Transforming Digital Government to Better Serve Children and Their Families

Online → Thursday, October 26, 2023 | 12:00 - 1:00pm ET & 9:00 - 10:00am PT

PUBLIC SECTOR NETWORK

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Agenda Overview

Government entities have long faced challenges when it comes to providing eligible families with the full scope of child care services available. Using digital service delivery enables governments to serve citizens in near real-time. Governments can promote programs through multiple channels while also speeding up the number of transactions and providing greater access to working parents, who may not be able to visit government offices during their workday. Likewise, citizens can check if they qualify for services from the comfort of their own home and at their own pace.

As the workforce continues its return to in-office and hybrid work environments, families globally face the enormous challenge of finding affordable, trusted child care services. This is particularly true for working mothers, who are still disproportionately responsible for child care within the home, contributing to a slower rate of returning to full-time work. Resistance to new technologies and lack of trust in government – prevent government agencies from reaching and providing these vital services to many citizens and their families. Moreover, there are still many parents and families who are unaware that they are eligible for other government child care services. At the same time, government entities must also align internal processes and invest in back-end digital modernization to ensure seamless service delivery.

These are but some of the topics we will address in this timely conversation about child care assistance. Throughout the course of the webinar, we will hear from leaders across the public sector who focus on providing child care services to children and their families. Join the conversation!

Who You'll Meet

Departments: Social Services, Children, Youth & Families, Education, Healthcare, Housing, IS, IT, Administration, Transportation, Finance/Treasury, Law Enforcement, HR

Job Titles: Commissioners/Chiefs/Directors/Managers:

- Digital Service Delivery
- Digital Applications
- Digital Technology
- Digital Transformation
- Strategic Transformation
- AI, Automation & Machine Learning
- Information Security
- Cyber Security
- Technology

Organizations: Federal, State, Local, Tribal, & Territorial Government Agencies & Departments

Benefits of Attending

Learn how innovative digital government & service delivery leaders are engaging and communicating with citizens

Explore new paradigms for digital service delivery

Break down traditional siloes to more effectively collaborate with internal colleagues and with external partners

Gain a deeper understanding of how safe, accessible child care benefits citizenry at large

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Explore the Agenda

12:00pm ET **9:00am PT**	**Welcome from Public Sector Network**
12:05pm ET **9:05am PT**	**Welcome from the Chair** **Danielle Barnes,** Executive Director - U.S. Health & Human Services, **EY**
12:20pm ET **9:20am PT**	**Panel Discussion:** **How to Leverage Digital Government to Transform All Citizens' Lives**

The number of families and children who qualify for government-assisted child care programs vastly outstrips those currently taking advantage of these services. Given the rate at which employees are required to return to in-person work – whether full- or part-time – it is imperative that the departments and agencies who provide public child care services connect with citizens who qualify. Our panelists will share tips and best practices they have gleaned for 21st-century digital service delivery and provide key takeaways that you can use to enhance your organization's citizen engagement efforts – particularly those related to children and families.

This panel discussion will focus on questions including (but not limited to):

- How are government agencies helping families – and particularly working mothers – access critical services to ease return to in-person or hybrid work?
- What steps can government agencies and departments take to bridge the gap between child care services and the citizens and residents who qualify?
- What roles can service providers play in connecting families with these resources?
- How are digital platforms being leveraged? What is the impact on both internal and citizen users?
- How can government best enable the service provider community's capacity to deliver key services?
- What best practices do you recommend for helping reach citizens who are skeptical of government and the services available?
- How can government assuage privacy concerns when providing digital services, particularly when those services require sensitive data inputs?

Shawn Holmes, Help Me Connect Coordinator, Child & Family Health Division, **Minnesota Department of Health**

Gwen Laaser, Director, Child Care Services, Division of Child Care and Community Services, **Tennessee State Department of Human Services**

Eric Savoie, Director - Canada Human Services Lead, **EY**

Moderator: **Danielle Barnes,** Executive Director - U.S. Health & Human Services, **EY**

1:00pm ET **10:00am PT**	**Webinar Adjourns**

Your Inspiring Speakers

SHAWN HOLMES
Help Me Connect Coordinator, Child & Family Health Division
Minnesota Department of Health

GWEN LAASER
Director, Child Care Services, Division of Child Care and Community Services
Tennessee State Department of Human Services

ERIC SAVOIE
Director - Canada Human Services Lead
EY

DANIELLE BARNES
Executive Director - U.S. Health & Human Services
EY

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