

Visions of the Future of the IV-D Program: Powered by Pecha Kucha

Let's look into the crystal ball and see what the future could bring. In this unique plenary session, leaders from the child support community will use the Pecha Kucha format to share their visions of the future of the IV-D program. What will it look like 5,10,25 years from now and beyond?

The actual Pecha Kucha presentations are not included in the materials, however click on the links below to find a synopsis of each speaker's presentation and contact information.

Moderator

[Mary Ann Wellbank](#)

Presenters

[Steven Eldred](#)

[Jim Fleming](#)

[Mary Johnson](#)

[Bryan Hubbard](#)

[Diane Potts](#)

[Scott Reese](#)

[Charles Smith](#)

Mary Ann Wellbank, Moderator

President

Mary Ann Wellbank, LLC

About Pecha Kucha

Pecha Kucha, which means “chit chat” in Japanese is the art of concise presentations. The format is 20 X 20 – 20 slides for 20 seconds per slide. The slides, which are all images, automatically advance, so the speaker needs to keep up with the slides. It is simple, yet challenging. The format was devised by architects, who, according to the pechakucha.com website, “talk too much”. With Pecha Kucha, speaking is kept to a minimum, and pictures are worth a thousand words.

Many child support professionals who have presented in the style of Pecha Kucha have found the format to be useful for keeping meetings short and sweet, and to hone in on the key points of a presentation.

Cities around the world have “Pecha Kucha” nights. To see if there is a scheduled Pecha Kucha night in your city, or for more information about the format, visit pechakucha.com.

About the theme, Visions of the Future of the IV-D Program

It is always fun to imagine what the future will look like. The program has evolved significantly since it was originally established in the 1970's, and will continue to evolve with new ideas, technology, and leadership. We asked the presenters to pick a topic under the broad umbrella of the IV-D program, and imagine the future. Although all topics are child support related, the presentations are surprisingly different. Sit back, relax, and enjoy.

Get in Touch with Me

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Visions of the Future of the IV-D Program: Powered by Pecha Kucha

Steven Eldred, Presenter

Director

Orange County (CA) Child Support Services

Title of Presentation

The Future is Working Together

About My Presentation

Over the past 45 years the child support program has changed in many ways, almost always for the better. Unfortunately, we are still beset by certain seemingly intractable issues. The system is complicated; parents are at a high emotional state; bureaucracy rules the process and is commonly not user-friendly. Funding and automation concerns limit us from being imaginative in seeking solutions. Data security concerns and privacy rights have kept us from merging our efforts with other human services partners. Social pressures and psychological barriers keep our parents from fully participating in the process, with negative results.

What if we could be imaginative? What if we could break down the walls, tip over the silos, and work together with other human service partners to achieve a desired result through customized case planning? Instead of a customer needing to know what service they need, and attempting to navigate that process, they are introduced to the Family Resource Center, which has food support, shelter, counseling, medical support and financial support? An interdisciplinary team works each case and assists the customers in designing their own success path, based on their perceived needs? No more silos, no more walls preventing data sharing between programs. Just each discipline bringing their strength to the table to support the customer's success?

Challenges and Opportunities Ahead

Bureaucracies are very difficult to move. Many littler decisions made over decades make up the system we now have, and many players feel change – for personal or organizational reasons. Something as simple as data sharing between Title IV programs seems at times to be insurmountable, not mention blending of programs and time-studying work by discipline. Any change along these lines would have to come from pioneers leading the way at a local, or pilot level for others to see.

Get in Touch with Me

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Visions of the Future of the IV-D Program: Powered by Pecha Kucha

Jim Fleming, Presenter

Child Support Director

Child Support Division, North Dakota

Title of Presentation

Delivering Customer Service in the new Millennium

About My Presentation

My presentation compares how people communicate and transfer money today and tomorrow, as compared to only a few years ago. The session will also look far ahead at whether compelling parents to take responsibility for supporting their children will remain something that society and government will continue to do.

I selected this topic because customer interest in using technology to communicate and make or receive payments continues to cause enormous changes in the delivery of child support services. My state has recently responded by abandoning face-to-face communication as a primary service delivery mechanism in favor of e-mail, telephone, and scheduled appointments.

Challenges and Opportunities Ahead

The opportunity we have is to provide more child support services to customers by phone, e-mail, text or web. This allows programs to have more control over the location of staff and physical offices. Employees can be recruited and retained using the appeal of schedule flexibility and telework potential. The challenge is to monitor workload, manage staffing by function, and provide adequate supervision when the supervisor and employee are in different locations.

Get in Touch with Me

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Visions of the Future of the IV-D Program: Powered by Pecha Kucha

W. Bryan Hubbard

Commissioner

Kentucky Department for Income Support

Title of Presentation

A Future History of Fatherhood – The Evolution of Fathers

About My Presentation

This presentation will illustrate concepts of fatherhood from humanity's pre-historic nomadic era through today. By using illustrations of fatherhood through time, the objective will be to define the unifying values of fatherhood we hope CSE will evolve to reinforce and reward.

Challenges and Opportunities Ahead

Legions of talented, resourceful men are hobbled by economic dislocation, incarceration, addiction, incarceration, and social disaffection. Their absence from the lives of their children and our collective civic body leaves a yawning, destabilizing vacuum which threatens the foundational strength of our society. Strong fathers must first be strong men – men who live, strive, sacrifice, and stand on their own two feet. Child Support Enforcement must avail itself of all opportunities to help recover and restore the dignity of our absent, imprisoned, and isolated men so they may provide the foundational strength they need to thrive.

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Visions of the Future of the IV-D Program: Powered by Pecha Kucha

Mary Johnson, Presenter

Vice President of Special Projects

YoungWilliams

Title of Presentation

Back to the Future of Child Support

About My Presentation

My presentation is based upon the trilogy of Back to the Future movies. It combines all three movies in the sense that I picked 6 different “parts” of the child support program. For each part, I describe the past, which some people may or may not remember, the present, and then my vision of the future. I chose this theme because I loved the movies and thought it would be fun to describe my future of child support by first discussing the past and present.

Challenges and Opportunities Ahead

For me I think the challenges and opportunities for the child support program are one in the same. How will we balance the importance of interpersonal interaction and customer service with technology advancements including AI? It will be exciting to see how this new world unfolds.

Get in Touch with Me

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Visions of the Future of the IV-D Program: Powered by Pecha Kucha

Diane Potts, Presenter

Director of Child Support

Center for the Support of Families

Title of Presentation

“To Boldly Go Where No Child Support Program Has Gone Before”

About My Presentation

My presentation centers around the future vision of the 5 core functions of the IV-D Program. As we look to the 50th Anniversary of the IV-D program in 2025, how will programs locate noncustodial parents? Flying drones?

What will be new with parentage establishment – how about pre-birth establishment? And how will the IV-D program continue to improve in establishing and enforcing support orders? What new laws or policies will be created to capture income from gig workers?

As to modification – how will programs be more responsive to a change in circumstances to prevent the build-up of arrears? Finally, how will child support payments be collected and disbursed in 2025? Again, drones?

I chose this theme because there are endless possibilities for the future of child support. Come dream with me!

Challenges and Opportunities Ahead

Each of the IV-D Program’s core functions face both challenges and opportunities. Among the challenges are declining caseloads, income received through the Gig economy, and unsustainable arrears. But the opportunities are endless as innovative technologies are changing the way we communicate, operate, facilitate, and engage with our customers.

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Visions of the Future of the IV-D Program: Powered by Pecha Kucha

Scott Reese, Presenter

IT Chief

State of Washington, Dept. of Social and Health Services--Division of Child Support

Title of Presentation

Technology and Child Support—Past, Present, Future

About My Presentation

Technology has changed how live our lives the way—from the way we work and play to how we communicate. We know the evolution will continue. But will the change continue to occur at the same pace and how will we be impacted?

This presentation touches on the sweeping technology changes that have occurred in the past for workers, employers, and clients and explores the potential for change in the future.

Challenges and Opportunities Ahead

States have faced many challenges to try to keep up in an ever-changing technology landscape utilizing limited resources. While there doesn't appear to be single answer for system modernization, advancements in the industry may help alleviate some burden on both IT and the broad base of workers and customers that use child support services.

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Visions of the Future of the IV-D Program Powered by Pecha Kucha

Charles Smith

President and CEO

Charles R. Smith Consulting, LLC

Title of Presentation

Paternity Establishment: Yesterday, Today and Beyond

About My Presentation

In our ever-changing child support world, we often forget about the evolutions that have occurred within paternity establishment. As people have become more mobile, paternity establishment evolved to ensure children conceived in different states and countries could also receive support. To establish paternity, we've gone from jury trials and "looks like" to buccal swabs.

What will be next on the horizon?

Challenges and Opportunities Ahead

There is one constant... children will be born to unmarried parents and paternity will need to be established.

Technology allows us to travel across the country and world with little effort. Now, we are embarking upon the age of space travel.

At some point, we all want to know more about our family history and ancestry. Child support programs help thousands of children get access to an "identity" every year. Ancestry registries are connecting people across our country and the world through genetic testing and mapping. Will this impact how child support programs handle paternity establishment?

As people become more mobile and relationships more casual, the work of the program will only become more important and difficult. Therefore, child support programs must proactively seek new legislation that addresses the current social and technological times and futuristic probabilities to continue to provide quality services to children and families.

Get in Touch with Me

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