



### **NCSEA Plenary Introduction**

Good morning, everyone. I'd like to thank the entire NCSEA board of directors for inviting me to speak with you, our partners, and friends, as we continually strive to shape the future of child support.

Many of you in the child support community know me, but for those who don't, my name is Bo Stone, and I'm the chief strategy officer at Systems and Methods (SMI). As we near a post-pandemic world, our passion to deliver critical services to millions of families across the country remains as strong as ever.

These families depend on child support agencies for fast access to their payments, and our essential work makes day-to-day life easier for them, especially during trying times like the ones we've faced over the past two and a half years.

However, considering the ever-changing needs of the child support community, as leaders, we should constantly challenge ourselves to improve, evolve, and adapt to give agencies the effort, dedication, and compassion they deserve. Basically, as "The Voice of the Child Support Community," improving our services is a never-ending process that requires non-stop growth, but it's a process we embrace.

With that noted, I'd now like to introduce you to Maggie McGlynn, the president of McGlynn Leadership. Maggie's mission is to help her clients become daring, passionate leaders who achieve extraordinary results. Please join me in extending a warm welcome to Maggie. I know her insights will further inspire our passion for leadership.

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### **NCSEA Plenary Introduction**

After two incredibly trying years, I'm beyond thrilled to see all of you this morning. I'm especially thrilled to see all of you **in person** at this beautiful venue here in our nation's capital. Many of you know me, but for those who don't, my name is Lisa Skenandore, and I'm the vice president of business development at Systems and Methods (SMI). I'm also a member of the child support community and a former president of NCSEA.

Since we last gathered, SMI reached a major milestone I'd like to share with you. In November, we celebrated our 50th year of business. Over the past half-century, we've taken pride in delivering critical services to millions of families across the country. These families depend on child support agencies for fast access to their payments, and we've tried our best to help them while offering exceptional customer service.

We're humbled by this milestone. We attribute our longevity to the meaningful, long-lasting personal and professional relationships that we've built with so many of you, our national, state, and local partners.

And while we're proud of everything we've accomplished since our founding, we aren't complacent. We constantly challenge ourselves to improve. Our responsibility is to evolve and adapt to meet the ever-changing needs of the child support community. This is a never-ending process that requires non-stop growth, but it's a process we embrace. We do everything possible to give the agencies we work with the effort, dedication, and compassion they deserve. It's been great seeing you today, child support community. I'm excited to continue working with you to reshape the future of child support.

On that note, I'm honored to introduce our external affairs coordinator, Wesley Stone. Wesley's grandfather, Bob Stone, founded SMI, and I'm eager to hear his thoughts this morning. Please join me in welcoming Wesley.

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## Speechwriting

### **NCSEA Plenary - Wesley**

Thanks, Lisa, and a big thank you to the entire NCSEA board of directors for inviting me to speak this morning.

I'm Wesley Stone, the external affairs coordinator at SMI. As Lisa mentioned, it has been an immensely difficult two years, and it's thrilling and relieving to be with you in person.

I started working at SMI in May 2015 as an office courier, but as a third-generation member of the Stone family, the company's DNA has been with me since birth. When my grandfather, Bob Stone, founded SMI in 1971, he helped local businesses in Carrollton, Georgia, with accounting services, batch processing, and data entry.

Over time, he expanded his vision and focused on making it easier for families to access critical government payments that improve the quality of their daily lives. I'm proud to say he achieved his goals, and we've delivered vital services to millions of people across the country for the past 50 years.

But here's the key thing to remember: We wouldn't be here today without the invaluable efforts and contributions from you, our national, state, and local partners. Working together, we've made major strides to reshape the future of child support. However, our work isn't complete. We're determined to constantly improve to better serve our agencies. It's a challenging, endless task and one that we welcome.

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## **NCSEA Plenary - Wesley Continued**

And nowadays, more than ever, families and children need us for reliable financial and emotional support. Our essential work makes day-to-day life easier for them during these trying times. As members of the child support community, we are a close-knit family driven to passionately serve others. Because of this, we are united. In many ways, you're an extension of our family-owned business.

Together, as "The Voice of the Child Support Community," we can further enrich the lives of children by continuing to fortify the IV-D program and by creating new, innovative programs. We can also achieve this collaboratively by discussing the most recent developments and initiatives that impact the child support program on federal, state, and local levels. Knowing the latest information on issues that affect the child support community is the first step to making the necessary adjustments to fix them.

My grandfather stresses the importance of developing healthy, long-lasting relationships. By strengthening existing relationships, and by fostering new ones, we can make an even greater impact on the lives of children. Essentially, for SMI to make it another half-century, we need you by our side. The winners will be children, and they're our future.

I appreciate having the opportunity to speak with you today. Countless families across America need us, and just being here shows our unwavering devotion and commitment to helping them. By joining hands, we can make the world a better place for the children and families that we serve. It won't be easy, but we can do it.

Many thanks for your time and support.

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