The Child Support Directors Association (CSDA) presents

“BUILDING A FUTURE FOR FAMILIES THROUGH TRANSFORMING SERVICES”

Wednesday, March 13, 2019
Hilton Sacramento Arden West

Program sponsored by
## PROGRAM AGENDA

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<th>Time</th>
<th>Session</th>
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<tr>
<td>8:00 AM</td>
<td><strong>REGISTRATION</strong></td>
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<tr>
<td>9:00 AM</td>
<td><strong>OPENING COMMENTS &amp; ANNOUNCEMENTS</strong></td>
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<tr>
<td>9:15 AM</td>
<td><strong>CONSIDERING THE FUTURE TODAY FOR BETTER DECISIONS TOMORROW</strong>&lt;br&gt;Dr. Mary O’Hara-Devereaux is an acclaimed futurist and author of “Navigating the badlands: Thriving in the Decade of Radical Transformation” and co-author of “Global Work: Bridging Distance, Culture and time”. Using data and analytics, she provides forecasts for businesses, nonprofits and governments around the world. Bringing decades of experience in forecasting, she will illuminate the changing landscapes of work, family and society, to help define the certainties and uncertainties that lie ahead, and to create an information environment where leaders are able to make smarter long-term decisions. <strong>Dr. Mary O’Hara-Devereaux</strong>, Founder &amp; President, Global-Foresight LLC</td>
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<td>10:30 AM</td>
<td><strong>BREAK</strong></td>
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<td>10:45 AM</td>
<td><strong>TRANSFORMING SERVICES; TRANSFORMING LIVES</strong>&lt;br&gt;What would it take to dramatically increase mobility from poverty? Drawing upon evidence from behavioral science and present-day research, Dr. Heather Hahn explores ways to support low-income families through the application of three core principles of mobility: economic success, power and autonomy, and being valued in community. Aligning policies with these core principles will help people achieve a reasonable standard of living with the dignity that comes from having power over their lives and being engaged in and valued by their community. <strong>Dr. Heather Hahn</strong>, Senior Fellow, Urban Institute</td>
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<td>12:00 PM</td>
<td><strong>LUNCHEON</strong></td>
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<td>1:00 PM</td>
<td><strong>THE CHANGING WORKFORCE: BARRIERS &amp; OPPORTUNITIES FOR THE FUTURE</strong>&lt;br&gt;The workforce is changing! It is rapidly evolving with changes in worker type, available jobs, and ways of working, such as the gig economy. The families we serve struggle to adapt to meet the challenges of this changing workforce. Various barriers, including demographic and socio-economic conditions by regional areas, working poor and underemployed conditions and other impactful conditions can limit their success. Programs and services also struggle to support families and the workforce in these changing times. The future is fast approaching. Programs and services need to adapt and evolve to ensure they meet the rapidly changing needs of the future consumers and workforce.</td>
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Amar Mann will present information on current and future trends in the job market that are critical to our program and the communities we serve. The session will also highlight initiatives to support families through local employment services and efforts as presented by Ashley L. Anglesey and Sandra Hamameh.

**Amar Mann**, Supervisory Economist and Branch Chief, U.S. Bureau of Statistics  
**Ashley L. Anglesey**, WIOA Research & Policy Analyst, California Workforce Development Board  
**Sandra Hamameh**, Legislative Coordinator, Research & Policy Specialist, California Workforce Development Board

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**2:15 PM  ** BREAK

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**2:30 PM  ** CALL TO ACTION

California has the highest rate of poverty in the nation. One in five California children are affected. Assembly Bill 1520 Lifting Children and Families Out of Poverty Task Force called for the development of comprehensive strategies aimed at addressing deep child poverty and reducing child poverty in California. The Task force put forth a series of priority recommendations. The recommendations require policy, funding and changes in services and service delivery. Our distinguished guest, Senator Holly Mitchell, will discuss next steps in transforming the lives of children and how we can be a part of the solution.

**Senator Holly Mitchell**, District 30, California

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**3:20 PM  ** TRANSFORMING SERVICES FOR FAMILIES

David Kilgore will discuss his vision for the future of California’s Child Support Program.

**David Kilgore**, Director, California Department of Child Support Services

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**3:45 PM  ** CLOSING REMARKS

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**4:00 PM  ** SEE YOU AT NEXT YEAR’S POLICY SYMPOSIUM!

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#2019CSDAPOLICY @CSDAofCA
KEYNOTE PRESENTERS

**Sen. Holly Mitchell**, District 30, California

A third-generation native Angeleno, Sen. Holly J. Mitchell is the proud daughter of career public servants and the protégé of community leaders who instilled in her a passion for service. As an advocate for children, she has led the charge to reform the criminal and juvenile justice systems, expand access to healthcare, early care and education, foster care, secure women’s reproductive health and end the trafficking of minors. She is a passionate defender of women’s rights and the environment.

Mitchell previously headed California’s largest child and family development organization, Crystal Stairs, and worked for the Western Center for Law and Poverty. With nearly 70 bills signed into law, her other groundbreaking successes include improving human services, expanding access to healthcare, defending the civil rights of minorities and the undocumented, and reducing the numbers of children growing up in poverty. She has been cited for her outstanding leadership by more than 100 community and business groups, including the Courage Campaign, Sierra Club, United Cerebral Palsy Association, the Greater Los Angeles African American Chamber of Commerce and the Women’s Foundation of California Board.

First elected to the Legislature in 2010, Mitchell represents nearly 1 million residents of the 30th Senate District, which ranges from Century City to South Los Angeles and takes in Culver City, Cheviot Hills, Crenshaw District, USC, downtown L.A. and a portion of Inglewood. For more information, visit Sen. Mitchell’s website: [www.senate.ca.gov/Mitchell](http://www.senate.ca.gov/Mitchell).

**David Kilgore**, Director, California Department of Child Support Services

David Kilgore is a proud graduate of the California State University at Northridge where he received his master’s degree in Public Administration and currently serves as Director for the California Department of Child Support Services. David has worked in the Child Support Program at the county level for 15 years and served as director of the Riverside County DCSS, chief deputy director and deputy director for Los Angeles CSSD, deputy director at the San Bernardino County DCSS and held several positions at the Tulare County DCSS including manager and staff services analyst. In 2016, his office in Riverside received an award from the state for improving the reliability of child support payments to families for federal fiscal year 2015-16 with an average increase of 4 percent or more in total distributed collections, the amount of support paid, and the percent paid every month. David served on the Board of Directors with the Child Support Directors Association and a member of the National Child Support Enforcement Association. He has lectured on a variety of topics to state and county audiences. David was the designer of the Case Management Tool (CMT) used by Child Support Officers statewide to assist them with managing their case work.
**PRESENTER INFORMATION**

**Ashley L. Anglesey**, WIOA Research & Policy Analyst, California Workforce Development Board

Ashley loves being a researcher and working in the policy and legislation arena because of the positive impact informed policy can have. She loves conducting research and statistical analyses and enjoys the application of these skills to workforce development. In her capacity at CWDB, Ashley has written an extensive policy brief regarding the partnership agreement with Child Support Services. The brief examines current policy and programs nationally, in other states, and in California; specifically, it focuses on barriers impacting employment for noncustodial parents, strategies for successful implementation, and case studies of three counties in California.

Prior to being at the State Board, Ashley received her degree in psychology with an emphasis in both research and statistics and industrial/organizational psychology from California State University, Sacramento (CSUS). While there, she worked as an Instructional Student Assistant for undergraduate psychology courses, was in two research labs in the Department, and authored multiple research papers that were accepted to both the American Psychological Association (APA) and Western Psychological Association’s (WPA) research conferences. Ashley also has experience in the non-profit sector and serves as the director of public policy for the Sacramento Branch of the national non-profit organization American Association of University Women (AAUW).

**Dr. Heather Hahn**, Senior Fellow, Urban Institute

Dr. Heather Hahn, Urban Institute Senior Fellow, is a national TANF expert with two decades of experience conducting nonpartisan research on the wide range of issues related to the well-being of children and families, including TANF, SNAP, child support, and other supports for low-income families, as well as other policy issues. She co-leads both the Urban Institute’s *From Safety Net to Solid Ground* initiative, providing timely, rigorous analyses of state and federal policy changes, and the *Kids’ Share* project examining federal spending and tax expenditures on children. She co-led the Work Support Strategies evaluation of state efforts to modernize families’ access to nutrition assistance, child care and Medicaid. Before joining the Urban Institute, she was an Assistant Director for Education, Workforce and Income Security issues at the U.S. Government Accountability Office (GAO). Dr. Hahn has extensive experience leading projects and designing and conducting implementation case studies related to supports for low-income families. She has authored dozens of reports and has considerable experience disseminating research to diverse audiences. She has testified before Congress and has been interviewed and quoted by major print and radio media, including NPR, the Washington Post, the New York Times, National Review, and the Atlantic. She received a Master of Public Policy from Duke University and a Ph.D. in Political Science from Stanford University.
Sandra Hamameh, Legislative Coordinator, Research & Policy Specialist, California Workforce Development Board

Sandra joined the California Workforce Development Board's State Plan and Policy Development team in September of 2018. With more than 16 years of combined experience in vocational rehabilitation counseling, housing policy advocacy, labor representation, and training and development, she has a broad range of skills in the field of workforce development. Prior to joining state service, she worked with local community-based organizations to deliver a job readiness curriculum, coordinate vocational training programs, align resources, and advance policies aimed at reducing barriers and improving employment outcomes for individuals and families exiting homelessness.

In her capacity as the Legislative, Research and Policy Specialist, Sandra provides subject matter expertise on career pathways, human services programs, and employment and independent living resources for people with disabilities. She also acts as a liaison with the Workforce Development Board (State Board) partner agencies, which include: Department of Rehabilitation, Employment Development Department, California Department of Education, California Community Colleges Chancellor’s Office, and Department of Social Services. She is responsible for coordinating and participating in workgroups and other activities that address workforce development challenges impacting at-risk and underserved populations with overcoming barriers to training and education that leads to quality jobs and economic security.

Dr. Sherri Z. Heller, Retired - Director, Health and Human Services for the County of Sacramento, California

Dr. Sherri Z. Heller received her BA in Psychology from Franklin and Marshall College and her doctorate in Measurement and Program Evaluation from Harvard University Graduate School of Education. She has been a public official for over two decades at the county, state, and Federal level, where she has managed programs including mental health, drug and alcohol, child welfare, aging and adult protective services, nursing home, juvenile detention, public health, child care, child support, job training, and indigent healthcare programs. As Deputy Secretary for Income Maintenance, she managed the roll-out of welfare reform for the Commonwealth of Pennsylvania. As Commissioner of the Federal Office of Child Support Enforcement, she led development of a national strategic plan and was recognized for leadership in IT advances. In the private sector, Dr. Heller consulted with state and city human services agencies nationwide on customer service and business process reengineering. Recently, she retired from the position of Director of Health and Human Services for the County of Sacramento, California, where she managed public health, indigent care, adult protective services, child protective services, in-home health services, WIC, and behavioral health services.
Mr. Amar Mann is the Branch Chief and Senior Economist for the U.S. Bureau of Labor Statistics (BLS) West Region Office. BLS is an agency of the Department of Labor that collects, processes, analyzes, and disseminates statistical data on the conditions of the overall economy.

Mr. Mann holds a B.A. degree in Economics (Yale University) and a M.A. degree in Energy and Resources (University of California, Berkeley). He has more than a decade of experience working in the broad field of labor economics and statistics. In his current role at BLS, he oversees the BLS Economic Analysis and Information division in San Francisco, where he helps to disseminate BLS data through reports, articles, and the BLS website. He has authored numerous scholarly articles on trends in the high-tech and temporary help services industries. Mr. Mann has also served as a frequent media spokesperson on labor and economic data.

Dr. Mary O’Hara-Devereaux is an internationally known futurist and the author of several books including Navigating the Badlands: Thriving in this Decade of Radical Transformation. A highly respected strategic consultant and speaker, Mary specializes in providing long-term forecasts, strategy and innovation support to senior executives in the private and public sectors. Known for her steady-eyed forecasting, Mary’s ability to translate emerging trends into profitable opportunities is legendary.

She has worked in 66 different countries and 6 continents with many global companies such as the Walt Disney Company, Intel, Procter & Gamble, Ericsson, Chevron as well as the Robert Wood Johnson Foundation, Kellogg Foundation, Milken Global Institute and the Harvard Kennedy School. She had worked with many governments around the world.

She is founder and President of Global Foresight, a “think tank” in San Francisco she spun out after several years at the Institute for the Future, itself a spin off from the Rand Corporation, in Silicon Valley. She holds degrees from the University of Michigan, University of California and the Fielding Graduate University. She was recently a Professor at Peking University in Beijing with previous faculty positions at The University of California, University of Hawaii and many visiting professorships around the world.
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