-Abbadessa, NYC Human Resources

Administration OCSE

Kelly Peiper, CSG Government Solutions

Diane Potts, Illinois Office of the Attorney General

Dee Price-Sanders, WICSEC Representative

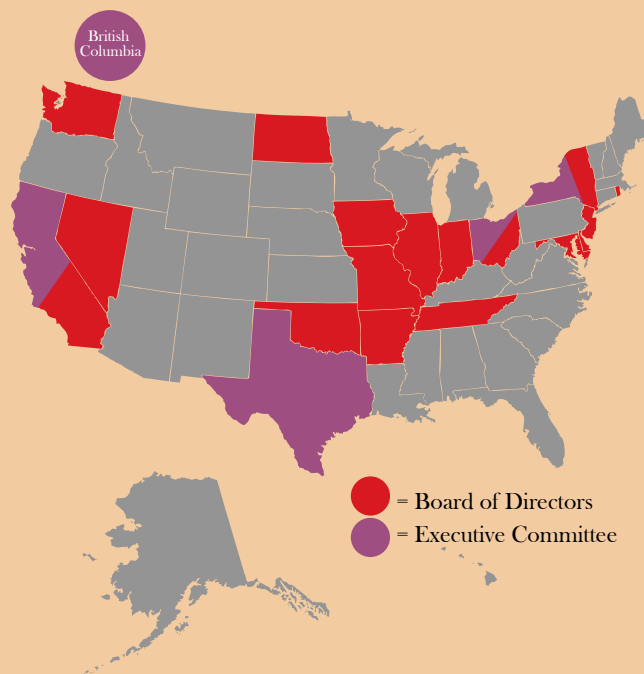
Hannah Roots, British Columbia Family Maintenance
Enforcement Program

Jerry Sweet, NTCSEA Representative

Rhonda Tamulonis, Auctor

Jeffrey Witthun, Clark County DA

Daryl Wusk, Missouri DSS



NCSEA

PAST PRESIDENTS



NATIONAL RECIPROCAL AND FAMILY SUPPORT ASSOCIATION 1975 – 1985

PRESIDENT	TERM	CONFERENCE SITE
Gerald Alfveby (Minnesota)	1974 - 1975	Hot Springs, Arkansas
Max W. Smith (Iowa)	1975 - 1976	Philadelphia, Pennsylvania
John M. Bischoff (D.C.)	1976 - 1977	San Diego, California
Gloria F. DeHart (California)	1977 - 1978	San Antonio, Texas
William J. Wood (New Jersey)	1978 - 1979	Orlando, Florida
David L. Bailey (Michigan)	1979 - 1980	San Francisco, California
Hon. Joseph M. F. Ryan, Jr. (D.C.)	1980 - 1981	Dearborn, Michigan
Ellen J. Chestnutt (Colorado)	1981 - 1982	Washington, D.C.
John M. Williams (Maryland)	1982 - 1983	St. Louis, Missouri
Wanda R. Raich (Michigan)	1983 - 1984	Orlando, Florida

NATIONAL CHILD SUPPORT ENFORCEMENT ASSOCIATION 1985 – 2012

PRESIDENT	TERM	CONFERENCE SITE
John P. Abbot (Utah)	1984 - 1985	Snowmass, Colorado
Dennis Cooper (Private)	1985 - 1986	Philadelphia, Pennsylvania
Carolyn K. Kastner (Private)	1986 - 1987	Minneapolis, Minnesota
Julie C. Alexander (Tennessee)	1987 - 1988	New Orleans, Louisiana
Tony G. Sanders (Louisiana)	1988 - 1989	Los Angeles, California
Raymond R. Rainville (New Jersey)	1989 - 1990	Baltimore, Maryland
Holli Ploog (Private)	1990 - 1991	Milwaukee, Wisconsin
Michael Henry (Virginia)	1991 - 1992	Orlando, Florida
Ellen M. Alvine (Private)	1992 - 1993	Salt Lake City, Utah
Wayne D. Doss (California)	1993 - 1994	Boston, Massachusetts
Marilyn Ray Smith (Massachusetts)	1994 - 1996	Kansas City, Missouri Louisville, Kentucky
W. Richard Prater (Ohio)	1996 - 1997	Phoenix, Arizona
Judy Jones Jordan (Arkansas)	1997 - 1998	Washington, D.C.
Casey Hoffman (Texas)	1998 - 1999	Chicago, Illinois
Diana Durham McCloud (Illinois)	1999 - 2000	San Diego, California
Laura Kadwell (Minnesota)	2000 - 2001	New York, New York
Kay Farley (D.C.)	2001-2002	New Orleans, Louisiana
Ann Barkley (Private)	2002 - 2003	Orlando, Florida
Alisha Griffin (New Jersey)	2003 - 2004	Palm Springs, California
Margot Bean (New York)	2004 - 2005	Cincinnati, Ohio
Vernon Drew (Private)	2005 - 2006	Dallas, Texas
Mary Ann Wellbank (Private)	2006 - 2007	Orlando, Florida
Sharon Santilli (Rhode Island)	2007 - 2008	San Francisco, California
Howard Baldwin (Private)	2008 - 2010	Chicago, Illinois
Kim Newsom Bridges (Ohio)	2010 - 2011	Atlanta, Georgia
David Stillman (Washington)	2011 - 2012	Denver, Colorado
Barbara Saunders (Private)	2012 - 2013	Baltimore, Maryland

Who is NCSEA?

Our 2013 Members

Individuals: 350	State-Tribal Agency (III): 9	Local IV-D Agency (III): 5	Non-Profit: 7
Honorary Life: 45	State-Tribal Agency (IV): 17	Local IV-D Agency (IV): 28	State Government Agency: 1
State-Tribal Agency (I): 4	Local IV-D Agency (I): 2	Local Gov't Agency: 2	
State-Tribal Agency (II): 5	Local IV-D Agency (II): 7	Sm. INTL-Class IV: 1	

Our Private Sector Members

CHARTER CORPORATE MEMBERS (4)

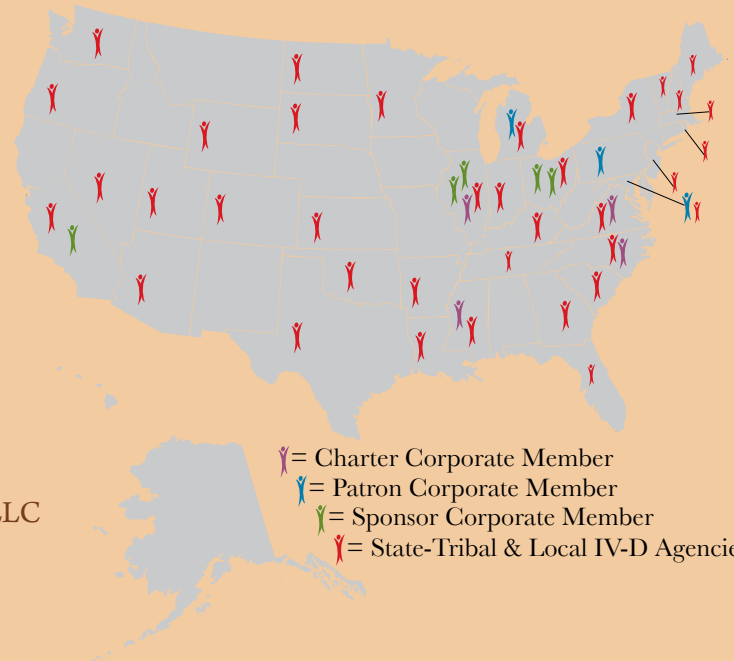


PATRON CORPORATE MEMBERS (3)

Center for Supportive Families (CSF), Courtland Consulting, Deloitte Consulting LLP

SPONSOR CORPORATE MEMBERS (5)

CSG Government Solutions, DNA Diagnostics Center, Informatix, Inc., Protech Solutions, and RedMane Technology LLC



Our Committees

NCSEA welcomes participation by members in a variety of committees. Committee appointments are made in August of every year. Committee members generally commit to serving a two year term. Anyone interested in serving on a committee should email the staff liaison.

PROFESSIONAL DEVELOPMENT

Staff Liaison – Ann Marie Ruskin
Annual Conference; Policy Forum; Web-Talks; NCSEA U

POLICY AND GOVERNMENT RELATIONS

Staff Liaison – Colleen Eubanks

CHILD SUPPORT COMMUNIQUE (CSQ)

Staff Liaison – Hannah Andrews

MEMBERSHIP

Staff Liaison – Hannah Andrews

FINANCE COMMITTEE

Staff Liaison – Colleen Eubanks

ORGANIZATIONAL DEVELOPMENT

Staff Liaison – Colleen Eubanks
Strategic Planning; By-Laws; Policies and Procedures

NOMINATING COMMITTEE

Staff Liaison – Colleen Eubanks

[Click here for the full committee listing & charges.](#)

Our Staff

Colleen Delaney Eubanks, CAE, Executive Director
Ann Marie Ruskin, Senior Manager, Association Programs
Hannah Andrews, Manager, Association Services
Shaughna Giracca, Resource Development Manager, Exhibits & Sponsorship
Andy Schwarz, MBA, Director, Public Relations

Elisa Perodin, CMP, CEM, Vice President, Events
Kartraice Hooper, CMP, Director, Events
Lisa DiBenedetto, CMP, Senior Manager, Events
Jessica M. Conyers, Manager, Creative Services

NCSEA EVENTS

2013 Policy Forum



- Full Conference Attendees: 224
- Speakers: 61
- Sponsors: 17
- Volunteers: 3
- Members: 143
- Non-Members: 81

SPONSORS

Title – Xerox



Platinum Plus – MAXIMUS

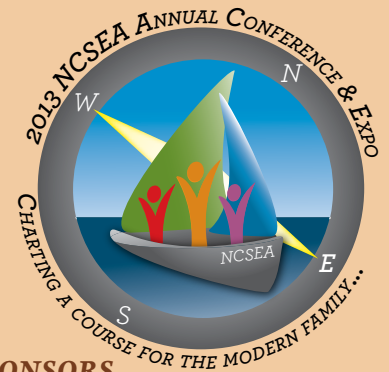
Gold – HMS

Silver – Deloitte, HP, YoungWilliams

Bronze – CSF, Systems & Methods, Inc., Stellarware

Friend – Auctor, Courtland Consulting, Grinnell Appreciative Consulting, Veritas

2013 Annual Conference



The 2013 Annual Conference & Expo saw the introduction of NCSEA's first mobile app, providing a new functionality and enhanced interactive experience for attendees, speakers, and exhibitors – all with the tap or swipe of a finger. The app was used extensively by attendees, with 406 downloads, for review of the conference schedule and materials, speaker and sponsor information, note-taking, and site and venue information.

New initiatives: Discussion Groups for PR/ Communications, Outreach Coordinators, Tribal Child Support Workers, Training Coordinators, Managers with Less Than Two Year Experience, Paralegals.

- Full Conference Attendee: 271
- Daily Registrations: 8
- Colorado Agency Employees: 47
- Exhibitors: 35
- Speakers: 119
- Sponsors: 16
- Volunteers: 25
- Members: 164
- Non-Members: 176
- International: 14

SPONSORS

Diamond – Xerox



Platinum – IBM

Gold – HMS, MAXIMUS

Silver – Accenture, Deloitte, PSAV

Bronze – Courtland Consulting, CSF, KPMG, Stellarware Corporation, YoungWilliams

Friend – Auctor, Grinnell Appreciative Consulting, Veritas

EXHIBITORS

CBCInnovis, Cincom, Courtland Consulting, DNA Diagnostics Center (DDC), Eastern Regional Interstate Child Support Association (ERICSA), Equifax Verification Services, Experian Public Sector, HMS, Inc., IBM Corporation, IDEConsortium, Informatix, Inc., Laboratory Corporation of America, MAXIMUS, MyPaymentPortal.com, National Resource Center for Healthy Marriage and Family, National Responsible Fatherhood Clearinghouse, National Tribal Child Support Association (NTCSA), SAP for Public Sector, Stellarware, Systems & Methods, Inc., TouchPay, TurboCourt for Kids, U.S. Bank, Value Payment Systems, Western Interstate Child Support Enforcement Council (WICSEC), Xerox State & Local Solutions

NCSEA TRAINING TOOLS



2013 Web-Talks

Total number of Web-Talks scheduled for 2013: 22

Total number of Registrations (Live, CD, Download): 431

(includes 45 multi-item registrations, such as Live+CD or Live+Download)

Average registrations/Web-Talk (Live, CD, Download): 29

Total attendance for Live Programs: 3,776

Average attendance/Live Program: 172

FULL 2013 SCHEDULE:

Engaging Fathers, Strengthening Families: How States Are Promoting Responsible Fatherhood – January 17

Effective Edition - Right Sizing Orders and Bankruptcy Law in a IV-D World – February 27

Changing Patterns in Working Cases: Who, Which, and How – March 7

Right Sizing Support Orders for Inmates – March 21

Writing Case Notes with Maximum Impact – April 4

Successful Collections Strategies – April 17

Interstate & UIFSA – Advanced Discussions on Intergovernmental Case Processing – May 1

Engaging and Motivating Staff During Challenging Times – May 16

Contempt After Turner – May 30

Strategies for Productive Customer Interviews – June 5

The Child Support Melting Pot: Overcoming the Challenges of Multicultural Caseloads – June 20

Collaborative Customer Service and Settlement – July 11

Problem Solving Courts – July 25

Paternity Establishment, Disestablishment and the Ever Changing Parental Relationships – August 29

Tools Every Interstate Caseworker Should Know About – September 11

Child Support and Health-Care Reform – September 25

Strategies and Techniques for Closing Cases – October 10

Knock, Knock Who's there? Hello, Employers... Welcome to Child Support – October 24

Top 10 Things ALL Child Support Staff Should Know – From Case Initiation to Case Closure – November 7

Prosecuting Attorney Forum – November 20

Strategic Planning: Developing The Business Plan For Child Support Organizations – December 11



programs were available at a significant discount. The 2013 Premier Education & Training Program has a total of 14 participants, including 12 public sector organizations.

The 2014 Premier Education & Training Program was introduced in October of 2013.

NCSEA continues the Premier Education & Training Program in, a professional development opportunity available only to organizational members in both the private and public sector.

The Premier Education & Training Program provides NCSEA agency and private-sector members with the opportunity to provide a consistent level of high-quality, timely, and convenient training and education for staff members (or clients). Included in the 2013 program are ten Web-Talk registrations, one 2013 Policy Forum registration and one 2013 Annual Conference & Expo registration. In addition, Web-Talk registrations beyond the ten included

NCSEA COMMUNICATIONS

In 2013, NCSEA continued efforts to be not only the premier professional development resource for child support professionals, but also to serve as the “go to” place for information and news for the child support community. To that end we took this time to enhance our communication vehicles this year, introducing Rapid Read as a weekly news brief, launching a re-designed website, and continuing the publication of our monthly e-newsletter, Child Support CommuniQue.

CSQ

Organized by a committee of volunteers from NCSEA’s member community, the *Child Support CommuniQue* (CSQ) is a members-only e-newsletter, written by child support professionals and distributed via email bi-monthly. CSQ provides members with in-depth information about best practices throughout the US and the work in child support; updates from headquarters by the executive director and Board President; implementation of policy; detailed articles covering topics as varied as IT implementation and support to examples of managing complex staff and budget issues. NCSEA also takes this opportunity to market upcoming programming, event sponsors, and online resources. In 2013, the *Child Support CommuniQue* was redesigned.

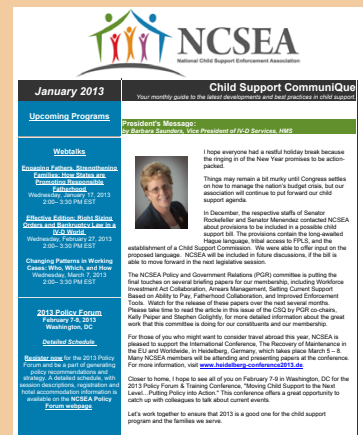
Rapid Read



Rapid Read is a subscription-based news brief distributed every Wednesday to the child support community and interested parties. This quick, easy-to-read news brief provides updates on upcoming professional development and training opportunities, news about NCSEA projects and advocacy efforts, and information about getting involved with NCSEA through volunteer service opportunities. It also provides timely, relevant news articles or briefs about areas of interest to the child support community, including policy changes and updates from Capitol Hill. (<http://www.multibriefs.com/briefs/ncsea/>)

Website

NCSEA website continues to serve as the primary communication and marketing vehicle for NCSEA. The website provides resources to anyone interested in the child support program and information about pending or potential federal legislation, upcoming NCSEA conferences and events, details on membership opportunities and benefits, and links to related organizations and information that are of use to the site’s visitors and potential members. In particular NCSEA provides its policy statements and briefing papers about the child support program and issues related to administration and enforcement of support, located under the Advocacy and Public Policy tab of the website. (www.ncsea.org)



NCSEA AWARDS

2013 Winners

PRESIDENT'S SCHOLARSHIP WINNER



The winner of this scholarship is Gretchen Kewitsch, Child Support Officer in Dakota County, Minnesota. Gretchen's application for the scholarship included the following:

In conjunction with Sandra Torgerson in our County Attorney's Office, I started a pilot project in Dakota County in March 2012. This pilot project was based on an article I read in NCSEA's February 2012 Child Support CommuniQue (CSQ) by Cynthia Bryant entitled "Case

Conferences: Engaging Parents to Improve Performance." Initially dubbed the "Texas Project," the central tenants of our project are to engage and work with both parents from the inception of the case, resulting in more equitable orders in shorter timeframes, with a higher degree of payments from a difficult population of Obligor.

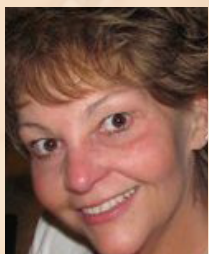
Attending the NCSEA conference would give me further insight and perspective into the next steps to move our project forward in Dakota County and make it even more successful. There are several workshops I think would be key in facilitating this, including, but not limited to: "Early Intervention – The Key to Participation," "How Much is 'Just Right' for the Family – Perspectives on Child Support Guidelines," "Dispelling the Myths – Reexamining Our Fundamental Thoughts About Fathers, Their Needs and Their Realities," "Noncustodial Parents Under Criminal Justice Supervision," and "Customer Connections – Building Relationships Beyond the IV-D Case." I feel that attending this conference will benefit me, Dakota County, my colleagues, as well as the customers we serve. These workshops will generate further ideas and insights that will help us engage lower income parents in a manner that facilitates equitable orders and consistent payments.

I want the parents on my caseload to be successful, so their children can in turn be successful. If one NCSEA newsletter article from February 2012 could be the catalyst for a year-long pilot project, imagine the impact if I were able to attend such an amazing conference for three days!

NCSEA is pleased to provide Gretchen the opportunity to network with other child support professionals, as well as the chance to further work on her project with her colleagues. The committee was impressed with her initiative in using NCSEA resources to help in her work and in her commitment to furthering her professional development.

JUDGE DAVID ROSS MEMORIAL SCHOLARSHIP

Judge Ross was appointed in 1993 by President Clinton to lead the Federal Office of Child Support Enforcement and in 2008 as a member of President Obama's Transition Team. He formerly served as a Judge on the 7th Circuit Court of Maryland and was honored as the "National Family Court Judge of the Year" in 1989. This scholarship was established in his memory and is given awarded to an individual employed by the host state for the Annual Conference.



This scholarship was awarded to Lisa Tharp, Child Support Specialist II in St. Mary's County, Maryland. Lisa's application included the following:

I am interested in keeping my skills up to date and increasing my knowledge of child support. I am actively involved in discussions in professional groups online, such as LinkedIn. I also have continued my education past the required Associate's Degree and

will obtain my Bachelor's degree in May of this year. I would really appreciate being awarded this scholarship, as the state government in Maryland, due to budget concerns, has not allowed state employees to attend conferences since 2008. I feel that if I am chosen for this scholarship that I can bring much needed ideas and information back to my coworkers and share it with them. As a team, we can then implement what we learn from the conference and improve the lives of the people we serve. The various conferences held allow line staff to meet with others in the profession and learn from them, what works or what doesn't work. I think we can always learn something new, and by being involved and learning we can directly help the public and our clients.

NCSEA is pleased to offer Lisa the opportunity to participate in this year's Annual Conference - as an employee of the conference's host state.

NCSEA 2013 EXCELLENCE AWARDS 2013 OUTSTANDING PROGRAM



The Outstanding Program Award recognizes a State, Regional, Tribal, or County program that has consistently and comprehensively exemplified the best in child support enforcement through an outstanding record of performance and in providing effective services to its constituency and its community.

The program selected as the 2013 Outstanding Program is: Arapahoe County Child Support (Colorado).

Arapahoe County CSS has developed a number of collaborative partnerships to improve the lives of families. Some of the programs include a comprehensive outreach program to incarcerated parents, including in-person meetings, targeted informational brochures, and assistance with modification issues/orders. In addition, one staff member attends probation intake meetings and works with the probation and parole department to enroll parents in a "Parents to Work" program. The county program also works with the IV-A Division to refer parents to the child care program. This collaborative effort to provide low income childcare assistance allows for a fair order, reduces MSO amounts, improves the quality of daycare for children, and increases the ability for non-custodial parents to pay their support. In addition, Arapahoe County CSS collaborated on a database to share information with other human services agencies; streamlined the intake process/system; partnered with another organization to provide mediation services; developed a comprehensive early intervention program; collaborated on a complete workforce development/assistance/readiness program; has a strong partnership with the Child, Youth, Family & Division to work with parents whose children are in foster care; and ensures the correct father is identified on a child's birth certificate and in pleadings. The county agency has been identified as an innovative and collaborative leader in the state of Colorado – and the state has adopted the county's process to assess payments towards arrears.

(continued on next page)

NCSEA AWARDS

2013 Winners, continued

2013 MOST IMPROVED PROGRAM



The Most Improved Program Award recognizes a State, Regional, Tribal, or County program that has shown exceptional improvement in key child support enforcement program performance areas and in services to its constituency within the three preceding federal fiscal years. This year the awards committee decided to present an award to a state program AND to a county program.

Clark County District Attorney – Family Support Division was selected as the 2013 Most Improved Program.

Since 2009, Clark County DAFS has implemented a multitude of initiatives and actions which have led to overall program improvement. New leadership encouraged the development of a new organizational culture summed up by “Innovation and Implementation: Dream it, Do It.” Innovation teams were formed across all functional areas, and engage staff from all levels of the organization. Performance standards were implemented for all employees, and case managers are provided tools and training that allow them to be proactive when working their caseloads. In-house IT development with heavy engagement from operational front line staff led to data-driven, stratified reports, which are provided to case managers to handle their caseload in a proactive manner. Massive caseload clean-up projects, followed by a dedicated ongoing closure team streamlined and reduced the overall caseload size by 25,000+ cases. The program also searched out best national practices, developed best-practices expectations of excellent customer service (and provided mediation training to staff), partnered with courts to strategically implement additional calendars, streamlined processes in legal and operations, shifted agency culture from litigation, and implemented national cultural change from enforcement to services.

2013 PROGRAM AWARENESS



The Program Awareness Award recognizes the effectiveness of media relations and public outreach in disseminating child support program information to the public.

The Iowa Child Support Recovery Division, in partnership with Iowa State University and the Attorney General's Office has developed an extensive outreach

program: Parenting: It's a Life Project (PIAL) which was selected for the 2013 Program Awareness Award.

The purpose of the PIAL project is to educate middle- and high school students on the realities of teen parenting and to provide resources. The curriculum was primarily developed to prevent teen pregnancy, but it was also designed to fill a gap in other programs. PIAL's niche is that it takes a financial focus while highlighting an under-represented reality—that many teen parents are not prepared to financially provide for a baby, nor do they typically stay together to raise the child. PIAL provides

a “reality check” to teens and introduces them to the child support system so that teens are aware of the benefits of establishing paternity and the resources that are available to help ensure that both parents are financially responsible for meeting the needs of their child.

The PIAL project takes a neutral position, spotlighting the reality of teen pregnancy and meeting the needs of teens by pointing them in the right direction to gain necessary support. The curriculum also concentrates on the responsibilities and joys of parenthood and asks the students to consider the kind of parent they would like to be and if they are capable of this at their age. Multiple approaches are used to reach PIAL's intended audience including: e-newsletters, their website (<http://childwelfareproject.hs.iastate.edu/parenting-its-a-life/>), Facebook, conference presentations, and school visits. The curriculum uses different methods and activities for engaging youth: role-playing, small group discussions, game shows, and quizzes to name just a few. At conferences and in schools, “Actions Cost” flashdrive bracelets are distributed that contain resources. Lip balm, a popular item for students and all populations are also available with “Actions Cost” and a QR code linking to resources. PIAL also has an e-newsletter which highlights a different module of the curriculum each month, and provides links to the PIAL website and other valuable resources. A mobile app is in the works and should be available this fall.

2013 OUTSTANDING MANAGER



The Outstanding Manager of the Year Award recognizes experienced managers in the public or private sector who, regardless of membership in NCSEA, have made significant contributions to child support enforcement at the local level. Federal, State, County, Tribal, and private employees; policy makers; advocates; and others who have improved the lives of children through their efforts to promote more effective child

support enforcement are eligible for this award.

David Kabala, Office Manager, for the Texas Office of Attorney General, Child Support Division, is the recipient of the 2013 Outstanding Manager of the Year.

Mr. Kabala has worked for the Child Support Division (CSD) for 26 years and manages the CSD office in Victoria, Texas. The office covers 11 counties and handles 20,000 cases. Under his leadership in the 2012 fiscal year, the Victoria office ranked first in the state in federal goal attainment (PEP, CSO, CCS, COA), and continues to maintain the number one position in 2013. When other office managers ask Mr. Kabala how to become the number one office in the state, his answer is always the same: “Do the right thing every time and make sure you brag about your team. That's where your success lies.” The philosophy of his office is that everyone benefits when child support payments are set based on the realities a family is facing. He has trained his team to consider a family's circumstances – such as caring for a child with special needs – when setting child support. It is his office's practice ...

(continued on next page)

NCSEA AWARDS

2013 Winners, continued

to request the court to vary from statutory guidelines if the initial computation would be unjust based on a family's unique situation. He routinely tracks trends and identifies issues before they turn into problems; Mr. Kabela monitors repeat calls from customers and intervenes as appropriate to address their concerns and find better ways to serve them.

The Temple, Texas child support office is currently without an office manager and managing attorney. Mr. Kabela travels to Temple twice a week – a roundtrip of 360 miles – to support the staff while continuing to lead his own office to new heights. As another example of Mr. Kabela's commitment to the program, he agreed to mentor the management team at an office in his region that has struggled for years to meet its goals. As a result of his direction, the office turned itself around and is on track to meet all goals. One of Mr. Kabela's colleagues describes him as a manager with a can-do attitude and a big heart. Mr. Kabela has gained the respect of others thanks to his vast knowledge that he willingly shares with less experienced managers throughout the state. Staff in the field and in state office value Mr. Kabela's judgment and perspective on a number of issues.

2013 OUTSTANDING INDIVIDUAL



The Outstanding Individual of the Year Award recognizes line staff in the public or private sector who, regardless of membership in NCSEA, has made significant contributions to child support enforcement at the local level. Federal, State, County, Tribal and private employees, policy makers, advocates, and others who have improved the lives of children through their efforts to promote more effective child support enforcement are eligible for this award.

Mr. Joseph Hooper, an Enforcement Specialist in the DC Child Support Division is the recipient of the 2013 Outstanding Individual of the Year award.

Mr. Hooper has been with the DC Child Support Division for 30 years. He performs over 80% of the agency's review and modifications on a daily basis. Mr. Hooper's colleagues note he "is professional, supportive, and tolerant of all his co-workers. His professionalism in the office is a daily witness to his high personal ethics. Joe is serious about his work. He usually arrives daily around 7:00 am and frequently works until 7:30pm or 8:00pm daily. Frequently, veteran workers (including lawyers) will consult him in his cubicle concerning complex case processing questions. He is always available, always approachable, and the very epitome of a 'team player.'" Mr. Hooper is a valuable part of professional associations, human service, and community-based organizations. He works with the DC Housing Authority to assist custodial parents that may need housing assistance, which frequently the case. He is also a longtime volunteer working to assist homeless individuals in the District of Columbia.

2013 PRIVATE SECTOR INDIVIDUAL



The Private Sector Individual Award recognizes an individual who has advanced the value of lives of children in the communities, states, and/or nation as it relates to child support enforcement.

The recipient of this year's Private Sector Award is Darryll Grubbs.

Mr. Grubbs has been involved with the child support enforcement program for more than 25 years, including as an assistant attorney

general with the Texas IV-D agency, and later as a private attorney and consultant working with businesses providing services to IV-D agencies and custodial parents. Prior to working in child support, Grubbs worked in the Texas Legislature as a committee researcher, legislative assistant, staff counsel, and chief of staff. He also served on the staff of a member of Congress and the Governor of Texas. During his career he has helped manage several political campaigns. Grubbs is a past board member and committee chair for the NCSEA, past-president and board member for the Western Interstate Child Support Enforcement Council (WICSEC), and has been a presenter at numerous conferences and workshops sponsored by national, regional, state, and local child support enforcement associations.

Mr. Grubbs was nominated for this award by a number of child support professionals from across the country. Among the comments supporting his nomination, this is typical: "Early intervention is just one of the family supportive models that Darrell has embraced over the years. His devotion to improving the lives of children and their families is apparent in all of the creative work he does in the Child Support community. He has always been ahead of the times as an advocate for the involvement of the family as a whole, a leader in the call for fundamental fairness, and a firm believer in equal access to justice." He has worked closely with a consortium of California counties as well as the state of Illinois to develop proactive early intervention practices to decrease child support delinquencies. He was an early champion of early intervention – a topic and practice quickly gaining ground across the country in child support programs.

NCSEA FINANCIALS

**National Child Support Enforcement Association
Statement of Financial Position
December 31, 2013**

ASSETS

Current Assets:

Cash:

Wachovia - Operating	\$142,048
Wachovia - Money Market	200,757
Total Cash	342,806

Accounts Receivable	28,566
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Prepaid Expenses:

Prepaid Expenses	23,577
Prepaid Insurance	1,898
Prepaid Policy Forum 2014	7,180
Prepaid Site Visits	3,809
Prepaid Conference	9,559
Total Prepaid Expenses	46,022

Total Current Assets	\$417,394
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LIABILITIES AND NET ASSETS

Current Liabilities

Accounts Payable	\$3,254
Accrued Expenses	\$4,099
Deferred Dues	79,674
Deferred Education and Training Packages	9,600
Deferred Other Income	88,170
Total Current Liabilities	184,797

Net Assets - Prior Years	223,032
Current - Excess Revenue over Expenses	9,565
Total Net Assets	232,597

Total Liabilities and Net Assets	\$417,394
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CONFIDENTIAL

NCSEA FINANCIALS

**National Child Support Enforcement Association
Summary Statement of Activities
For the Twelve Months Ending December 31, 2013**

	ANNUAL BUDGET	YTD		
		Actual	Budget	Variance
Revenue:				
Policy Forum	156,000	180,084	156,000	24,084
Web-Talks	82,000	110,360	82,000	28,360
Membership Dues	193,400	202,548	193,400	9,148
Board Dinners	7,000	5,560	7,000	(1,440)
Annual Conference	516,100	446,690	516,100	(69,410)
Other Income	35,325	8,596	35,325	(26,729)
Total Revenue	\$989,825	\$953,838	\$989,825	(\$35,987)
Expenses:				
Administrative	510,054	513,634	510,054	3,580
Governance	29,780	33,191	29,780	3,411
Communication	3,400	1,142	3,400	(2,258)
Membership	7,850	12,635	7,850	4,785
Advocacy	30,500	34,528	30,500	4,028
Policy Forum	76,900	83,003	76,900	6,103
Annual Conference	265,800	222,956	265,800	(42,844)
Web-Talks	32,250	35,684	32,250	3,434
Heidelberg Conference	7,500	7,500	7,500	0
Total Expenses	\$964,034	\$944,273	\$964,034	(\$19,761)
Excess Revenue over Expenses	\$25,791	\$9,565	\$25,791	(\$16,226)

NCSEA APPENDIX

NCSEA Committees

Chairs of Committees and Subcommittees are shown following the Committee or Subcommittee.

NCSEA Committee chairs assume the leadership of committees September 1, and continue through August 31 of the following year. The committee chairs are appointed for a one-year term. The committee leaders listed below assumed their positions on September 1, 2013.

AUDIT COMMITTEE (Chuck Hayward)

Ensures the Association is in compliance with federal Internal Revenue Service regulations. The Audit Committee duties will be in accordance with the Audit Charter approved as Policy by the Board of Directors of the Association.

CSQ COMMITTEE (Mary Ann Wellbank)

Manages the editorial process of the *Child Support CommuniQué* (CSQ) Solicits articles, manages deadlines and authors Focuses on several specific areas:

AWARDS (Kathy Sokolik)

Markets and promotes Excellence Awards; reviews submissions; and recommends selection of award winners. Reviews submissions and recommends selection of the President's Scholarship recipient. Considers and, if appropriate, recommends to the Board candidates for special recognition.

FINANCE COMMITTEE (Steven Golightly, NCSEA Treasurer)

Reviews the financial affairs of the Association, investigates and evaluates methods of financing the operation of the Association, invests the funds of the Association.

MEMBERSHIP COMMITTEE (Chuck Hayward)

Seeks to increase membership through retention of existing members and recruitment of new members through enhanced member benefits.

NOMINATING COMMITTEE

(Barbara Saunders, Immediate Past President)

Works to identify and recruit potential board members to stand for election to the NCSEA Board and, as appropriate, makes recommendations to the Board for Officer Positions and to the Membership for Director Positions.

ORGANIZATIONAL DEVELOPMENT COMMITTEE

(Margot Bean)

Maintain ongoing oversight of the existing NCSEA Strategic Plan, Policy & Procedures Manual and NCSEA By-Laws. Complete annual review of Strategic Plan, Policy & Procedure manual, and By-laws. Provides oversight and manages work product of the Policy and Procedures subcommittee

PAST PRESIDENTS' COUNCIL (John Abbott)

Focuses on issues that promote the betterment of NCSEA and provides expert advice and counsel to the President and the Board of NCSEA regarding operations of the Association, Policy and other matters of importance to NCSEA.

POLICY & GOVERNMENT RELATIONS COMMITTEE

(Kelly Peiper & Jim Fleming)

Manages NCSEA's Policy Development efforts including:

- Tracks & Reviews proposed legislation and regulations to assess the impact on child support enforcement;
- Develop resolutions for board approval and coordinate efforts of sub-committees

EMERGING ISSUES & BEST PRACTICES

(Frances Pardus-Abbadessa & Jeffrey Witthun)

- Collects and compiles information about Best Practices and Emerging Issues utilized by state and county child support agencies to make such information available to NCSEA members through use of the NCSEA website and by other methods.
- As necessary, conducts surveys on Best Practices, analyzes survey data, and conducts any necessary follow up work.
- Refers issues of interest and concern to relevant professional development committee for possible training as web talks or conference workshops.
- Identifies and elevates emerging issues to the attention of the NCSEA Board and, when appropriate, to the Child Support Community.

LEGISLATIVE EDUCATION SUBCOMMITTEE (Diane Potts)

- Researches, prepares and recommends action regarding NCSEA Policy positions for NCSEA Board's consideration.
- Keeps abreast of state legislation/issues affecting the IV-D community.
- Develops fact sheets and other materials that may be used to educate decision makers regarding a variety of components of the nation's child support program.
- Create fact sheets, develop policy briefs or "did you know?" type documents in preparation for the legislative package and additional recommendations as identified from emerging issues matrix.

NCSEA APPENDIX

NCSEA Committees, continued

MEDICAL SUPPORT & POLICY Ad Hoc SUBCOMMITTEE

(Kathy Sokolik)

Examines issues regarding Medical Support and:

- Conducts follow-up activities on policy and practice issues regarding Medical Support by identifying and examining several significant policy and practice issues and documenting best practice papers.
- Reviews and makes recommendations regarding the impact of the Affordable Care Act on the IV-D program.
- Develops recommendations/resolutions regarding significant issues such as the 5% threshold for affordability, cash medical, guidelines and Medicaid (business associate arrangements, fee for service, matching with employers).
- Monitors health care reform efforts and assesses the impact to child support.

STRATEGIC PARTNERSHIPS & MOBILIZATION

(Alisha Griffin)

- Works to establish strategic relationships with other organizations on issues of common interest for the benefit of children and of interest to the child support community. The committee coordinates NCSEA advocacy with such organizations to achieve NCSEA and the strategic partners' objectives.

PROFESSIONAL DEVELOPMENT COMMITTEE

(Mary Morrow)

Oversees and recommends content development of all NCSEA's educational offerings and opportunities including:

ANNUAL CONFERENCE PLANNING

(Sharon Pizzuti & Kate Richardson)

- Develops and plans plenary and educational content; secures workshop speakers. Scheduled to take place in Portland, Oregon, August 11-13, 2014.

INTERNATIONAL RELATIONS (Hannah Roots)

- Reviews, recommends and develops programs, resources and information pertinent to international child support establishment and enforcement.

NCSEA U (Lori Bengston & Michael Hayes)

- Develops and implements the new NCSEA professional development program; develops content and curriculum, secures instructors for the program introduced at the 2014 NCSEA Annual Conference in Portland.

POLICY FORUM (Kim Newsom Bridges & Steven Veno)

- Develops and plans plenary and educational content; secures workshop speakers for NCSEA's annual Policy Forum. Scheduled in Washington D.C. February 6-8, 2014

WEB-TALKS (Rhonda Tamulonis & Dolly Lomeli)

- Develops content and secures speakers for regular 90-minute webinar training programs on variety of issues relevant to child support enforcement.

NCSEA is grateful to the following individuals for their committee leadership from September 1, 2012- August 31, 2013:

Past Presidents' Council – Margot Bean
Nominating Committee – Kim Newsom Bridges
Policy & Government Relations – Steven Golightly (co-chair)
Policy Forum – Joe Mamlin (co-chair)
Annual Conference – Christa Ballew and Trisha Thomas
Web-Talks – Sharon Pizzuti (co-chair)
Awards – Amy Gober