

# 2016 LEADERSHIP INSTITUTE

## The Changing Paradigm in Service Delivery in Child Support



CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA

# Introductions & Presenters

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# Need for a Paradigm Shift?

- Why should we consider collaboration and shared services?
  - Potential Benefits?
    - Improve customer service
    - Centers of Excellence – Experts doing what they do best
    - Economies of scale
    - Cost Effectiveness
    - Increase Overall Performance
    - Other potential benefits?

# Storming & Forming Time

## Four breakout groups

- **Groups One & Two: Collaborative Opportunities**
  - Pros
  - Cons
  - Risks
  - Other Considerations
- **Groups Three & Four: How can Technology Provide for Collaboration Opportunities**
  - What technology
  - Pros
  - Cons
  - Risks
  - Other considerations
- Report Out & Discuss



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