



REIMAGINING CHILD SUPPORT: BUILDING TOWARD A NEXT NORMAL

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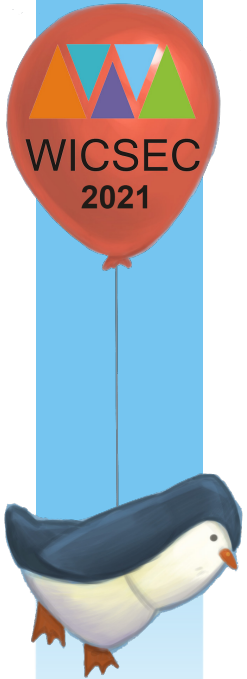
Ruth Anne Thornton, IV-D Director (TX)

Moderator: Darryl Watts, OCSE

Introductions

■ Arizona

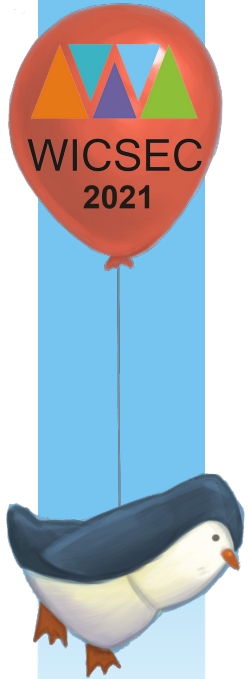
- Under the Health and Human Services Umbrella - Department of Economic Security
- Division of Child Support Services is State Administered / State Operated within all 15 counties
- Judicial State, limited administrative process
- Collaboration with the Arizona Attorney General's Office and Clerks of Court to manage the IVD Caseload
 - Caseload: 141,592 (Rural 22.55% / Urban 77.45%) - As of 8/31/2021
 - Annual decrease in cases has *increased/accelerated* from 2.62% dating back to 2018 to 6.11% most recently June '21
- 525 full time child support staff - 97% of employees work remotely with rotating cohorts for client-facing office coverage.
 - 21 client facing offices, with an emphasis on limited and virtual services



Introductions

■ Texas

- Housed within the Office of the Attorney General
- State Administered / State Operated across all 254 counties
- Quasi-judicial state – administrative process with judicial review + pure judicial processes
- Quasi-administrative process now defaults to virtual services, working with judicial branch and Texas Office of Court Administration to address court processes post-pandemic
- Caseload of 1.5M managed across 10 geographic regions with nearly 90 total offices, one centralized field unit, and an Austin state office headquarters (SO)
- Caseload has flatlined with slight decrease after two decades of rapid increase
- 2,700 full time staff – 2,200 across field, nearly 500 in SO - most in a hybrid in-office/telework model





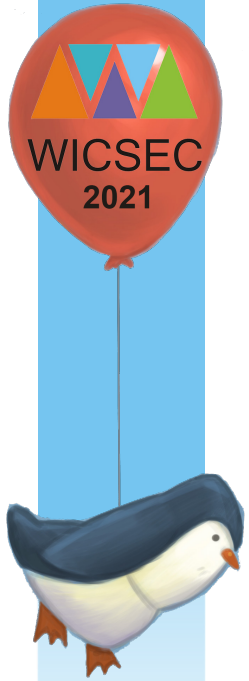
What are you up to currently?



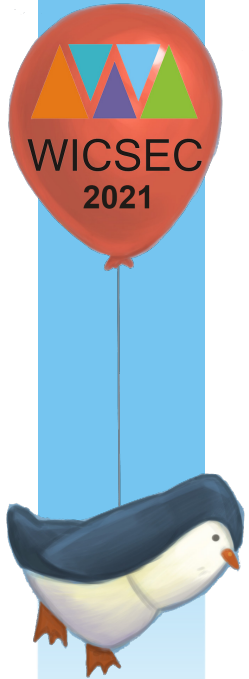
What led to your sense of need for wholesale transformation?



How would you describe what things looked like when you began your transformation?



How has the pandemic impacted your approach and progress toward full-scale transformation?



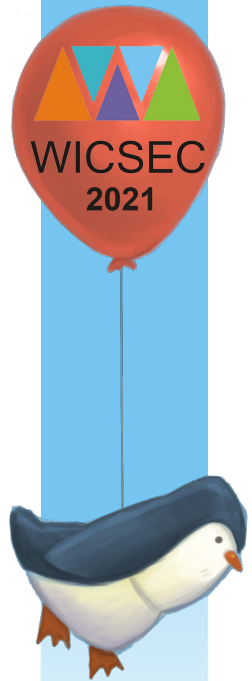
What are some additional benefits (expected or unexpected) of doing what you're doing - things that may not be the primary driving purpose but where you've found opportunity along the way?



What does transformative success look like to you?



What do you see as your biggest challenges (obstacles to overcome) to your ultimate success?



What do you see as the keys to your success - things that will make the difference for you and that might apply for others looking to pursue their own transformative change?



A lot of people may be interested in learning more about what you're doing - any help you can provide?



Is there anything we haven't touched on you'd like to add before we close?



Questions from the Audience