

# Child Support Introspectives Powered by Pecha Kucha

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## Child Support Introspectives Powered by Pecha Kucha- Overview

Mary Ann Wellbank, Vice President, Marketing, YoungWilliams

Pecha Kucha means “chit chat” in Japanese, and is the art of concise presentations. Each speaker presents 20 slides for 20 seconds each for a total of 6 minutes and 40 seconds. Each slide automatically advances, so the speakers must talk along with each slide. There is no going back or stopping!

Slides are pictorial and include little, if any, text. No more tiny print and long bulleted listings.

The format was invented by two architects who felt that presentations ought to be shorter, tighter and more visual without too much talking. Pecha Kucha is trademarked, and has become very popular across the nation. To learn more about Pecha Kucha, go to [www.pechakucha.org](http://www.pechakucha.org).

PechaKucha is trademarked and requires a donation to its non-profit organization. The organization also requires us to use “Powered by Pecha Kucha” in our workshop title.

Since the PowerPoint presentations do not make sense without the speaker’s narrative and many have purchased images, we have not included them in this document. However, presenters have provided summaries below.

Feel free to call me if you have any questions or need more information about Pecha Kucha:  
[mwellbank@ywcss.com](mailto:mwellbank@ywcss.com); 406-933-8009

## What Will I Be When I Grow Up?

Jeff Ball, Vice President, YoungWilliams

In my presentation, I explore why I, and many of my child support colleagues, have chosen child support as our profession. Although much of my presentation is “tongue in cheek, I think it is useful to look back on our careers, and re-examine the reasons we joined the child support program. For me, I enjoy the challenges of complex cases, helping customers understand the system, and being part of the greater child support community. As a long-time child support professional, the program is part of my identity. I believe many of my colleagues agree.

## Monkey See, Monkey Do: Workplace Culture

Carol Beecher, IV-D Director, Alaska Child Support Services Division

We often encounter negativity and apathy in the workplace. This presentation examines how workplace cultures are created and perpetuated – both positive and negative. Understanding the deeper causes of “the way things are always done” is the first step in establishing new paradigms.

## Behavioral Interventions and Their Role in the Child support program

Kim Newsom Bridges, Director, Child Support Services, Conduent

Behavioral interventions have been used to influence customer choices and behaviors for many years. A few years ago, the Administration for Children & Families within HHS sponsored a training forum and pilot selection geared towards utilizing these same strategies in the world of child care, child support and benefits (TANF and SNAP).

The child support professionals in the room had always worked towards program improvement and better outcomes but most of the strategies utilized for this were targeted towards changes in the table

of organization or changes in the process workflow. The key concept in the use of behavioral interventions was to look at the issue through the eye(s) of our customer(s). During the three-day training, the child support group looked at the process of review and adjustment of child support orders. Why don't the obligor parents appeal the recommendation? Why don't they request a modification if their income changes or they become incarcerated? If they do make a request, why don't they follow through on the next steps? And many more questions.

Looking through the eyes of the customers we identified many "bottlenecks" that may prevent the desired action for the obligor parent to take in the child support program. Each bottleneck came from different sources and each bottleneck had different potential solutions. One of the keys to utilizing behavioral interventions is to identify a potential solution, design an intervention, test it and either keep it, tweak it or throw it out because it had no impact to fixing the problem. Relatively speaking it is a short process.

After the initial training in Washington, D.C., there were a couple of pilot projects. These were followed by a release of a BICS grant – Behavioral Interventions to Advance Self-Sufficiency – BIAS. The report for these grants was just released in May of this year. You can go to this web site to begin the process of reading a variety of articles and the most recent report.

<https://www.acf.hhs.gov/opre/research/project/behavioral-interventions-to-advance-self-sufficiency>

I have also attached some of the basic handouts (See BIAS handouts) from the training sessions that you might find useful if you decide to develop and test your own behavioral intervention when you return to your office. If you have any follow up thoughts, please share them with me.

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## View from the Bench: Child Support Civil Contempt

Jane Femiano, Child Support Hearing Master, Clark County, Nevada

A PK presentation from the perspective of a judicial officer regarding the use of civil contempt in child support matters. The presentation addresses the judicial officer's initial concerns about civil contempt and how she came to appreciate it as a tool of last resort.

## Hike It Up!

David Kilgore, Director for Riverside County, California

This program takes individuals who are paying by wage withholding and asks them to voluntarily hike up their withholding to a higher amount in an effort to more quickly pay of their outstanding balance. A calculator, much like a mortgage interest calculator, calculates for participants how long it will take them to pay off their current arrears balance and compares that against an increased pay rate. The participants are often surprised at how quickly they could potentially pay off their arrears and at how much in interest they would save. This is often all the encouragement they need to hike up their withholding and thanking us for doing so.

Increased collections and a happy participant.... a win-win for everyone!

## Guaranteed Minimum Income: Is it Time?

Kathy Sokolik, Vice President, Child Support, Center for the Support of Families (CSF)

Universal basic income (UBI) is simple enough: the government would pay every adult citizen some amount monthly, with no strings attached. A UBI could solve a host of economic problems – poverty, joblessness, homelessness among them. Research shows that support for children, as well as adult re-education and work training programs, are critical to maintaining and strengthening the middle class – and providing a path for more people to enter the middle class. Additionally, when parents have a consistent income source, they are able to spend more time with their children, and more money and time on their development, which correlates to lower childhood poverty and better educational outcomes for children. Economists who support UBI assert that it combats poverty while ensuring a strong middle class.

To quote Rutger Bregman: “Poverty isn’t a lack of character, it’s a lack of cash.” If you fix drug addiction or alcohol abuse, you won’t necessarily fix poverty or homelessness. If you can fix poverty and homelessness, you have a better shot at fixing the other issues. Poverty is frequently the cause of the other issues, not the effect.

Child support guidelines are generally built around the notion that children should share the standard of living of both parents. Is that good enough for poor families? Or is UBI an alternative worth considering?

## Implementing Prisoner Modifications: Procedures, Perceptions and Practicalities

Liesa Stockdale, IV-D Director, Utah Office of Recovery Services

With the publication of the new federal regulations last December, IV-D agencies became obligated to complete one of three review and adjustment actions for any incarcerated parent expected to be incarcerated for more than 180 days prospectively.

Since that date, IV-D Directors have been tasked with selecting the option best suited for their states, balancing the impact on the workloads for their caseworkers against the need to ensure that any obligation owed by an incarcerated parent is based on actual ability to pay.

Beyond choosing an option from the regulations, IV-D Directors are also tasked with overcoming the perceptions of the public, the judiciary, and sometimes even the caseworkers that completing a downward modification due to incarceration is rewarding the voluntary bad behavior of a parent.

Finally, any activities involving incarcerated individuals require overcoming a lack of information regarding the location, terms and duration of incarceration with prisons and jails across the nation.