

PROGRAM AT A GLANCE

Sunday, October 6, 2013

- 5:00–7:00 Registration
6:00–8:00 Fatherhood Initiative Panel Discussion
8:00–11:00 Networking

Monday, October 7, 2013

- 7:00–8:30 Breakfast
7:00–Noon Registration
9:00–9:15 Welcome and General Announcements
9:15–10:00 Breakout Sessions:
• Federal, State and County Perspectives of the IV-D Program
• State Perspective for County Collectors (MCRA)
10:00–10:15 Break with refreshments
10:15–11:45 KEYNOTE: Cultural Competence – On a Need to Know Basis
Andre Koen
12:00–1:00 Lunch
1:00–2:30 Breakout Sessions:
• Hot Topics for Child Support
• Performance Standards
• Getting the Order Right and Keeping it Right
• Adoption Subsidy
• Systems Modernization, the Child Support Program, and You
2:30–2:45 Break
2:45–4:15 Breakout Sessions:
• Maintaining County: Beyond the Nuts and Bolts
• Supervisor Roundtable/Leadership Dilemmas
• Collections Letter Writing
• Legislative Process 101
4:30–5:30 MFSRC Business Meeting
6:00–7:00 Dinner
7:00–9:00 Dualing Pianos
9:00–11:00 Networking

Tuesday, October 8, 2013

- 7:00-8:30 Breakfast
- 7:30-10:30 Registration
- 8:30-8:35 Announcements
- 8:35-10:15 KEYNOTE: Negotiating Inside the (Regulatory and Legal) Box
Hamline Alternative Dispute Resolution
- 10:15-10:30 Break with refreshments
- 10:30-11:30 Breakout Sessions:
- Foster Care Referrals/Redirection
 - Child Support Performance on Purpose
 - Child Support in the Mille Lacs Band of Ojibwe Tribal Court
 - 2013 – A Space Odyssey: E-Filing, Electronic Files, Electronic Signatures, and Electronics in the Courtroom
- 11:30-1:00 Awards Luncheon
- 1:15-2:45 Breakout Sessions:
- Public Assistance Eligibility
 - Powerful Coaching
 - Change is Good: Ramsey County Enforcement Initiative
 - Claims and Collections in MEC² for CCAP
 - Hamline Alternative Dispute Resolution Breakout
- 2:45-3:00 Break with refreshments
- 3:00-4:30 Breakout Sessions:
- Social Security
 - Managing Across Generations
 - Ethical Issues for Public Attorneys
 - Hamline Alternative Dispute Resolution Breakout (Repeat of the 1:15-2:45 session)
- 4:30-5:30 MCAA Meeting for Elected and Assistant County Attorneys
Dinner on your own

Wednesday, October 9, 2013

- 7:00-8:30 Breakfast
- 8:30-10:00 Breakout Sessions:
- You Had a Baby...Now What?
 - Working With Father's Who Have Barriers to Meeting Support Obligations
 - Minnesota Medical Assistance Estate Recovery
 - AMPP
- 10:00-10:30 Break with refreshments/Check Out
- 10:30-12:00 Breakout Sessions:
- 2013 Legislative and Case Law Update
 - MCRA Roundtable
 - Mindfulness for Stress Reduction
- 12:00-1:30 ****New MFSRC Board Meets****

MFSRC's Annual Training Conference Program

Sunday, October 6, 2013

5:00–7:00 REGISTRATION

6:00–8:00 FATHERHOOD INITIATIVE PANEL DISCUSSION

Participants in the Fatherhood Initiative

How are fathers affected by the child support and collections system? How does it affect their relationships; with the mother of their child, with their child, with their employers, with their community? Our program does not exist in a silo. What we do, and how we choose to do it affects real lives. Come and hear from some of these fathers who are involved in Father Project around the state. They will share their unique experiences working with us while working to overcome the barriers that prevent them from supporting their children economically and emotionally.

Intended Audience: General Audience

8:00-11:00 Networking-light snacks provided

Monday, October 7, 2013

7:00-8:30 BREAKFAST

7:00–Noon REGISTRATION

9:00–9:15 WELCOME AND GENERAL ANNOUNCEMENTS

9:15–10:00 BREAKOUT SESSIONS:

FEDERAL, STATE AND COUNTY PERSPECTIVES OF THE IV-D PROGRAM

Jeff Jorgenson—Director DHS/CSED

Jami Schwartz—Financial Services Manager, Wright County

Tami Lorbecke—Program Specialist, Administration for Children and Families, US Department of Health and Human Services, OCSE

Join the presenters in an overview of the current Federal, State and County child support programs. The speakers will discuss past accomplishments and future goals and initiatives relating to the highly complex program administration and equally complex legal aspects of the IV-D system.

Intended Audience: All Child Support Professionals

STATE PERSPECTIVE FOR COUNTY COLLECTORS (MCRA)

Scott Wotzka—Program Recoveries Analyst, DHS

Brian Shields—Agency Policy Specialist, DHS

Staff from the Department of Human Services, Transitional Support Quality Services Division will provide updates on organizational and legislative changes impacting the recovery of income assistance debt. The presentation will include an overview of 2013 MAXIS and MEC² recovery statistics. Other topics to be covered will include status of Minnesota Collection Enterprise, claims training initiatives, claims policy clarifications, Bankruptcies, status of Treasury Offset Program, ME Claims Reviews and open Q and A .

Intended Audience: Collection Officers, Supervisors

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10:00–10:15 BREAK WITH REFRESHMENTS

**10:15–11:45 KEYNOTE:
CULTURAL COMPETENCE - ON A NEED TO KNOW BASIS**

Andre Koen

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We need to reboot how we think about culture and the goals people from other cultures have. Why did those people move here? Why have they chosen my neighborhood and community? I field these inquiries with a very simple response. They are looking for Safety, significance and belonging, just as your ancestors did prior to your arrival. In this session we will discuss the similarities between cultures, perceived differences and create methods for better cultural awareness and allopilia. The hope is that through better awareness, that the attendees will be able to take the information learned and apply it to both their personal and work lives on a daily basis.

Intended Audience: General Audience

12:00–1:00 LUNCH

1:00–2:30 BREAKOUT SESSIONS:

1. HOT TOPICS FOR CHILD SUPPORT

Tina Morrison—Support Enforcement Agent III, Ramsey County
Annette Kostreba—Child Support Officer, Stearns County

Tina will be addressing Order Modification Grant Project. She will also give an update from the NCSEA conference regarding the federal prospective on Order Modification. In addition, she will explain the process that Ramsey County uses to obtain Stipulations.

Annette Kostreba - will be addressing early intervention and ongoing enforcement remedies on enforcement cases.

Intended Audience: All Child Support Professionals

2. PERFORMANCE STANDARDS

Trish Skophammer—Assistant Director, Ramsey County
Julie Ellis—Supervisor, Stearns County
Leah Bruch—Supervisor, Washington County

What gets measured gets done, right? But how do we know what to measure? Join this interactive session for a discussion on how supervisors use reports, TQRs, and performance standards to improve performance. You'll hear what other counties measure, what expectations are in place for staff, and how supervisors obtain the most important numbers when we're drowning in a sea of data. This session provides a great opportunity for supervisors to share information and ideas on performance measurement.

Intended Audience: Supervisors, Managers, and Directors

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3. GETTING THE ORDER RIGHT AND KEEPING IT RIGHT

Melissa Rossow—Assistant Director, Ramsey County Attorney’s Office
Theresa Farrell-Strauss—Senior Assistant County Attorney, Hennepin County
Jodie Metcalf—Chief Child Support Magistrate

The Federal Office of Child Support encourages states to establish and maintain the “best order/most appropriate order/ right order” (not the highest order) in each case. What is the “best order”? What approaches and tools lead to a “best order”? How can orders stay the “best order”? OCSE Commissioner Vicki Turetsky is challenging child support professionals to ensure that families receive regular, reliable, payments of child support. Understanding the importance of setting the order in an appropriate amount, and modifying the order when circumstances change, helps families and counties succeed. Included will be tips on how to seek a “best order” and keep the order “right” throughout its life, and the appropriate use of stipulations, deviations and discretion. This is the same presentation made at the May 3, 2013 MCAA Child Support Conference.

Intended Audience: Attorneys, Child Support Staff, Supervisors

4. ADOPTION SUBSIDY

Tamera VanMoer—Social Services Program Consultant-Adoptions, DHS
Paulette Lonzo— Social Services Program Consultant-Adoptions, DHS

Discussion/presentation on how out of home placement affects children that have been adopted. What are the financial implications? How is adoption subsidy handled?

Intended Audience: Collection Officers, Child Support Staff, Supervisors

5. SYSTEMS MODERNIZATION, THE CHILD SUPPORT PROGRAM, AND YOU

Jenna Penfield Law—Program Administrator Coordinator, DHS/CSED
Jill Hausman—Senior IT Project Manager, MN.IT Services
Bennett Hoffman—Systems Planning Coordinator, MN.IT Services

This session will provide a high level overview and update of the systems modernization efforts across DHS and how those efforts will impact the statewide child support program. State child support staff will share the latest information on these efforts and how this will likely effect the child support program in the future. The discussion will include information on what is being done to plan for these efforts and the role state and county staff will play in the planning.

Intended Audience: General Audience

2:30–2:45 BREAK

2:45–4:15

BREAKOUT SESSIONS:

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1. MAINTAINING COUNTY: BEYOND THE NUTS AND BOLTS

Becky Bliley—Child Support Enforcement Agent, Ramsey County
Carrie Briones—Policy Analyst, Policy Development Unit, DHS/CSED
Susan Reardon—Child Support Supervisor, Dakota County
Melissa Rossow—Assistant Director, Ramsey County Attorney's Office
Sandra Torgerson—Division Head, Child Support Enforcement Division, Assistant County Attorney, Dakota County

Whether you are a maintaining county expert or novice, come join the discussion of the complexities and particularities of an important, but often misunderstood, aspect of child support work in Minnesota. Learn what language is included in the pleadings and why to include it, why the type of legal action and the language of a court order are important, and why the unique facts of each case can make a difference in which county should maintain the case. Learn what jurisdiction, venue, and scope of the action really mean and why these legal concepts are essential in the consideration of which county is best to maintain the case. The presenters will provide their opinions on some common and not so common types of cases where disagreements occur. They will also facilitate discussion from the audience as to questions and concerns. Come prepared with your questions and be ready to participate!

Intended Audience: Attorneys, Child Support Staff, Supervisors

2. SUPERVISOR ROUNDTABLE / LEADERSHIP DILEMMAS

Alby Cylkowski—Child Support Supervisor, Dakota County
Kala Kolkind—Child Support Supervisor, Hennepin County
Jeanette Koehler-Harris— Child Support Supervisor, Hennepin County

Supervisor Rountable is an open forum with the session coordinators acting as moderators. They will discuss a variety of topics related to supervising. Possible topics: supervising remote/mobile staff; what happens when you become a former peer's supervisor?; identifying and resolving staff conflicts. Bring your issues, questions and best practices to this session. Let's learn from each other.

Intended Audience: Supervisors only

3. COLLECTIONS LETTER WRITING

Michelle Beuke—Case Aide, Chisago County

This session could be for you! Are you interested in learning how to find the balance when preparing for and writing effective collection letters? Do the templates from the twentieth century need a lift into the twenty-first century? Please join me and walk away with a new perspective on how to approach clients and customers with professionally written communication that may assist in the collection of debt while maintaining goodwill.

Intended Audience: Collection Officers

4. LEGISLATIVE PROCESS 101

Mark J. Ponsolle—Assistant County Attorney and Director of Human Services, Ramsey County
Julie Erickson—Staff Attorney, DHS/CSED

The legislative process from concept to implementation. The presentation will include information about the DHS-Child Support and MCAA processes.

Intended Audience: General Audience

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4:30–5:30

MFSRC BUSINESS MEETING

6:00–7:00	DINNER
7:00–9:00	DUALING PIANOS
9:00–11:00	NETWORKING

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Tuesday, October 8, 2013

7:00-8:30 BREAKFAST

7:30-10:30 REGISTRATION

8:30-8:35 ANNOUNCEMENTS

**8:35-10:15 KEYNOTE:
NEGOTIATING INSIDE THE (REGULATORY AND LEGAL) BOX
HAMLINE ALTERNATIVE DISPUTE RESOLUTION**

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Aimee Gourlay—Professor, Hamline University and Mediation Center
Mark McCrea—Arbitration/Mediation Supervisor, Minnesota Department of Labor and Industry Workers' Compensation Division

A common experience for those working in, and interacting with, the child support and collections systems, is that "it is what it is": There are rules and expectations in the system which apply fairly and consistently to people in similar situations. When it comes to the right and obligation to support children, there often is little room to craft creative solutions inside the regulatory box. Yet there are approaches to negotiation that produce more satisfying solutions, increase the potential to collect support for children, and may even be perceived by parents as more "fair". The keynote presenters will present ways to gain cooperation through negotiation.

Aimee Gourlay, who teaches negotiation skills at Hamline University and for professional education at Mediation Center, will discuss how to create more room to negotiate by focusing on process fairness in addition to regulatory consistency. She observed highly skilled people working in the MN child support and collections systems who use a process mindset with great success and will share the practices that can help everyone negotiate smarter.

Most people have had the experience of being in conflict with someone and realizing they were actually in agreement - the conflict was about how they were expressing their ideas. Worldviews may have been at play: individuals' ideas of how the world "is" or "should be". Peoples' conceptions of family and money are influenced by their worldviews, often unconsciously. Therefore, people working in child support and collections communicate across worldviews every day. Mark McCrea, who supervises mediators and arbitrators for the MN Department of Labor and Industry Workers' Compensation Division, will discuss how worldviews impact negotiation, and how to build capacity to understand others and be understood.

Intended Audience: General Audience

10:15-10:30 BREAK WITH REFRESHMENTS

10:30-11:30 BREAKOUT SESSIONS:

1. FOSTER CARE REFERRALS / REDIRECTION

Lori Hanson—Program Trainer/Specialist, Dakota County
Lori Twitchel—Supervisor, Faribault-Martin Counties

This session will review and discuss the redirection of child support for foster care and the administrative re-directs to third parties.

Intended Audience: Collection Officers, Child Support Staff, Supervisors

2. CHILD SUPPORT PERFORMANCE ON PURPOSE

Kristen Brolsma—Supervisor of Performance and Reporting, DHS/CSED

Targeted efforts and systematic strategies can improve performance and change outcomes. Come to this session to learn what you can do to work smarter and be more thoughtful about performance. Learn how you can use the federal child support performance measures and the tools we have available today to drive our business.

This session will provide you with information to link your efforts to results and tips and strategies to put performance front and center in the work you do. This presentation incorporates discussion and participant interaction. Participants are encouraged to come and share their successes and efforts to improve their county performance.

Intended Audience: Supervisors, Child Support Staff

3. CHILD SUPPORT IN THE MILLE LACS BAND OF OJIBWE TRIBAL COURT

Zachary Atherton-Ely—Interjurisdictional Coordinator for the Mille Lacs Band of Ojibwe Child Support Enforcement Program

Ann Stafford— Interjurisdictional Coordinator for the Mille Lacs Band of Ojibwe Child Support Enforcement Program

In 2011 the Mille Lacs Band of Ojibwe joined a growing trend amongst tribes by establishing its own IV-D child support program. This presentation will explain the scope of the Mille Lacs Band of Ojibwe Child Support Enforcement Program's work. It will highlight how the program interacts with county IV-D programs, county courts and the Minnesota Department of Human Services. The presentation will also address recent developments within the Band's program and the challenges the program will face in the near future.

Intended Audience: Attorneys, Supervisors, Child Support Staff

4. 2013 – A SPACE ODYSSEY: E-FILING, ELECTRONIC FILES, ELECTRONIC SIGNATURES, AND ELECTRONICS IN THE COURTROOM

Geneva Finn—Staff Attorney, DHS/CSED

Lisa Kontz—Assistant County Attorney, Dakota County

Gina McDonough—Support Enforcement Agent, Ramsey County

Rachel Walch—Human Services Supervisor, Hennepin County

The panel will discuss the e-Court MN initiative including e-filing and e-service. The discussion will include tips for starting to e-file. This session is intended to be a discussion with the audience so bring your questions!

Intended Audience: Attorneys, Child Support Staff, Supervisors

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11:30–1:00

AWARDS LUNCHEON

1:15–2:45

BREAKOUT SESSIONS:

1. PUBLIC ASSISTANCE ELIGIBILITY

Laura Melnick—Senior Staff Attorney, SMRLS

Presentation will explain what you should know about eligibility criteria for benefit programs (both State and Federal) in Minnesota. Information provided will be geared toward providing information that will be useful in determining a participant's ability to work and/or ability to earn. This would allow support and collections staff, attorneys and the court a better ability to set appropriate support or payment obligations.

Intended Audience: General Audience

2. POWERFUL COACHING

Dr. Richard Brynteson, Ph. D., M.B.A.—Professor and Innovation Consultant

Every manager is now a coach whose job is to bring out the best in her/his employees. But, just how do you do this? This workshop gives tools and techniques for becoming a better coach. We will examine the dynamics of feedback, difficult conversations, delegation and other important issues.

Intended Audience: Supervisors

3. CHANGE IS GOOD:

RAMSEY COUNTY ENFORCEMENT INITIATIVE

Kathleen Gora—Assistant County Attorney, Ramsey County

James Kambiri—Child Support Supervisor, Ramsey County

Petrina Travers—Child Support Enforcement Agent, Ramsey County

Change is good. During a time when local, state, and national collections rates have become stagnant, trying new ways of enforcing child support orders is prudent. The Ramsey County Attorney's Office, Child Support Enforcement Section has made two major changes and several minor changes in the way they enforce child support orders over the past four years. These changes include increased specialization in caseloads: paying, nonpaying, rapid response and contempt. Significant changes were made as to analysis of legal issues and how to proceed with contempt, arrears management and modifications of orders for difficult to enforce cases. Come hear about the process they went through, including significant staff involvement in ideas and planning, struggles with the concept of change, implementing the final plans in a fun way, and how progress is being reported.

Intended Audience: Attorneys, Supervisors, Child Support Staff

4. CLAIMS AND COLLECTIONS IN MEC² FOR CCAP

Brenda Hennek—MEC² County Liaison, DHS

Angela Carlson—Trainer, IDTT, DHS

Carol Carter—Collections Officer, Waseca County

This session will give claim and collection workers an overview of how claims are established and entered into the MEC² system according to CCAP policies. In addition, this workshop will review how the type of claim determines the percent for recoupment, and how to find existing claims, notices and billing records in MEC² system.

Intended Audience: Collection Officers

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5. HAMLINE ALTERNATIVE DISPUTE RESOLUTION BREAKOUT

Aimee Gourlay—Professor, Hamline University and Mediation Center
Mark McCrea—Arbitration/Mediation Supervisor, Minnesota Department of Labor and Industry Workers' Compensation Division

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You negotiate all the time—with lawyers, parents, and your colleagues. You have honed negotiation skills and approaches that work for you. You will share the tools you find most useful with each other, and add to your skills. This interactive session will discuss practical negotiation skills and you will practice some of the approaches that Mark McCrea and Aimee Gourlay discussed in the keynote.

Intended Audience: General Audience

2:45–3:00 BREAK WITH REFRESHMENTS

3:00–4:30 BREAKOUT SESSIONS:

1. SOCIAL SECURITY

Dick Knopik—Social Security Representative

Do you have questions regarding Social Security programs and how they relate to child support? This session will compare SSI and RSDI, with a discussion on eligibility requirements and the process for applying. Please bring your questions for discussion.

Intended Audience: General Audience

2. MANAGING ACROSS GENERATIONS

Dr. Richard Brynteson, Ph. D., M.B.A.—Professor and Innovation Consultant

Several distinct generations inhabit America's workplaces: Boomers, Gen X and Gen Y. And now, people are starting to talk about Zoomers. These groups work differently, communicate differently and hold different occupational expectations. This workshop will examine those differences and see what we, as managers, can do to bridge the difference.

Intended Audience: Supervisors

3. ETHICAL ISSUES FOR PUBLIC ATTORNEYS

Patrick Burns—First Assistant Director, Office of Lawyers Professional Responsibility

This session will explore the ethical issues arising out of dealing with pro se parties, use of confidential information in one proceeding in a separate proceeding involving the same person, improper ex parte contacts with adjudicators, the ethical issues surrounding release-dismissal agreements, and other miscellaneous ethics issues confronted by attorneys in the public sector.

Intended Audience: Attorneys

4. HAMLINE ALTERNATIVE DISPUTE RESOLUTION BREAKOUT

Repeat of the 1:15-2:45 Session

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4:30–5:30 MCAA Meeting for Elected and Assistant County Attorneys

DINNER

ON YOUR OWN

7:00-8:30

BREAKFAST

8:30-10:00

BREAKOUT SESSIONS:

1. YOU HAD A BABY...NOW WHAT?

Barbara McFadden—Assistant County Attorney, Kanabec County
Jennifer Ryan—Assistant County Attorney, Itasca County
Jenese Larmouth—Assistant County Attorney, Ramsey County

In this session, the presenters will be discussing paternity procedures and current trends, including:

*Differences in commencing paternity actions in District Court v. Expedited Process;
Genetic testing;
Competing presumptions of paternity;
CHIPS cases with transfer of custody/adjudication in the juvenile file;
Court-appointed counsel in paternity cases; and
Responses when a mother fails to cooperate.*

Intended Audience: General Audience

2. WORKING WITH FATHERS WHO HAVE BARRIERS TO MEETING SUPPORT OBLIGATIONS

Samuel Simmons, LADC—Licensed Alcohol and Drug Counselor and Behavioral Consultant

This workshop will focus on fathers who are in circumstances that may limit their ability to meet support obligations. Also, the presentation will examine the need to create an environment of “compassionate accountability” when working with fathers to meet their obligations. The objectives of this session include:

*Discuss and examine the challenges of working with the fathers.
Discuss the importance of being aware personal perceptions and beliefs that may become an additional barrier.
Discuss specific strategies, resources and approaches that work with the fathers.*

Intended Audience: Attorneys, Supervisors, Child Support Staff

3. MINNESOTA MEDICAL ASSISTANCE ESTATE RECOVERY

Dale Klitzke—Manager/Attorney, Special Recovery Unit, DHS
Jordana Koja-Volk—Staff Attorney, Special Recovery Unit, DHS

Medical Assistance estate recovery is an ever evolving area of law that has changed greatly in the past five years. It is important for the counties and their attorneys to be advised of the changes in law as well as the Department’s current policies and procedures. This session will discuss the current law and policy of Minnesota’s Medicaid estate recovery program, to include litigation history, liens, claims, hardship waivers, annuities, special needs and pooled trusts as well as opportunities for questions from session attendees.

Intended Audience: Collection Staff, Supervisors, Attorneys

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4. AMPP

Alissa Harrington—DHS/CSED
Jaci Carufel— DHS/CSED

Arrears management and prevention is now guided by a statewide policy. Learn more about the philosophy behind the policy, the details of the policy and ask questions about implementation in your county.

Intended Audience: General Audience

10:00–10:30 BREAK WITH REFRESHMENTS/CHECKOUT

10:30–12:00 BREAKOUT SESSIONS:

1. 2013 LEGISLATIVE AND CASE LAW UPDATE

Mark J. Ponsolle—Assistant County Attorney and Director of Human Services, Ramsey County

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Mark Ponsolle will discuss the new changes resulting from the 2013 legislative session that affect family law as well as some bills that did not pass but may be back in the 2014 legislation. Mark will update the audience as to the "state of child support" today and what issues he is anticipating for the future. He will also discuss key state appellate decisions from October 2012 through September, 2013, relating to child support parentage, civil contempt, civil non-support, UIFSA, judgments, and civil procedure (both published and unpublished cases). The audience will have a chance to participate in the presentation with questions and suggestions for future legislation and litigation.

Intended Audience: Attorneys, Magistrates, Supervisors, Child Support Staff

2. MCRA ROUNDTABLE

Nancy Menssen—Collections Officer, Watonwan County
Sandy Slocum—Collections Supervisor, Anoka County

The Collections (MCRA) Roundtable is an open forum. We will discuss a variety of topics related to all aspects of collections. DHS staff attorney, Dale Klitzke will be on hand to answer any additional estate questions. Please bring all of your tough cases and questions.

Intended Audience: Collection Officers, Supervisors

3. MINDFULNESS FOR STRESS REDUCTION

DeeAnn Gieske—VFC Coordinator

What is mindfulness? How is it helpful in the personal and professional setting? What are the tools? In this workshop you will have an opportunity to experience the healing power of breath to release tension and restore energy to the body. The techniques help us to quiet the mind, notice our thoughts and feelings with openness, with no judgment, and to listen. The objectives of this session are:

*Develop an awareness of what a mindfulness practice is
An opportunity to experience relaxation - stress reduction
To identify take-home tools*

Intended Audience: General Audience

12:00 –1:30 NEW MFSRC BOARD MEETS

SPEAKER BIOGRAPHIES

DR. RICHARD BRYNTESON, PH. D., M.B.A. (*Tuesday: Managing Across Generations*) has 25 years of organizational experience, consulting, and teaching. His clients have included the Singapore Military, Rochester Public Utilities, Austin Utilities, HealthEast, Medtronics, and many other for profit and not-for-profit entities. Richard's specialty is pushing his clients to think better: innovative thinking, systems thinking, disciplined thinking, emotional thinking, and decision-making. He helps his clients look at problems in novel and different ways. He is a Professor of Management at Concordia University. He has published four books, two of which are on innovation.

PATRICK R. BURNS (*Tuesday: Ethical Issues for Public Attorneys*) is the First Assistant Director of the Minnesota Office of Lawyers Professional Responsibility. He has been working with that Office since 1988. From 1978 to 1988 he was employed first as a law clerk, then as an attorney in private practice with Primus Law Office, a small, general practice firm in Minneapolis, Minnesota. Since 2000, he has served as an adjunct professor at the University of Minnesota teaching a class on professional responsibility. He is a member of the National Organization of Bar Counsel, the Minnesota State Bar Association, and the Hennepin County and Ramsey County Bar Associations. He has served on the Board of Directors of Volunteer Lawyers Network, Ltd. and chaired the Minnesota State Bar Association's Legal Assistance to the Disadvantaged Committee. He graduated cum laude from William Mitchell College of Law in 1981 after having received a Bachelor of Arts degree from the University of Minnesota.

DEEANN GIESKE (*Wednesday: Mindfulness for Stress Reduction*) is the Coordinator of the Visions for Families and Community Service Collaborative that includes Butterfield, Madelia and St. James School Districts as well as Human Services, Public Health Nursing and Corrections. DeeAnn is a Spring Forest Qigong practitioner and a member of the SFQ International Guild. She has completed 4 levels and the intensive guide program, is a Level 1 instructor and Master Healer. DeeAnn teaches classes through private and community educational programs and has a Qigong Healing practice.

AIMEE GOURLAY (*Tuesday: Negotiating Inside the (Regulatory and Legal) Box; Hamline Alternative Dispute Resolution Breakouts*) is the Director of the Mediation Center in affiliation with Hamline University School of Law, and has been with the Center since 1993. The Center provides professional education in conflict interventions, consulting in conflict resolution and mediation. Aimee is also Senior Fellow at the Dispute Resolution Institute at Hamline University School of Law, teaching Negotiation Skills, Family Mediation Skills, and teaching Organizational Conflict Management Systems Design and Workplace Mediation for the Hamline MBA program. With expertise in providing assistance to people in highly conflictual relationships and from diverse backgrounds, she frequently facilitates resolution of family and workplace issues, public policy concerns, and organizational problems. She is well known for her work facilitating collaborative processes with large groups of people that include multiple stakeholders.

ANDRE KOEN (*Monday: Cultural Competence – On a Need to Know Basis*) is a highly skilled community leader, public speaker, mentor, and activist. He has become well known for his highly acclaimed creation of innovative and behavioral changing courses, both for the classroom and online learning. This unique curriculum includes diversity education, cross-cultural competence, sensitivity training and team building. Additionally, Koen has extensive experience in educating others regarding anti-racism by sharing skills that diffuse tense or stressful situations, which can arise in anyone's personal or professional life.

As the son of a Black Panther-turned-preacher, Andre learned at an early age the importance of reaching across cultural lines to seek understanding and acceptance. He also garnered this message from his mother, a highly compassionate special education teacher who taught Andre that each person has something worthwhile to offer.

The lessons that Andre absorbed during his upbringing were further supported by receiving degrees in organizational leadership and educational technology. This combination of experience and training allowed Andre to become an effective manager, an understanding and compassionate leader, and a confident creator of change.

He has received many awards and honors during his career including being named "Human Rights Worker of the Year" by the National Association of Human Rights", and the "American Red Cross Marketing and Community Presentations Volunteer of the Year" award.

Andre is also highly proficient with technology and writes a weekly blog that disseminates ideas on fighting and removing discrimination. See his videos and learn more about creating change and making the world a better place at <http://www.andrekoen.com/>.

TAMI LORBECKE (*Monday: Federal, State, and County Perspectives of the IV-D Program*) is a Program Specialist with OCSE's Region 5 office in Chicago, IL working with Minnesota's IV-D program, the four Tribal IV-D programs located in Minnesota and three in Wisconsin. Prior to her new position with the federal government she worked exclusively in Tribal IV-D programs since 1999. She has worked with four different Tribes as a Tribal IV-D director, a child support manager, and a technical specialist. She has provided training and technical assistance to numerous Tribes across the nation as a consultant. She has extensive experience in document development and training in tribal child support issues. During her career she has served on the National Tribal Child Support Association board as a founding member, the NCSEA board, the Model Tribal System Workgroup, the National Judicial-Child Support Workgroup and the National Strategic Planning Workgroup to name a few.

MARK MCCREA (*Tuesday: Negotiating Inside the (Regulatory and Legal) Box; Hamline Alternative Dispute Resolution Breakouts*) supervises alternative dispute resolution services for the Workers' Compensation Division of the Minnesota Department of Labor & Industry. Over the past three decades, he has mediated hundreds of employment, workers' compensation, special education, family, organizational and public policy conflicts for a variety of organizations and individuals. Also, he has conducted advanced mediation, negotiation and conflict management skills courses in several states, as well as Canada. Mark was a member of the Minnesota Supreme Court ADR Review Board from 1996 to 2005. In 2007 he was presented a Distinguished Service Award by the Minnesota State Bar Association Dispute Resolution Section for his contributions to alternative dispute resolution in Minnesota. In 2009 the International Association of Industrial Accident Boards and Commissions presented him with a Distinguished Service award for his contributions to the growth and development of ADR in workers' compensation jurisdictions in the U.S. and Canada. Mark has a MS Degree in Vocational Rehabilitation Counseling and a BS in Urban Studies from Minnesota State University at Mankato.

LAURA MELNICK (*Tuesday: Public Assistance Eligibility*) is a senior staff attorney at Southern Minnesota Regional Legal Services, Inc. (SMRLS) in St. Paul. She has been a legal aid lawyer for 28 years and has spent the last 25 focusing on government benefits, representing clients in administrative hearings, state and federal district court, and the state court of appeals. She is a graduate of Carleton College and of the University of Colorado School of Law.

SAMUEL SIMMONS, LADC (*Wednesday: Working with Fathers Who Have Barriers to Meeting Support Obligations*) is licensed as an Alcohol and Drug Counselor who has over 23 years of experience as a behavioral consultant. He specializes in practical culturally sensitive trauma informed work and working with African American men and adolescents. He is noted for his success with clients and others deemed difficult to reach. Simmons been associated with a number of institutions in the Twin Cities area, African American Family Services, the Father Project, Q Health Services and Minnesota Department of Corrections and is the past president of Minnesota Father & Families Network Board. He is currently SAFE Families Manager at The Family Partnership managing the federally funded Be More Project to engage African American young men and boys to stop violence against women and girls and to promote healthy nonviolent relationships. Simmons was awarded the 2009 Governor's Council on Faith and Community Service Initiatives Best Practices Award for his work with MN Department of Veterans Outreach Services, prison reentry and in the African American community. He is executive producer of public affairs programming at Twin Cities community fixture, radio station and KMOJ. Currently he's co-host of "Voices" addressing issues of the urban community.