

The background of the entire page is a photograph of two flags flying against a clear blue sky. The top flag is the United States flag, and the bottom flag is the Minnesota state flag. The Minnesota flag features a circular seal with various symbols including a Native American, a pioneer, a ship, and a sun, surrounded by the word 'MINNESOTA' and the year '1859'.

Pride in Public Service

Minnesota Family Support & Recovery Council 41st Annual Training Conference

Sept. 28–Oct. 1, 2014

Best Western Kelly Inn/
St. Cloud Civic Center



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GENERAL ANNOUNCEMENTS

Please be sure to turn off cell phones and pagers during sessions.

MEALS: See the menu in your program. If you have special dietary needs, see registration for further information.

PROGRAM CHANGES: will be posted by the Registration Table in the Front Lobby.

MFSRC BOARD ELECTIONS: A ballot box will be located by the Registration Table in the Front Lobby next to a large ballot. For those who are unable to attend the Annual Business Meeting, you can cast your ballot at any time prior to 10:30 Tuesday morning. Please see the information about the voting process and about the people running for board positions at the end of the program. The MFSRC districts are printed on the back of the program.

NAME BADGES: You must wear your name badge for access to sessions and meals. Anyone without a name badge will need to return to the registration table to obtain a new badge prior to admittance to sessions or lunch. Name badges cannot be shared by attendees. Please turn in your badge holder at the end of the conference.

SPONSORS: include the following in alphabetical order (as of the date the program went to print):

DNA Diagnostics Center • Informatix Inc • LabCorp • Metro Legal Services

RESOURCES: The MN Department of Health
Eastern Regional Interstate Child Support Association (ERICSA)

CLE CREDITS: The CLE options listed below are based on full attendance of the conference from September 29 to October 1:

12.25 Standard CLE credits

Each session is marked. Attorneys can register online using the code 193316.

BIOS: Be sure to check the back of your program for interesting information on several of the speakers/presenters on this year's program.

HANDOUTS: Handouts will be available online on the MFSRC web site, www.mfsrc.org. Printed Handouts will not be available at the conference.

EVALUATION FORMS: Your conference packet includes an overall Conference Evaluation Form and individual Session Evaluation Forms. The Program Committee wants to hear from you. Please fill them out and leave them in the box located by the Registration Table in the Front Lobby. Thank you.

SMOKE FREE FACILITY: Please check with the Front Desk to find out where smoking is allowed.

BUSINESS MEETING: Tickets for door prizes will be handed out at the business meeting. Door prizes will be awarded at the business meeting, the Monday evening meal, and the Tuesday banquet. You must be present to win!

HOSPITALITY: Sunday evening we will be in the Green Mill. Monday evening we will be in the Sunwood Center with a cash bar and a DJ. Tuesday evening the Husky hospitality room will be open for anyone who would like to have informal gatherings there. The Husky room has tables, TV and comfortable seating and is on the 2nd floor. Use elevator C or the stairwell next to it for access.

MFSRC COMMITTEES: At the back of the program is a list of the different MFSRC Committees. You do not need to be an elected board member to participate on a committee. If you are interested in becoming involved with MFSRC, please check out the opportunities and indicate interest on your Conference Evaluation Form.

MENU

Monday, September 29, 2014

7:00–8:30	Breakfast – Sunrise Buffet <ul style="list-style-type: none">• Scrambled eggs with cheddar cheese, bacon, sausage, American Fries, fresh fruit, caramel rolls, muffins, and assorted beverages.	Carlson Hall
Noon–1:00	Lunch – Deli Buffet <ul style="list-style-type: none">• Assorted deli meats and cheeses with fresh baked bread, lettuce, pickles and tomatoes. Soup, pasta salad, vegetable tray, chips, and assorted beverages	Carlson Hall
6:00–7:00	Dinner – Pizza Board Buffet <ul style="list-style-type: none">• Assortment of Pizzas with Caesar Salad, fresh baked bread, Lasagna, Spaghetti with meat sauce, Fettuccini Alfredo with chicken, Wild Mushroom and Chicken Penne, dessert, and assorted beverages.	Carlson Hall

Tuesday, September 30, 2014

7:00–8:30	Breakfast – Country Fare Buffet <ul style="list-style-type: none">• French toast sticks with hot maple syrup, scrambled eggs, ham, fresh fruit, and assorted beverages.	Carlson Hall
11:30–1:00	Awards Luncheon <ul style="list-style-type: none">• Sautéed Chicken Breast with Roasted Garlic Sauce, Honey Pepper Salmon, potato, rice, house salad, fresh baked bread, dessert, and assorted beverages.	Carlson Hall
Evening meal	On your own	

Wednesday, October 1, 2014

7:00–8:30	Breakfast <ul style="list-style-type: none">• Bagels, muffins, cream cheese, fresh fruit, yogurt, granola bars and assorted beverages.	Poolside
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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

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PROGRAM AT A GLANCE

Sunday, September 28, 2014

5:00–7:00	Registration	Front Lobby
6:30–8:00	Safety First	Sunwood Center
8:00–11:00	Networking	Green Mill

Monday, September 29, 2014

7:00–8:30	Breakfast	Carlson Hall
7:00–Noon	Registration	Front Lobby
9:00–9:15	Welcome and General Announcements	Carlson Hall
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) 	Carlson Hall University A
10:00–10:15	Break with refreshments	Carlson Hall
10:15–11:45	<u>KEYNOTE:</u> What Government Does: The Value and Privilege of Public Service David Schultz, Professor of Political Science, Hamline	Carlson Hall
Noon–1:00	Lunch	Carlson Hall
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 	Bell/Alexander Weidner/Clarke/Edelbrock Sunwood Center University A University B
2:30–2:45	Break	Poolside
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) 	Bell/Alexander Weidner/Clarke/Edelbrock Sunwood Center University A University B
4:30–5:30	MFSRC Business Meeting	Sunwood Center
6:00–7:00	Dinner	Sunwood Center
7:00–11:30	DJ	Sunwood Center

Tuesday, September 30, 2014

7:00-8:30	Breakfast	Carlson Hall
7:30-10:30	Registration	Front Lobby
8:30-8:35	Announcements	Carlson Hall
8:35-10:15	<u>KEYNOTE:</u> Don't be a Jerk at Work Liz Weatherhead	Carlson Hall
10:15-10:30	Break with refreshments	Carlson Hall
10:30-11:30	Breakout Sessions: <ul style="list-style-type: none">• MAXIS Navigation• Employee Engagement – Beyond the Buzz Word• Same Sex Marriage and IV-D• PIN System for Collectors• Integrated Human Service Delivery Systems	Weidner/Clarke/Edelbrock Bell/Alexander Sunwood Center University A University B
11:30-1:00	Awards Luncheon	Carlson Hall
1:15-2:45	Breakout Sessions: <ul style="list-style-type: none">• 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	Bell/Alexander Weidner/Clarke/Edelbrock Sunwood Center University A University B
2:45-3:00	Break with refreshments	Poolside
3:00-4:30	Breakout Sessions: <ul style="list-style-type: none">• Public Assistance Eligibility• Supervisor Round Table – Leadership Dilemmas• Underground Economy• Social Security• The Wonderful World of PRISM Financials	University A Bell/Alexander Sunwood Center Weidner/Clarke/Edelbrock University B
4:30-5:30	MCAA Meeting for Elected and Assistant County Attorneys Dinner on your own	Husky
7:00-11:00	Networking	Husky

Wednesday, October 1, 2014

7:00-8:30	Breakfast	Poolside
8:30-10:00	Breakout Sessions: <ul style="list-style-type: none">• Comprehensive Legal Vision: More than Just a Vision• The Kaizen Process• Bankruptcy• View from the Field	State/Sunwood University A Congress University B
10:00-10:30	Break with refreshments/Check Out	Poolside
10:30-Noon	Breakout Sessions: <ul style="list-style-type: none">• 2014 Case Law and Legislative Update• Emotional Intelligence	State/Sunwood University B
Noon-1:30	**New MFSRC Board Meets**	University A

MFSRC'S ANNUAL TRAINING CONFERENCE PROGRAM

Sunday, September 28, 2014

5:00–7:00	REGISTRATION	Front Lobby
6:30–8:00	SAFETY FIRST Tad Hoeschen and Company—St Cloud Police Department <i>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.</i> Intended Audience: General Audience	Sunwood Center
8:00–11:00	Networking	Green Mill

Monday, September 29, 2014

7:00–8:30	BREAKFAST	CARLSON HALL
7:00–Noon	REGISTRATION	Front Lobby
9:00–9:15	WELCOME AND GENERAL ANNOUNCEMENTS	Carlson Hall
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/CSD Rod Franks—Income Support Manager, Carver County <i>Join the presenters in an overview of the current Federal, Tribal, 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.</i> Intended Audience: All Child Support Professionals	Carlson Hall
10:00–10:15	2. STATE PERSPECTIVE FOR COUNTY COLLECTORS (MCRA) Scott Wotzka—Program Recoveries Analyst, DHS Brian Shields—Agency Policy Specialist, DHS <i>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.</i> Intended Audience: Collection Officers, Supervisors	University A
10:00–10:15	BREAK WITH REFRESHMENTS	CARLSON HALL

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10:15–11:45

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

Carlson Hall

David Schultz, Professor of Political Science, Hamline

1.5
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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

NOON–1:00

LUNCH

CARLSON HALL

1:00–2:30

BREAKOUT SESSIONS:

1. MNSURE FROM A CLIENT'S PERSPECTIVE

Bell/Alexander

Shane Troumbly—MNSure Eligibility Specialist, Itasca County
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**

Weidner/Clarke/Edelbrock

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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CLE
approved

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

Sunwood Center

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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approved

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

University A

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**

University B

Lindsay Daraitis—Paternity Program Administrator, DHS/CSD

Molly Crawford—State Registrar, MN Department of Health, Office of Vital Records

Sally Almond—Field Services Representative, MN Department of Health, Office of Vital
Records

Krista Bauer—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 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

DEPARTMENT OF HUMAN SERVICES/CHILD SUPPORT DIVISION • FILLMORE

2:45–4:15

BREAKOUT SESSIONS:

1. MODIFICATIONS—TRIBAL, INCARCERATED AND INTERSTATE

Bell/Alexander

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Sara Lauthen—Staff Attorney, DHS/CSD
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

Weidner/Clarke/Edelbrock

1.5
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Alissa Harrington—Policy Analyst, DHS/CSD
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

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

Sunwood Center

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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

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

University A

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

University B

Repeat of the 1:00 session.

4:30–5:30	MFSRC BUSINESS MEETING	Sunwood Center
6:00–7:00	DINNER	Sunwood Center
7:00–11:30	DJ	Sunwood Center

Tuesday, September 30, 2014

7:00-8:30	BREAKFAST	CARLSON HALL
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7:30–10:30	REGISTRATION	Front Lobby
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8:30–8:35	ANNOUNCEMENTS	Carlson Hall
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8:35–10:15	KEYNOTE: DON'T BE A JERK AT WORK	Carlson Hall
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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	CARLSON HALL
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10:30–11:30	BREAKOUT SESSIONS:
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1. MAXIS NAVIGATION	Weidner/Clarke/Edelbrock
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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	Bell/Alexander
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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 how 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

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3. SAME SEX MARRIAGE AND IV-D

Sunwood Center

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

4. PIN SYSTEM FOR COLLECTORS

University A

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

University B

Jill Hausman—Project Manager, MN.IT

Bennett Hoffmann—Direct Services Manager, DHS/CSD

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

CARLSON HALL

1:15–2:45

BREAKOUT SESSIONS:

1. MANAGING YOUR OWN ENGAGEMENT EQUATION

Bell/Alexander

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: General Audience

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

Weidner/Clarke/Edelbrock

1.5
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Melissa Froehle—Supervisor, Ramsey County
Patricia Kinzer—Child Support Officer, Washington County
Mary Jo Blees— 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

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

Sunwood Center

1.5
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Alissa Harrington—Policy Analyst, DHS/CSD
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 and Magistrates only

4. MINNESOTA MEDICAL ESTATE RECOVERY

University A

1.5
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Greg Lulic—Special Recovery Unit, DHS
Denise Meyer—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

University B

Julie Erickson—Policy and Planning Unit, DHS/CSD

Deditra Zabinski—Tribal Liaison, DHS/CSD

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

1.5
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approved

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

POOLSIDE

3:00–4:30

BREAKOUT SESSIONS:

1. PUBLIC ASSISTANCE ELIGIBILITY

University A

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**

Bell/Alexander

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

Sunwood Center

Nicole Hodsdon—Revenue Tax Specialist

Patrick Moen—Assistant County Attorney, Stearns County

1.5
CLE
approved

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

Weidner/Clarke/Edelbrock

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

University B

Sue Koch—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

4:30–5:30

MCAA Meeting for Elected and Assistant County Attorneys

Husky Room

DINNER

ON YOUR OWN

7:00–11:00

Networking

Husky Room

Wednesday, October 1, 2014

7:00–8:30

BREAKFAST

POOLSIDE

8:30–10:00

BREAKOUT SESSIONS:

**1. COMPREHENSIVE LEGAL VISION:
MORE THAN JUST A VISION**

State/Sunwood

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

Jeff Jorgenson—Director, DHS/CSD

Mark Ponsolle—Director, Human Services Division, Ramsey County

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

1.5
CLE
approved

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

University A

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

Congress

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

1.5
CLE
approved

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

4. VIEW FROM THE FIELD

University B

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

10:30–Noon BREAKOUT SESSIONS:

1. 2014 CASE LAW AND LEGISLATIVE UPDATE

State/Sunwood

Mark Ponsolle—Director, Human Services Division, Ramsey County
Patrick Hest —Assistant County Attorney, Ramsey County

1.5
CLE
approved

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

University B

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

NOON–1:30 NEW MFSRC BOARD MEETS

UNIVERSITY A

SPEAKER BIOGRAPHIES

SALLY ALMOND (*Monday: Vital Signs: Monitoring Data, Checking Accuracy, and Taking the Temperature for Paternity Success*) has 15 years of experience in birth registration, both from the hospital and state vital records sides of the equation. In her role as a field representative in the Office of Vital Records at the Minnesota Department of Health, she works with hospitals to help capture correct information, including marital status and paternity, at the time of birth for the vital record.

KRISTA BAUER (*Monday: Vital Signs: Monitoring Data, Checking Accuracy, and Taking the Temperature for Paternity Success*) has a BA from the University of Minnesota, Duluth. She has worked for the Office of Vital Records (OVR) at the Minnesota Department of Health for seven years and is currently a Field Representative responsible for outreach, training and stakeholder support.

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.

STEVENS • SWIFT • TODD • TRAVERSE • WABASHA • WADENA • WASECA • WASHINGTON

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. 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; 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.

WATOWAN • WHITE EARTH NATION • WILKIN • WINONA • WRIGHT • YELLOW MEDICINE

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 five 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; Employee Engagement—Beyond the Buzz Word; and Managing Your Own Engagement Equation*) is a Trainer/Educator to 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.

MFSRC BOARD POSITIONS

2nd Vice Chair: Responsibilities include the overall program planning of the Annual Conference, working with our vendors, and working with the 1st Vice Chair regarding program content. This position requires a four (4) year commitment as this position will move into:

- the **1st Vice Chair** position in the second year—planning the conference program,
- the **Chairperson** in the 3rd year—running Board meetings and leading the organization, and
- the **Past President** remains on the Board for the 4th year as a resource person.

Secretary: Responsibilities of this position are to take the minutes of the Board meetings, prepare these minutes for mailing to Board members, reserve meeting space, prepare the agenda for meetings, maintain the membership list, and other work as needed. The secretary also maintains and updates the full MFSRC Membership email list and sends emails as appropriate. This position is a one (1) year term.

Treasurer: Responsibilities of this position include maintenance of all financial records for MFSRC, the checkbook, bill paying and financial status reports. This position is a one (1) year term.

District Representatives: Each district has one (1) position up for election each year. The responsibilities of the District Representative are to attend the quarterly Board meetings, serve on various committees as needed and represent the members of their district at Board meetings. These positions are two (2) year terms.

Member at Large: Two (2) member at large positions are up for election each year. The responsibilities of these positions are similar to that of the District Representatives with the exception that they represent Child Support and Collections Workers at a state wide level.

MFSRC BOARD MEETINGS

MFSRC Board Meetings are held in the St. Cloud area.

There are two standing meetings that start at 9:00: the Legislative Committee and the Conference Program Planning Committee. Most Board members are a part of one of these two committees.

The main MFSRC Board meeting starts at 11:00 and is generally completed by 1:30 or 2:00.

Generally the Board meets four times per year in the St Cloud area and once at the end of the annual conference. There is also one extra meeting for the Conference Program Planning Committee.

MFSRC COMMITTEES

Are you interested in getting involved?

You do not need to be a Board Member to serve on a committee.

Please review the following and if you are interested in serving on a committee, please indicate that on your overall conference evaluation.

Please note that it is difficult to participate on the Program Committee without attending the meetings.

Awards Committee:

This committee reviews nominations and selects worthy support and collection professionals for awards to be presented at the MFSRC Fall Conference each year. The categories of awards are: Honorary Life Member, Outstanding Program Achievement, Outstanding Customer Services Award, Program Awareness Award, and Outstanding Program Achievement.

Conference Site Committee:

This committee is responsible for researching and reserving facilities to accommodate the annual fall training conference. Duties include, but are not limited to: cost analysis of facilities that meet the site and size requirements for space, detailed set up of rooms for sessions, coordinating the location of registration, breaks and activities with the facility, coordinating the room and meal accommodations for the conference speakers and scholarship recipients, and making decisions regarding food and beverages at the conference. The chair acts as the point of contact and liaison between the group and the facility, and acts as a point person at the conference (or appoints someone) for questions, problems, etc.

Constitution and By-Laws Committee:

The Constitutional and By-Laws committee's main function is to ensure that the organization runs smoothly and fairly. Whenever there is a question as to polling, voting, and motions, a member of the committee provides advice to the Board. When an amendment is required to update our Constitution or By-Laws, the committee is there to assist the Board in drafting the proposal, disseminating, discussing and voting on the proposal. The most essential function of this committee is that every five years the committee gathers information from each county to realign the districts so that each county has fair representation on the Board of Directors.

Education Committee:

This committee accepts and reviews requests/opportunities to provide education to the child support community and coordinates responses to those requests.

Finance Committee:

This committee has only one member. The main responsibility is to look at and do an informal audit of the Treasurer's reports and bank statements annually. A report that the audit is completed is submitted to the Board annually.

Historical/Public Relations Committee:

This committee is the keeper of all old documents, programs, and pictures that document MFSRC history and the projects that our organization has worked on. They also take pictures of Award winners at the Banquet and pictures of our speakers, sessions, work groups and conference activities. This committee promotes the mission of MFSRC and the support of Minnesota's children through various media. We attend and operate an informational display at many conferences across the State and provide information to the public and child support professionals in order to encourage parents to provide for their children. We are always looking for people with creative minds to join this committee.

Legislative Committee:

This committee proposes, drafts and reviews legislation which is of interest to our organization. We also monitor legislation proposed by others. We often attend and testify at legislative hearings.

Newsletter Committee:

This committee works cooperatively with the Child Support Community to gather news and events to put together a quarterly newsletter.

Nominations & Elections Committee:

This committee works to find interested members who would like to serve on the board or on various committees. They run the elections at conference and work to fill vacancies that may occur on the board.

Program Committee:

This committee plans the annual MFSRC Training Conference. They review the prior year's conference comments, decide on a conference theme, keynote speakers, giveaways, venue, breakout sessions and all other aspects of the conference.

Registration Committee:

This committee runs registration for the conference. Generally it is a county that takes this on (they do not need to have someone on the board) and that county would run registration for three years. Duties include: receive all conference registration forms and payments; maintain and reconcile checkbook for deposits from registration payments and vendors and disbursements for conference expenses; keep a database of all registrant names; make name badges; organize packets for conference attendees; run the registration table at the conference site; report registration status, comments, and/or issues at Program and Board meetings; prepare an Income/Expense Statement at close of conference.

Website Committee:

This committee maintains the content on the MFSRC website. Committee members update the site or work with our service provider to make sure the changes are made. The committee is not responsible to create or draft e-mail or web content.

MFSRC ELECTION INFORMATION

We want to give all members the opportunity to vote for MFSRC Board positions. A ballot box will be located by the registration table in the Front Lobby by a large ballot. We will be taking nominations from the floor at the Business Meeting on Monday and will list any additional names submitted at the Business Meeting on the ballots. If members are not able to attend the Business Meeting, they will have the opportunity to vote until 10:30 A.M. on Tuesday.

Your ballot is located in your registration packet. Ballots will not be distributed at the Business Meeting as each member is allowed one vote. The map of districts is printed on the back of your program. **Please be sure to follow the instructions at the top of each page.**

We will announce the new Board Members on Tuesday at the Awards Luncheon.

The following MFSRC members are running for a position on the MFSRC Board (if multiple candidates, they are listed in alphabetical order):

2nd Vice Chair *Rene Grisham, Isanti County*

Rene started working for Isanti County in 1993 as a Clerk Typist II. She moved on to Financial Worker two years later and joined the Child Support Unit in 1996, first as a Child Support Officer, then as a Support and Collection Specialist since 2001. Besides the daily duties as assigned, she also attends some of the regional supervisor meetings, is a member of the labor management committee, is a union steward and on the alternative work schedule committee. After work, she enjoys trap shooting, making fused glass art, going to theology meetings, and steelhead fishing. It's never a dull moment in her world as she loves the challenge of learning new skills and knowledge. Rene's favorite saying: Luck favors the prepared.

Jeanette Koehler-Harris, Hennepin County

Jeanette has served two terms with MFSRC as a District Representative for Hennepin County. Her first two years, she committed to co-chairing conference registrations and worked closely with a web designer so that registration could be handled on-line versus by snail mail. During her second term, Jeanette volunteered to chair the Nomination and Election Committee—that's why her name may already be familiar to you. This is the second year she is co-facilitating the Supervisor Roundtable session. She continues to explore ways to use technology as an effective tool, using SurveyMonkey to find out session interests for the Supervisor Roundtable. She has been in child support for over 16 years, including the past four as a Supervisor. Spare time (is there such a thing?) is spent spoiling her granddaughter, playing cards with good friends, reading and gardening. Please cast your vote for Jeanette as the next 2nd Vice Chair.

Secretary *Lori Hanson, Dakota County*

Lori has been with Dakota County Child Support and Collections for nearly 17 years, working in both child support and county fee collections. Her passion is education and outreach. Lori is very active in both MCRA and MFSRC, and enjoys the diversity of both organizations. Lori would appreciate your vote to continue as your MFSRC Secretary.

Treasurer *Teri Nielsen, Benton County*

Teri started her child support journey by completing the Central Lakes College Child Support Officer program in 1996, graduating in May, 1999 with an A.A.S. degree. Teri began employment with Benton County in June, 1999 as a Support Enforcement Aide, moving to a Child Support Officer in March, 2000. During her employment with Benton County, she has served on the MFSRC Board, the Program Committee for six years, Chair of the Registration Committee for two years, and is currently holding the Treasurer position. Teri would appreciate your support to continue her commitment to MFSRC as your Treasurer.

1st District ***Lisa Kontz, Dakota County***

Lisa has been an Assistant County Attorney in the Child Support Enforcement Division for thirteen years. Prior to working at the Dakota County Attorney's Office, she worked as a judicial law clerk in the First Judicial District. She currently serves as co-chair of MFSRC's Legislative Committee. Lisa has been a speaker at MFSRC, MCAA and other seminars. She has been an active member of MFSRC for many years and would like to continue to represent the 1st District as an MFSRC board member.

2nd District ***Jodi Krueger, Mower County***

Jodi has been with Mower County Child Support for 20 years this November. She started as Child Support Officer, then Child Support Lead Worker for 10 years, and has been the Supervisor of Child Support for 3½ years. She has welcomed the opportunity to serve on the MFSRC Board this past term, has learned a lot about how the Board operates its continual challenge to put on a terrific conference each year. Jodi would like to continue to represent you.

3rd District ***Rhonda Meyers, Hennepin County***

Rhonda has been with Hennepin County for seven years, the first six years as a Human Services Representative and the past year as a Child Support Officer. She has participated on various Boards and committees. Rhonda was the Hennepin County representative for MFWCAA (Minnesota Financial Workers and Case Aid Association) for three years and helped plan the conferences. Currently Rhonda participates in the MSSA Legislative Committee. She also has helped with the MSSA conference.

4th District ***Stacy (Stacia) Runkle, Ramsey County***

Stacy has been working for Ramsey County for over 30 years. She started in the Library system in 1979 and has been with the Ramsey County Attorney's Office, Child Support Enforcement Division since 1986. She was a clerk-typist back in the days when documents were hand written and the 'word processor' was a large, noisy machine that occupied its own office. Stacy became a support enforcement agent in 1988 and an SEA III (CSO to the rest of the State) in 1993. She remembers CSES as more than a historical anomaly and participated in hearings in the Administrative Process. As an MFSRC Program Committee member since 2012, she understands that the only way avoid being trampled by change is to participate in the process.

5th District ***Leah Lindell, Isanti County***

Leah started in Isanti County Child Support in 1996. In 2000, Leah transferred to the Isanti County Attorney's Office as a Child Support Paralegal and was the liaison between the County Attorney's Office and the Child Support Office. In February, 2010, she quit working to try over the road trucking. After four months, she realized child support was much better! In August 2010, she became a Child Support Officer in Isanti County again and currently has a contempt case load. She likes to come up with new ideas and new projects, and loves what MFSRC is all about.

Sherry Schwarzkopf, Sherburne County

Sherry has been with Sherburne County since December 1994, starting out in clerical and moving through the ranks spending time in the accounting unit and the family financial unit before landing in child support January of 2003. Sherry has worn many hats in the child support unit with caseloads of intake, establishment, enforcement, redirects and paternity. She has been able to avoid the interstate caseload. Most recently Sherry has become part of the Release Advanced Planning (RAP) committee working with inmates being released from incarceration to help them with any child support barriers they may have. Sherry would like the opportunity to represent 5th District as a MFSRC board member.

6th District *Denise Kuehn, Brown County*

Denise has been the Child Support Supervisor in Brown County for the past 13 years. She has worked for Brown County since January, 1985 starting as the agency's receptionist. In 1989 she became a financial worker before becoming a Child Support Officer in August, 1996 and moving to the child support supervisor in March, 2001. Denise became a MFSRC board member in March, 2010 and has been a part of the both the legislative and program committees. She enjoys being on the board and sharing with you the information we learn. Denise would like to have the opportunity to continue to serve as your district member and would really appreciate your vote. Thank you.

7th District *Sandy Thorne, Clay County*

Sandy has been employed with Clay County since 1984, starting as a CSO and moving into a supervisory position in 1996. After joining the board in 1994 she has served on and chaired numerous committees, served a term as President and currently represents MFSRC on the Child Support Advisory Board. Sandy would appreciate your vote to continue to represent the 7th District.

8th District *Anne Erickson, Itasca County*

Anne has been employed with Itasca County since 1988, starting out as an Account Technician for Child Support, and promoting to Child Support Officer in 1993. She previously served on the MFSRC Board as a Member at Large from 1993 to 1995 and as Secretary from 2002 to 2009. Anne was involved with various committees during her time on the board. She left her Child Support Officer position in October of 2010 and returned as Child Support Supervisor in June of 2013. Anne is currently on the board and would like to continue to serve as your District Representative for MFSRC and would appreciate your vote.

Member *Jennifer Ryan, Itasca County*

At Large

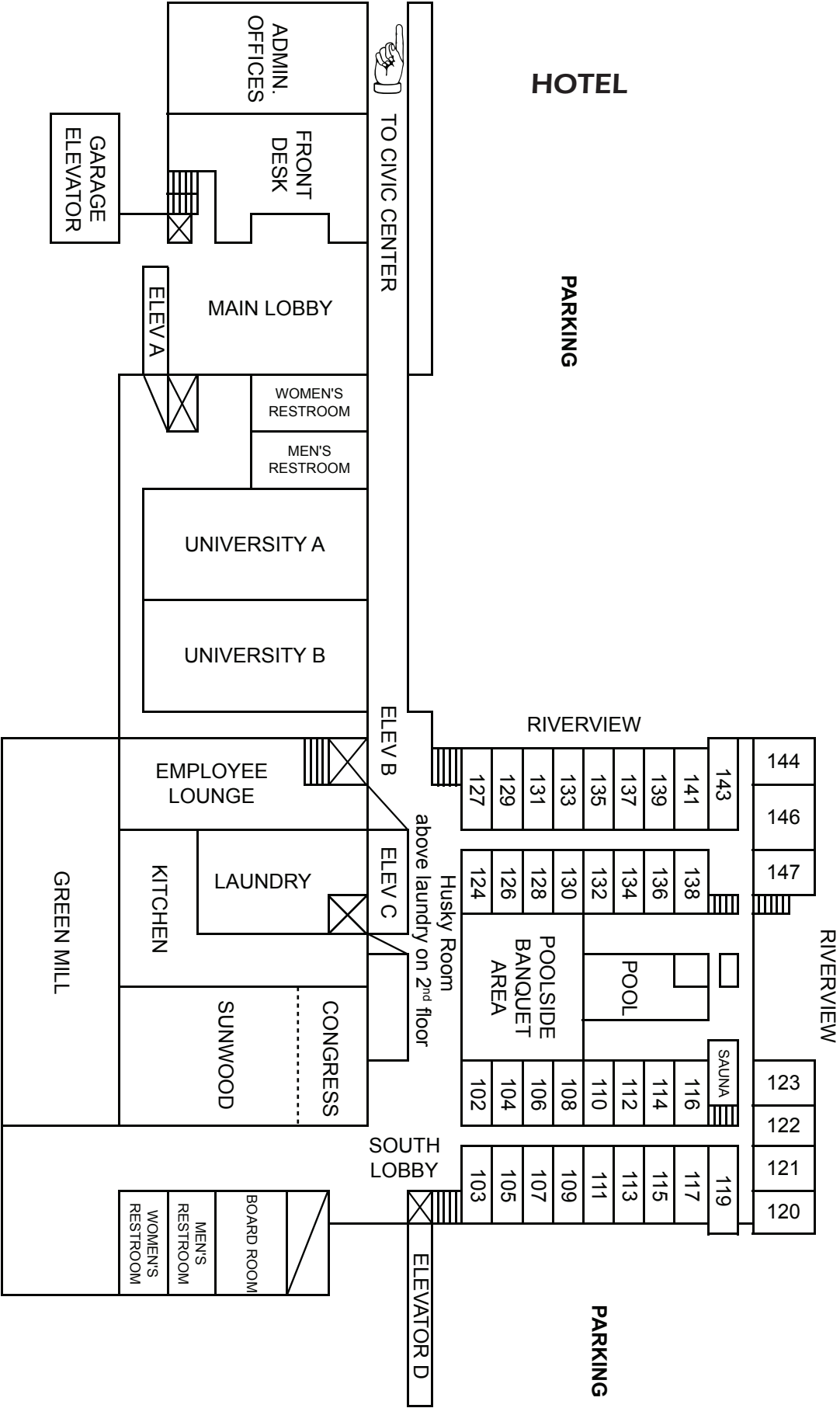
(vote for two)

Jennifer has been an Assistant Itasca County Attorney since 2011 and practices primarily in the area of child support. Prior to becoming an Assistant County Attorney, she was a judicial law clerk in the Second and Ninth Judicial Districts. Jennifer is an active participant with MCAA and was a speaker at the 2013 MFSRC conference. She believes in the mission of MFSRC and would like to help further its goals by serving on the board. Help Jennifer pursue a leadership role with MFSRC; your vote is appreciated.

Melissa Rossow, Ramsey County

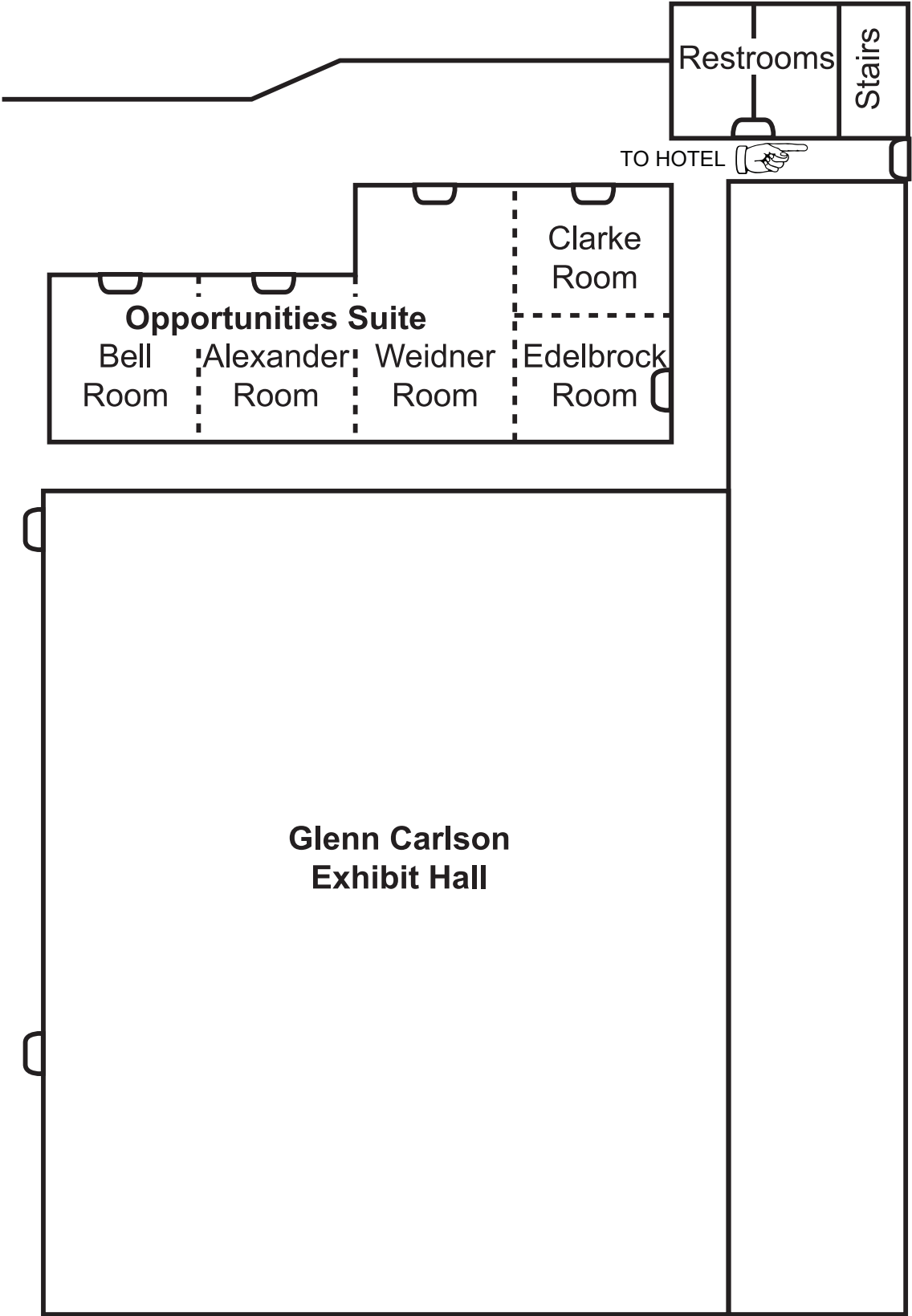
Melissa is one of the Assistant Directors for the Child Support Enforcement Section of the Ramsey County Attorney's Office. She has worked in the area of family law and child support for 19 years as an Assistant Carver County Attorney, Supervisor of the Hennepin County Family Court Self-Help Center, Staff Attorney for the Minnesota Department of Human Services, and in private practice. Melissa has been a MFSRC board member since 1998, serving as President in 2010–2011, as Chair and Co-Chair of the Constitution and By-Laws Committee, and a member of the Education, Legislation, and Program Committees. She has enjoyed her time as a Board member, helping the Board evolve through good times and not so good times. She is committed to serving the children of Minnesota and believes strongly in the mission of MFSRC and asks that you vote for her to continue her service on the Board.

Meeting Room Locations



Meeting Room Locations

CIVIC CENTER



NOTES

NOTES

MFSRC PAST CHAIRPERSONS

1973–1974	Dennis E. Maher
1974–1975	Thomas B. Humphrey Jr
1975–1976	Doug Boler
1976–1977	Raymond F. Schmitz
1977–1978	Richard Risley
1978–1979	Thomas Sjorgren
1979–1980	Larry Oberg
1980–1981	Kay Dunkelberger
1981–1982	Lou Anderson
1982–1983	Pat Krauth
1983–1984	Trish Marty-Villaume
1984–1985	Maila Hedin
1985–1986	Jan Parker
1986–1987	Fred Buck
1987–1988	Jeff Ring
1988–1989	Kathy DeNeui
1989–1990	Myrna Rock
1990–1991	Jerry Schroeden
1991–1992	Connie Freemyer
1992–1993	Luci Bowen
1993–1994	Maila Hedin
1994–1995	Cherié Mattson
1995–1996	Grant Forsyth
1996–1997	Martha Kindseth
1997–1998	Sandi Anderson/Sandra Torgerson
1998–1999	Grant Forsyth
1999–2000	Sandy Zarembinski
2000–2001	John Speakman
2001–2002	Theresa Olson
2002–2003	Cherié Mattson
2003–2004	Sandy Thorne
2004–2005	Rich Thielman
2005–2006	Bob Tipp
2006–2007	Julie Erickson
2007–2008	Juan Martinez
2008–2009	Jenna Penfield
2009–2010	Sandy Slocum
2010–2011	Melissa Rossow
2011–2012	Jolene Annen
2012–2013	Lori Lofrano



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MFSRC Districts

