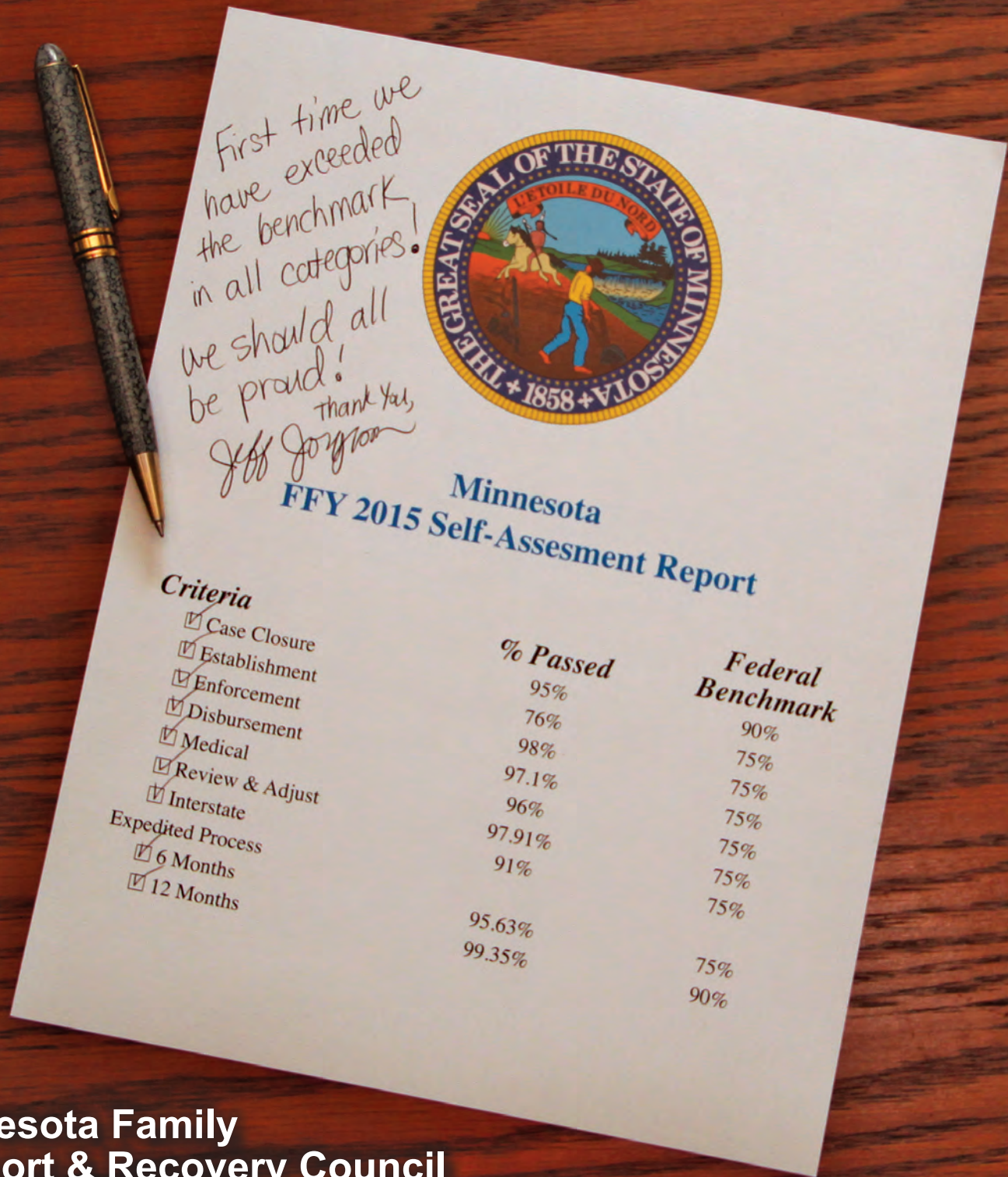


# Own It: Taking Pride in Performance



**Minnesota Family  
Support & Recovery Council  
43<sup>rd</sup> Annual Training Conference**

**October 2–5, 2016**

**Best Western Kelly Inn/St. Cloud Civic Center**



## *innovate, integrate, implement*

Informatix, Inc. is a management consulting and information technology company that has provided application software and information technology and management consulting services to government and private industry for 30 years. Since our beginning in 1986, Informatix has grown into a premier consulting and solutions company, enjoying a solid reputation for delivering IT consulting services and technology. Informatix has contracts in 38 States with offices in Michigan, Minnesota, Mississippi, Indiana, Arizona and Alabama; and data centers located in California, Georgia, Alabama, and Michigan

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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 9:45 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. **Please note**: The districts were updated in May, 2016.

**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

**CLE CREDITS**: The CLE options listed below are based on full attendance of the conference from October 2 to October 5:

8.00 Standard CLE credits, 1.5 Ethics credits and 1.5 Bias Credits OR  
9.5 Standard CSE credits and 1.5 Ethics Credits

Each session is marked. Attorneys can register online using the code 223454.

**BIOS**: Be sure to check 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](http://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.

**DOOR PRIZES**: Tickets will be handed out or the number on your name badge will be used for door prizes. Door prizes will be awarded at the business meeting, the Monday networking social, the Tuesday banquet, and Tuesday evening meal/dance. You must be present to win!

**HOSPITALITY**: Sunday evening appetizers provided in the Green Mill. Monday evening will be poolside for hospitality and networking. Tuesday evening we will be in the Sunwood Center with a cash bar and a DJ.

**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.



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## MENU

### Monday, October 3, 2016

7:00–8:45	Breakfast—Sunrise Buffet <ul style="list-style-type: none"><li>• Scrambled eggs with cheddar cheese, bacon, sausage, American fries, fresh fruit, caramel rolls, muffins, and assorted beverages.</li></ul>	Carlson Hall
Noon–1:00	Lunch—Super Sub Buffet <ul style="list-style-type: none"><li>• Freshly baked bread stuffed with turkey or ham, lettuce, tomato and American and Swiss cheese topped with oregano vinaigrette. Served with chips, potato or pasta salad, cookies and assorted beverages</li></ul>	Carlson Hall
Evening meal	On your own	

### Tuesday, October 4, 2016

7:00–8:30	Breakfast—Country Fare Buffet <ul style="list-style-type: none"><li>• French toast sticks with hot maple syrup, scrambled eggs, ham, fresh fruit, and assorted beverages.</li></ul>	Carlson Hall
11:30–1:00	Awards Luncheon <ul style="list-style-type: none"><li>• Sautéed Chicken Breast with Roasted Garlic Sauce, Yankee Pot Roast, potato, fresh vegetable, house salad, fresh baked bread, dessert, and assorted beverages.</li></ul>	Carlson Hall
6:00–7:00	Dinner—Pizza Board Buffet <ul style="list-style-type: none"><li>• Assortment of Pizzas with Caesar Salad, fresh baked bread, Fettuccini Alfredo with chicken, and assorted beverages.</li></ul>	Sunwood Center

### Wednesday, October 5, 2016

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

On behalf of MFSRC, welcome to the 43<sup>rd</sup> annual Minnesota Family Support and Recovery Council Conference. We are excited you are with us this year. Thank you for your support!

This year's theme is: Own It: Taking Pride in Performance. We, as public service employees, have a lot of responsibility for the success of our clients and the success of our programs. It is vital we take that personal responsibility with every case and every client. Only then can we be sure that we are providing the level of service expected of us. A seemingly impossible task, but with the help of co-workers, other agencies, and even the people we serve, we will be successful in moving Minnesota families forward! Something we can all be proud of!

Our conference begins Sunday night with George Demers presenting on how to manage aggressive behavior and exploring various negotiating skills. Tim Schneider, who comes to us from Las Vegas, starts off our Monday morning with a keynote address titled "Service Wins". Tuesday morning's keynote is provided by John Kriesel, a former Minnesota Army National Guardsman, sharing his incredibly motivating story of survival and persistence. After our daily sessions, we close out the day together with Sam Simmons discussing Adverse Childhood Experiences (ACEs) and how that can affect the clients we work with. Wednesday morning is full of informational sessions before we say goodbye for another year.

Typically, MFSRC provides dinner and entertainment Monday night. However, this year we decided to change things around. After Monday's sessions and the business meeting, there will be a happy hour poolside. Dinner will be on your own Monday night. The Vikings will be hosting the first Monday Night Football game at US Bank stadium that evening, so grab some friends, hit the town, find a TV and root for your Vikings (if that is not your gig, there are plenty of other fun things to do in St. Cloud). Tuesday night will be our dinner and dance. It will be a fantastic time!

Elections are very important for MFSRC as it infuses new people and ideas into our board. We encourage you to get involved by running for a position. If you are uncomfortable with that, we appreciate your vote when it comes to electing new people for the board. This year we had to adjust districts to make sure there was as much balance as possible for regional representatives. Please be sure to look at the new regional map on the back of the program. The counties that have moved districts are: Des Moines Valley, Douglas, Grant, Nobles, Todd, Traverse and Southwest Health and Human Services. Please make sure to write your county on your ballot and only vote for the representative in your district. Do not vote for other people in other districts. The last few years ballots have not been counted as the county was not written on the ballot, making it invalid or people voted for a representative out of their district.

In closing, I want to thank you all for your support of this amazing organization. It has been a pleasure serving on the MFSRC board this year. I look forward to what this conference will bring.

Nathan Neuhart  
MFSRC President



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## MFSRC BOARD MEMBERS 2015–2016

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First Vice Chair	Rene Grisham, Isanti County
Second Vice Chair	Lori Hanson, Dakota County
Past Chairperson	Shila Walek, Isanti County
Secretary	Juliet Kurtti, Morrison County
Treasurer	Teri Nielsen, DHS/CSD
1 <sup>st</sup> District	Jennifer Grausnick, Dakota County Lisa Kontz, Dakota County
2 <sup>nd</sup> District	Jennifer Stanfield, Carver County Jodi Krueger, Mower County
3 <sup>rd</sup> District	Rachelle R. Drakeford, Hennepin County Rhonda Meyers, Hennepin County
4 <sup>th</sup> District	Patrick Hest, Ramsey County Stacy Runkle, Ramsey County
5 <sup>th</sup> District	Sandy Slocum, Anoka County Sherry Schwarzkopf, Sherburne County
6 <sup>th</sup> District	Jami Goodrum Schwartz, Wright County Denise Kuehn, Brown County
7 <sup>th</sup> District	Julie Herbst, Crow Wing County Sandy Thorne, Clay County
8 <sup>th</sup> District	Julie Thompson, Chisago County Anne Erickson, Itasca County
Members at Large	Valisa L. McKinney, Dakota County Jackie Wise, Morrison County Jennifer Ryan, Itasca County Nancy Salmela, DHS/CSD

### Appointed Members

DHS/CSD	Bennett Hoffmann
DHS Benefit Recovery	Scott Wotzka
MACSSA	Jami Goodrum Schwartz, Wright County
MCAA	Melissa Rossow, Ramsey County
MCRA	Nancy Menssen, Hennepin County
Tribal Representative	Raegan Hendrickson, White Earth Nation
MN DOC	Lori Lofrano, Child Support Liaison

## PROGRAM AT A GLANCE

### Sunday, October 2, 2016

5:00–7:00	Registration	Front Lobby
6:30–8:00	Managing Aggressive Behavior	Sunwood Center
8:00–11:00	Networking	Green Mill

### Monday, October 3, 2016

7:00–8:45	Breakfast	Carlson Hall
7:00–Noon	Registration	Front Lobby
8:50–9:00	Welcome and General Announcements	Carlson Hall
9:00–10:00	Breakout Sessions: <ul style="list-style-type: none"> <li>• A Strategic Look at the Federal, State, and County Child Support Programs</li> <li>• State Perspective for County Collectors (MCRA)</li> </ul>	Carlson Hall University A
10:00–10:15	Break with refreshments	Carlson Hall
10:15–11:45	<b>KEYNOTE:</b> Service Wins Dr. Tim Schneider	Carlson Hall
Noon–1:00	Lunch	Carlson Hall
1:00–2:30	Breakout Sessions: <ul style="list-style-type: none"> <li>• Myth Busters: Common Misconceptions About the Affordable Care Act and MNsure in the Child Support World</li> <li>• Effective Leadership</li> <li>• Bankruptcy and Child Support Collection</li> <li>• JOL for Collections and Public Assistance Collection 101</li> <li>• Child Support Division (CSD) New Initiatives</li> </ul>	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"> <li>• The Power of Emotional Intelligence</li> <li>• Foster Care and Child Support—A New Conversation</li> <li>• Hot Topics 2016 for Attorneys</li> <li>• Tribal Update</li> </ul>	Weidner/Clarke/Edelbrock Bell/Alexander Sunwood Center University B
4:30–5:30	MFSRC Business Meeting	Weidner/Clarke/Edelbrock
5:30–7:30	Happy Hour with light snacks Dinner on your own	Poolside

## Tuesday, October 4, 2016

7:00–8:30	Breakfast	Carlson Hall
7:30–10:30	Registration	Front Lobby
8:30–8:35	Announcements	Carlson Hall
8:35–9:35	<b>KEYNOTE:</b> Still Standing John Kriesel	Carlson Hall
9:35–9:45	Break with beverage	Carlson Hall
9:45–11:15	Breakout Sessions: <ul style="list-style-type: none"><li>• CSO Round Table</li><li>• Make It OK</li><li>• The Ethical Lawyer and the Chamber of Secrets: How to Ethically Work With Self-represented Litigants and Understanding Ethics Investigations</li><li>• Medical Assistance Recovery and Probate Procedures</li><li>• State Services Portal and Electronic Withholding</li></ul>	Bell/Alexander Weidner/Clarke/Edelbrock  Sunwood Center University A University B
11:15–1:00	Awards Luncheon	Carlson Hall
1:15–2:45	Breakout Sessions: <ul style="list-style-type: none"><li>• Lock Down: Working a Case With an Incarcerated Parent</li><li>• Managing Performance</li><li>• Data Practices Top 10 for Child Support Professionals</li><li>• Locating Assets</li><li>• Enforcement</li></ul>	University A Bell/Alexander Sunwood Center Weidner/Clarke/Edelbrock University B
2:45–3:00	Break with refreshments	Carlson Hall
3:00–4:30	<b>KEYNOTE:</b> Adverse Childhood Experiences and Historical Trauma: Working with Families Sam Simmons	Carlson Hall
4:30–5:30	MCAA Meeting for Elected and Assistant County Attorneys	Husky
5:30–6:00	Cash Bar	Sunwood Center
6:00–7:00	Dinner	Sunwood Center
7:00–11:30	Dance	Sunwood Center

## Wednesday, October 5, 2016

7:00–8:30	Breakfast	Poolside
8:30–10:00	Breakout Sessions: <ul style="list-style-type: none"><li>• Bringing Counties Together to Improve Performance</li><li>• Cultural Diversity in the Treatment Industry</li><li>• Minnesota Medical Assistance Estate Recovery</li><li>• BlueZone Scripts and PRISM</li></ul>	University B Sunwood University A Congress
10:00–10:30	Break with refreshments/Check Out	Poolside
10:30–Noon	Breakout Sessions: <ul style="list-style-type: none"><li>• 2016 Legislative, Case Law, and CLV Update</li><li>• Diffusing Hostile Calls and Customer Service is a Win-Win For All!</li></ul>	Sunwood Center  University A and B
Noon–1:30	<b>**New MFSRC Board Meets**</b>	University A

## MFSRC'S ANNUAL TRAINING CONFERENCE PROGRAM

### Sunday, October 2, 2016

5:00–7:00	<b>REGISTRATION</b>	Front Lobby
6:30–8:00	<b>MANAGING AGGRESSIVE BEHAVIOR</b> George Demers, M.S.—Safety Consultant <i>Violent behavior surrounds us. Could you predict or prevent an individual's violence? This workshop focuses on teaching techniques to protect yourself and others when involved in potentially explosive situations. Learn techniques for safely managing behavior when it becomes out of control. Become skilled at critically examining incidents from all points of view. Assess, plan and evaluate each step in defusing a variety of critical situations.</i>  Intended Audience: General Audience	Sunwood Center
8:00–11:00	<b>Networking</b>	Green Mill

### Monday, October 3, 2016

7:00–8:45	<b>BREAKFAST</b>	<b>CARLSON HALL</b>
7:00–Noon	<b>REGISTRATION</b>	Front Lobby
8:50–9:00	<b>WELCOME AND GENERAL ANNOUNCEMENTS</b>	Carlson Hall
9:00–10:00	<b>BREAKOUT SESSIONS:</b>  1. <b>A STRATEGIC LOOK AT THE FEDERAL, STATE, AND COUNTY CHILD SUPPORT PROGRAMS</b> Tami Masuca—Program Specialist, Administration for Children and Families, US Department of Health and Human Services, OCSE Jeff Jorgenson—Director DHS/CSD Chris Sorenson—Director, Southwest Health and Human Services Melissa Rossow—Assistant Director and Assistant Ramsey County Attorney, Human Services Division  <i>Join this panel of experts in an overview of the current Federal, State, and County IV-D child support programs. The speakers will discuss past accomplishments and future goals and initiatives relating to the complex program administration and legal aspects of the IV-D child support system. The speakers will introduce the National Child Support Strategic Plan for 2015–2019 through a discussion of the principles, goals and strategies of the plan. Audience members will have an opportunity to ask questions of this panel. Additionally, if you want to submit a question in advance for consideration by the panel, you may do so by emailing Melissa Rossow at <a href="mailto:melissa.rossow@co.ramsey.mn.us">melissa.rossow@co.ramsey.mn.us</a>.</i>  Intended Audience: All Child Support Professionals	Carlson Hall

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CLE  
approved



## **2. STATE PERSPECTIVE FOR COUNTY COLLECTORS (MCRA)      University A**

Scott Wotzka—TOP Coordinator/Claims Specialist, DHS

Maria Tracy—TOP Specialist, DHS

*Staff from the Department of Human Services, Economic Assistance and Employment Supports Division will provide updates on organizational and legislative changes impacting the recovery of income assistance debt. The presentation will include an overview of 2016 MAXIS and MEC<sup>2</sup> recovery statistics. Other topics to be covered will include, claims training initiatives, claims policy clarifications, status of Treasury Offset Program, and open Q and A.*

Intended Audience: Collection Officers, Supervisors

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<b>10:00–10:15</b>	<b>BREAK WITH REFRESHMENTS</b>	<b>CARLSON HALL</b>
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<b>10:15–11:45</b>	<b>KEYNOTE: SERVICE WINS</b>	<b>Carlson Hall</b>
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Dr. Tim Schneider—Soaring Eagle Enterprises

*Customer service is not a luxury. Customer service is one of two competitive advantages that all organizations have available to them. Hear about the pitfalls of poor service, impact of great service and the hidden internal benefits associated with delivering consistently outstanding service levels. Beyond the why, this session will provide useable skills and tactics that any organization, public or private sector, can embrace immediately with great impact. From phone interactions to email etiquette to the use of professional courtesy, this session will enlighten and entertain.*

Intended Audience: General Audience

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<b>NOON–1:00</b>	<b>LUNCH</b>	<b>CARLSON HALL</b>
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<b>1:00–2:30</b>	<b>BREAKOUT SESSIONS:</b>
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### **1. MYTH BUSTERS: COMMON MISCONCEPTIONS ABOUT THE AFFORDABLE CARE ACT AND MNSURE IN THE CHILD SUPPORT WORLD**

**Bell/Alexander**

Jill Olson—Staff Attorney, DHS/CSD

Melissa Rossow—Assistant Director and Assistant Ramsey County Attorney,  
Human Services Division

Casey White—Area Manager, Hennepin County Human Services

*Join a County Manager, an Assistant County Attorney, and a DHS Staff Attorney in a discussion as they debunk common myths and misconceptions of the Affordable Care Act and MNsure as they exist in the child support world. Some of the myths and misconceptions that will be discussed include the status and effect of the METS and PRISM interface, cost recovery fees, the county's role in the tax dependency exemption, and whether MMIS is a reliable source for MA information. Bring your toughest questions and issues to this discussion, because if the Myth Busters don't have an answer they will do everything they can do to find an answer to debunk those myths and misconceptions.*

Intended Audience: General Audience

## 2. EFFECTIVE LEADERSHIP

Weidner/Clarke/Edelbrock

Dr. Tim Schneider—Soaring Eagle Enterprises

*Effective and outstanding leadership is no accident and not a matter of heredity. Great leaders embrace a set of proven competencies, discard arcane practices of management and engage their heart and soul. With a key focus on people-centric leadership, this session will provide the tools to effectively lead a modern working environment with enhanced results and high levels of team member engagement.*

- Learn the 10 Competencies of Outstanding Leadership.
- Apply people focused leadership to maximize potential and engagement.
- Use relationships and positive feedback to build influence.
- Engage a mindful and heart centered approach to leadership.
- Create an environment of organizational and personal success.

Intended Audience: Supervisors

## 3. BANKRUPTCY AND CHILD SUPPORT COLLECTION

Sunwood Center

Lauren Totushek—Attorney, Hoffman, Hamer & Associates

Matt Tande—Attorney, Prescott & Pearson, P.A.

*This session will address the basics of Chapter 7 and Chapter 13 bankruptcy. We will review the collectability of different types of debt, what sort of collection methods are barred, and what is still allowed under the Bankruptcy Code. We will discuss the impact of an Obligor's bankruptcy on our child support collections and best practices. Time for questions will be given.*

Intended Audience: Attorneys, Child Support Staff, Supervisors

## 4. JOL FOR COLLECTIONS AND PUBLIC ASSISTANCE COLLECTION

University A

Scott Wotzka—TOP Coordinator/Claims Specialist, DHS

Jodie Schuldt—Collections Officer, Chippewa County

Anna Welch—Collections Officer, Anoka County

*PA Collections 101 will be a breakdown of the process Anoka County has established for collections on claims for MEC<sup>2</sup> and MAXIS cases. This session will show Anoka's process from case establishment through its closure including JOL submissions and wage levies.*

*Scott will cover the policy surrounding Judgment by Operation of Law as well as the procedures for filing a JOL and Jodie will cover Chippewa County's process for filing JOLs.*

Intended Audience: Collection Officers, Supervisors

## 5. CHILD SUPPORT DIVISION (CSD) NEW INITIATIVES

University B

Kristen Brolsma—Program Supervisor, DHS/CSD

Rosalva Hernandez—Help Desk Supervisor, DHS/CSD

Julie Erickson—Policy and Planning Supervisor, DHS/CSD

*Have you ever wondered how the Child Support Division (CSD) plans work initiatives? This session will discuss where ideas come from, which move forward and how work efforts are prioritized. In the first half of the session we will update you on current work efforts underway and what is on the horizon. The second half of the session will be dedicated to getting your ideas for future work initiatives. Bring your questions and ideas on how to improve the child support program.*

Intended Audience: General Audience

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approved

2:30–2:45

BREAK

POOLSIDE

2:45–4:15

## BREAKOUT SESSIONS:

### 1. THE POWER OF EMOTIONAL INTELLIGENCE

Weidner/Clarke/Edelbrock

Dr. Tim Schneider—Soaring Eagle Enterprises

*Emotions drive attitude and attitude drives behavior. In leadership it is incredibly important to understand the need for emotional intelligence, self-awareness and the ability to connect successfully with others. This session will focus on the daily impact of emotions, techniques on controlling those emotions and building successful skills to better relate and interact with your team.*

- *Understanding the impact of emotions and how they drive leadership behaviors and approaches.*
- *Managing emotional composition and attitude.*
- *Developing the skills of empathy, resilience and confidence for better team member interactions.*
- *Learning to check emotional composition.*

Intended Audience: General Audience

### 2. FOSTER CARE AND CHILD SUPPORT— A NEW CONVERSATION

Bell/Alexander

Lori Hanson—Program Trainer, Dakota County  
Trish Skophammer—Assistant Director, Ramsey County

*This session will touch on the basics of foster care cases: the difference between IV-E and non-IV-E, redirection, referrals, what federal and state laws require, and the importance of collaborating with other stakeholders. Then we will bring the conversation deeper into the nexus between Child Support, Child Welfare, Juvenile Delinquency and best outcomes for families. Families experiencing an out-of-home placement are in crisis, and many are single-parent, low-income families. Do our practices around redirection and setting obligations against parents consider what is in the best interest of the children? What guidance do we get from the federal programs involved? How much are we really collecting on these cases? Come to this session to learn more about handling foster care cases, and what research says about how child support practices impact families who are experiencing out-of-home placement. We invite attendees to share their practices and join us in the conversation.*

Intended Audience: General Audience

### 3. MCAA—HOT TOPICS FOR 2015–2016

Sunwood Center

Jim Donehower—Assistant County Attorney, Dakota County  
Patrick Hest—Assistant County Attorney, Ramsey County  
Lisa Kontz—Assistant County Attorney, Dakota County

*Representatives from MCAA will present information on some of the current “hot” legal topics and pressing issues that have come up throughout part of 2015 and 2016. The panel will address topics such as medical only modifications, imputing income now that the default standard is gone, and parenting expense adjustments. Participants will also receive handouts and will have an opportunity to ask questions as well as share their own experiences. Please bring your questions and case scenarios!*

Intended Audience: Attorneys, Child Support Staff, Supervisors

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CLE  
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#### 4. TRIBAL UPDATE

University B

Deditra Zabinski—Tribal Liaison, DHS/CSD

Raegan Hendrickson—Director, White Earth Child Support

Rachel Sablan—Director, Mille Lacs Band Tribal Child Support

Amber Ahola—Director, Leech Lake Tribal Child Support

*A panel of Tribal Child Support Program representatives will review and discuss the following topics:*

- *Procedures from tribe to tribe (what are some differences)*
- *Best ways to contact the tribes*
- *Roles from tribe to tribe*
- *Using the IRG with tribes*

Intended Audience: Child Support, Attorneys, Supervisors

4:30–5:30	<b>MFSRC BUSINESS MEETING</b>	Weidner/Clarke/Edelbrock
5:30–7:30	<b>HAPPY HOUR WITH LIGHT SNACKS</b>	Poolside
<b>DINNER</b>		<b>ON YOUR OWN</b>

### Tuesday, October 4, 2016

7:00–8:30	<b>BREAKFAST</b>	<b>CARLSON HALL</b>
7:30–10:30	<b>REGISTRATION</b>	Front Lobby
8:30–8:35	<b>ANNOUNCEMENTS</b>	Carlson Hall
8:35–9:35	<b>KEYNOTE: STILL STANDING</b>	<b>Carlson Hall</b>
John Kriesel—Director of Veteran Services, Anoka County		
<i>Mr. Kriesel will provide an inspirational speech with special focus on lessons learned about overcoming adversity during his recovery from catastrophic injuries suffered in an IED explosion December 6, 2006, near Fallujah, Iraq.</i>		
Intended Audience: General Audience		
9:35–9:45	<b>BREAK WITH BEVERAGE</b>	<b>CARLSON HALL</b>
9:45–11:15	<b>BREAKOUT SESSIONS:</b>	

#### 1. CSO ROUND TABLE

Bell/Alexander

Tracy Pederson—Child Support Officer, Crow Wing County

Nathan Neuhart—Child Support Officer, Kanabec County

*Talk amongst yourselves! Break into small groups and discuss one topic at a time given by the presenters. How would you proceed in your county? What action would they take in their own county? Discuss subjects like Contempt, Recreational License Suspension, Paternity, Foster Care and other topics for which each county may have developed their own tried and true procedures. There are no right or wrong answers here, just the opportunity to network, learn and possibly get some new insight into old ways of doing things. Anyone working in the child support unit should be able to both contribute and take away from this workshop.*

Intended Audience: Child Support Staff, Supervisors



## 2. MAKE IT OK

Weidner/Clarke/Edelbrock

Abby Miller, MOT—Program Coordinator, Regions Hospital/HealthPartners

*Have you ever heard someone say “Just get over it” to someone who is having difficulty coping with stress? Or have you ever thought, “That person is crazy”? Words and thoughts, even when unintentional, create barriers that lead to stigma toward mental illnesses. Unfortunately, stigma is a leading factor preventing people who experience mental illness from seeking the help they need and deserve. Each year, one in five people will experience a mental illness and treatment is often delayed up to 10 years. Make It OK is a program for reducing stigma associated with mental illnesses. This program has tools that anyone can implement into their personal or professional lives. It is important for all of us to learn how to identify stigma and create healthy conversations. Attend this session if you are interested in reducing stigma and learning effective ways to talk about mental illnesses.*

Intended Audience: General Audience

## 3. THE ETHICAL LAWYER AND THE CHAMBER OF SECRETS: HOW TO ETHICALLY WORK WITH SELF-REPRESENTED LITIGANTS AND UNDERSTANDING ETHICS INVESTIGATIONS

Sunwood Center

DeAnne Dulas—Attorney at Law, Sheridan and Dulas, PA

Karissa Richardson—Attorney at Law, Law Office of Karissa Richardson, Inc.

1.5  
Ethics  
CLE  
approved

*Have you ever found yourself working with a child support participant who is not represented by an attorney and things go astray, communication breaks down, and this results in complaints to supervisors and possibly even to the Lawyer’s Board of Professional Responsibility? Join two experienced family law attorneys in an interactive session with the ultimate goal of unlocking the chamber of secrets on ethically handling cases with self-represented litigants and surviving an ethics investigation if it comes down to that. Avoid becoming petrified or locked inside of a vault. Be able to solve the puzzle on how to work through these situations using all of the tools available to you, including:*

- *the power of the pen (hopefully not an invisible pen) to effectively and timely communicate*
- *a mirror to check yourself*
- *a map to fly your car through the Rules of Professional Responsibility*
- *a magic wand to negotiating your way through the spider webs of communication and cooperation*
- *a leash for the three-headed dog as it leads you into an investigation process*
- *potions to have the traits for success and to avoid traps*

*All in an effort to resolve the issues in an ethical, less stressful, and fair way.*

*DeAnne Dulas will share her experiences of working with self-represented litigants on family law cases, and in working through ethics investigations as a member of the First Judicial District Ethics Committee. Karissa Richardson will share her experiences of working with self-represented litigants on family law cases from the perspective of a sole practitioner and as a court-appointed attorney on paternity and contempt cases in both Dakota and Ramsey Counties. Through the use of an audience response system (ARS), these experienced family law attorneys will take their audience on an adventure that will help identify pitfalls to avoid, how to handle complaints, and how to remain a high quality and ethical attorney. Audience members will be able to engage in the presentation through the ARS and ask questions of these two experts throughout the presentation.*

Intended Audience: Attorneys

**4. MEDICAL ASSISTANCE RECOVERY AND PROBATE PROCEDURES**

**University A**

Joe Larrabee—Collections Officer, Stearns County  
Lynette Guderian—Collections Officer, Isanti County

*Stearns and Isanti Counties will provide an overview of their Estate Recovery process. We will discuss recovery through Probate, Affidavit for Collection of Personal Property, Decree of Descent/Transfer on Death Deed, and Certificate of Clearance for Medical Assistance. The forms/letters used by these counties in the recovery process will be explained. The recovery process will be discussed from the initial opening of a case through closure. This presentation is geared toward new collection officers all the way to someone with many years of experience. The exchange of ideas and experiences will be highly encouraged.*

Intended Audience: Collection Officers, Supervisors

**5. STATE SERVICES PORTAL AND ELECTRONIC WITHHOLDING**

**University B**

Cathleen Cotter—Program Advisor, DHS/CSD  
Carol Thomas—Program Consultant, DHS/CSD

*This session will cover the tools and techniques you can utilize to increase collections, locate participants, and communicate with other states using the State Services Portal (SSP). There will be a short presentation about the SSP and then a question and answer period. In addition to the SSP we will talk about how Electronic Income Withholding (EIWO) works with a brief demonstration.*

Intended Audience: General Audience

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<b>11:15–1:00</b>	<b>AWARDS LUNCHEON</b>	<b>CARLSON HALL</b>
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**1:15–2:45 BREAKOUT SESSIONS:**

**1. LOCK DOWN: WORKING A CASE WITH AN INCARCERATED PARENT**

**University A**

Lori Lofrano—Child Support Liaison, MN Department of Corrections

*From arrest to prison to supervised release—this session will focus on best practices when working a case that involves an incarcerated parent. Lori will share her experience in working with the offender on child support and paternity issues. New research on Minnesota statistics regarding the children involved in these cases will also be shared.*

Intended Audience: General Audience

**2. MANAGING PERFORMANCE**

**Bell/Alexander**

Jannell Boeckermann—Child Support Supervisor, Stearns County  
Lisa Burkhartzmeyer—Child Support Supervisor, Scott County  
Casey White—Area Manager, Hennepin County  
Angelina Nguyen—Data Warehouse Coordinator, DHS/CSD

*Join us for an interactive session where we will share our thoughts and ideas on how to manage employee and county performance. We will share our processes, forms, reports used, and ideas while identifying some best practice tactics on working with employees to improve their performance which, in turn, can improve county performance.*

Intended Audience: Supervisors

**3. DATA PRACTICES TOP 10 FOR CHILD SUPPORT PROFESSIONALS**

**Sunwood Center**

1.5  
CLE  
approved

Jill Olson—Staff Attorney, DHS/CSD

Stacie Christensen—Director, Information Policy Analysis Division

*This session will provide you with the basics on data privacy as it is related to child support. We will discuss what type of information can and cannot be given out and to whom it may be released. We will also discuss the statutory authority for this information.*

Intended Audience: Attorneys

**4. LOCATING ASSETS**

**Weidner/Clarke/Edelbrock**

Patrick McPherson—Investigations Manager, Metro Legal Services Inc.

1.5  
CLE  
approved

*Patrick McPherson is a licensed private investigator with more than a decade of skip trace and asset search experience. He will teach attendees how to use the best free and proprietary databases to locate debtors and their assets. Attendees of this seminar will learn to look for assets or the lack of assets and make informed decisions about their debtor's finances. This will help them determine what to expect in settlements or payment plans when speaking to their debtor. Patrick will also explain how to use both proprietary databases like: Lexis/Nexis, Thomson Reuters & Microbilt, and free federal, state and county databases to obtain critical information about the debtor and their finances. He will reveal his search methods and talk about strategies for locating people and assets.*

Intended Audience: General Audience

**5. ENFORCEMENT**

**University B**

Carol Thomas—Program Consultant, DHS/CSD

Andrew Abruzzese—Policy Analyst, DHS/CSD

*This session will cover specific Enforcement tools and techniques that will help you increase collections. The following enforcement remedies will be discussed: Financial Institution Data Match (FIDM), Driver's License Suspension (DLS), Credit Bureau Reporting (CRB), Electronic Income Withholding Orders (EIWO) and Passport information.*

Intended Audience: Child Support Staff, Supervisors

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**2:45–3:00**

**BREAK WITH REFRESHMENTS**

**CARLSON HALL**

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3:00–4:30

**KEYNOTE:  
ADVERSE CHILDHOOD EXPERIENCES AND HISTORICAL  
TRAUMA: WORKING WITH FAMILIES**

**Carlson Hall**

Sam Simmons—SAFE Families Manager, The Family Partnership

1.5  
CLE  
approved

*This training provides foundational information about the Adverse Childhood Experience (ACEs) Study and historical trauma related to the community experiences, perceptions, beliefs and behaviors that may act as challenges to sustainable change. It will address the impact of toxic stress on the brain and why culturally-sensitive prevention is the most caring strategy we can do collectively and individually. Finally, it will focus on role-specific actions for attorneys and strategies for working with those who are impacted by adverse childhood experiences.*

*This workshop is designed to help participants:*

- Gain a better understanding and discuss an overview of the Adverse Childhood Experience (ACEs) Study and the impact of toxic stress on the brain of children.
- Recognize the importance of both practitioners, attorneys and clients being aware of the link between historical trauma and current challenges to a thriving lifestyle in part of the community.
- Discuss trauma-informed best and/or promising culturally-sensitive practices and trainings to be considered to improve outcomes.
- Realize the importance of being aware of possible conscious or unconscious perceptions and bias that could have unintended consequences for the young people, the staff and community as a whole.

Intended Audience: General Audience

4:30–5:30

**MCAA Meeting for Elected and Assistant County Attorneys**

**Husky Room**

5:30–6:00

**Cash Bar**

**Sunwood Center**

6:00–7:00

**Dinner**

**Sunwood Center**

7:00–11:30

**Dance**

**Sunwood Center**

## **Wednesday, October 5, 2016**

7:00–8:30

**BREAKFAST**

**POOLSIDE**

8:30–10:00

**BREAKOUT SESSIONS:**

**1. BRINGING COUNTIES TOGETHER TO  
IMPROVE PERFORMANCE**

**University B**

Kristen Lorsung—Performance Coordinator, DHS/CSD

Debra Anthony—Performance Management Coordinator, Human Services  
Performance Management System

Gary Mortensen—Manager, Human Services Performance Management System

*This session will provide an overview of the five federal performance measures, Minnesota's Human Services Performance Management system, and provide best practices to improve performance. Members of the Big 9 County Performance Group will share initiatives to increase collections, process improvement activities and increasing interstate collections. There will be time for questions and an opportunity for sharing.*

Intended Audience: Child Support Staff, Supervisors, Attorneys



1.5  
BIAS  
CLE  
approved

## 2. CULTURAL DIVERSITY IN THE TREATMENT INDUSTRY

Sunwood

Jim Moore—Training Specialist, Minnesota Adult & Teen Challenge  
Gina Evans—Director of Community Outreach, Minnesota Adult  
& Teen Challenge

*In this session we will explore the changing perceptions of chemical dependency and mental health within the judicial process. We will also cover topics such as Change Readiness and Criminogenic Thinking, as well as the importance of having an individual in the right program according to their cultural, spiritual or ethnic needs. We will wrap up the session with a fairly extensive resource guide including chemical dependency and mental health services.*

Intended Audience: Attorneys

## 3. MINNESOTA MEDICAL ASSISTANCE ESTATE RECOVERY

University A

Joe Kempf—Staff Attorney, DHS/Benefit Recovery Section  
Greg Lulic—Lien Specialist, DHS/Special Recovery Unit

*Medical Assistance Estate Recovery is an ever evolving area of law that has changed greatly in the past five years. It is important for 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

## 4. BLUEZONE SCRIPTS AND PRISM

Congress

Robert Kalb—Technical Analyst and Operations Coordinator, Anoka County  
Jovan Knutson—Management Analyst III, Ramsey County  
Gretchen Thornbrugh—Child Support Specialist, Dakota County  
Veronica Cary—BlueZone Script Statewide Coordinator, DHS/CSD  
Kelly Hiestand—Child Support Case Aide, Wright County

*BlueZone Scripts are a simple extension of the BlueZone software that is used to connect to PRISM, and other mainframe systems. These scripts automate repetitive, simple tasks such as adding and updating PRISM screens, CAAD notes, and cleaning up worklists. PRISM is a large warehouse of information, scripts can help to pull together information workers need to manage their caseload efficiently. MAXIS workers, as well as some counties' PRISM workers, are already successfully using scripts for these purposes.*

*Scripts have the potential to reduce errors and save hundreds of hours of worker time per month. This time savings can allow workers to focus on cases that need work, and spend less time on repetitive maintenance items.*

*The session will provide an overview of what scripts are and a demonstration of scripts in action. County Child Support staff have been working collaboratively to create and share scripts. Some staff from the Collaborative will share scripts that have been developed by County Child Support workers from several counties. We will discuss CSD's role in this collaborative and what the future could hold for the usage of scripts. Come to learn how your county can take advantage of this technology, the role of CSD, and the future of using scripts in child support.*

Intended Audience: General Audience

10:00–10:30

BREAK WITH REFRESHMENTS/CHECKOUT

POOLSIDE

**10:30–Noon      BREAKOUT SESSIONS:**

**1. 2016 LEGISLATIVE, CASE LAW, AND CLV UPDATE**

**Sunwood Center**

Patrick Hest—Assistant County Attorney, Ramsey County

Lisa Kontz—Assistant County Attorney, Dakota County

Melissa Rossow—Assistant Director and Assistant Ramsey County Attorney,  
Human Services Division

1.5  
CLE  
approved

*Patrick and Lisa will discuss the new changes resulting from the 2016 legislative session that affect family law as well as some bills that did not pass but may be back in the 2017 legislation. They will update the audience as to the “state of child support” today and what issues they are anticipating for the future as well as discussing key state appellate decisions from October 2015 through September, 2016, relating to child support parentage, civil contempt, civil non-support, UIFSA, judgments, and civil procedure (both published and unpublished cases). Melissa will give an update on the Comprehensive Legal Vision (CLV) workgroups. 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. GOOD CUSTOMER SERVICE ON THE PHONE  
OR IN PERSON IS A WIN-WIN FOR ALL!**

**University A and B**

Jim Grisim—Supervisor of Child Support and the Call Center, Ramsey County

Tina Morrison—Support Enforcement Agent III, Ramsey County

Brian Balk—Trainer, DHS/CSD

Kia Moua—Trainer, DHS/CSD

*This session provides participants with practical tools and reminders that they can use to fine tune their customer service skills. They will learn phone etiquette, buzz words to avoid, and how to deal with phone calls using the CARP System. CARP stands for Control, Acknowledge, Refocus, and Problem-solve. Escalation of frustrated clients doesn't have to happen.*

*These tactics will reduce stress levels at work, protect worker's valuable time, increase job satisfaction, and create efficiencies in a work day.*

*The session is a joint effort from the Child Support Division and Ramsey County Child Support.*

Intended Audience: General Audience

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**NOON–1:30      NEW MFSRC BOARD MEETS**

**UNIVERSITY A**

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## SPEAKER BIOGRAPHIES

**STACIE CHRISTENSEN** (*Tuesday: Data Practices Top 10 for Child Support Professionals*) is a Minnesota licensed attorney, receiving her J.D. from Hamline School of Law in 2003. She has been employed by the Minnesota Department of Administration since 2006 and is currently the Director of the Information Policy Analysis Division (IPAD). At IPAD, she supervises division staff, oversees day-to-day operations of the division and provides general technical assistance on information policy and open-meetings-related questions to the public, government, media, and the Legislature. She has presented at numerous CLEs and other trainings on the topics of data practices and open meeting law.

**GEORGE DEMERS, M.S.** (*Sunday: Managing Aggressive Behavior*) has 35 years of teaching experience in violence prevention. He has done special training with the FBI and BCA. He was a consultant for the Minnesota Safety Council, was a “violence in the workplace” state agency trainer, a Region 9 mental health professional for Critical Incident Stress Debriefing team, and a crisis negotiator for LeSueur County SWAT Team. He retired after 29 years at St. Peter Regional Treatment Center.

**DEANNE DULAS** (*Tuesday: The Ethical Lawyer...*) is an attorney in Eagan and has been a shareholder in the law firm of Sheridan & Dulas, P.A. since 2003. She graduated from the University of Minnesota Law School in 1995. She has focused her practice in the area of divorce and family law issues. DeAnne has been a member of the First District Ethics Committee since 2005 and became the Chair of the First DEC in the fall of 2014. DeAnne is also a long-time Board Member and current Vice President of Legal Assistance of Dakota County.

**GINA EVANS** (*Wednesday: Cultural Diversity in the Treatment Industry*) is the Community Outreach Director at Minnesota Adult & Teen Challenge. Gina has more than 20 years of experience in corrections and chemical dependency. Starting in 2006, Gina spent her professional career developing and implementing Know the Truth, Minnesota’s largest and most utilized drug and alcohol prevention program. Last year KTT impacted more than 55,000 young people in Minnesota and Wisconsin schools. Since 2009, she has been developing and presenting trainings to both the legal and social service communities to help professions better serve those suffering with addiction and mental health. Gina lives in north-central Minnesota with her husband Seth, who is one of the Ramsey County chaplains, and her three teenage boys.

**JOHN KRIESEL** (*Tuesday: Still Standing*) was born in Hibbing, Minnesota and raised in the Twin Cities. He enlisted in the Minnesota National Guard as an 11B Infantryman on his 17<sup>th</sup> birthday, attending basic training during the summer between his junior and senior years in high school.

He served on a NATO peacekeeping mission in Kosovo in 2004 and less than two years later volunteered for a deployment in Iraq. On December 2, 2006 he was on a combat patrol with his squad near the Euphrates River when his Humvee encountered a 200 pound Improvised Explosive Device. The blast killed two of his close friends: SGT Corey Rystad of Red Lake Falls, MN and SGT Bryan McDonough of Maplewood, MN. Kriesel suffered multiple internal injuries, two broken arms and amputation of both his legs.

He retired after 10 years of service, achieving the rank of Staff Sergeant. For his service he has been awarded the Combat Infantryman Badge, Purple Heart Medal and Bronze Star Medal among others.

He was elected to the Minnesota House of Representatives in 2010, serving one term representing the Cottage Grove area where he lives with his wife Katie and their sons Elijah and Brody.

John decided not to seek reelection in 2012 and now works as the Director of Veteran Services for Anoka County, MN and as a frequent contributor on KFAN sports radio in Minneapolis. His book, “Still Standing—The Story of SSG John Kriesel” was published in 2010 and has since won eight national book awards.

**TAMI MASUCA** (*Monday: A Strategic Look at the Federal, State, and County Child Support Programs*) is a Program Specialist with OCSE's Region V 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 current position with the OCSE 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.

**PATRICK MCPHERSON** (*Tuesday: Locating Assets*) is the Investigations Manager for Metro Legal Services, Inc., the oldest and largest legal support company in the Midwest. He has worked in the private investigations industry for more than 15 years and routinely works with law firms, lending institutions, insurance companies and other industries to put effective investigation solutions into action. He has conducted more than 5,000 skip traces and 3,000 asset searches. Patrick was named Thomson Reuters 2012 Everyday Hero (an award given to an investigative professional who demonstrated excellence in their field). He has collaborated on cases with the F.B.I. and local law enforcement. Prior to working in investigations, Patrick worked in the auto credit/collections industry. He held a Series 7/63 securities license.

**ABBY MILLER** (*Tuesday: Make it OK*) is an Occupational Therapist and has worked in the acute inpatient mental health setting for six years, then as a Patient Representative at Regions Hospital. Abby has her Masters in Occupational Therapy from St. Catherine's University and is working on her Masters of Business Administration at the University of St. Thomas. Currently, Abby is working on the Make It OK campaign for Regions Hospital and HealthPartners. By collaborating with Minnesota businesses, community groups, public health officials and community leaders, the Make It OK message will foster new insights and understanding about mental illnesses. The more we know, the more we can make it okay to talk about mental illnesses and support people who are impacted by mental illness so they can seek the help that they need.

**JIM MOORE** (*Wednesday: Cultural Diversity in the Treatment Industry*) is the Senior Coaching and Training Specialist at Minnesota Adult & Teen Challenge. Jim has forty years of experience in professional and organizational training. Many of those years were spent with Wilson Learning, an international leader in providing communications, leadership and culture change programs. Jim's particular passion is in equipping the professional community in supporting chemical dependency treatment and recovery. Jim works with Minnesota Adult & Teen Challenge as a representative building strategic partnerships and providing updated information on the significant advances we have made in faith-based clinical treatment. He provides educational programs for professionals in the clinical, legal and social services fields. These are a variety of accredited CLE, CME and CEU specialty programs including Continuing Legal Education courses for attorneys and the legal community, SBIRT (Screening Brief Intervention & Referral to Treatment) training for healthcare professionals and Recovery Coaching skills development.

**KARISSA RICHARDSON** (*Tuesday: The Ethical Lawyer...*) is a solo attorney practicing in the area of Family Law. In addition to private family law clients, she represents low-income parties as court-appointed counsel in paternity actions in Dakota and Ramsey Counties and in contempt actions in Dakota County. Karissa is also a Guardian ad Litem with the Shakopee Mdewakanton Sioux Dakota Tribal Court. Karissa graduated from William Mitchell College of Law in 1997 and worked as a law clerk for Judge Spencer Sokolowski in Anoka County before becoming the staff attorney with Legal Assistance of Dakota County from 2000 to 2005. Since then, she has been in private solo practice, working primarily in Dakota, Ramsey and Scott Counties. Karissa is the current President of the Dakota County Bar Association.

**DR. TIM SCHNEIDER** (*Monday: Service Wins*) Tim's mission has always been "Committed Only to Your Success". Over the past twenty years, Tim has become one of the most sought after trainers, coaches, speakers and professional facilitators in the nation. Renowned for both his style and content, Tim delivers powerful messages about leadership, customer service, teamwork, communication and personal success. Stylistically, he brings an unparalleled enthusiasm, passion and power to his speaking and teaching which always infects his audience. His love of teaching and speaking becomes obvious within the first few minutes of each presentation. Equally obvious is his sense of humor and desire to make each session enjoyable and fun. You will also quickly see that Dr. Schneider never reads from a script and is very animated and in a constant state of motion while working.

As the author of *LeadWell—The Ten Competencies of Outstanding Leadership*, Tim is a widely recognized expert in leadership development, executive coaching and healthy organizations. He is also the author of the soon to be released *Beyond Engagement*. Dr. Schneider is a member of the adjunct faculty for the University of Nevada, Las Vegas and the Community College of Southern Nevada and his professional accreditations include the American Society for Training and Development, International Speakers Association, International Association of Facilitators, and Institute for Adventure Learning.

Personally, Dr. Schneider is married and is the father of two children. He is also the proud guardian of Sammy the wiener dog, Sydney the hyper-active Corgi and Sadie, the Corgi puppy.

**SAM SIMMONS** (*Tuesday: Adverse Childhood Experiences and Historical Trauma...*) is licensed as an Alcohol and Drug Counselor (1998) who has more than 26 years of experience as a behavioral consultant in the areas of chemical dependency, violence abatement and historical trauma. He specializes in practical culturally-sensitive trauma-informed work with African-American males and their families. He is currently SAFE Families Manager at The Family Partnership managing the federally-funded Be More Project to engage African-American young men and boys to stop violence against women and girls as well as Healing Generations culturally-specific relapse support program for African-American men. He is an Adverse Childhood Experience Interface Trainer in the state of Minnesota. Sam was awarded the 2009 Governor's Council on Faith and Community Service Initiatives Best Practices Award for his work with the Minnesota Department of Veterans Outreach Services, prison reentry, and in the African-American community. He is co-host of "Voices" radio show on KMOJ FM that addresses issues of the urban community. Sam is respected for his highly informed work around African-American historical trauma and his highly successful Community Empower Through Black Men Healing Conference around the country.

**MATT TANDE** (*Monday: Bankruptcy and Child Support Collection*) is an associate attorney with Prescott & Pearson, P.A. and joined the firm in 2010. Matt graduated from the University of St. Thomas School of Law Magna Cum Laude in 2007. Following law school, he clerked for the Honorable Christopher Dietzen on the Minnesota Court of Appeals, and then worked in private practice in the areas of disability law, public benefits law, and estate planning, focusing his work on serving clients with disabilities. When not working, Matt enjoys spending time with his wife and children, working on home improvement projects, and spending time outdoors.

**LAUREN TOTUSHEK** (*Monday: Bankruptcy and Child Support Collection*) has been practicing law for seven years. Before going to law school she worked at Dakota County as a child support specialist. She found family law to be extremely fascinating and that prompted her to become a lawyer. After law school, she was having a hard time finding a job in family law, so she started working at Prescott & Pearson doing bankruptcy, loved it and stayed there for five years. Earlier this year she took a job that would allow her to practice in family law and bankruptcy at the firm Hoffman, Hamer & Associates in Faribault. Our firm does all areas of law, including estate planning, criminal, personal injury, real estate, and family law and bankruptcy.

## MFSRC BOARD POSITIONS

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

- the **1<sup>st</sup> Vice Chair** position in the second year—planning the conference program,
- the **Chairperson** in the 3<sup>rd</sup> year—running Board meetings and leading the organization, and
- the **Past President** remains on the Board for the 4<sup>th</sup> 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. All Board members participate in one of these two committees.

The main MFSRC Board meeting starts at 11:00 and is generally adjourned 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.

**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. 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 large ballot. If members are not able to attend the Business Meeting, they will have the opportunity to vote until 9:45 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 there are multiple candidates, they are listed in alphabetical order):***

**2<sup>nd</sup> Vice Chair** ***Valisa McKinney, Dakota County***

Valisa has been with the Dakota County Attorney's Office for 15½ years, all of which have been in the Child Support Enforcement Division. Prior to working for Dakota County, she worked for Southern Minnesota Regional Legal Services as a Staff Attorney in the Family Law Unit handling divorces and cases involving custody and the Indian Child Welfare Act. Currently, she is the co-chair of the Comprehensive Legal Vision Guidelines Committee, as well as a member of the Child Support Division and Office of Vital Records Interagency Pilot Project, which is implementing a process to ensure birth records and certificates are accurate and complete. Valisa is also a member of the Legal Assistance of Dakota County board. She previously served on the AMPP workgroup. Valisa is currently serving as a Member At Large on the Board and would appreciate your support to continue her commitment to MFSRC as your 2<sup>nd</sup> Vice Chair.

**Treasurer** ***Catherine Miller, Rice County***

Catherine is an Assistant Rice County Attorney practicing in the area of child support for more than 10 years. Prior to that she worked as an Assistant Aitkin County attorney for five years, was in private practice preparing tax returns, and also worked as a law clerk for two District Court Judges. Besides child support, Catherine has also practiced in the areas of child protection, juvenile delinquency, and guardianship/conservatorship. Catherine led a special project in Rice County in 2009–2011 completing final accountings in more than 20 probate cases to determine if the court-appointed guardian/conservator committed financial abuse. She is ardent about combining her love of the law and her knowledge and interest in accounting and financial matters. Catherine would appreciate your support to have the opportunity to serve as the MFSRC Treasurer.

***Holly Svea, Chippewa County***

Holly began her public service in Benton County as a Financial Worker in 1993 and moved to Otter Tail County in 1995. She started her Child Support career in Chippewa County in 2002 and was promoted in 2007 to her current position of Support and Collections Specialist/Lead Worker. Holly is the facilitator of the Southern Supervisors bi-monthly meetings. Prior to public service, Holly was a Bookkeeper in Seattle Washington for seven years and a Collections Coordinator for a Fortune 500 Company in Minnesota for six years. Holly would be honored to have the opportunity to serve as the MFSRC Treasurer and would appreciate your vote.

**Secretary** ***Juliet Kurtti, Morrison County***

Juliet is the current Secretary for MFSRC, elected to the position in October 2015. Juliet has been with Morrison County Child Support and Collections for three years. She has an AAS in Human Services from Rasmussen College. Juliet worked with Child Care Resource and Referral in Illinois administering the Child Care Assistance program for more than 10 years. Passions include reading, family gatherings, parties, BBQs, etc. Juliet would appreciate your support for MFSRC Secretary.

**1<sup>st</sup> District     *Lisa Kontz, Dakota County***

Lisa has been an Assistant County Attorney in the Child Support Enforcement Division for 15 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 the 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 1<sup>st</sup> District as an MFSRC board member.

**2<sup>nd</sup> District     *Amy Danielson, Scott County***

Amy has been employed as a Child Support Officer for Scott County since July 2005. She worked mainly in Establishment for the first 10 years of her career. For the past year, Amy has taken on the new challenge of working an interstate caseload and is really enjoying the change. She has been involved in developing and facilitating a monthly jail outreach program with our county jail and makes quarterly visits to the women's prison in Shakopee to give information regarding child support and help with any questions the ladies may have regarding support and their incarceration. Amy has been attending the MFSRC conference for several years now, always looks forward to it, and encourages her co-workers to join in on the chance to mingle and learn new perspectives on our child support world. Amy is excited for the possibility to be the 2<sup>nd</sup> District Representative and would love the chance to be more involved in this level of Child Support.

**3<sup>rd</sup> District     *Gene Jacobson, Hennepin County***

Gene has been employed by Hennepin County since August 30, 1976, all 40 years in the Child Support program. He began as a Child Support Officer and worked in a variety of positions: handling an intrastate MRESA responding caseload, Paternity Establishment, and an NPA Intake caseload. In 1981, Gene was promoted to Support Payment Supervisor and worked in, or supervised in, every part of the program except Arrears Only over the years. After spending two years at DHS (1994–1996) as a Policy Manager (while PRISM was being built), he moved back to Hennepin County where he has been providing supervisory services in the enforcement area ever since. Gene's been involved with every change the IVD program has undergone since its second year, he still loves the work we do, the great social benefit we provide to families and most importantly children, many of whom would not have had complete childhoods were it not for the IVD program. He's dedicated his entire career to the child support program and would like to give back a bit more before he leaves by serving on the MFSRC board as we move forward with another, better, system modernization. Gene has always loved learning and the increasing technological presence in this program and still, after all these years, is learning something new every single day. He would appreciate your vote and would be proud to serve as your 3<sup>rd</sup> District Representative on the MFSRC Board.

**4<sup>th</sup> District     *Scott Orrey, Ramsey County***

Scott has been with Ramsey County Child Support for 17 years and in his current position of Support Enforcement Agent III for eight years. Currently he is involved with the CLV Judgments project and CLV Interest project groups at the State level. Scott is running for a position on the MFSRC board to further identify ways of becoming creative in child support collections and customer engagement.

***Stacy (Stacia) Runkle, Ramsey County***

Stacy has been working for Ramsey County for more than 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 to avoid being trampled by change is to participate in the process.

**5<sup>th</sup> District     *Sherry Schwarzkopf, Sherburne County***

Sherry has been with Sherburne County since December 1994, starting out in clerical then moving through the ranks, spending time in the accounting and the family financial units, before moving to child support in January of 2003. Sherry has worked in many facets of child support including, intake, establishment, enforcement, redirects, paternity, maintaining county and some interstate. She is a member of the Release Advanced Planning (RAP) committee working with inmates being released from incarceration to help them with any child support issues they may have. In 2014 Sherry was elected as a 5<sup>th</sup> District Representative and is a member of the Program Committee. Sherry would love to continue to represent the 5<sup>th</sup> District as an MFSRC board Member.

**6<sup>th</sup> District     *Denise Kuehn, Brown County***

Denise has been the Child Support Supervisor in Brown County for the past 15 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 both the legislative and program committees over the years. She enjoys being on the board and sharing with you the information we learn. Denise would like the opportunity to continue to serve as your district member and would appreciate your vote. Thank you.

**7<sup>th</sup> 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 7<sup>th</sup> District.

**8<sup>th</sup> 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 left her Child Support Officer position in October of 2010 and returned as Child Support Supervisor in June of 2013. She has served on the MFSRC Board as a Member at Large from 1993 to 1995, as Secretary from 2002 to 2009 and District 8 Representative from 2014 to present. Anne has been involved with various committees during her time on the board. Anne would like to serve as your 8<sup>th</sup> District Representative for MFSRC and would appreciate your vote.

**Member  
At Large**

(vote for two)

***Jennifer Ryan, Itasca County***

Jennifer has been an Assistant County Attorney since 2011 and practices primarily in the areas of child support, child protection and civil commitments. Prior to working at the Itasca County Attorney's Office, Jennifer worked as a judicial law clerk in the Second and Ninth Judicial Districts. She is currently serving her first term on the MFSRC Board as a Member At Large. Jennifer has been a speaker at MFSRC and MCAA and is involved with the Comprehensive Legal Vision (CLV) initiative. Jennifer believes in the mission of MFSRC and would appreciate your vote to continue her service on the Board.

***Shila Walek, Isanti County***

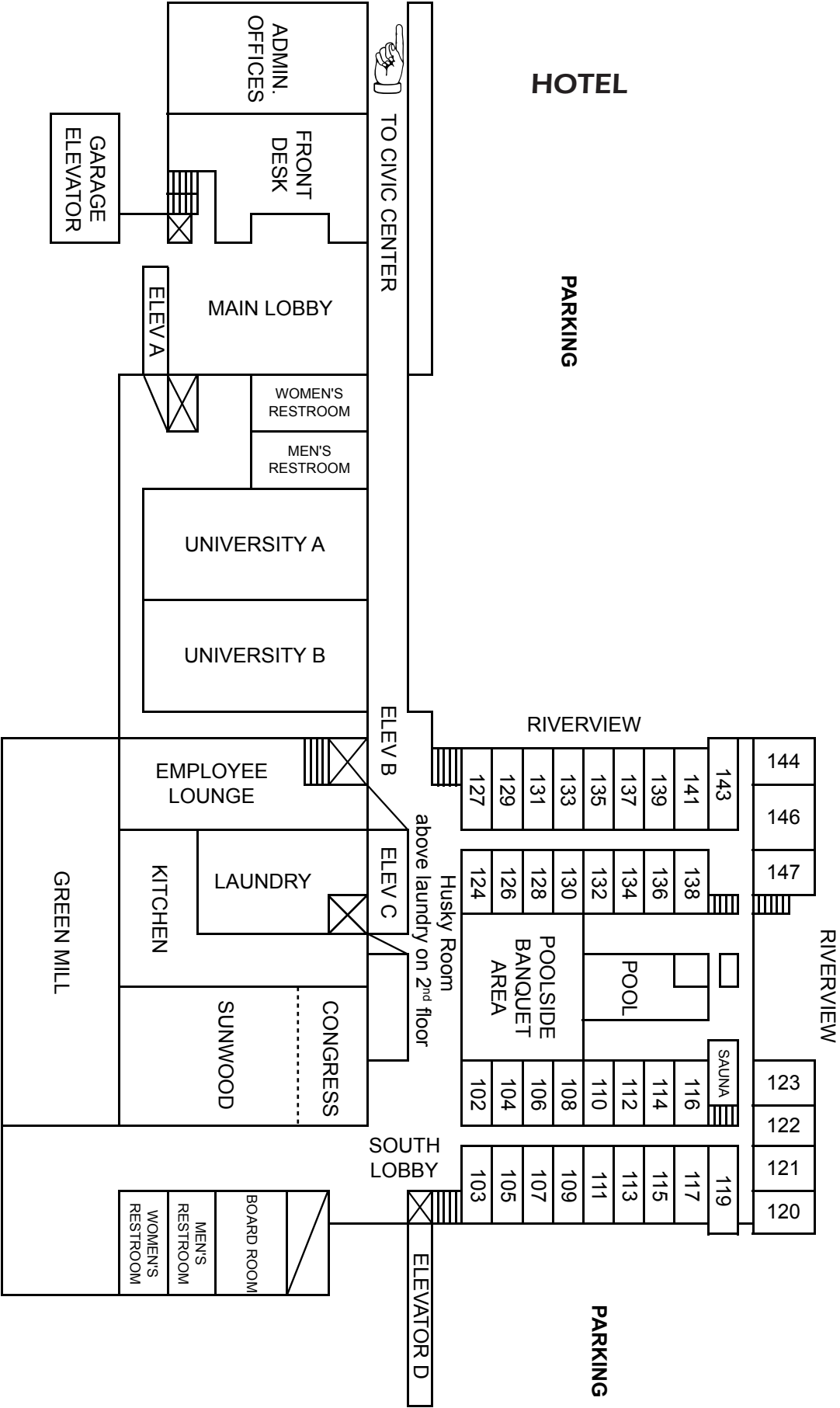
Shila Walek is the Chief Deputy Isanti County Attorney. She has been an attorney in the Isanti County Attorney's Office for more than ten years, and practices primarily in civil law, including child support. She obtained her law degree from Hamline University School of Law in 2004. Prior to the county attorney's office, she was a judicial law clerk in the Tenth Judicial District. Shila has been an MFSRC board member since 2010, where she has been active on the Program Committee, and served on the executive board since 2012. She is the current Past President of MFSRC, is an active member of the Minnesota County Attorney's Association, the small group chair for the Comprehensive Legal Vision Establishment Group, and has been a legal education presenter numerous times in her career on the issue of child support. She has enjoyed engaging with, making contributions to, and being a member of MFSRC, an organization dedicated to helping families and would appreciate your vote.

## **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
2013–2014	Jennifer Stanfield
2014–2015	Shila Walek

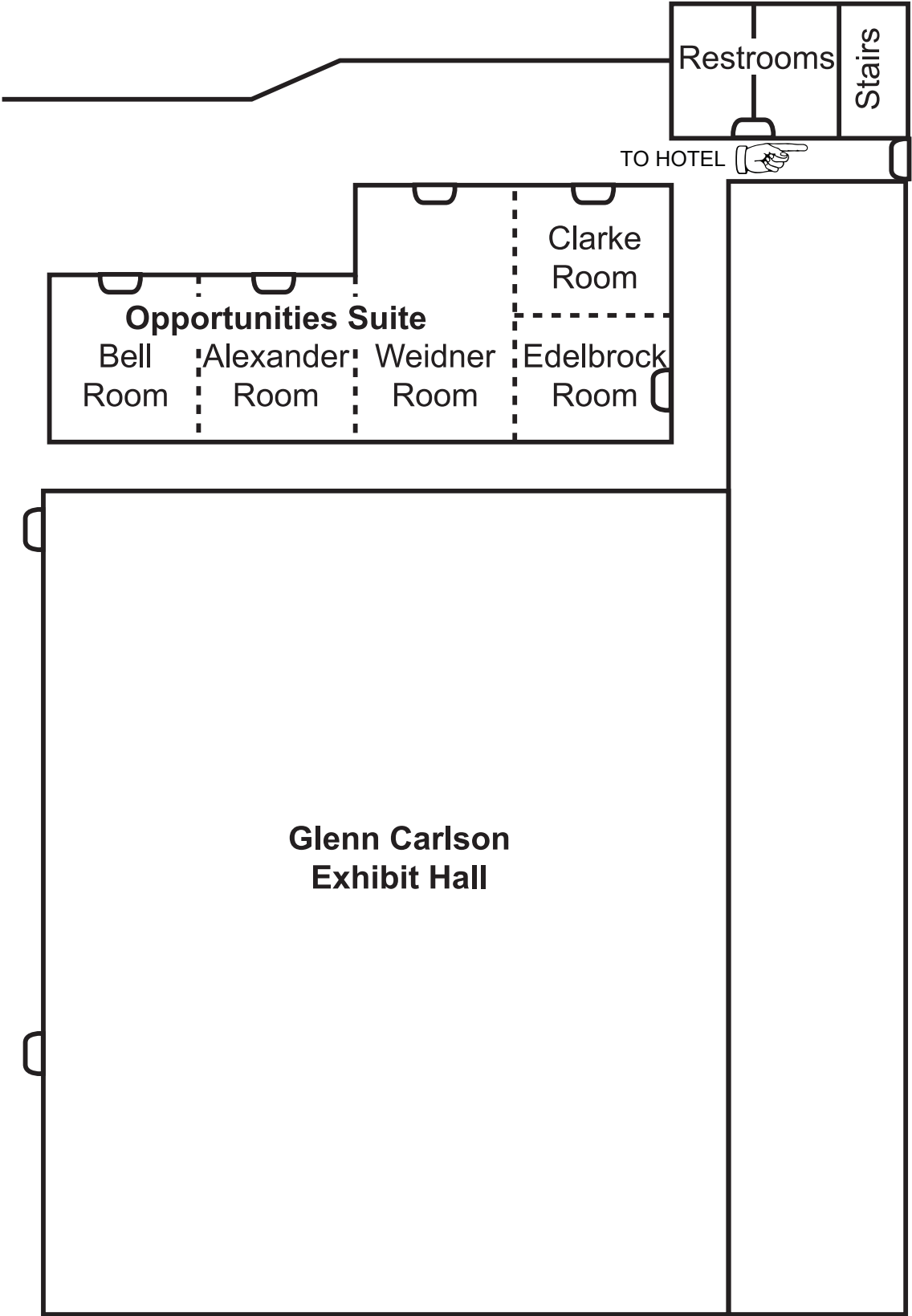


Meeting Room Locations

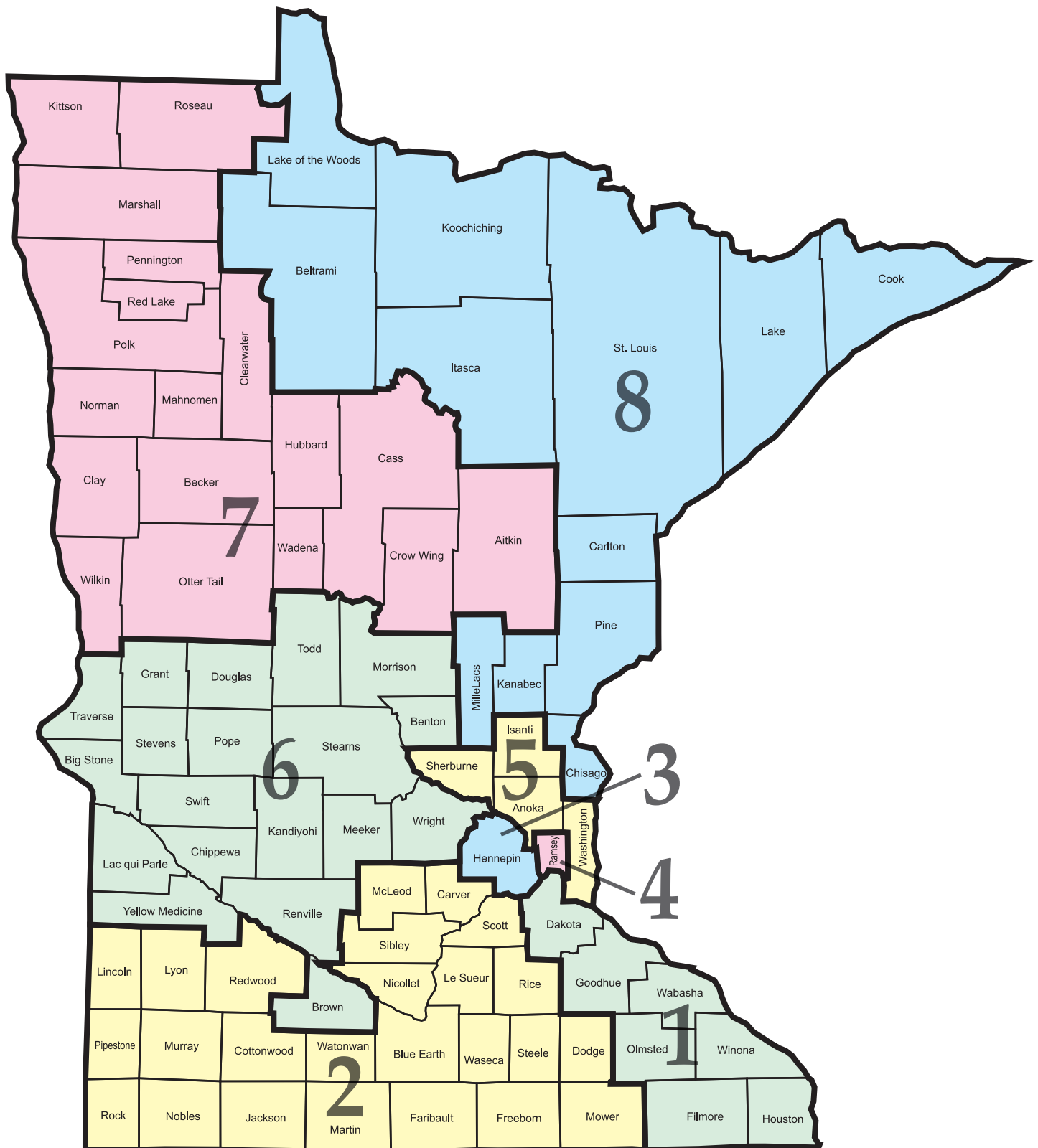


Meeting Room Locations

CIVIC CENTER



# MFSRC Districts



Updated 9/16