

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

7:00–8:30	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"> • A Strategic Look at the Federal, State, and County Child Support Programs • State Perspective for County Collectors (MCRA) 	Carlson Hall
10:00–10:15	Break with refreshments	Carlson Hall
10:15–11:45	KEYNOTE: 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"> • Myth Busters: Common Misconceptions About the Affordable Care Act and MNsure in the Child Support World • Effective Leadership • Bankruptcy and Child Support Collection • JOL for Collections and Public Assistance Collection 101 • Child Support Division (CSD) New Initiatives 	
2:30–2:45	Break	Poolside
2:45–4:15	Breakout Sessions: <ul style="list-style-type: none"> • The Power of Emotional Intelligence • Foster Care and Child Support—A New Conversation • MCAA —Hot Topics for 2015- 2016 • Tribal Update 	
4:30–5:30	MFSRC Business Meeting	
5:30–7:30	Happy Hour with light snacks Dinner on your own	

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	KEYNOTE: Still Standing John Kriesel	Carlson Hall
9:35–9:45	Break with refreshments	Carlson Hall
9:45–11:15	Breakout Sessions: <ul style="list-style-type: none">• CSO Round Table• Make It OK• The Ethical Lawyer and the Chamber of Secrets: How to Ethically Work With Self-Represented Litigants and Understanding Ethics Investigations• Medical Assistance Recovery and Probate Procedures• State Services Portal and Electronic Withholding	
11:15–1:00	Awards Luncheon	Carlson Hall
1:15–2:45	Breakout Sessions: <ul style="list-style-type: none">• Lock Down: Working a Case With an Incarcerated Parent• Managing Performance• Data Practices Top 10 for Child Support Professionals• Locating Assets• Enforcement	
2:45–3:00	Break with refreshments	Poolside
3:00–4:30	KEYNOTE: 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
6:00–7:00	Dinner	Sunwood Center
7:00–11:30	DJ	Sunwood Center

Wednesday, October 5, 2016

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

MFSRC'S ANNUAL TRAINING CONFERENCE PROGRAM

Sunday, October 2, 2016

5:00–7:00	REGISTRATION	Front Lobby
6:30–8:00	MANAGING AGGRESSIVE BEHAVIOR 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	Networking	Green Mill

Monday, October 3, 2016

7:00–8:30	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: 1. A STRATEGIC LOOK AT THE FEDERAL, STATE, AND COUNTY CHILD SUPPORT PROGRAMS 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 melissa.rossow@co.ramsey.mn.us.</i> Intended Audience: All Child Support Professionals	Carlson Hall
	2. STATE PERSPECTIVE FOR COUNTY COLLECTORS (MCRA) Scott Wotzka—TOP Coordinator/Claims Specialist, DHS Maria Tracy—TOP Specialist, DHS <i>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 MEC² 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.</i>	

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10:00–10:15	BREAK WITH REFRESHMENTS	CARLSON HALL
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10:15–11:45	KEYNOTE: SERVICE WINS	Carlson Hall
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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 than 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

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

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

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

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3. BANKRUPTCY AND CHILD SUPPORT COLLECTION

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 101

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 MEC² & 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

Kristen Brolsma—Program 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

2:30–2:45	BREAK	POOLSIDE
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2:45–4:15	BREAKOUT SESSIONS:
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1. THE POWER OF EMOTIONAL INTELLIGENCE

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

Lori Hanson—Program Trainer, Dakota County
Trish Skiphammer—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 law 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

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

4. TRIBAL UPDATE

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

MFSRC BUSINESS MEETING

5:30–7:30

HAPPY HOUR with light snacks

Poolside

DINNER

ON YOUR OWN

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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	KEYNOTE: STILL STANDING	Carlson Hall
<p>John Kriesel—Director of Veteran Services, Anoka County</p> <p><i>Mr. Kriesel will provide an inspirational speech with special focus on lessons learned overcoming adversity during his recovery from catastrophic injuries suffered in an IED explosion Dec. 6, 2006 near Fallujah, Iraq.</i></p> <p>Intended Audience: General Audience</p>		
9:35–9:45	BREAK WITH REFRESHMENTS	CARLSON HALL
9:45–11:15	BREAKOUT SESSIONS:	
1. CSO ROUND TABLE		
Tracy Pederson—Child Support Officer, Crow Wing County Nathan Neuhart—Child Support Officer, Kanabec County		
<p><i>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 theirs? Discuss subjects like Contempt, Recreational License Suspension, Paternity, Foster Care and other topics that 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.</i></p> <p>Intended Audience: Child Support Staff, Supervisors</p>		
2. MAKE IT OK		
Abby Miller, MOT—Make It OK Coordinator, Quality Performance Improvement		
<p><i>Hope you can make time to attend the “Make It OK” presentation about breaking down mental health stigma. Did you know....one of four adults and one of five children will experience mental illness in their lives? Those who experience mental illness will often wait up to 10 years before seeking treatment. The most common form of mental illness is anxiety followed by depression. Make It OK.org will give some insights and scenarios of mental health. If you know of someone who may have a mental health illness, work with mentally ill customers, or you yourself have questions about it, attend this session! Feel free to visit www.MakeltOK.org to learn more, start talking and pass it on! You can also visit www.MakeltOk.org and take a pledge to stand up against stigma.</i></p> <p>Intended Audience: General Audience</p>		

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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.

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 3-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 the 1st 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

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

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

11:15–1:00	AWARDS LUNCHEON	CARLSON HALL
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1:15–2:45 BREAKOUT SESSIONS:

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

Lori Lofrano—Child Support Liaison, MN Department of Corrections

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

Intended Audience: General Audience

2. MANAGING PERFORMANCE

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, ideas and identify 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

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

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4. LOCATING ASSETS

Patrick McPherson—Investigations Manager, Metro Legal Services Inc.

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Patrick McPherson is a licensed private investigator with over a decade of skip trace and asset search experience. He will teach attendees how to use the best free and proprietary data bases 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 data bases like: Lexis/Nexis, Thompson Reuters & Microbilt, and free federal, state and county data bases 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

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

2:45–3:00	BREAK WITH REFRESHMENTS	POOLSIDE
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3:00–4:30	KEYNOTE: ADVERSE CHILDHOOD EXPERIENCES AND HISTORICAL TRAUMA: WORKING WITH FAMILIES	Carlson Hall
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Sam Simmons—SAFE Families Manager, The Family Partnership

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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
6:00–7:00	Dinner	Sunwood Center
7:00–11:30	DJ	Sunwood Center

1. BRINGING COUNTIES TOGETHER TO IMPROVE PERFORMANCE

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

2. CULTURAL DIVERSITY IN THE TREATMENT INDUSTRY

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, 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

Joe Kempf—Staff Attorney, DHS/Benefit Recovery Section

Denise Meyer—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

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4. BLUEZONE SCRIPTS AND PRISM

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—Project Manager and SNAP Data Analyst, DHS
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
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10:30–Noon	BREAKOUT SESSIONS:
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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

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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!

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

NOON-1:30 NEW MFSRC BOARD MEETS

DRAFT

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 MN 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 FBI and BCA. He was a consultant for MN 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.

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 over 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 over 55,000 young people in the MN and WI 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 MN with her husband Seth Evans who is one of the Ramsey County chaplains and her three teenage boys.

JOHN KRIESEL (*Tuesday: Still Standing*) was born in Hibbing, Minnesota and was raised in the Twin Cities. He enlisted in the Minnesota National Guard as an 11B Infantryman on his 17th 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 licenses.

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 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, team work, 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 Speaker's 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 over 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 MN 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

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.