



Furthering Diversity, Equity, and Inclusion in the Child Support





Land Acknowledgement

We acknowledge that the WICSEC 2024 Annual Training, at Tahoe Blue Event Center in South Lake Tahoe, is within the traditional, ancestral territories and homelands of the waší·šiw (Washoe people – the people from here). The waší·šiw are the aboriginal stewards of the land in and around the Lake Tahoe Basin since the beginning of time and as a sovereign nation the Washoe Tribe of Nevada and California, as it is known today, continues to advocate for the protection and preservation of waší·šiw ?ítde? (the Washoe peoples homelands). To recognize the ancestral lands that we work upon is an important step in honoring the people who have called the Lake Tahoe Basin home from time immemorial and acknowledging their continued presence today. Consistent with our values of community and inclusion, we have a responsibility to acknowledge, honor and make visible those whose land we work upon. We are grateful for the opportunity to host community gatherings here. As we acknowledge the Lake Tahoe Basin as the homeland of the waší·šiw, we ask that you, as visitors, treat this place with the same respect as those who walked before you.

We encourage you to learn more about the Washoe people in their own words by visiting their website [washoe tribe.us](https://www.washoetribe.us). A brief summary of Washoe history can be found [here](#) and a more detailed summary [here](#).



Trauma Acknowledgement

We acknowledge that the United States emerged out of great historical, spiritual, and personal trauma for indigenous and minoritized communities in the United States and welcome people from around the world emigrating from often traumatic situations. We hold this moment to remember the generations of people from all over the world who have migrated to the United States by force or by choice. We recognize and continually support the need for community specific reparations or healing processes needed for healing to take place for violation of systemic policies against people. By offering this acknowledgement of trauma, we affirm the right of people to bring their whole selves and stories into this space or aim to use our resources and time to arrive at a more connected and respectful place in the world.



Panel

Speaker



Dr. Shaneen D. Moore,
MBA
Assistant Commissioner
MN DCYF
Family Well-being
Administration



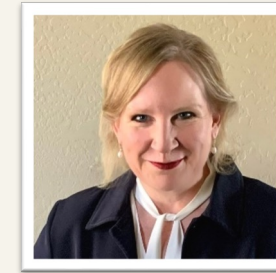
Speaker



Dr. Andre J. Lockett
Chief Equity Officer
California Department
of Child Support
Services



Moderator



Diane Potts
CGI Child Support
Practice Lead
Director





Our Stories of the Why



Why This Interest in Diversity, Equity, and Inclusion at the Federal Level?



January 2021

Executive Order: Advancing Racial Equity and Support for Underserved Communities Through the Federal Government



February 2022

ACF: Equity in Action: Prioritizing and Advancing Racial Equity and Support for Underserved Communities Information Memorandum



February 2023

Executive Order: Further Advancing Racial Equity and Support for Underserved Communities Through the Federal Government

Provides for Equitable Opportunities for Historically Underserved Communities



ACF Equity in Action and Strategic Plan

- January 2022 – Release of [Strategic Plan](#) by the Administration for Children and Families (ACF)
–promotes **five strategic goals**:

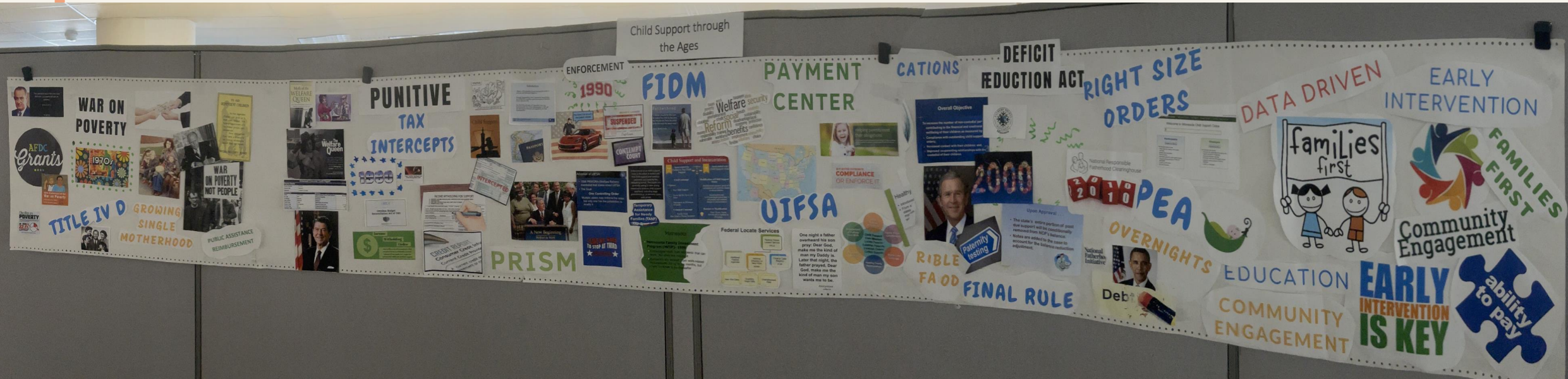




Advancing Equity in Child Support Overview

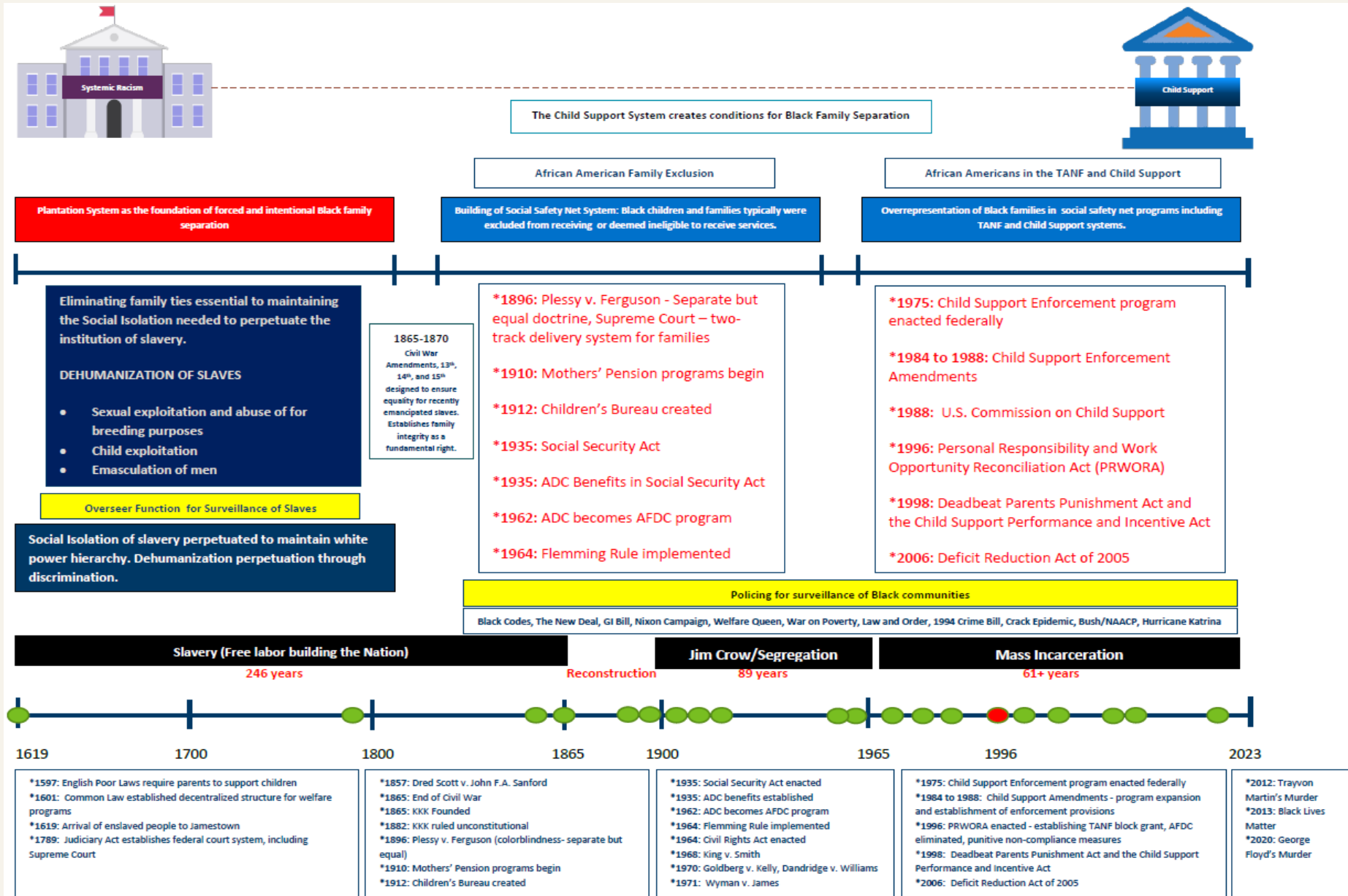
- Conceptualization of Equity
- Project Outcomes
- Plan & Approach, including Sustainability Planning
- Involvement & Role of Partners







Conceptualization of equity (2/2)





Project Outcomes



Data

The grant outcome will demonstrate how to **strategically capture and examine data** with regard to program impact on historically adversely affected populations and inequality.



Community engagement

The grant outcome will show how to **effectively engage** with community partners so that the parents impacted by the program have **a voice** in program policies and practices

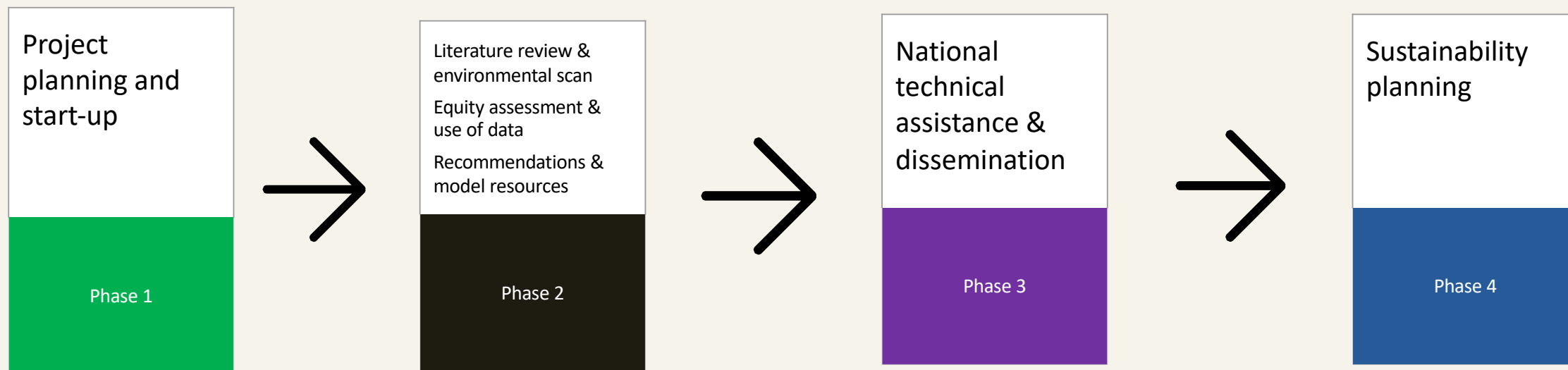


Equity assessment

The grant outcome will **instruct states on what is involved with an equity assessment** so that more research can be done and published and further DEI initiatives and policies in the future.



Plan & Approach



Project phases



Involvement & Role of Partners (1/3)

12

Vendor partners



CGI

Project Manager



**Center for
Policy Research**

Environmental scan
& literature review,
data compilation



Child Trends

Equity assessment &
final evaluation



**Research in
Action**

Parent Advisory
Council & statewide
survey



**National
Fatherhood
Initiative**

Consultant to Parent
Advisory Council &
statewide survey



Involvement & Role of Partners (2/3)

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Colorado	Georgia	Illinois	Kansas	Maryland
North Carolina	Oregon	Washington	White Earth Nation	Wisconsin

Consortium



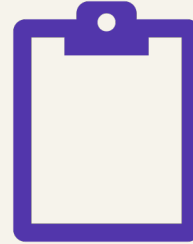
Involvement & Role of Partners (3/3)

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Community partners



Parent Advisory
Council
Provide lived
experience



Survey takers
Provide lived
experience



Other key
stakeholders
As identified during
research



What We've Accomplished – PRISM Enhancement (1/3)

15

Expanded the options
for race and ethnicity
from 7 to 23.

1

Can now select more
than one race or
ethnicity.

2

Addressed issues with
interfaces with other
program systems.

3

Completed work on 7/31/2024.



What We've Accomplished – Literature Review (2/3)

16

Identified 200+ articles.

1

Will summarize the literature including populations considered, identified inequities by child support function, and the underlying basis of the inequities

2

Have started to identify some themes

3

Due for publication this fall/early 2025.



What We've Accomplished – Assessment Framework (3/3)

17

Initial Tool Approved by
all Lead states.

1

Includes two steps:
Identify level of
policy/practice and the
assessment activities

2

Lead states selecting
their topics for
assessment

3

Assessment will be updated throughout the process.



What We've Learned So Far

Equity can be defined differently.

1

Child Support agencies have varying levels of interest in their diversity, equity, and inclusion journey. For those with interest, they are in various stages.

2

There must be an initial foundation for this work if this work is going to be successful.

3

Preserverance is key!



DEI in California

Dr. Andre J. Lockett, Chief Equity Officer
California Department of Child Support Services



Guidance and Direction

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CA Governor Newsom Executive Order N-16-22

- All agencies and departments subject to my authority shall, for any strategic plans applicable during the 2023-24, 2024-25, and/or 2025-26 fiscal years:
 - a. develop or update the strategic plan to reflect the use of data analysis and inclusive practices to more effectively advance equity and to respond to identified disparities with changes to the organization's mission, vision, goals, data tools, policies, programs, operations, community engagement, tribal consultation policies and practices, and other actions as necessary to serve all Californians; and
 - b. as part of the development or updating of the strategic plans, engage and gather input from California communities that have been historically disadvantaged and underserved within the scope of policies or programs administered or implemented by the agency or department, and make the plans publicly available.



Our Guiding Principles

Focus on Equity

Actively Listen

Use Data to Drive
Action

See the Whole Person

Put the Person back in
Person-Centered

Cultivate a Culture of
Innovation

Deliver on Outcomes

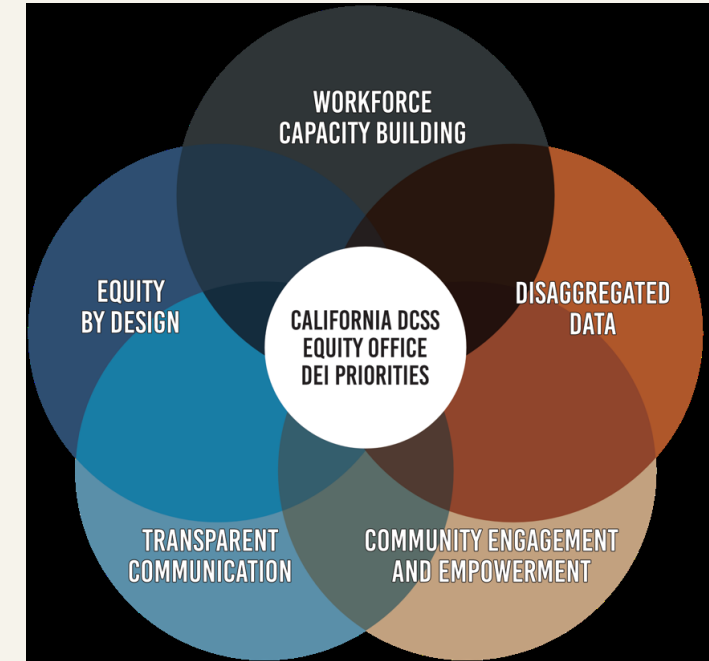




What Have We Done? (1/2)

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- Created an Office of Equity
- Three Full-Time Staff:
 - the Chief Equity Officer, a Strategic Equity Manager, and an Inclusion and Belonging Manager
- Identified Five Priority Areas

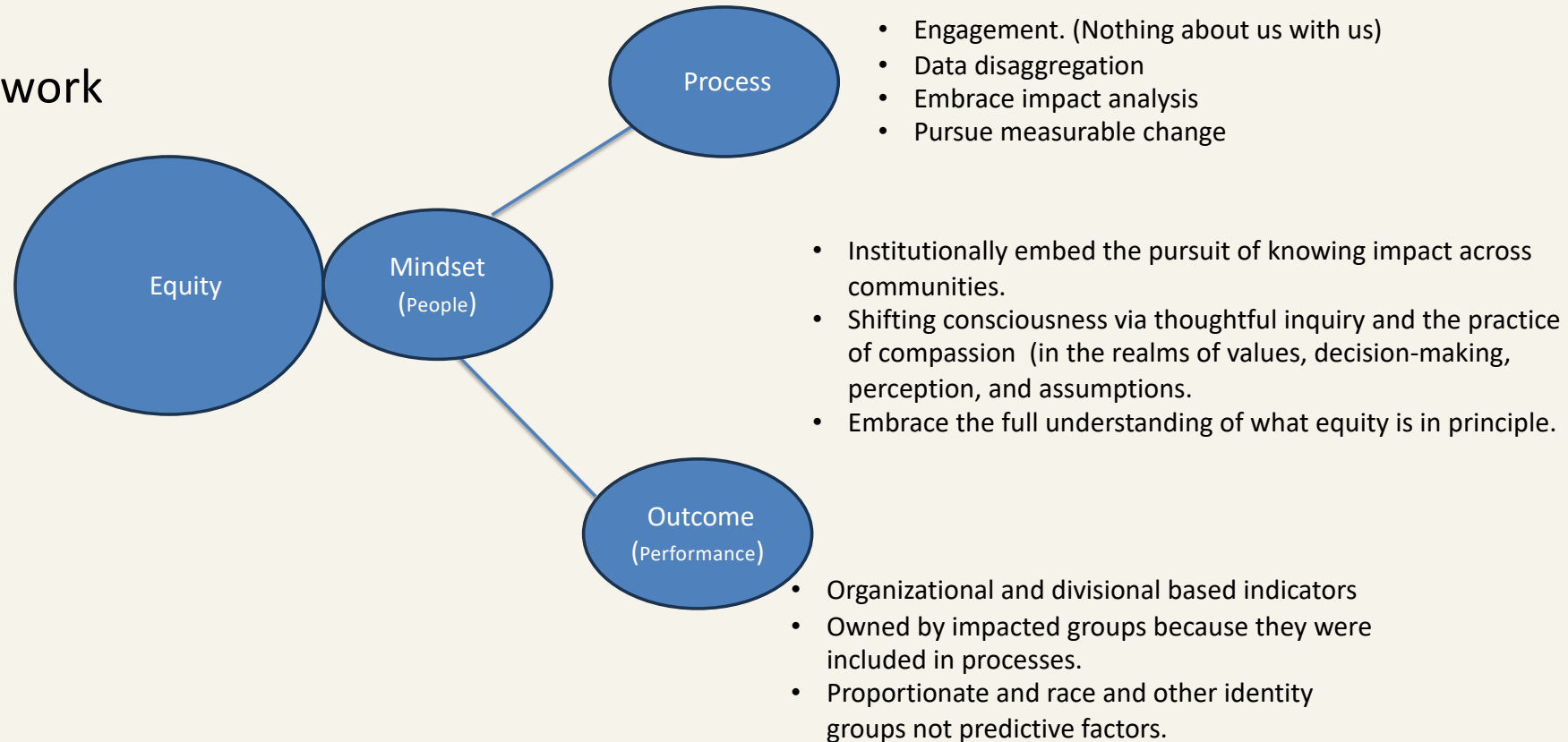




What Have We Done? (2/2)

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Equity Framework





What Else Have We Done?

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- Developed a Department DEI Plan
 - Created an Equity Statement, Commitments, and a DEI Glossary
 - Outlines specific strategies and tactics to support the priority areas
- Hired and Deployed a Vendor
 - Carter Development Group, retained and assisting with:
 - Awareness Training – internal and LCSA Staff
 - Surveys, interviews, and focus groups conducted
 - Development of ongoing customer feedback strategies



What Have We Learned?

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- It takes time build the knowledge. Advancing equity is a process, not a test we take.
- It takes time to assess our actions. How have we been negatively impacting our customers? What can and what are we willing to do about it?
- It takes time to build relationships. Community-serving organizations and customers aren't used to us seeking inclusion of their voice.



What Else Have We Learned?

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- We have to fix our data. We must be more intentional about collecting demographic information.
- We have to ask the RIGHT questions. When we ask the right questions and look at accurate, disaggregated data, the disparities leap off the page.
- It's not just the Office of Equity's job – it's EVERYONE's job to advance equity in every aspect of our program, from policy and operations to outreach.



Where Are We Going?

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Equity Analysis, Accountability, and Measuring What Matters

- Creation of an Equity Impact Assessment process to be used across all programmatic areas.
- Establishment of a system to review and analyze these Assessment reports so we can develop action plans around identified exclusions, inequities and knowledge gaps.
- Development of a DEI Dashboard to arrange case and demographic data to highlight existing disparities.
- Organizational and divisional-based targets and indicators



Where Else Are We Going?

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- Building the infrastructure to consistently engage customers and the public to get quantitative and qualitative data over time
 - Customer Advisory Body: providing two-way input – from the community to us, and from us to the community
 - Use of Survey Software
 - Language Access Expansion
- Training and Skill-Building
 - Developing a standardized child support DEI curriculum accessible statewide on our training platform



Questions.....



Thank You!

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Dr. Andre Lockett: Andre.Lockett@dcss.ca.gov



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