



Plenary, Day Three

Thursday, September 17, 2020

Thank you to Oregon Child Support and their creative team for providing us with these amazing conference logos. No pressure... but get started on 2023!





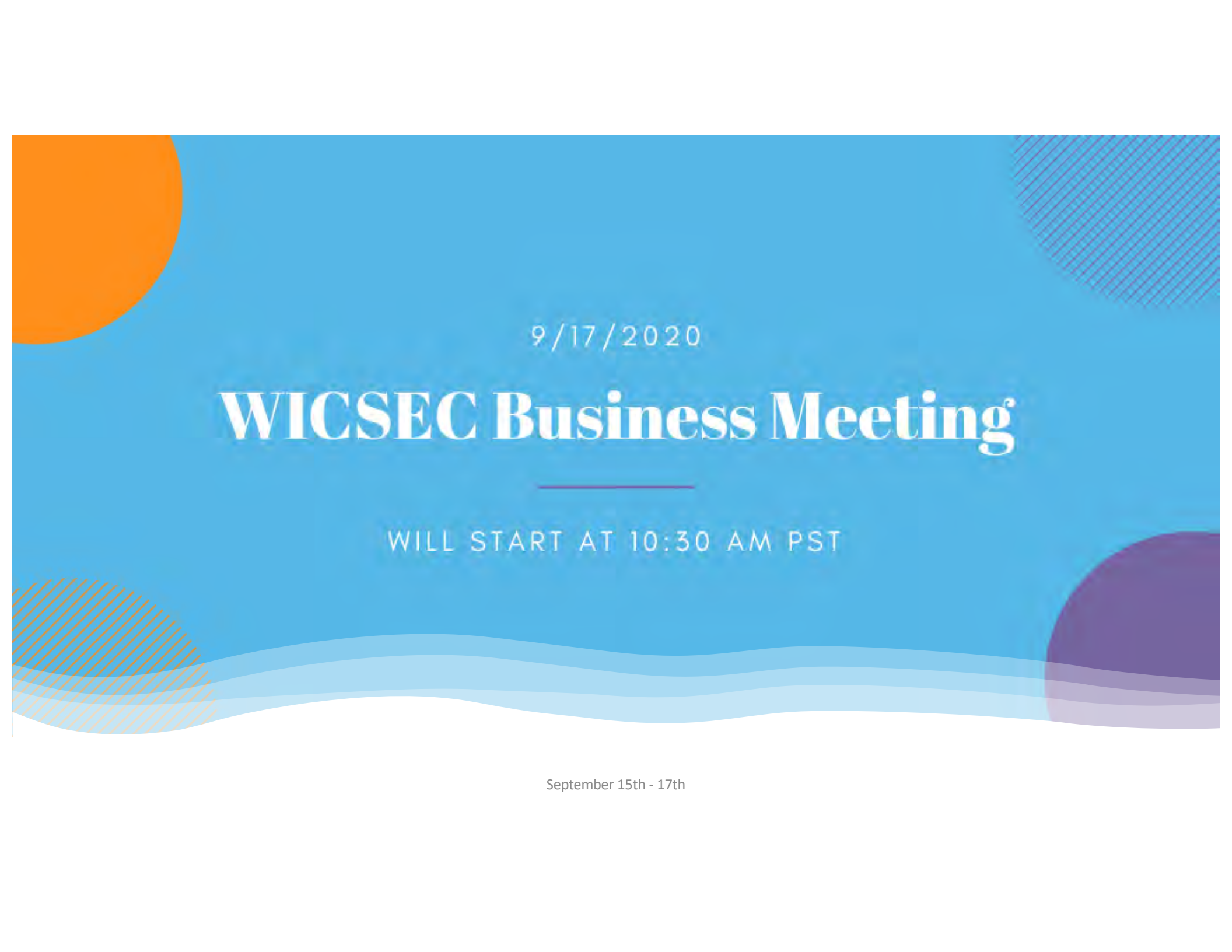
Plenary, Day Three

Thursday, September 17, 2020



How are you feeling this morning?





9/17/2020

WICSEC Business Meeting

WILL START AT 10:30 AM PST

September 15th - 17th



ERIKA FRENCH

Director, Stellarware Corporation

Ms. Erika French, Project Director, has 12 years of experience in Child Support and is a proven leader in the growth of Stellarware's New Hire Reporting and Medicaid Recovery practices. Ms. French provides advisement and oversight for all project transitions and day-to-day operations, including all services to be provided on behalf of state clients.

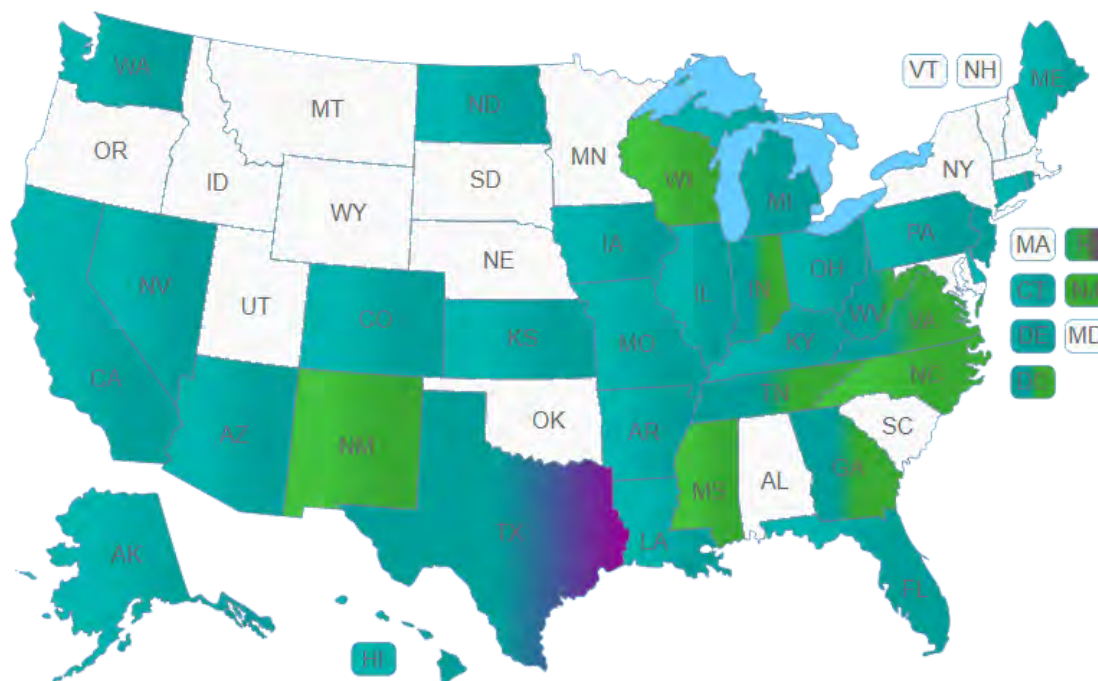
efrench@stellarware.com

MEET OUR SPONSOR





At the onset of the COVID-19 pandemic, Stellarware was able to deploy remote workstations for team members across all of our offices, in a matter of days. Utilizing our dynamic solutions and state-of-the-art phone system, transitioning staff to a remote work environment was seamless and instantaneous.



Medical Assistance Intercept System (MAIS)



Coronavirus Onset

Stellarware's Journey to the 'New Normal'



The 'New Normal'



Project Experience Overview

Child Support Lien Network

- One of the largest consortiums in State government
- Comprised of 31 U.S. child support agencies and over 1,800 insurance companies
- Data Matching Services: Insurance Intercept (Property & Casualty, Life Insurance), FIDM, Real Property, and Lump Sum Payment
- 70% Electronic document issuance
- Cost benefit ratio of 30:1
- Total collections amount of \$2B

New Hire Reporting

- Operating projects in the District of Columbia, Georgia, Indiana, Mississippi, North Carolina, New Jersey, New Mexico, Rhode Island, Tennessee, Virginia, West Virginia, and Wisconsin
- Managing the National Medical Support Notice (NMSN) program on behalf of the State of New Jersey
- Services include employer database verification and maintenance, employer compliance and monitoring, IWO issuance, and follow-up
- Innovative proprietary solutions: Employer Registry (Portal) and Outreach Module
- 91% average electronic reporting rate for all New Hire projects with an increase in compliance with double digit growth in reporting employers

Medical Assistance Intercept System

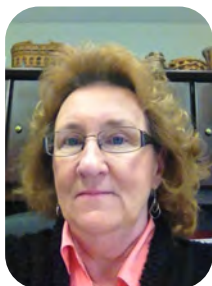
- Fully integrated and customizable online solution for Medicaid recoveries
- Matches states' Medicaid recipient records against personal injury and workers' compensation claims
- Invaluable solution for states to mitigate overall medical assistance claim costs
- Since 2013, over \$26 million in liens have been applied in the State of Rhode Island alone
- Key features include online lookup functionality and quality assured claim verifications



Our Panel



Carol Beecher



Sandy Cloer



Tanguler Gray



Barbara Lacina



Melinda Self

VIRTUAL 2020



Joint Associations





Cultural Changes



Strategic Plans



Technology



Employee
Expectations



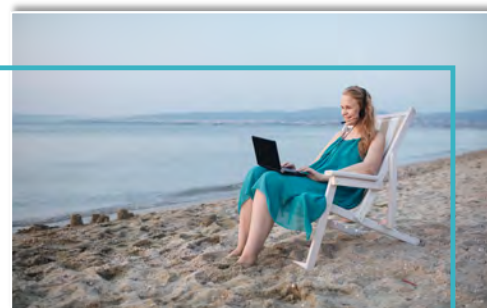
How We Work



Then



Now



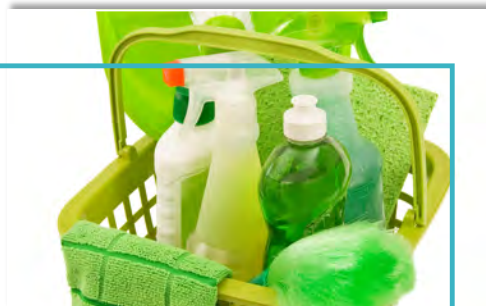
The Future



How Our Office Looks



Then



Now



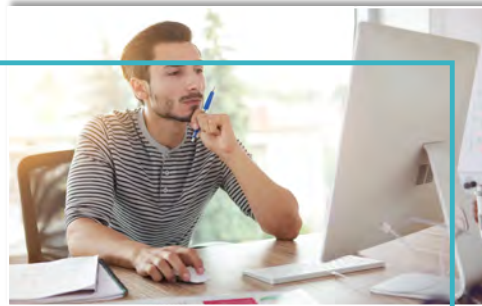
The Future



How We Learn



Then



Now



The Future



Georgia 2020 Virtual Conference



Georgia Department of Human Services
Division of Child Support Services

P T E O B F



20/20 Vision
**2020 SUPPORT STAFF VIRTUAL
CONFERENCE JULY 29-30, 2020**



Georgia Department of Human Services
Division of Child Support Services



DCSS Leadership Team Meeting
Wednesday, July 29, 2020

Topic	Presenter
Enterprise Updates	Tanguler Gray, DCSS Director
DCSS Pilot Succession Training Plan. DHS L.E.A.D. Academy Project	Kenneth Slets, Legal Policy Specialist
DHS Paternity Testing Order Plan	Rechelle Adkins, Business Support Analyst III
Managing Remotely	Lisa Graham, Communication Center Manager
Break	
TSD Coming Attraction: Virtual Training Plan and Training Registration SOP	Monica Hall, Senior Training Manager
Training Remotely: MS Teams Virtual Classroom Demo	Monica Barker, Training Supervisor
Ted Talk : The Cost of Work Stress	Group Discussion Christopher Ayers & Kristi Stone, Assistant Deputy Directors of Field Operations
May 2020 DCSS Snapshot & Wrap Up	John Hurst, Deputy Director of Operations Sarah Hurst, Deputy Director of Administration

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VIRTUAL 2020



Georgia 2020 Virtual Conference



Support Staff Conference
Day 2 Workshop Meeting
July 30, 2020

HR Application Tips and Interview Skills Workshop Meeting Information

- [HR Application Tips and Interview Skills 10:00 am](#)
- [+1 470-344-9228](#) United States, Atlanta (Toll)
- Conference ID: 148 988 581#
- [Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#)

20/20 VISION

Virtual Conference

Access and Visitation Workshop Meeting Information

- [Access and Visitation 10:00 am](#)
- [+1 470-344-9228](#) United States, Atlanta (Toll)
- Conference ID: 435 954 172#
- [Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#)

- [Access and Visitation 1:00 pm](#)
- [+1 470-344-9228](#) United States, Atlanta (Toll)
- Conference ID: 396 227 8#
- [Local numbers](#) | [Reset PIN](#) | [Learn more about Teams](#)

20/20 VISION

Virtual Conference

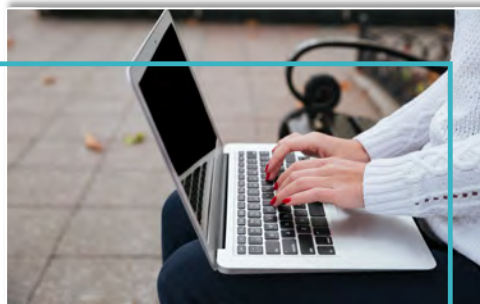




How We Communicate



Then



Now



The Future



Register Now!

Child Support: The New Normal - Legal

September 22 at 10 am PDT

Sponsored by GreenCourt



Child Support: The New Normal – Customers

September 29 at 1 pm PDT

Sign up at www.ncsea.org

VIRTUAL 2020



A Big Shout Out to Our Awesome Sponsors!

