National Child Support Enforcement Association
2013 Annual Conference & Expo
Baltimore Hilton Baltimore, Maryland

Detailed Schedule as of July 30, 2013
(workshop times and speakers subject to change)

Sunday, August 4, 2013

5:00 – 7:00 pm Registration

Monday, August 5, 2013

7:00 am – 5:30pm Registration

9:30 am – 11:00 am Discussion Groups

I: Communications and Public Relations

II: Managers with less than two years of supervisory experience

III: Outreach Specialists responsible for coordinating outreach with other agencies and organizations.

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. The sessions Monday morning are for individuals involved in Communications and Public Relations, for Managers with less than two years of supervisory experience, and Outreach Specialists responsible for coordinating outreach with other agencies and organizations. There is no set agenda for these gatherings….just an opportunity to network, connect and discuss with peers. Space is limited, so pre-registration is recommended. Email NCSEA to pre-register.

11:30 am – 12:30 pm Plenary I "Charting the Course for the Modern Family"
Our opening session welcomes attendees to the 2013 NCSEA Annual Conference, and features remarks by Maryland Secretary of Human Resources Ted Dallas, and Maryland IV-D Director Joseph DiPrimio.

12:30 pm – 2:00 pm Exhibit Hall Opening and Reception-Style Lunch

2:15 – 3:45 pm Concurrent Workshops

Workshop 101
Noncustodial Parents Under Criminal Justice Supervision
Noncustodial parents under criminal justice supervision pose different challenges with respect to their being in jail or prison, or being under probation or parole supervision. Each of these agencies has different levels of involvement in terms of day to day interaction with our noncustodial parents with interaction ranging from day to day control and oversight to call-in monitoring. Therefore, the challenge to child support is to understand the role each agency has

in terms of supervision of the under criminal justice supervision population and how best child support fits into their structure in terms of using these agencies to connect to our noncustodial parents. Our panel of experts will discuss how their programs are partnering with criminal justice agencies to engage noncustodial parents and some of the challenges and successes associated with their efforts.
Speakers: Lori Lofrano (Minnesota Dept of Corrections), Michael Hayes (Texas Division of Child Support), Frances Pardus-Abbadessa (New York City Division of Child Support)
Moderator: Lauren Antelo (HHS/ACF/OCSE)

Workshop 102
Good Intentions, Gone Bad-- Exploring Ethical Considerations in the Modern World (CLE)
Join a lively discussion of the legal consequences and ethical considerations of paternity disestablishment, sperm donation, adoption and other new legal quandaries facing the modern child support office! A recent case Kansas prompts us to address the ethical implications of pursuing the good samaritan donating sperm for a same-sex couple's insemination. What are other 21st century dilemmas facing the child support community and how do we address them with fairness and in the best interests of children?
Speakers: Diane Potts (Illinois Attorney General's Office); William Reynolds (University of Maryland Law School); Kelly Peiper (CSG Government Solutions)

Workshop 103
It's More Than Just Child Support...What About Parenting Time?
For years family laws and family courts across the country have included the term and the provision, "visitation rights" as part of court ordered judgments. The term "visitation" is offensive to parents who want to spend meaningful time with their children, not simply "visit" them. The Child Support Program expects and promotes parental responsibility. Isn't it time to recognize that both parents have more than just a financial responsibility to their children? Isn't there more to being a father other than financial support and periodic "visitor" status? The panel will share recent state and local experiences that address this important subject.
Speakers: Alicia Key (Texas Office of the Attorney General-Child Support), Steven Golightly (Los Angeles County Office of Child Support);
Moderator: Barry Bloomgren (Hennepin County, MN Child Support)

Workshop 104
Electrify Your Income Withholding Orders!
Want to increase your collections, decrease administrative expenditures, and help save a few trees along the way? Join the electronic Income Withholding Order process. The e-IWO project enables you to electronically send IWOs to employers and you will receive electronic acknowledgements letting you know if the IWO will be implemented. Join the 26 States and 430+ large employers already on e-IWO.
Speaker: Corrine Flores (ADP); Cindy McMullen (Dollar Tree), Toby Hallows (Oklahoma Child Support), William Stuart (HHS/ACF/OCSE)

Workshop 105
Happy to Meet You - International Program Profiles
Families with children face many of the same challenges around the world. Child support programs in different countries approach these challenges differently, and there are lots to be learned about the way that other countries have structured their child support programs. From

purely administrative systems to full integration within the social welfare system, these programs offer us a new perspective of managing child support cases. Come to this workshop and hear some of our international guests explain the way their child support programs work, and the challenges they are facing.
Speakers: Arnaldo Silviera (Brazil), Sandra John (Switzerland), Dennis Mahony (Australia)
Moderator: Robert Velcoff (New York State Child Support)

Workshop 106
How to Overcome the Top Obstacle to Any Change Initiative
Re-engineering your business processes? Restructuring your organization? Implementing new technologies? The wished-for business impact of change initiatives typically demands more effort and often falls short of expectations. This workshop will present specific strategies to achieve fruitful change by focusing on its priority challenge: accomplishing and sustaining behavior change at the worker level. Come and hear case studies about how staff have been aided and supported in changing their behavior to optimize organizational change initiatives.
Speakers: Trish Skophammer (Ramsey County, MN Child Support); Rhonda Tamulonis (Auctor Corporation); Bohodar Rubashewsky (Ontario, Canada)
Moderator: Debbie Ward (HHS/ACF/OCSE)

3:45 – 4:00 pm Break

4:00 – 5:00 pm Plenary II "Visiting Today's Modern Family"
Today's modern family with lesbian, gay, bi-sexual, and transgender parents has captured national attention. In June, the United States Supreme Court struck down a key component of the Defense of Marriage Act as unconstitutional and effectively reinstituted same gender marriages in California. Meanwhile, State legislatures and courts across the country consider new laws dealing with marriage, parentage, and adoption. Come hear LGBT parents share their experiences raising today's modern family. American University Law Professor **Nancy Polikoff**, a preeminent national expert on modern family law, will lead the discussion and explain the new legal landscape and the impact of parentage laws on the rights and financial responsibilities for children of LGBT families.

5:00 – 6:00 pm President's Reception

Tuesday, August 6, 2013

7:30 am – 4:00 pm Registration

7:30 – 8:30 am Continental Breakfast

7:30 – 8:30 am NCSEA 101: *Charting the Course for Your 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, 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 Delaney Eubanks (NCSEA Executive Director), Scott Cade (NCSEA President-Elect)

8:30 – 10:00 am Concurrent Workshops

Workshop 201
Early Intervention: The KEY to Participation
Unlock the door for NCP's through the Early Intervention Process. Many NCP's do not know what they do not know. Learn the secrets of how a few minutes of early intervention activities can improve the NCP's participation in the child support process.
Speakers: Lori Bengston (YoungWilliams), Darryll W. Grubbs, (Attorney) Peggy Hawkins (Contra Costa County), Deb Steidley (Nebraska)
Moderator: Joel McManus (HMS)

Workshop 202
Changing Families – Changing Challenges
Between $10 – $20 billion is sent abroad by families in the United States each year. Remittances from abroad constitute 12 percent of the GDP of the Philippines. More than one quarter of children between the age of 20 and 25 are still living at home with their parents. Eleven percent of senior citizens have moved (back) in with their families. 21, 000 children were adopted internationally in 2011. There are more than 132 million orphaned children globally. Around the globe as well as at home, trends in immigration, global migration, the age of marriage and divorce and the expectations of today's young adults towards marriage and families have changed both the make-up of the families we serve and their challenges. This workshop looks at the big picture – what these changes in family mobility, global remittances, aging populations and the increasing number of international of family law disputes might mean for the policy makers and legislators. We will look not just in terms of local legislation but also global instruments that help our international families.
Speakers: Hannah Roots (British Columbia Family Maintenance), Philippe Lorti (Hague Conference on Private International Law); Susan Paikin (Center for the Support of Families)

Workshop 203
Order Modification: The Next Generation (CLE)
Everyone understands the importance of getting an order right in the first place; but keeping the order right during its lifetime is just as important. Keeping it right often involves intensive work, and many questions about the role of the child support office, and the role of parents. Learn what changes have taken place in Minnesota as a result of their Order Modification Grant (OMG). Topics that will be discussed will include the role of the child support office, child support attorneys, the courts, streamlined processes, how stipulations can reduce workloads, facilitating agreements, as well as not falling into the trap of giving legal advice. Also to be addressed is the necessity of changing the culture to get an order right in the first time...and keeping it right during its lifetime
Speakers: Tina Morrison (Ramsey County, MN), Melissa Rossow (Ramsey County, MN), Adrienne Noti (OCSE)

Workshop 204
How to Approach Multidimensional Decision Making
Organizational operations are dependent on decisions that are made by management. Without

effective decision making by leaders, activity would be stifled and nothing would get done. This workshop explores the types of choices that managers encounter in social service organizations and the multiple dimensions that influence decision making. Participants will be introduced to a structured decision-making process and will apply that process to realistic, thought-provoking case studies.
Speakers: Hope Miller (N.J. Child Support Institute), Angela Lee (N.J. Child Support Institute)
Moderator: Anthony Mack (N.J. Child Support Institute)

Workshop 205
Charting a Course for Child Support in Modern Times: Partnering for Education and Prevention
According to the latest teen pregnancy statistics from the Center for Disease Control, teen birth rates are at their all time lowest in the last 40 years. Yet the last report still showed that a total of 367,752 babies were born to teen girls aged 15-19. OCSE has strategized that the child support program can prevent the need for their services by promoting responsible childbearing and parenting choices, and by raising awareness of the financial, legal and emotional responsibilities of parenthood. Come hear how state child support programs are promoting this message within their local communities.
Speakers: Michael Hayes (Texas Office of the Attorney General-Child Support), Sara Hollowell (Tennessee Child Support)
Moderator: Robert Velcoff (NYS Child Support)

Workshop 206
Storm of the Century – Are You Prepared?
If Hurricane Sandy would have struck your area, how long would it have taken you to recover? Planning and preparedness can't stop the storm, but can mitigate post-event impact. Are you prepared? Preparedness is the only way to ensure minimal disruption. This workshop will focus on the success stories of planning, preparation and recovery. Hear experienced managers share what they did well and what they learned to help them prepare for the next disaster. And, what modifications were made to their disaster recovery plans after their experiences in 2012.
Speakers: Alisha Griffin (New Jersey Child Support), Cynthia Shockley (Maryland Child Support), Frances Pardus-Abbadessa (New York City Child Support)
Moderator: Crystal Gebhart, (Xerox State & Local Solutions)

Workshop 207
Maryland Family Law
Maryland Family Law Title 5 will be reviewed for statues that affect the processing of MD child support cases.
Speaker: Dawne Lindsey, Allegany County Clerks Office

10:00 am – 10:30 am Break

10:30 am – 12:00 pm Concurrent Workshops

Workshop 301
Liberty and Justice for All...Parents (CLE)
In the aftermath of Turner, learn what states have changed as they address the issue of an NCP's ability to pay.
Speakers: Richard Zorza (Attorney), Margaret Stapleton (Sargent Shriver National Center on

Poverty Law)
Moderator: Justin Latus (District of Columbia Office of the Attorney General)

Workshop 302
How Much is "Just Right" for the Family: Perspectives on Child Support Guidelines
As we all know – child support guidelines come in many shapes and sizes. Determining the right amount of child support for a family is not just a matter of mathematics – if the order is too low, the children will not receive the support they need. If the order is too high – it will not be paid. Israel has developed a formula for determining child support that promises to better address the complexity of setting child support in international cases. Child support guideline reviews are underway or have been completed in a number of states – with varying results. Research from Orange County California tells us that there is indeed a "cliff" when it comes to the quantum of child support. What can we learn from the research and experience, not only in the United States but in other countries about fixing child support? The panel of experts in this workshop will provide you with their views on this critical element of child support – getting the amount right!
Speakers: Alisha Griffin (New Jersey Child Support), Paula Knaap (New Zealand), Floor de Jongh Bekkali (Norway), Andina Van Isschot (Canada)

Workshop 303
Collaboration with Human Services Agencies: IV-A & IV-E
Child Welfare and Child Support relationships are important for service to a special population. It is important that IVD is informed as soon as possible when there is a change in the custody status of children. These two Social Service Divisions have a responsibility to develop collaborations to establish workflows that supports families and the receipt of service.
Speakers: LaShawn Scroggins (HHS/ACF/OCSE), Carla West (YoungWillliams)
Moderator: Mary Flounoy (Durham County, NC Child Support)

Workshop 304
Customer Connections…….Building Relationships Beyond the IV-D Case
Join our panelists as they share ideas and practices for creating lasting customer connections. We will discuss effective customer service strategies designed to foster good customer relations and improve program performance.
Speakers: Joan Kennedy (Mecklenberg County, NC Child Support), Linda Dippel (Contra Costa County, CA Child Support)
Moderator: Cheryl Reid-Drayton (HHS/ACF/OCSE)

Workshop 305
What's App'ning in the World of Child Support?
The average U.S. wireless subscriber owns 1.57 mobile devices. Forty-five percent of American adults own a smart phone, and 22% own a tablet. Most use their devices to browse the net, email, text and download app's. As of September 2012, both Apple iTunes and Android stores offered 700,000 apps (200,000 native to the iPad). No matter what your flavor—iOS6 or Jelly Bean, think about how many apps you have on your smart phone or tablet! Come learn how child support divisions can and are utilizing apps to reach their clients, and how to motivate your agency to join this app-ortunity.
Speakers: David Kilgore (Los Angeles Child Support), Maurice Franklin (MAXIMUS), Michael Jackson (Adobe)
Moderator: Melissa Johnson (Kansas Division of Child Support)

Workshop 306
Navigating the Child Support Performance Measure-Current Support
Join our panel of experts as they share their tips, ideas, and creative ways to navigate performance within the child support program. We will explore specific projects, policies, and best practices used in jurisdictions across the country to increase the percent of current support paid. Bring your questions and ideas – let's brainstorm together to chart a new course for improved performance.
Speakers: Casey White (Hennepin County Child Support), Carla Smith (Domestic Relations Section, Crawford County Court of Common Pleas of Pennsylvania); Deb Steidley (Nebraska Child Support)
Moderator: Kelly Lamson (YoungWilliams)

Workshop 307
Maryland Child Support Files and Maryland State Archives
Maryland clerks and court staff will learn the correct process for retrieving and transferring filed to the Maryland State Archives. Instruction on how to use the new on-line forms will be presented.
Speaker: Kathryn Baringer (Maryland State Archives)
Moderator: James Reilly (Harford County Courts)

12:00 – 1:30 pm Keynote Luncheon
Guest Speaker: Commissioner Vicki Turetsky of the Federal Office of Child Support Enforcement

1:45 – 3:15 pm Concurrent Workshops

Workshop 401
Imaging and Case Processing in a Paperless World
Going to court? Tired of carrying an armful of case files with you? Running out of space to store paper files? Then it's time to consider electronic case records. Imaging documents and creating an electronic case file can help to resolve your space and lost document problems. Come and listen to those who have implemented a paperless office and are now managing their case information electronically.
Speakers: Daryl Wusk (Missouri Child Support), Midge Holland (Delaware Child Support), Ann Ploetz (Ramsey County, MN Child Support)
Moderator: Trina Richardson (Xerox State & Local Solutions)

Workshop 402
Performance Management - Developing Case 'Ownership'
In managing the many tasks and activities that can happen on a case, it's easy to forget to make sure all appropriate actions are taken to move the case to a successful outcome. Join us for a discussion on achieving results by redirecting attention from individual tasks and activities to working cases with a results focus.
Speakers: Victor Rea (San Bernadino County Child Support), Dolly Lomeli (Orange County, CA Child Support), Shannon Clay (Illinois Child Support)
Moderator: Debbie Roan (Illinois Child Support)

Workshop 403
How to Use Emotional Intelligence to Resolve Conflict in the Workplace
The average American spends 8.8 hours at work each day. More time is spent working than any other activity. Imagine how stressed and unproductive we would be spending that time in conflict! Discover strategies for maximizing productivity by deterring conflict in the workplace. Join us for an interactive session that explores the causes of conflict in the workplace and the role of emotional intelligence in the conflict resolution process. Learn how to determine your conflict resolution style and how to use emotional intelligence to manage relationships more effectively and resolve conflict rationally.
Speakers: Lisa Bender (N.J. Child Support Institute), Rob Kafka (N.J. Child Support Institute)
Moderator: Danielle Francesconi (N.J. Child Support Institute)

Workshop 404
CSE Technology - What are Other States Doing That I Can Do Too?
This workshop explores trends in child support automation. Discover how other states are leveraging new technologies to improve both internal efficiency and delivery outcomes to customers. Learn how States are making modest investments in technology to gain significant returns in program performance. The workshop panelists will discuss their experiences implementing a variety of new technologies. The systems we'll explore include Document Generation, Electronic Content Management (Imaging), Portals for Customers and Employers, and more. You will also learn how automation can improve everyday case management through the use of proven caseload stratification techniques.
Speakers: Charles Smith (Texas Child Support), Steve Veno (Kentucky Child Support)
Moderator: Brian Shea (MAXIMUS)

Workshop 405
Complex Inter-jurisdictional Issues (CLE)
This workshop will focus on the jumble of complex issues faced by caseworkers, attorneys, and managers. How do you handle a case where the parents are in different jurisdictions and swap custody informally? What's the process to enforce another state's order when no IV-D case has ever been open in that state? What will I need to know about UIFSA 2008, and when will things change? These and other tough questions will be discussed by our panel of experts. Knowledge of UIFSA and the intergovernmental regulations is necessary.
Speakers: Nick Palos (Kings County, NY Magistrates Office), Diane Potts (Illinois Attorney General's Office)
Moderator: Mary Dahlberg (Deputy Attorney General-Retired)

Workshop 406
Starting Right for Winning Finishes: Traits of Successful Contracts, MOUs, RFPs, and Requirements Elicitations
This workshop is for directors and managers who need services or solutions involving multiple stakeholders and third parties. Whether an agency's desired outcomes and expectations are met will depend, in large part, on a clear definition of requirements and on effective procurement and administrative processes. This workshop will feature speakers offering their experience, scars, and lessons learned. The workshop will have a dual focus: (1) how to engage and elicit effective stakeholder participation in defining requirements and (2) what are best practices in constructing contracting instruments and navigating procurement processes.
Speaker: Tracy Bell (Tennessee Child Support), Joe Mamlin (CSG Government Solutions); Joe

Bodmer (HHS/ACF/OCSE)
Moderator: Rhonda Tamulonis (Auctor)

Workshop 407
Maryland Rules and Child Support Cases
MD clerks and court staff will be given an overview of the MD Rules that govern the processing of Maryland child support cases.
Speaker: Dawne Lindsey (Allegany County Clerks Office)

3:15 – 4:00 pm Dessert Networking Reception
Join fellow attendees in the Exhibit Hall to satisfy your sweet tooth and craving for what's new in child support technology, solutions, products and services.

4:00 – 5:00 pm Discussion Groups

I: **Training Coordinators and those responsible for Training**
II: **Tribal Child Support Workers.**
III: **Paralegals**

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. The sessions Tuesday afternoon are for Training Coordinators and those responsible for Training, Paralegals, and Tribal Child Support Workers. There is no set agenda for these gatherings….just an opportunity to network, connect and discuss with peers. Space is limited, so pre-registration is recommended. Email NCSEA to pre-register.

4:00-5:00 pm *NCSEA Policy Development…..Engaging the Membership*
If you have attended an NCSEA conference in the last two years or so, you are familiar with the crowd sourcing activities designed to gather the opinions and ideas of the NCSEA membership. NCSEA has heard you! The NCSEA board and Policy and Government Relations (PGR) have worked hard the past 18 months to gather ideas, prioritize the policy and legislative initiatives offered, and to develop position papers and resolutions. Topics include workforce collaboration, collection tools, and much, much more! Come hear how NCSEA is working for you from PGR Committee Co-Chairs Kelly Peiper and Steven Golightly.

Wednesday, August 7, 2013

7:30 am – 10:00 pm Registration

7:30 – 8:30 am Continental Breakfast

8:30 – 10:00 am Concurrent Workshops

Workshop 501
Dispelling the Myths: Reexamining Our Fundamental Thoughts About Fathers, Their Needs and Their Realities

What are the concepts and attitudes about men in general and fathers in particular that have contributed to so many unfavorable enforcement outcomes? What lessons can we learn from the harm done by our out dated ideas about women and the steps our culture and society took to reverse those misguided notions? Learn how rethinking what we believe about fathers can help us do a better job of working with them, rather than against them. Hear about a proven father-friendly program that would be easy and effective for you to implement today.
Speakers: Vincent DiCaro (National Fatherhood Initiative), Carlos Norris (Springfield Urban League)
Moderator: Nancy Emberton (Illinois Child Support)

Workshop 502
Navigating Toward a New CSE System?
Planning for a new system? How do you keep technology moving forward on limited funding? Join this workshop to hear about a variety of key activities performed as part of the planning phase towards implementing a new system. Those activities drive program decisions toward gaining the greatest benefits with limited funds. Learn the answers to the following questions and avoid the hidden pitfalls along the way: 1) How did they approach or plan to approach the feasibility study? 2) Are they doing business process re-engineering (BPR) work? 3) Have they developed an Implementation Roadmap to follow? 4) Did they collaborate with a vendor to help in the planning phase? 5) Are they doing an incremental renewal and what factors influence that direction? 6) Are they doing a big bang implementation and why did they choose to go in that direction?
Speakers: David Sanchez (Tennessee Child Support), Alicia Key (Texas Child Support), Joe Bodmer (HHS/ACF/OCSE)
Moderator: Margot Bean (Deloitte)

Workshop 503
Work Life and Personal Life – Finding a Good Balance
In today's face paced world, responsibilities to job and family often cause real life conflicts. Learn how to manage stress and develop skills to help balance your lifestyle.
Speaker: Patti Spear (Deloitte)
Moderator: Mary Morrow (Illinois Child Support)

Workshop 504
Community Partners - Are You Engaging?
Is your child support agency working in silo? Have you considered reaching out to partners in your community, but did not know how/where to begin? In this session, we will walk through the how to, where to; and benefits of partnering with your local community and faith-based organization.
Speakers: Gerald B. Grimes (Office of the Mayor, Baltimore), Gwendolyn Oliver, Shronda Dunlap (City of Baltimore), Lori Keel (Baltimore County Office of Child Support)
Moderator: Jim Graettinger (MAXIMUS)

Workshop 505
Critical Thinking and Multilevel Management in Using Analytics to Move Performance
Even in today's explosion of new technology, working reports is still the main focus of how we "work" our cases. Yet every case load is different. Within a state and a county there are significant demographics between offices. How do we take analytics to the next step to help workers and managers apply them in a way that is more strategic and yields critical thinking and

application to maximize performance?
Speakers: Alisha Griffin (New Jersey Child Support), Joan Kennedy (Mecklenberg County, NC Child Support); Steven Veno (Kentucky Child Support)
Moderator: Cheryl Reid-Drayton (HHS/ACF/OCSE)

Workshop 506
Love & Marriage: A Modern Tale Written by the Supreme Court (CLE)
In June, the United States Supreme Court decided two landmark cases involving same sex marriage, United States v. Windsor and Hollingsworth v. Perry. Join our constitutional law experts as they explain the facts, arguments, and decisions, and interpret the constitutional implications for same sex couples across the nation. The panel will discuss the impact of the decisions on our child support programs, and address the hurdles attorneys still may face in establishing parentage and collecting support for children born to same sex marriages.
Speakers: Jana Singer (University of Maryland School of Law), Judge Diane Leasure (Leasure Dispute Resolution).
Moderator: Diane Potts (Illinois Attorney General's Office)

Workshop 507
UIFSA – The Fundamentals for Clerk and Court Staff
This session will cover information for the new employee to the veteran. The workshop will focus on processing interstate cases, registration of support orders from other states, modifications, and determination of controlling orders.
Speaker: Amy Gober (Center for the Support of Families)
Moderator: Jim Reilly (Harford County Courts)

10:00 – 10:30 am Break

10:30 – 12:00 pm Concurrent Workshops

Workshop 601
It's Not Rocket Science - International Case Processing 101
Have you got a case from British Columbia, Canada that you simply don't know what to do with? Do you ever wonder whether the concept of Continuing Exclusive Jurisdiction applies in Australia? Do you know how to serve the NCP in Mexico with the originating process in your case? If these or similar questions are keeping you awake at night, or simply getting in the way of clearing some tricky files off your desk, this workshop can help. We will cover some of the basic practices for processing cases from other countries. We'll discuss the basic processes for establishment and enforcement in the United States, and provide you with some resources and places where you can go to find help. This workshop is designed for those with little or no familiarity with working international cases. Suitable for case workers, managers and lawyers.
Speakers: Jeannette Savoy (Colorado Central Registry), Gary Caswell (Attorney), Hannah Roots (British Columbia Family Maintenance)
Moderator: Donna Hengeveld (HHS/ACF/OCSE)

Workshop 602
Where Do We Go From Here? Health Care Reform and the Future Role of IV-D Agencies
Enactment of the Affordable Care Act has significantly impacted the U.S. healthcare system and its participants, and has the potential to dynamically shift the roles and responsibilities of IV-D

agencies in a number of significant ways. The major provisions of the Affordable Care Act, including the individual mandate, Medicaid expansion, SCHIP extension, health insurance exchanges, tax credits, employer requirements, and reporting, along with their potential impact on IV-D agencies will all be addressed during this workshop. To the extent possible, presenters will also offer potential solutions.
Speakers: Kathy Sokolik (Santa Cruz/Santa Benita Counties, CA Child Support), Barbara Saunders (HMS), Jennifer Burnszynski (HHS/ACF/OCSE)
Moderator: Joel McManus

Workshop 603
I.M. Bankruptcy vs. I.O.U. Child Support (CLE)
What child support is owed after a bankruptcy ruling? Together, we will discover the impact of bankruptcy on current support, arrears, enforcement, policies, laws and more. Take away some orderly first steps after hearing of cases where a notice of bankruptcy was presented. Please consider this your personal invitation to hear our presenters, deliberate and return to your states with increased knowledge on this matter.
Speakers: Chris Kellogg (Kansas Child Support), Karen Cordry (National Association of Attorneys General), Daniel Radin (Washington Attorney General's Office),
Moderator: Fred Rudzik (Florida Child Support)

Workshop 604
OCSE Policy Update
Join our policy colleagues from OCSE as they discuss the year in review. Learn about the policy issued in a variety of areas, including family-centered strategies, tribal child support, veterans and military initiatives, collaborating with child welfare, and case processing.
Speakers: Yvette Riddick (HHS/ACF/OCSE), Anne Miller (HHS/ACF/OCSE), Barbara Addison (HHS/ACF/OCSE)
Moderator: Dvora Wilensky (HHS/ACF/OCSE)

Workshop 605
Letting Go of $$$ Can Benefit All Parties: Unique Debt Compromise Programs
As of 2007 there were at least 20 states operating child support debt compromise programs according to the Office of the Inspector General (OIG). Why give up State money? Budgets are tight and child support programs need every dime possible to operate these days. What is the motivation to be so forgiving? The session will look at the variety of debt compromise programs across the nation that not only give a benefit to the noncustodial parent, but also result in a benefit to the child and custodial parent.
Speakers: James Graettinger (MAXIMUS), Melissa Johnson (Kansas Child Support)
Moderator: Kelly Peiper (CSG Government Solutions)

Workshop 606
Privacy at Home & Abroad
Protecting the personal and confidential information of our clients is something that child support professionals take very seriously – not just in the United States but around the world. It is not enough to have strict legislation – developing and maintaining a culture of privacy and confidentiality in a child support program is just as important. Three experts – one from Germany, one from Canada and one from OCSE in the United States - will share their knowledge about legislation and best practices in protecting the personal information of our clients.
Speakers: Chris Beresford (British Columbia Maintenance Enforcement and Locate Services),

Thomas Meyson (German Institute for Youth Human Services and Family Law), Ruth Bell Clark (HHS/ACF/OCSE)
Moderator: Steven Golightly (Los Angeles County Child Support)

Workshop 607
Improving Customer Service Through Interagency Collaboration with the Clerk's Office
Customer Service at its Best!
Help customers help themselves by learning all about the Maryland Child Support Enforcement Administration's customer service internet site. Also, join us as we conduct a brainstorming session on process efficiency as we partner with the clerk's office to enhance the delivery of customer service.
Speakers: Debbie Hinds (Montgomery County, MD Child Support); Yajaira Briganty (Montgomery County, MD Child Support)
Moderator: Loretta Knight (Montgomery County, MD Circuit Court)