



2014 NCSEA Annual Conference Workshop Detailed Schedule

Speakers listed are those confirmed as of July 16, 2014. The list will be updated frequently. Be sure to check back for updates.

The workshop schedule is tentative **and is subject to change**.

Monday, August 11, 2014

7:30 am – 5:00 pm **Registration**

9:00 am – 10:00 am **Discussion Groups**

People attend conferences for two primary reasons-Education and Networking. NCSEA is expanding its opportunities for conference attendees to network with colleagues and learn from each other. Discussion Groups are informal discussion and networking groups, specific to various roles and responsibilities in child support organizations. There is no set agenda for these gatherings....they are an opportunity to network, connect and discuss with peers. **Discussion Groups for Outreach Coordinators, and Trainers/Training Coordinators will be held at this time.**

9:00 am – 10:00 am **Interstate Discussion Forum: Brainstorming the Solutions**

NCSEA is launching a new effort to collect not only interstate problems, but also solutions. Join NCSEA committee leaders and share your interstate highs and woes, and especially ideas for improvement. A recent NCSEA survey uncovered that communication between and among states is still the most prevalent reason for slow interstate case processing, but there are certainly a myriad of others as well. Join this interactive and dynamic "solutioning" session and develop policy and process recommendations that will lead to real improvement in processing interstate cases. Let's do it! RSVP to [NCSEA](#) to attend.

Facilitator: Kelly Peiper, Co-Chair, NCSEA Policy & Government Relations Committee

10:30 am – 12:00 pm **Plenary I**
Exploring Common Ground for Today's Modern Family

Our opening session welcomes attendees to the 2014 NCSEA Annual Conference, Portland-style, featuring Oregon Attorney General Ellen Rosenblum. OCSE Commissioner Vicki Turetsky will also address conference attendees.

12:00 pm – 1:30 pm Exhibit Hall Opening & Reception-style Lunch
Enjoy lunch and visit with exhibitors in our unique Exhibit Hall.

1:45 pm – 3:15 pm Concurrent Workshops

Exploring Modern Payment Methods for Today's Customer

Are you looking for innovative ways to help your customers pay child support quick and easy? Are you looking for safe and accurate options for your customers to pay their support payments? If the answer is yes to either question, join us at this workshop and explore payment options that will help us serve families.

Speakers: Erin McDaniel (Oregon Child Support), Troy Reiner (State of Nebraska), Dave Maddox (Money Gram)

Moderator: Judith Albury (Federal Office of Child Support Enforcement)

Veteran Child Support Courts - A New Type of Problem Solving Court

Veterans Treatment Courts provide a holistic approach toward veterans in the criminal arena. However, some of the unique aspects of the model -- case management, legal representation, coordination among community resources -- can be applied to veterans involved in civil child support cases. Stand Down events are held across the country, bringing together community-based organizations to assist homeless veterans. Since 2008, San Diego services have included a child support court, which has resulted in veterans becoming more involved in their child support cases, and in some instances, even their children's lives. Minneapolis also operates a child support court in conjunction with Stand Down. In addition, attorneys and the child support agency have partnered to present child support legal clinics to veterans throughout the year. Come hear about these exciting initiatives and learn how to bring a similar program to your local area.

Speakers: Meg Haynes (Center for the Support of Families), Sara Sommarstrom (Minnesota Assistance Council for Veterans), Shannon Welton (San Diego County)

The Ball's in Your Court: Using Coaching to Empower Your Staff

High staff turnover is a concern to many organizations and agencies. A lack of supervisory support has been attributed as a major factor in the rate of turnover. A coach's rule is especially important as managing people become less about "control" and more about "empowerment". Managerial coaching provides managers the opportunity to build better relationships and unlock an employee's ability to maximize his or her performance. This interactive session will use media, group discussions, and practical activities to demonstrate the structure of the coaching model and provide a framework for managers to improve communication skills that support coaching.

Speakers: Alex Figueroa (New Jersey Child Support Institute); Anthony Mack (New Jersey Child Support Institute), Sara Pascale (New Jersey Child Support Program)

Sustaining High Performance ...Counting What's Important

What's harder than getting to the top of the mountain? Staying at the top in a changing

world! Join us for a discussion of interesting and creative strategies used by successful child support programs to incorporate family support services into their programs while continuing to maintain their top-level performance.

Speakers: Wally McClure (Washington State), Matthew Brega (Alameda County, CA), Dolly Lomeli (Orange County, CA)

Faster, Better, Cheaper: Maximizing Efficiency Through Effective Caseload Management

Tired of telling your staff to do more with less? What does it really mean to work smarter? Supervisors and managers are constantly working to improve performance. We focus on creating better business models, improving employee engagement, and measuring the right outcomes. But how can we really help our staff increase their capacity to get the work done? Join this workshop to learn what others are doing to maximize efficiency by creating standards for managing caseloads.

Speaker: Mike Moreno (CiviTek National); Alex Zilberfayn (TurboCourtKIDS), Trish Skophammer (Ramsey County, MN)

Moderator: Casey White (Hennepin County Child Support)

Dare to Boldly Go Where No IV-D Program Has Gone Before . . .(CLE)

Explore strange new worlds, seek out new ideas. Join us as we explore new ways to work with today's parents who have a different attention span; who expect things to happen quickly, easily, and electronically. The age of packets of paper and expectations of understanding and compliance will soon be a thing of the past. New service models have taken flight. Come see how our mission, meeting modern family expectations, will help bring new customers to our door.

Speakers: Robert Lyons (DuPage County, Illinois), Deb Tanner (Arizona Office of the Attorney General), Peggy Hawkins, (Contra Costa, CA DCSS)

Moderator: Mary Morrow (Illinois Child Support-Retired)

3:15 pm – 3:30 pm Break

3:30 pm – 5:00 pm Concurrent Workshops

CSS: Special Assistance Units.....In the Pursuit of Success

Is your program struggling to meet your performance measures? Does it feel as if your day-to-day case management practices are just not enough for your staff to stay on top of their caseloads? Would you like to hear about some innovative case management practices? If the answer to any of these questions is "YES" this session is for you. Since many of our programs are currently facing challenges with stagnant or decreased performance, it becomes extremely important to think outside the box and look for new and innovative strategies designed to meet and exceed performance on the federal measures. Join our panel of experts in this workshop session as they discuss some outside the box Call Center, "Special Assistance" and other administrative practices and program successes.

Speakers: Lori Bengston (YoungWilliams Child Support Services); Pam Sala (Oakland County, MI Friend of the Court)

Moderator: Cheryl Reid-Drayton (Federal Office of Child Support Enforcement)

Sustainable Employment Strategies: A TANF, Employment Workforce, Child Support Collaboration

As we know in life, “NO ONE CAN MAKE IT ALONE”. With shrinking resources for states, we know “NO PROGRAM OR ORGANIZATION CAN MAKE IT ALONE”. The goal of this workshop is to hear how states work together through collaborative models, strategies and successes that could be useful in developing or enhancing collaboration within your State. Other avenues (CSPED) and strategies provide a cost savings to each program – come hear how it can help your state while increasing collections.

Speakers: Katie Morgan (South Carolina), Faith Rumpfelt (Jefferson County, CO), Jacqueline Mull (Federal Office of Child Support Enforcement-Region IV)

Moderator: Lauren Antelo (Federal Office of Child Support Enforcement)

Child Support Automated Solutions that Work

Discover how other states are leveraging automation to increase program performance. Learn how investments in technology are improving customer service and worker productivity. The workshop panelists will discuss their real-world experiences implementing a variety of new technologies. The systems we'll explore include Paperless Court Interfaces, Electronic Content Management (Imaging), Portals for Customers and Employers, and more.

Speakers: Midge Holland (Delaware), Hershel Becker (Texas Division of Child Support), Courtney Garnand (Oklahoma Child Support)

Moderator: Brian Shea (Maximus)

A World Tour: Showcasing Child Support Practices From Around the World

Separated families around the world are remarkably similar; however, the practices and programs that have evolved to help these families can be quite different. Our international guests at this year's Annual Conference will present a round-robin overview of their programs and/or country practices in a compare-and-contrast format. In the last 20 minutes of the workshop, you will have a chance to chat to the presenters and other international guests, exchange business cards, and get take-away information about their programs. Don't miss this chance to learn more about the way child support is managed in other countries, get some ideas for your own program, receive some advice on specific issues you may have encountered on international cases, and network with child support professionals from around the world.

Speakers: Judge George Jamieson (Scotland), Chris Beresford (British Columbia), Bohodar Rubashewsky (Ontario), Gesine Wuncke (Germany), Paula Knaap (New Zealand), Floor de Jongh Bekkall (Norway), Sandra John (Switzerland); Anne Miller (Federal Office of Child Support Enforcement), Arnaldo Silveira (Brazil); George Thevios (Australia)

Moderator: Hannah Roots (British Columbia)

Right-Sizing Automation - Legal and Ethical Obligations of Safeguarding Confidential Data (CLE)

Join us as we contemplate the right complement of program automation and data safeguards from a legal and ethical viewpoint. Questions we'll explore include: As we improve

automation to better serve our program customers, what legal and ethical obligations must be considered? Does increasing our reliance on social media, mobile apps, paperless offices, electronic signatures and virtual attendance outweigh the potential risk of a data security breach? What is the right balance between improving customer self-help options and safeguarding their PII?

Speakers: Margot Bean (Deloitte), Lara Fors (Springfield Regional Prosecutors' Child Support Office), Michael Henry (MAXIMUS), Kelly Peiper (CSG Government Solutions)

5:00 pm – 6:00 pm President's Reception

Tuesday, August 12, 2014

7:30 am – 5:00 pm Registration

7:30 am – 8:30 am Continental Breakfast

8:30 am – 10:00 am Plenary II

DIY -- A Family Court Makeover

Tell it to the judge – really. Trial rules about evidence, testimony, and witnesses are often difficult for self-represented parties to maneuver. Oregon's Deschutes County piloted voluntary Informal Domestic Relations Trials that operate under simplified rules and limit witness testimony. The family court offers informal trials in cases of separation, unmarried parents, and modification of child custody, parenting time, and child support. Parties can "tell it to the judge," providing any information and documentation they deem important. You'll hear how this program finds common ground for families and the court – and how easily transferable it is to "DIY" in other jurisdictions.

Speakers: Hon. Benjamin R. Simpson (Kootenai County District Court, Coeur d'Alene, Idaho), Jeff Hall, (Deschutes County Circuit Court,) Tiffany J. Jensen (Gevurtz Menashe, Attorneys at Law),

Moderator: Kate Cooper Richardson (Oregon)

10:00 am – 10:30 am Break

10:30 am – 12:00 pm Concurrent Workshops

Cultivating Data Analytics for the Modern Child Support Program

Are there hidden nuggets in your existing data that might provide predictive capability for managing your caseload and forecasting performance? Can you cultivate and embed analytics functions in your program activities to improve speed and quality? While it seems logical that child support programs would benefit from better information about their cases, many are not really analyzing their data to maximize performance. There are challenges: difficulty in extracting data from legacy systems, limited technical resources to perform analytics functions, the challenge of interfacing between stand-alone analytics tools and legacy systems. Learn what can be done to overcome these challenges and cultivate modern predictive capabilities!

Speakers: Sara Gaeta-Anguiano (Los Angeles County CSSD), Hal Carl (Xerox State & Local Services),

Charles Smith (Texas Division of Child Support)

Moderator: John Polk (Xerox)

Asset Building for Parents and the Next Generation

How can the child support community engage the participants in our caseloads to assist in building assets and what are the benefits of child savings accounts? Leading research will be presented to answer these questions. Then two states, Kansas and Texas, which are testing innovations to promote social mobility for children through the child support program, will highlight programs designed to help parents start savings accounts for the next generation's education expenses. Texas targeted the custodial parent by providing funds to match deposits, while Kansas targets the noncustodial parent by reducing their state owed arrears by double the amounts deposited.

Speakers: Michael Hayes (Texas Division of Child Support); Amy Burgoon (Kansas Child Support Services), Daniel Dillon (University of Texas), Melinda Lewis (Kansas University)

Moderator: Ryann Moore (Federal Office of Child Support Enforcement)

It's All Relative--How Serial Families Impact Child Support Orders (CLE)

Join us as we interactively discuss one of the most significant current issues in child support case management, policy and case law. Some of the questions are: Should there be a preference for first families? How should modifications be handled when there are multiple orders? Are multiple-order-obligee situations different from multiple-order-obligor situations? What if the step-parent provides health insurance coverage? What is the compliance impact on lower-income obligors with multiple orders when withheld income approaches the CCPA limits? Diverse viewpoints will be shared.

Speakers: Diane Potts (Illinois Office of the Attorney General), Julie Paik (Sonoma County, CA)

Moderator: Jeff Ball (YoungWilliams)

International Child Support Cases...The Next Frontier?

With the 2007 Hague Maintenance Convention enforced in Europe, and the implementation of UIFSA 2008 in sight, there has never been a better time to talk about the kinds of challenges that we face on international cases and how we might address them. What lessons can be learned from the implementation of the 2007 Convention in Europe? What is being planned to address training and implementation of the Convention? As our caseloads grow, what challenges do countries foresee in terms of scaling up our current practices? What research would be helpful to assist us in planning for the future? A panel of operational folks and representatives of Central Authorities will discuss these and other strategic and operational issues that relate to international cases.

Speakers: Philippe Lortie (The Hague), Anne Miller (Federal Office of Child Support Enforcement), Elisabeth Saettem (Norway)

Moderator: Robert Keith (HHS General Counsel's Office)

What Do We Have In Common? State Child Support Guidelines

This dynamic workshop will review the similarities and differences of state guidelines through

the eyes of a national expert and a state administrator, as well as ample time for questions from the audience. This is an opportunity to learn the underlying premises of state guidelines and how state guidelines calculate support differently, particularly when the case involves low-income parents, shared-parenting time, or parents with children from other relationships. The workshop will also explore barriers and pathways states face to making guidelines changes.

Speaker: Jane Venohr (Center for Policy Research), Kim Newsom Bridges (Ohio CSEA), Michael Ritchey (Oregon Child Support)

Moderator: Jim Fleming (North Dakota Child Support Enforcement)

UIFSA & Beyond: Searching For Common Ground for Mobile Families (CLE)

You've got a working knowledge of UIFSA and know it doesn't answer all questions in every case. Your state's version of UIFSA may be different than the other involved state's version— or maybe the other jurisdiction is one where UIFSA doesn't apply. Our experienced panelists will compare the different versions of UIFSA and make suggestions for what to do when UIFSA doesn't give a clear answer. You'll take away the strategies and resources that will make it easier working challenging inter-jurisdictional cases.

Speakers: Mary Dahlberg (Center for the Support of Families), Kimberly Curtis (Washington State Child Support)

Moderator: Rob Velcoff (New York State Child Support)

12:00 pm – 1:30 pm Idea Exchange Lunch

This special Tuesday luncheon will give you the opportunity to brainstorm new ideas with your peers, and discuss industry trends and best practices. First of all, grab your lunch as you enter Ballroom I. Tables will be designated for the Idea Exchange, and identified with discussion topics. Take a seat and join in a conversation about an issue that impacts your on-the-job decision making. Gain valuable information about a new innovation or idea to share with your agency. The IDEA EXCHANGE Lunch facilitates insight-sharing, and enhances informal connections to your peers. Take the opportunity switch to a second table theme during lunch, gathering even more valuable information and meeting new colleagues.

1:45 pm – 3:15 pm Concurrent Workshops

What's Happening in DC and How Does it Impact Your Child Support Program?

Join the Federal Office of Child Support Enforcement as they provide an update on the latest program policy and other topics of interest, including the strategic plan, the certification guide, and upcoming training initiatives. This is a session you won't want to miss.

Speakers: Anne Miller and David Tabler of the Federal Office of Child Support Enforcement

Jet-Setting with Techno-Trends

REWIND: In 1959 the Kiplinger Letter forecast computers and printers became the next technological marvel. In 1963, it mentioned "pocket gadgets" that would allow people to call anyone, anywhere. FAST-FORWARD: We've come a long way, baby! Explore the latest innovative techno-trends and discover the positive service delivery impacts technology provides child support programs and modern families.

Speakers: Marissa de Almeida (Stanislaus County Child Support), Lori Keel (Baltimore County Child Support)

Moderator: Steven Trudell (Courtland Consulting)

Right-Sized Orders: The Past, the Present, and the Future (CLE)

This workshop will examine the concept of right-sized orders. In so doing, the panelists will examine what are right-sized orders, how this concept came about, what it means now, and what it means in the future in the context of various socio economic obligors and obligees and the ever changing family dynamics.

Speakers: Mark Ponsolle (Ramsey County, MN Human Services), Mark Takayesu (Orange County, CA DCSS)

Moderator: Barry Bloomgren (Hennepin County, MN CSS)

Little Things Can Make a Big Difference for Survivors of Family Violence

You CAN do it – Inform survivors about the child support process. Promote safety. Obtain child support orders that are safe, workable and just. Sometimes big changes are needed and should be made at the systems level. But there are very simple and practical things that child support workers and attorneys can do to increase safety. This workshop will inform your understanding of the little things – from how to screen and gather information to how to empower staff to assess risks and take appropriate action.

Speakers: Judge Katherine Tennyson (Multnomah County, OR Circuit Court), Krista Del Gallo (Texas Council on Domestic Violence), Ruth Ann Thornton (Texas Division of Child Support)

Moderator: Alicia Key (Xerox)

Performance Measures – State and Tribal Comparisons

States have heard a lot about the Model Tribal Systems and now it's time for State Agencies to learn more about the tribal performance standards. Come learn how the tribes measure their performance in the Federal Incentive Goal areas and how they utilize incentives. They will also share what initiatives have been implemented from the Commissioner's Bubble Chart.

Speakers: Lisa Schwartz (Oneida Nation), Ruth Hara (Capital Technology Partners) Sandra Cloer (Eastern Band of Cherokee Nation)

International Exploration Closer to Home – Working Cases With Mexico

Do you have a case where one of the parties lives in Mexico and you need ideas on how to proceed? Fourteen states have state-level reciprocal agreements with Mexico. Lawyers and administrators who have worked on cases with Mexico will share their experiences and give you valuable information on steps you can take to increase the likelihood of successfully recovering child support for these families.

Speaker: Gary Caswell, (Attorney), Guillermo Fernandez (Imperial County, CA), Alisha Griffin (California Child Support), Maria Cristina Oropeza Zorrilla (Mexico)

Moderator: Donna Hengeveld (Federal Office of Child Support Enforcement-Region X)

3:15 pm – 4:00 pm **“Taste of Portland” Reception**

4:00 pm – 5:00 pm **Discussion Groups**

People attend conferences for two primary reasons-Education and Networking. NCSEA is expanding opportunities for conference attendees to network with colleagues and learn from each other. Discussion Groups are informal discussion and networking groups, specific to

various roles and responsibilities in child support organizations. There is no set agenda for these gatherings....They are an opportunity to network, connect and discuss with peers. **Discussion Groups for Tribal Child Support Workers, and those involved in PR and Communications will be held during this time.**

4:00 pm – 5:00 pm A Discussion about the National Child Support Strategic Plan

The National Child Support Strategic Plan is an opportunity to articulate and communicate the vision that the child support community holds for the future of the program. It states what we believe about the child support program, how to move the program to the next level, and how the program can best serve the next generation of America's children and families. Child support directors from across the country are now engaged in the effort to develop the next National Child Support Strategic Plan for FFY 2015-2019 – coming together to dive deep into the most important issues likely to impact the program over the next 5 years: data analytics, parenting time, case management, partnerships, systems, collection tools, right-sized orders, guidelines, etc. Come and participate in this creation process. It's your National Plan, and it needs your input and direction.

Facilitator: Thom Campbell, Federal OCSE

Wednesday, August 13, 2014

7:30 am – 10:00 am Registration

7:30 am – 8:30 am Continental Breakfast

7:30 am – 8:30 am Exploring NCSEA: Cultivating a Successful Association

Do you ever wonder how NCSEA programs get planned and executed, how a Web-Talk works or how child support enforcement issues are discussed and deliberated at the federal and legislative level? Do you have good ideas, enthusiasm, and a passion for your work? Join us as we review NCSEA's governance and volunteer structure, which gives opportunities to participate in developing the association to meet the needs of you and your colleagues across the United States and throughout the world. Learn how to join or participate on a committee, develop a workshop or maybe even, run for the Board of Directors.

Speakers: Colleen Eubanks (NCSEA Executive Director); Kathy Sokolik (NCSEA President-Elect)

8:30 am – 10:00 am Concurrent Workshops

Medical Coverage for the Modern Family!!! Discover the “Hot Topics” Everyone is Talking About!

Are Medicaid-only referrals overloading your program's resources? Do you want to learn how the Affordable Care Act may still impact or change your program? Are you interested in how other programs are educating their child support customers about health care coverage options through The Health Insurance Marketplace? If you answered “Yes” to any of these questions, then, this workshop is for you. This workshop provides insights into these “Hot Topics” surrounding the ACA, medical coverage options for the modern family, and the outcomes that impact child support programs.

Speakers: Kathy Sokolik (SRA International), Jim Fleming (North Dakota Child Support Enforcement), China Widener (Deloitte)

Moderator: Margot Bean (Deloitte)

All Children Deserve Good Parents -- Parent Education Programs and Child Welfare Laws (CLE)

Being a good parent means more than just paying child support. Learn how innovative education programs teach parenting skills that improve families, and result in children having emotional and financial support. This workshop will also examine how child welfare laws and policies impact children and our child support cases when parents are unable or unfit to retain custody. Come hear about recent cases, policies, and programs that seek to improve the lives of children, one family at a time.

Speakers: Marti Sanders-Tonahill (Mamixus); Diane Potts (Illinois Attorney General's Office), Julie Baumgardner (First Things First)

Exploring the Ever-Evolving Issue of Paternity

Are you looking for innovative ways to increase your paternity establishment performance? Or how about what to do when the wrong father is named; what can we do? This session will help you look for common ground with modern families that often find themselves needing to have paternity established, but have at times had the wrong father named. They come to us to try to resolve this issue. We will explore what one state has done to improve establishment performance and what another state is doing regarding paternity disestablishment in the IV-D program.

Speakers: Jennifer Granzow (Kalamazoo County Prosecutors Office), Carla Prins (Iowa Child Support), Janet Melby (Iowa State University)

Moderator: Jan Grinnell (Grinnell Appreciative Consulting)

Cultivating Competence Working with Inter-Jurisdictional Families

You've learned some secrets to working inter-jurisdictional cases. Congratulations! However, what about currency conversion? And how do you persuade another country to collect arrears when their records show the obligor is current? How do cultural differences impact cases? How do we ensure clear communication when we speak different languages? Come tease through complex real-life scenarios with our panel of experts and go home better equipped to work inter-jurisdictional cases.

Speakers: Nancy Koptur (Washington State Child Support); Trish Riswold (British Columbia)

Moderator: Thomas Meysen (Germany)

Low-Wage Parents: Best Practices for Working With the Working Poor

According to the Bureau of Labor Statistics, 3.6 million workers earn minimum wage or less. As we all know from doing child support calculations, full time at minimum wage equals just over \$1,200 per month before taxes or health insurance. Many of these workers are young, people of color, lacking a high school diploma, more often women, have never been married, and are employed in service and hospitality occupations. And many of them are on our child support caseloads. Come to this session to learn more about the challenges of the working poor, and how we can offer relevant services that meet their needs and achieve the mission of the child support program.

Speakers: Casey Potter (Cabrini Green Legal Aid), Dee Dinnie (Orange County, CA), Trish Skophammer (Ramsey County, MN)

Moderator: Norris Stevenson (Illinois)

Filling the Gaps: Case Studies in Succession Planning and Manager Skills Development

Leadership development is a prominent topic today. This workshop will focus on the specific problems associated with (1) the retirement of veteran managers and the associated loss of their knowledge and leadership, and/or (2) the challenge of fostering the diverse and comprehensive knowledge and skills needed by new and middle managers. Several child support agencies will share their experiences in addressing these problems, specifically describing their methods and activities, the outcomes they experienced, and the lessons learned. Participants will gain information to help them cost-justify, develop, and execute their own initiatives to “fill the gaps”.

Speaker: Tamara Thomas (Stanislaus County, CA Child Support), Barry Bloomgren (Hennepin County, MN), Mark Ponsolle (Ramsey County, MN)

Moderator: Rhonda Tamulonis (When You Leave The Room, LLC)

10:00 am – 10:30 am

Break

10:30 am – 12:00 pm

Concurrent Workshops

More Money, More Money, More Money; How Do I Get My System Project Funded and Pay For New Technology Being Showcased on the Market?

This session will focus on the different funding sources available for new system development, as well as funding for enhancements and continued operation of existing systems. Come learn about the requirements embedded in the Advance Planning Document (APD) process and the limits that are placed on funding based on the type of APD you might submit. This session will also include a discussion on funding for in-house operations/development, contracted services, and the impact that APD Reform has had on seeking and securing your share of federal funding.

Speakers: Cynthia Longest (Indiana Child Support), Karen Coleman (Oregon Child Support), Joe Bodmer (Federal Office of Child Support Enforcement); John White (Deloitte)

What's New, and Does Anyone Understand the Case Law Behind It (CLE)

Every year there are new court decisions and findings that cover the full spectrum of the child support program; from paternity and order establishment to enforcement, modification, parenting time, international cases, and now same sex couples. This workshop is designed to make our IVD practitioners aware of the changes that may affect or alter existing policies and practices, while delivering services to the families that we serve.

Speakers: June Tomioka (Washington Association of Prosecuting Attorneys); Cynthia Bryant (Consultant/Trainer)

Moderator: Meg Haynes (Center for the Support of Families)

Parenting Time: Child Support's Chicken or Egg?

Does parenting time increase child support payments or does child support payments increase

the likelihood of parenting time? Which is it? This session attempts to examine the correlation between parenting time and child support payments. We will examine methods employed by the Multnomah County Family Court Services (Portland, Oregon) and the Oakland County (Michigan) Friends of the Court Programs as they outline their experiences with this very difficult conundrum. Discuss the best practices and the pratfalls encountered as they addressed this critical/vital aspect of the child support system.

Speakers: Janice Garceau (Multnomah County Family Court Services); Teresa Vogeltanz (Multnomah County Family Court Services); Pam Sala (Oakland County Friend of the Court)

Moderator: Sharon Pizzuti (Courtland Consulting)

Are We There Yet? The Road to Strategic Planning

“Are We There Yet”? I am sure you have heard this question countless times but the real question should be “How Do We Get There”? The answer ... Strategic Planning. Strategic Planning is the core work of an organization. Without a strategic framework you don't know where you are going or why you are going there! This workshop will help you if you have had only limited experience in strategic planning. Perhaps you have not been involved in running an organization, project, or department before. Maybe you have not been involved in the planning side of the work before. Or you have always focused on action planning and now realize how important strategic planning is. Whether strategic planning is new to you or not, you should find this workshop useful.

Speakers: Charles Smith (Texas Division of Child Support) , Janina Oestreich & Matthew Parascand (Washington State Child Support), Patrick O'Malley (Xerox State & Local Solutions).

Moderator: Rosemary Guitierrez (Los Angeles County)

The workshop schedule is always subject to change.