

Welcome

Greetings and welcome to the 41st MFSRC 2014 Conference!

On behalf of MFSRC we are excited to offer another conference that incorporates skills training and hopefully a little fun for everyone as well! Our theme this year is "Pride in Public Service." As public service workers our mission is to provide the best quality service to the citizens of Minnesota and to take pride in the service we are providing. I encourage all of you to remember the value of what we do and how important your work is to the children in this State.

"I think there's no higher calling in terms of a career than public service, which is a chance to make a difference in people's lives and improve the world."

- Jack Lew, US Secretary of Treasury since 2013

Our public service theme starts on Monday, with keynote speaker David Shultz a Hamline Political Science Professor who will be speaking about the value of being an employee in public service, the history, and the ethical standards we have in doing so. On Tuesday, keynote speaker, Liz Weatherhead will be discussing how we can laugh at ourselves both at our own behavior and others. She will give us tips on how to deal with bad behavior by incorporating humor and grace.

Most importantly, don't forget to have fun while you are here! On Monday night we have a pizza dinner and a DJ. Get ready to dance and show everyone your moves! Tuesday night is a free night. I encourage you to get together with your colleagues to network and enjoy what St. Cloud has to offer.

It has been an honor serving MFSRC as the President this year. Thanks to everyone who helped out with the conference. All of your hard work does not go unnoticed and should be commended. Without your dedication this conference would not be a success! Thank you.

Jennifer Stanfield
MFSRC President

PROGRAM AT A GLANCE

Sunday, September 28, 2014

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| 5:00–7:00 | Registration |
| 6:30–8:00 | Safety First |
| 8:00–11:00 | Networking |

Monday, September 29, 2014

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| 7:00–8:30 | Breakfast |
| 7:00–Noon | Registration |
| 9:00–9:15 | Welcome and General Announcements |
| 9:15–10:00 | Breakout Sessions: <ul style="list-style-type: none">• 2014 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 | <u>KEYNOTE:</u> What Government Does: The Value and Privilege of Public Service David Schultz, Professor of Political Science, Hamline |
| 12:00–1:00 | Lunch |
| 1:00–2:30 | Breakout Sessions: <ul style="list-style-type: none">• MNsure From a Client's Perspective• Safety Issues 101 – Responsibilities and Best Practices• Immigration and Customs Enforcement – Issues Arising with Undocumented Workers• JOLs for Public Assistance Debt• Vital Signs: Monitoring Data, Checking Accuracy, and Taking the Temperature for Paternity Success |
| 2:30–2:45 | Break |
| 2:45–4:15 | Breakout Sessions: <ul style="list-style-type: none">• Modifications—Tribal, Incarcerated and Interstate• Affordable Care Act Update• Where did all my Files go? How to Set Up and Operate in a Paperless Office• Collections Round Table With Parental Fee and Social Media Panel• Vital Signs: Monitoring Data, Checking Accuracy, and Taking the Temperature for Paternity Success (repeat of 1:00 session) |
| 4:30–5:30 | MFSRC Business Meeting |
| 6:00–7:00 | Dinner |
| 7:00–11:30 | DJ |

Tuesday, September 30, 2014

- 7:00-8:30 Breakfast
- 7:30-10:30 Registration
- 8:30-8:35 Announcements
- 8:35-10:15 KEYNOTE:
Don't be a Jerk at Work
Liz Weatherhead
- 10:15-10:30 Break with refreshments
- 10:30-11:30 Breakout Sessions:
- MAXIS Navigation
 - Employee Engagement – Beyond the Buzz Word
 - Same Sex Marriage and IV-D
 - PIN System for Collectors
 - Integrated Human Service Delivery Systems
- 11:30-1:00 Awards Luncheon
- 1:15-2:45 Breakout Sessions:
- Managing Your Own Engagement Equation
 - AMPP in 2014: Sharing Successful Case Strategies and Streamlined Processes
 - The Affordable Care Act Implementation in Minnesota Child Support: Legal Considerations
 - Minnesota Medical Estate Recovery
 - Tribal Round Table
- 2:45-3:00 Break with refreshments
- 3:00-4:30 Breakout Sessions:
- Public Assistance Eligibility
 - Supervisor Round Table – Leadership Dilemmas
 - Underground Economy
 - Social Security
 - The Wonderful World of PRISM Financials
- 4:30-5:30 MCAA Meeting for Elected and Assistant County Attorneys
Dinner on your own
- 8:00-10:30 Networking

Wednesday, October 1, 2014

- 7:00-8:30 Breakfast
- 8:30-10:00 Breakout Sessions:
- Comprehensive Legal Vision: More than Just a Vision
 - The Kaizen Process
 - Bankruptcy
 - View from the Field
- 10:00-10:30 Break with refreshments/Check Out
- 10:30-12:00 Breakout Sessions:
- 2014 Case Law and Legislative Update
 - Emotional Intelligence
- 12:00-1:30 ****New MFSRC Board Meets****

MFSRC's Annual Training Conference Program

Sunday, September 28, 2014

5:00–7:00 REGISTRATION

6:30–8:00 SAFETY FIRST

Tad Hoeschen—St Cloud Police Department
TBD

Join us for an evening that very well could save your life. Watching the news lately can be just plain scary. But there are things you can do to increase safety in your workplace and in your personal life. Law enforcement specialists from the St Cloud police department will give us guidance on this very important topic.

Intended Audience: General Audience

8:00-11:00 Networking

Green Mill

7:00-8:30 BREAKFAST

7:00–Noon REGISTRATION

9:00–9:15 WELCOME AND GENERAL ANNOUNCEMENTS

9:15–10:00 BREAKOUT SESSIONS:

1. 2014 FEDERAL, STATE AND COUNTY PERSPECTIVES OF THE IV-D PROGRAM

Tami Masuca—Program Specialist, Administration for Children and Families, US Department of Health and Human Services, OCSE
Jeff Jorgenson—Director DHS/CSED
Rod Franks—Income Support Manager, Carver County

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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

2. 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 2014 MAXIS and MEC² recovery statistics. Other topics to be covered will include status of claims training initiatives, claims policy clarifications, status of Treasury Offset Program, ME Claims Reviews and open Q and A.

Intended Audience: Collection Officers, Supervisors

10:00–10:15 BREAK WITH REFRESHMENTS

10:15–11:45

**KEYNOTE:
WHAT GOVERNMENT DOES:
THE VALUE AND PRIVILEGE OF PUBLIC SERVICE**

David Schultz, Professor of Political Science, Hamline

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Government and public employees are urged to act more like private business and workers. But is that possible, desirable, or even legally permitted? Some contend that individuals working in the public sector should be treated no differently than those employed in the private or non-profit sectors. This session explains the value of public service, what government does, and how its performance compares to similar functions performed in the private and nonprofit sectors. The session will examine the justification for government, the constitutional and legal differences between it and the private and non-profit sectors, what it does and why, and the major accomplishments of the public sector. There will also be discussion on how public sector employees have a great responsibility due to their unique role of serving the public, arguably a higher ethical responsibility than their counterparts in the private sector. Emphasis will be upon how federal, state, and local constitutional and legal rule impose special obligations upon public employees that are different from those that exist in the private and non-profit sectors and upon how the ethical demands of public service create unique conflicts of interest and special duties to serve the public. The overall goal of the class will be to discuss the way that serving the public defines a unique public sector legal and ethical environment for its employees, and will examine what we really know about government performance, pay, and productivity.

Intended Audience: General Audience

12:00–1:00

LUNCH

1:00–2:30

BREAKOUT SESSIONS:

1. MNSURE FROM A CLIENT'S PERSPECTIVE

Shane Troumbly—Eligibility Specialist, MNSure
Julie Erickson—Financial Worker, St Louis County

There will be a brief overview of what MNSure is and the programs available through the exchange. We will include who should apply through the system and the avenues available for applying as well as the pros and cons of each avenue. We will also discuss some of the major differences between determining eligibility in MAXIS versus MNSure, such as household composition and tax filing status. All of these factors affect how an applicant will secure health care in Minnesota.

Intended Audience: Child Support Staff, Supervisors

**2. SAFETY ISSUES 101 –
RESPONSIBILITIES AND BEST PRACTICES**

D. Marie Sieber—Assistant County Attorney, Anoka County
Alison Luebben—Supervisor, Anoka County
Cathy Pithan—Legal Assistant, Anoka County
Mary Plante—Legal Assistant Supervisor, Anoka County

This session will review safety issues in the child support world. It will include an overview of statutes and rules, along with a discussion of Good Cause, the Safe at Home Program, and Orders Granting Service. Finally, participants will be challenged to weigh and consider the need to provide notice versus when to protect data. A domestic abuse survivor's story may be presented to illustrate the importance of protecting data.

Intended Audience: Attorneys, Child Support Staff, Supervisors

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3. IMMIGRATION AND CUSTOMS ENFORCEMENT – ISSUES ARISING WITH UNDOCUMENTED WORKERS

Amy Zaske—Assistant Chief Counsel, Immigration and Customs Enforcement, Department of Homeland Security
Darrin Hetfield— Assistant Chief Counsel, Immigration and Customs Enforcement, Department of Homeland Security

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Many of the clients with which we interact are from other parts of the world and undocumented. Their immigration status is unclear; as is their ability to legally work in the U.S., earn income and pay child support. This presentation by Immigration and Customs Enforcement will provide a general overview of U.S. immigration law and the removal procedure with a focus on undocumented workers. Attendees are encouraged to ask questions about the deportation process, work permits that may be given to undocumented workers and any other issues that have or may come up while working a child support case.

Intended Audience: General Audience

4. JOLS FOR PUBLIC ASSISTANCE DEBT

Scott Wotzka—Program Recoveries Analyst, DHS
Brian Shields—Agency Policy Specialist, DHS
Nancy Menssen—Collections Officer, Watonwan County

Scott and Brian will give the state's perspective on how and why Counties do Judgment by Operation of Law for MAXIS overpayments. They will discuss which cases are eligible for the JOL process and what steps the Counties must take to complete the JOL. Nancy will present the County's process in securing JOLs for their clients..

Intended Audience: Collection Officers, Supervisors

5. VITAL SIGNS: MONITORING DATA, CHECKING ACCURACY, AND TAKING THE TEMPERATURE FOR PATERNITY SUCCESS

Lindsay Daraitis—Paternity Program Administrator, DHS/CSED
Molly Crawford—State Registrar, MN Department of Health, Office of Vital Records
TBD—Field Services Representative, MN Department of Health, Office of Vital Records

Come to this session to learn about how Minnesota's child support and vital records programs work together. Follow the flow of information and the process for recording and filing birth records, voluntary paternity establishments, adjudications and other vital records information. Learn more about the daily interface between the Office of Vital Records MR&C System and the Child Support Enforcement Division's PRISM system. Understand the inter-workings and limitations between the programs. Find out what information interfaces and when. Learn what steps to take and who to notify if there is a problem with a case or record. Learn about data practices, vital records fees, ordering certificates, requesting changes to records, and tips for getting the results you want. Presenters will also provide information about important stakeholders, initiatives to improve quality and timeliness for filing, and how both programs are strengthening their partnership with a forward focus so that processes are streamlined, records are accurate, and families are better serviced.

Intended Audience: Attorneys, Child Support Staff, Supervisors

2:30–2:45

BREAK

2:45–4:15

BREAKOUT SESSIONS:

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1. MODIFICATIONS—TRIBAL, INCARCERATED AND INTERSTATE

Sara Lauthen—Staff Attorney, DHS/CSED
Lori Lofrano—Child Support Liaison, Department of Corrections
Chris Brazelton—Child Support Officer, Wright County

To modify or not, that is the question. This session will provide an overview of the process for modifications on tribal, incarcerated and interstate cases. Learn about the steps and helpful tips for handling these cases.

Intended Audience: Attorneys, Child Support Staff, Supervisors

2. AFFORDABLE CARE ACT UPDATE

Alissa Harrington—Policy Analyst, DHS/CSED
James Donehower—Assistant County Attorney, Dakota County
Melissa Rossow—Assistant Director, Attorney’s Office, Ramsey County

Most of the Affordable Care Act came into effect January 1, 2014. With new legislation come new issues for counties to ensure compliance. Join several members of Minnesota’s Child Support Affordable Care Act Workgroup as they review Minnesota’s Medical Support Statute and discuss the intersection with the Affordable Care Act. They will also discuss current systems, interfaces, and decisions made about the systems and interfaces, and what this all means to counties. Finally, they will review the status of identified issues, along with concerns on the horizon, and will attempt to answer questions from the audience.

Intended Audience: General Audience

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3. WHERE DID ALL MY FILES GO? HOW TO SET UP AND OPERATE IN A PAPERLESS OFFICE

Susan Hansted—Assistant County Attorney, Hennepin County
Lisa Kontz—Assistant County Attorney, Dakota County

Attend this session to learn the nitty gritty details of how a paperless environment could work in your office. How do you function as an attorney with less or no paper? How do you prepare for and conduct hearings? How do you get started? What should you be thinking about? How will your job duties/role change?

Intended Audience: Attorneys

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4. COLLECTIONS ROUND TABLE WITH PARENTAL FEE AND SOCIAL MEDIA PANEL

Mary Gjerde—Collections Officer, Dakota County
Nancy Schroeder—Collections Officer, Chisago County

The Collections (MCRA) round table is an open forum. We will begin discussion with two topics: 1. using social media for locating clients, and 2. parental fee determination. Bring along your county’s parental fee policy. There will be time to discuss other topics and difficult cases. Election of officers will also be held.

Intended Audience: Collection Officers, Supervisors

5. VITAL SIGNS: MONITORING DATA, CHECKING ACCURACY, AND TAKING THE TEMPERATURE FOR PATERNITY SUCCESS

Repeat of the 1:00 session.

4:30–5:30

MFSRC BUSINESS MEETING

6:00–7:00

DINNER

7:00–11:30

DJ

7:00-8:30 BREAKFAST

7:30-10:30 REGISTRATION

8:30-8:35 ANNOUNCEMENTS

**8:35-10:15 KEYNOTE:
DON'T BE A JERK AT WORK**

Liz Weatherhead

As a self-professed, occasionally practicing “jerk at work”, Liz Weatherhead sheds light on the ever-present and challenging work attitude with humor and grace. Filled with laughter at ourselves and the office “jerk”, this keynote will have you out of your seats and asking for more. From pyrotechnics to snowballs, this keynote is nothing like you have ever experienced. It will set the tone for positive team morale long after you walk out the door!

Intended Audience: General Audience

10:15-10:30 BREAK WITH REFRESHMENTS

10:30-11:30 BREAKOUT SESSIONS:

1. MAXIS NAVIGATION

Pamela R. Majkozak—IDTT Trainer, DHS

In this session you will learn basic MAXIS navigation using different functions. I will show you how to find information used for financial assistance programs such as address history, income information, disability status and much more!

Intended Audience: Collection Officers, Child Support Staff, Supervisors

2. EMPLOYEE ENGAGEMENT – BEYOND THE BUZZ WORD

Liz Weatherhead

Employee Engagement comes in all shapes and sizes and is critical to the success of any organization. But, how is it different from employee motivation? And, more importantly, what can Supervisors do to improve Employee Engagement? Learn now organizations and employees need each other to create a desirable, successful workplace.

- *Define Employee Engagement and the two contributing factors*
- *Discover why the organization and the employee need to work in tandem*
- *Explore the five levels of Engagement*
- *Dive into an Engagement Conversation*

Intended Audience: Supervisors

3. SAME SEX MARRIAGE AND IV-D

Julie Harris—Managing Attorney, Child Support Division, Hennepin County

In 2013, the Minnesota Legislature changed the definition of legal marriage to a “civil contract between two persons.” This change allows same-sex couples to legally marry. This CLE will focus on the meaning and impact of same-sex marriage for child support professionals. The emphasis will be on the Uniform Parentage Act and its conflicting presumptions.

Intended Audience: General Audience

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4. PIN SYSTEM FOR COLLECTORS

Karl Schreck—Investigative Program Administrator, DHS/OIG

Navigating and utilizing the PIN computer application for collections. A discussion of where the information comes from and how it is displayed. A view into the "new" version of PIN and questions about data needed from a collections standpoint.

Intended Audience: Collection Officers, Supervisors

5. INTEGRATED HUMAN SERVICE DELIVERY SYSTEMS

Jill Hausman—Project Manager, MN.IT

Bennett Hoffmann—Direct Services Manager, DHS/CSED

There has been a lot of talk about modernizing the child support system. Join us for this session, which will provide a high level overview and update of the DHS initiative to modernize our major health and human services systems, as well as have a discussion with DHS child support and MN.IT staff regarding how those efforts will impact the statewide child support program and the county IV-D service partners 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: Child Support Staff, Supervisors

11:30–1:00

AWARDS LUNCHEON

1:15–2:45

BREAKOUT SESSIONS:

1. MANAGING YOUR OWN ENGAGEMENT EQUATION

Liz Weatherhead

Have you assessed your own Engagement lately? There are clearly challenges with being a Supervisor. You are responsible for your engagement and that of your Team. You don't need a coach or a survey to pinpoint your engagement level. And you don't need to isolate yourself. This workshop will walk you through a focused reflection on your engagement, your passion and your motivators in your work.

- *Using purposeful questions, reflect on your Engagement Level*
- *Define the feedback you need from others*
- *Discern the three necessary steps after reflection on your own Engagement.*

Intended Audience: Supervisors

2. AMPP IN 2014: SHARING SUCCESSFUL CASE STRATEGIES AND STREAMLINED PROCESSES

Melissa Froehle—Supervisor, Ramsey County

Patricia Kinzer—Child Support Officer, Washington County

Mary Jo Blee—Child Support Program Specialist, Washington County

This session will provide a brief review of the statewide Arrears Management Prevention Policy (AMPP) and discuss AMPP implementation in two counties, Ramsey and Washington. Case examples and AMPP strategies in practice will be shared. Discussion will also include ways to streamline the process and how to focus on cases in which we want to encourage payment of current support with an arrears management strategy.

Intended Audience: Child Support Staff, Supervisors, Attorneys

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3. THE AFFORDABLE CARE ACT IMPLEMENTATION IN MINNESOTA CHILD SUPPORT: LEGAL CONSIDERATIONS

Alissa Harrington—Policy Analyst, DHS/CSED
James Donehower—Assistant County Attorney, Dakota County
Melissa Rossow—Assistant Director, Attorney’s Office, Ramsey County

The Affordable Care Act came into effect January 1, 2014. While it was easy to anticipate there would be some implementation decisions that would affect the legal aspects of the IV-D Program, it was not anticipated that there would be systems issues that would lead to decisions that affect legal aspects of the IV-D Program. Join several members of Minnesota’s Child Support Affordable Care Act Workgroup as they review Minnesota’s Medical Support Statute and discuss its intersection with the Affordable Care Act. They will also discuss decisions made about the systems and interfaces and what these decisions mean to the attorneys and the courts working in the IV-D Program. Finally, they will discuss identified legal issues and proposed solutions, and answer questions from the audience.

Intended Audience: Attorneys only

4. MINNESOTA MEDICAL ESTATE RECOVERY

Dale Klitzke—Manger/Attorney, Special Recovery Unit, DHS
Kendel Waterkamp Vomastek—Lead Worker/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 Officers, Supervisors, Attorneys

5. TRIBAL ROUND TABLE

Julie Erickson—Policy and Planning Unit, DHS/CSED
Deditra Zabinski—Tribal Liaison, DHS/CSED
Raegan Hendrickson—Director, White Earth Nation Child Support Enforcement
Amber Aloha—Director, Leech Lake Band of Ojibwe Child Support Enforcement
Rachel Sablan— Director, Mille Lacs Band Tribal Child Support Enforcement

What is a shared interest case? Why are shared interest cases managed at the state level? What is the county’s role in these cases? Attend this session and get your questions about tribal child support cases answered. The session will begin with an overview of the tribal IV-D program – from federal authorization to county roles and responsibilities. The remaining time will be Q&A. This is your one-stop shop for all things about Minnesota’s involvement with its tribal IV-D programs.

Intended Audience: Child Support Staff, Supervisors, Attorneys

2:45–3:00

BREAK WITH REFRESHMENTS

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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. SUPERVISOR ROUND TABLE—
LEADERSHIP DILEMMAS**

Erin Hansen—Child Support Supervisor, Anoka County

Jeanette Koehler-Harris—Child Support Supervisor, Hennepin County

The supervisor round table is an open forum with the session coordinators acting as moderators. We will discuss a variety of topics related to supervising. Possible topics include: interviewing candidates, Performance Improvement Plans. We will send a survey to this session's registrants before the conference to determine topics. Bring your issues, questions and best practices to this session. Let's learn from each other!

Intended Audience: Current Supervisors only

3. UNDERGROUND ECONOMY

Nicole Hodsdon—Revenue Tax Specialist

Patrick Moen—Assistant County Attorney, Stearns County

Economists estimate that the income generated by the underground economy in the U.S. could be \$2 trillion. It includes activities that are illicit, but more often routine jobs such as working construction for a day for cash. The underground economy runs on cash, which can't be traced. Everyone who works in the area of child support, knows of the underground economy, but how should it truly be defined? What methods can be used to identify parents involved in the underground economy? Once you have properly identified the parents involvement, how do you proceed? Examples of how to calculate income for self-employed persons and read tax returns will be given.

Intended Audience: Child Support Staff, Supervisors, Attorneys

4. SOCIAL SECURITY

Dick Knopik—Social Security Representative

Do you have questions regarding Social Security programs and how they relate to collections and 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

5. THE WONDERFUL WORLD OF PRISM FINANCIALS

Sue Koch—CSPC Payment Specialist

Alison Konobeck—CSPC Payment Specialist

Dan King—Business Development Manager, Informatix, Inc.

Do I complete a DICR, PAAR, or REUM adjustment? How do payments get receipted? When do I call CSPC? Join us for an informative session detailing payment receipting processes, financial adjustments, and PRISM financial topics.

Intended Audience: Child Support Staff, Supervisors

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

DINNER

ON YOUR OWN

8:00-10:30 Networking

Husky Room

7:00-8:30 BREAKFAST

8:30-10:00 BREAKOUT SESSIONS:

1. COMPREHENSIVE LEGAL VISION: MORE THAN JUST A VISION

Julie Harris—Managing Attorney, Child Support Division, Hennepin County

Jeff Jorgenson—Director, DHS/CSED

Mark Ponsolle—Director, Human Services Division, Ramsey County

Melissa Rossow—Assistant Director, Human Service Division, Ramsey County

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Have you heard about the Comprehensive Legal Vision (CLV) work? Join members of the CLV Executive Committee and Group Chairs to learn about the vision, the goals, all of the work that has already been done, and what work lies ahead. From reviewing state and federal laws and policies to determining whether a particular issue needs to be appealed or whether a best practice guide is needed to provide clarity, dedicated Assistant County Attorneys, Child Support Supervisors, Child Support Line Staff and State Child Support Staff from the North, South and Metro are working together to improve the delivery of child support services throughout Minnesota. Audience members will have an opportunity to provide their ideas and feedback for future work, so if you are not currently on a committee, this is your chance to participate too! The CLV is more than a vision, it is a reality.

Intended Audience: General Audience

2. THE KAIZAN PROCESS

Amanda Hollis—Senior Planner, Washington County

Kerri Sutton—Human Services Supervisor, Hennepin County

Judy Knight— Human Services Supervisor, Hennepin County

Have you ever had to wait for someone else to finish their work before you can start yours? Have you ever felt that your current way of doing work takes too long or has too many steps? Maybe you've struggled with paperwork getting lost in the shuffle or missed deadlines because of cumbersome practices. If so, you might be working in a broken process. Broken processes can frustrate employees, stress them out and make clients unhappy. As W. Edwards Deming once said, "A bad process will beat a good person every time." Learn about Kaizen, a rapidly facilitated, 2-5 day, employee driven event. A Kaizen event helps employees learn how to "think lean" in terms of improving practices to reduce the time to complete a process, eliminate waste and increase work capacity. Hear about Hennepin County Interstate Enforcement's Kaizen event which focused on increasing collections, improving client service and minimizing staff stress.

Intended Audience: General Audience

3. BANKRUPTCY

Lauren Totushek, Esq—Bankruptcy/Family Law Attorney, JP Hoffman Law Office

What sort of debts can the public authority continue to collect when a debtor has filed for bankruptcy protection? We will be looking at the effect of a Chapter 7 and a Chapter 13 on the collectability of different types of debts, what sort of collection methods are barred and what are still allowed under the Bankruptcy Code. We will also explore the process of making sure that your debt survives the bankruptcy.

Intended Audience: Collection Staff, Supervisors, Attorneys

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4. VIEW FROM THE FIELD

Scott Gray—Vice President, Metro Legal Services

John Levesque—Director of Operations, Metro Legal Services

Scott and John will share stories from their combined 45 years of experience in the process serving business and give examples of the different types of services offered by professional process servers as well as Sheriff's Departments. The goal is for the attendee to leave with an understanding of some of the unique situations encountered by those who are out in the field. With greater knowledge of the challenges process servers and Deputy Sheriffs face the attendee will be better situated to assist them in fulfilling their roles and be in a better position to make use of the information they provide from the in-person interactions. We will discuss strategies for creating a successful working relationship and managing expectations. By understanding the challenges and opportunities a process server encounters, attendees will be able to be more effective in making referrals and providing information. We will share some of our more memorable stories that highlight just how unique and "interesting" it is serving process upon individuals.

Intended Audience: General Audience

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

10:30–12:00 BREAKOUT SESSIONS:

1. 2014 CASE LAW AND LEGISLATIVE UPDATE

Mark Ponsolle—Director, Human Services Division, Ramsey County

Patrick Hest —Assistant County Attorney, Ramsey County

Mark Ponsolle will discuss the new changes resulting from the 2014 legislative session that affect family law as well as some bills that did not pass but may be back in the 2015 legislation. Mark will update the audience as to the "state of child support" today and what issues he is anticipating for the future. Patrick Hest will discuss key state appellate decisions from October, 2013, through September, 2014, 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. EMOTIONAL INTELLIGENCE

Kristine Nelson Fuge—Assistant County Attorney, Chisago County

What's more important in the workplace, IQ or EQ??

Although IQ is often equated with success, common sense, as well as research, now tells us that being able to make your way in a complex world by successfully dealing with people and your environment is the most important element of intelligence.

In the current workplace, there are constant interactions which are occurring among the people who work there, both positive and negative, that will impact the overall operations of the organization. Skills that managers and employees need to thrive in this environment include clearly communicating with each other and discussing topics openly, listening to the issues that are expressed by other parties, being able to effectively manage conflict, and inspiring each other to operate at a higher level. Possessing emotional intelligence (EQ) and engaging in intentional efforts to raise your EQ will make you more efficient, productive, and successful in the workplace.

What is your EQ and what steps can you take to maximize it?

Intended Audience: General Audience

12:00 –1:30 NEW MFSRC BOARD MEETS

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SPEAKER BIOGRAPHIES

MOLLY CRAWFORD (*Monday: Vital Signs: Monitoring Data, Checking Accuracy, and Taking the Temperature for Paternity Success*) is the State Registrar for the Minnesota Department of Health, Office of Vital Records. She's managed the office of 37 staff since February 2014. The Office of Vital Records registers births, deaths, and fetal deaths that occur in Minnesota, makes changes to those records, issues certificates, and reports public health data contained in those records to the Centers for Disease Control, National Center for Health Statistics. Molly worked for the Child Support Enforcement Division at DHS before becoming the State Registrar and she has worked in public service for nearly 20 years.

SCOTT GRAY (*Wednesday: View from the Field*) is the Vice President for Metro Legal Services. Scott provides strategic planning and has over 30 years of process service experience and still enjoys working in the field regularly.

DARRIN HETFIELD (*Tuesday: Immigration and Customs Enforcement*) is an Assistant Chief Counsel with the U.S. Department of Homeland Security, Immigration and Customs Enforcement, Minneapolis-St. Paul Office of the Chief Counsel. He has been with the DHS for twelve years and most recently was detailed as the embedded attorney for DHS Homeland Security Investigations for two years. Prior to joining the federal government, he practiced criminal and family law for eight years. He attended law school at the University of Michigan, and received a B.A. from Michigan State University.

NICOLE HODSDON (*Tuesday: Underground Economy*) graduated from St. Mary's University in Accounting and Business Administration. She originally went to school for mechanical engineering so she has a very strong background in applied mathematics and statistics which helps in her current job – it is very unusual to have an accountant with this much math (unless they work in complicated finance). She has worked at MN Dept of Revenue since February 2007. Her classification is an auditor (Revenue Tax Specialist) but her position description is a project manager for compliance planning and development. That means she has to identify areas of non-compliance, program the computer to pull back specific information (this is called "Discovery" and is very different than what we call Discovery) and/or acquire data through other agencies, lead test audits, develop audit plans, overcome audit/technical obstacles with internal legal staff, develop procedures, train, and participate in inter-agency work groups. She has volunteered for 8 years with VITA/TCE which is free tax preparation in low income areas of the Twin Cities. Prior to Dept. of Revenue she worked as an accredited consumer credit counselor at a non-profit and prior to that she was a consumer banker at a very large national bank. So, she has worked bankruptcy from both the consumer and creditor sides for over 10 years, in some capacity.

DAN KING (*Tuesday: The Wonderful World of PRISM Financials*) has been in the Child Support industry for 20 years beginning as a Child Support Officer in Hennepin County in 1995, managing an Interstate Initiating and Enforcement Caseload with over 500 cases. After being admitted to the MN Bar he was hired to work with the State of Minnesota Child Support Enforcement Division (CSED) as a Policy Advisor and Functional Analyst on the new PWRORA based PRISM system design and implementation, where he worked on the financial, enforcement and interstate areas. He advanced to a lead role in the SDU implementation design team for EFT processing and became a Project Manager for the Division. Since being admitted to the MN Bar he has maintained his license and sustains a limited practice in the areas of family law, divorce and child support, and remains engaged in the issues surrounding these areas. He left CSED to work in the private sector and implemented the MN SDU in 1998. Since that time he has focused his area of expertise on ecommerce, electronic payments and software/systems design. He has been involved in numerous SDU implementations including the largest in the country at the time - the CA SDU; and has held a lead role in five SDU implementations since 2008 and is currently heading up multiple services and software implementations for multiple State Agencies. He is the lead functional designer behind Informatix' revolutionary and patented SDU payment processing software RAPID®; as well as the additional peripheral component software packages of iDocStore, iPayOnline, and iScanIt. He also has two additional patents for electronic payments. He has consulted for some of the largest and complex organizations in the country including the Bank of America and the CA State Teachers Retirement System (CalSTRS) and the Maryland Administrative Office of the Courts. Mr. King is currently the Business Development Manager for Informatix Inc., a CA based minority owned business with its core focus of supporting Child Support and Social Services organizations across the country with contracts in over 34

States. Informatix is a Child Support Company that provides SDU software and services for processing payments and provides Child Support services including FIDM, Consulting and System Modernization services.

JOHN LEVESQUE (*Wednesday: View from the Field*) is the Director of Operations for Metro Legal Services and was previously the Nationwide Services Manager. John currently oversees the service of process personnel and has over 15 years of industry experience. In his prior role he saw service of process from the consumer's viewpoint when Metro Legal Services would hire vendors outside of their coverage area to complete service.

PAM MAJKOZAK (*Tuesday: MAXIS Navigation*) is a trainer with the Instructional Design Training Team (IDTT) at the Minnesota Department of Human Services. As a member of the IDTT, she trains public assistance policies and the system applications for SNAP, Child Care Assistance and Cash, including MFIP and DWP. Prior to working at DHS, Pam worked as an Eligibility Worker with Wright County.

TAMI MASUCA (*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.

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 29 years and has spent the last 26 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.

DAVID SCHULTZ (*Monday: What Government Does: The Value and Privilege of Public Service*) is a Hamline University Professor of Political Science who teaches a wide-range of American politics classes including public policy and administration, campaigns and elections, and government ethics. David is also professor in the Hamline School of Law where he teaches election law. David is the author of 30 books and 100+ articles on various aspects of American politics, election law, and the media and politics, and he is regularly interviewed and quoted in local, national, and international media including the New York Times, Wall Street Journal, Washington Post, the Economist, and National Public Radio. His most recent books are *American Politics in the Age of Ignorance: Why Lawmakers Choose Belief Over Research*, and *Election Law and Democratic Theory*. A two-time Fulbright scholar who has taught extensively in Europe, Professor Schultz is the 2013 Leslie A. Whittington national award winner for excellence in public affairs teaching.

LAUREN TOTSHEK (*Wednesday: Bankruptcy*) worked as an associate attorney practicing Bankruptcy Law at the firm of Prescott & Pearson in New Brighton, MN, for 5 years. She recently moved to the firm of JP Hoffman Law Offices located in Apple Valley and Faribault so that she could expand her field to do both Bankruptcy Law and Family Law.

LIZ WEATHERHEAD (*Tuesday: Don't be a Jerk at Work and two breakouts*) is a Trainer/Educator for Fortune 500 companies across the country and she is also kept busy training close to home by working with government agencies, education, manufacturers, large and small businesses. With her strength of positivity, Liz believes it is how we choose to show up at work that counts. No one cares how smart you are unless you show up as your best self every day.

AMY ZASKE (*Wednesday: Tuesday: Immigration and Customs Enforcement*) is an Assistant Chief Counsel with the U.S. Department of Homeland Security, Immigration and Customs Enforcement, Minneapolis-St. Paul Office of the Chief Counsel. She joined the DHS in May 2007. Before entering federal service, she worked for the State of Minnesota, a small immigration law firm, and in private industry. She is a graduate of William Mitchell College of Law, and received a B.A. from the University of Minnesota.