

PROGRAM AT A GLANCE

Sunday, October 1, 2017

5:00–7:00	Registration	Front Lobby
6:30–8:00	Healthy Self-Talk = Healthy You!	Sunwood Center
8:00–10:00	Networking	Green Mill

Monday, October 2, 2017

7:45–8:45	Breakfast	Carlson Hall
7:00–Noon	Registration	Front Lobby
8:50–9:00	Welcome and General Announcements	Carlson Hall
9:00–10:30	KEYNOTE: Live Above the Line: How Our Thinking Governs Our Experience Tom Cody	Carlson Hall
10:30–10:45	Break	Carlson Hall
10:45–11:45	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 University A
Noon–1:00	Lunch	Carlson Hall
1:00–2:30	Breakout Sessions: <ul style="list-style-type: none"> • How to See Things Differently: The Frame • The Art of Influence • Paternity Hot Topics in CLV • Overview of Northstar Kinship Assistance • Shelling the PEA: Preparing to Use Minnesota’s Upcoming Parenting Expense Adjustment 	
2:30–2:45	Break	Poolside
2:45–4:15	Breakout Sessions: <ul style="list-style-type: none"> • Work From Your True Purpose • Waaaaay Better Succession Planning • The Exciting World of Judgments: What You Need to Know • Welfare Fraud 101 • PRISM BlueZone Script Project: A Partnership for Greater Efficiency 	
4:30–5:30	MFSRC Business Meeting	Weidner/Clarke/Edelbrock
5:30–6:00	Cash Bar	Sunwood Center
6:00–7:00	Dinner	Sunwood Center
7:00–11:30	Dance	Sunwood Center

Tuesday, October 3, 2017

7:30–8:30	Breakfast	Carlson Hall
7:30–10:30	Registration	Front Lobby
8:30–8:35	Announcements	Carlson Hall
8:35–10:00	KEYNOTE: Growing Gen Y Michelle Nelson	Carlson Hall
10:00–10:15	Break	Carlson Hall
10:15–11:30	Breakout Sessions: <ul style="list-style-type: none">• Carver County Workforce Center – Overview of the “Jobs Not Jail” Program• Supervising, Developing, and Leading People• Child Support Task Force and Feedback Session• Wage Garnishments• In the Future...Systems Modernization	
11:30–1:00	Awards Luncheon	Carlson Hall
1:15–2:45	Breakout Sessions: <ul style="list-style-type: none">• Linda, Listen to Me• Tracking Performance• Marriage 101: From Leave it to Beaver to Modern Family!• MA Recovery 101• Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs: What Child Support Practitioners Should Know About the New Federal Regulation	
2:45–3:00	Break	Poolside
3:00–4:30	Breakout Sessions: <ul style="list-style-type: none">• CSO Round Table• Supervisor Round Table• MCAA Attorney Round Table – Hot Topics• DHS MA Estate Recoveries• Working Together to Create Financial Opportunities for Families	
4:40–5:30	MCAA Meeting for Elected and Assistant County Attorneys	Husky
5:30–7:30	Happy Hour with light snacks Dinner on your own	Poolside

Wednesday, October 4, 2017

7:30–8:30	Breakfast	Poolside
8:30–10:00	Breakout Sessions: <ul style="list-style-type: none">• Trauma and the Incarcerated Client• Buccal Up – Everything You Need to Know About Genetic Testing• Returning Veterans, Addictions due to Physical and Mental Health Issues and the Impact on Child Support• PERA A to Z	
10:00–10:30	Break /Check Out	Poolside
10:30–Noon	Breakout Sessions: <ul style="list-style-type: none">• 2017 Legislative, Case Law, and CLV Update• MCRA/Collections Roundtable	Sunwood Center University A
Noon–1:30	**New MFSRC Board Meets**	University A

MFSRC'S ANNUAL TRAINING CONFERENCE PROGRAM

Sunday, October 1, 2017

5:00–7:00	REGISTRATION	Front Lobby
6:30–8:00	HEALTHY SELF-TALK = HEALTHY YOU! Dr. Jody Janati <i>Grow through it! Drama free communication starts with you. The way you talk to yourself directly impacts how you both behave and interact with others. Examine how your self-talk often creates more drama in your life than is necessary. Learn to reframe your destructive thoughts into solutions based thinking. Control your thoughts or they will control you. Explore strategies to help change your negative thoughts and go from “you stress” [bad stress] to “eustress” [good stress]. Understand how thoughts affect reality and how to work through your anger, fear and stress.</i> <i>Workshop Learning Objectives:</i> <ul style="list-style-type: none">• Identify Personal Stress Triggers and Learn to Avoid “Plugging In” to Them• Understand and Apply Strategies to Defuse Negative Self-Talk• Learn Strategies to Effectively Address and Eliminate Intrapersonal Drama Intended Audience: General Audience	Sunwood Center
8:00–10:00	Networking	Green Mill

Monday, October 2, 2017

7:45–8:45	BREAKFAST	CARLSON HALL
7:00–Noon	REGISTRATION	Front Lobby
8:50–9:00	WELCOME AND GENERAL ANNOUNCEMENTS	Carlson Hall
9:00–10:30	KEYNOTE: LIVE ABOVE THE LINE: HOW OUR THINKING GOVERNS OUR EXPERIENCE Tom Cody <i>This session focuses on becoming aware of our thinking so we know when it is working and when it is not working. It explores (1) the conditions that come up in our life that invite us to go Below the Line, (2) indicators telling us when we are Below, (3) how to handle Below the Line experiences with more grace and dignity and (4) how to trampoline back Above the Line.</i> Intended Audience: General Audience	Carlson Hall
10:30–10:45	BREAK	CARLSON HALL

10:45–11:45 BREAKOUT SESSIONS:

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1. A STRATEGIC LOOK AT THE FEDERAL, STATE, AND COUNTY CHILD SUPPORT PROGRAMS

Carlson Hall

Tami Masuca—Program Specialist, Administration for Children and Families, US Department of Health and Human Services, OCSE
Shaneen Moore—Deputy Director DHS/CSD
Jeff Jorgenson—Director DHS/CSD
Brad Thiel J.D.—Director, Anoka County Economic Assistance

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, including The Final Rule. 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 Lori Hanson at lori.hanson@co.dakota.mn.us.

Intended Audience: All Child Support Professionals

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 2017 MAXIS and MEC² recovery statistics. Other topics to be covered will include, claims training initiatives, claims policy clarifications, status of Treasury Offset Program, MAXIS systems changes, and open Q and A.

Intended Audience: Collection Officers, Supervisors

NOON–1:00

LUNCH

CARLSON HALL

1:00–2:30

BREAKOUT SESSIONS:

1. HOW TO SEE THINGS DIFFERENTLY: THE FRAME

Tom Cody

The Frame helps people understand why they are getting the results they are getting out of life. The session examines (1) the tendency we have to blame others when we are not getting the results we desire, (2) how our 'need to be right' activates blame, (3) how curiosity helps us to get better results, and (4) what we can do to see more or differently.

Intended Audience: General Audience

2. THE ART OF INFLUENCE

Dr. Bruce Miles—Ed.D. and Big River Group, LLC

This session will present a set of strategies and techniques used by very effective leaders in education, nonprofits and in business to get followers to repeatedly choose the right path. Emphasis will be on using new strategies for communication, leadership, leveraging time and efforts, more effective planning, and decision-making strategies. Copies of all strategies and handouts will be delivered to participants.

Goals for this session:

- 1) Review applied research re: art of influence and communication
- 2) Consider priorities and methods to improve communication
- 3) Explore a differentiated leadership model
- 4) Consider personal application of new leadership model
- 5) Review best practices re: effective meetings and decision-making
- 6) Review best practices: More effective delegation and accountability
- 7) Learn to use project management and accountability strategies
- 8) Evaluate the session

Session participants will review the above topics during a lecture presentation with an ongoing question and answer format. Actual cases will be presented with an emphasis on the leader's role.

Intended Audience: Supervisors

3. PATERNITY HOT TOPICS IN CLV

Sunwood Center

Autumn Nelson—Assistant County Attorney, Ramsey County
Molly Mulcahy Crawford—State Registrar, Office of Vital Records at MDH
Theresa Farrell-Strauss—Assistant County Attorney, Hennepin County
Kristi Phetdara—Paternity Program Administrator, DHS/CSD
Ruth Sundermeyer—Child Support Supervisor, Aitkin County

Join us as we review some of the paternity-related hot topics with representatives from our Comprehensive Legal Vision (CLV) subgroup and the MN Dept. of Health, Office of Vital Records. Topics include: competing paternity presumptions, multiple alleged fathers, filing ROPs and paternity orders with MDH, filing paternity orders and acknowledgments with other states, consent to release GT results, and the issues that must be addressed in paternity pleadings and the paternity adjudication order. We will also provide updates on the statewide expansion of the Certificate of Adjudication pilot project. And best of all, enjoy a fun game of bingo as part of this session!

Intended Audience: Attorneys, Child Support Staff, Supervisors

4. OVERVIEW OF NORTHSTAR KINSHIP ASSISTANCE

University A

Heidi Ombisa Skallet—Adoption and Kinship Policy Specialist, DHS/
Child Safety and Permanency Division
Kathleen Hiniker—Permanency Support Unit Supervisor, DHS/ Child
Safety and Permanency Division

Presenters will provide an overview of Northstar Care for Children, the benefits program associated with foster care, adoption, and transfer of permanent legal and physical custody to a relative. The primary focus will be on Northstar Kinship Assistance, which replaced Relative Custody Assistance in 2015. The session will cover eligibility requirements, benefits associated with the program, payment structure and modification, parent and relative custodian roles, and other pertinent information.

Intended Audience: General Audience

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5. SHELLING THE PEA: PREPARING TO USE MINNESOTA'S UPCOMING PARENTING EXPENSE ADJUSTMENT

Tara Borton—Staff Attorney, DHS/CSD

Lydia Monahan—State Program Administrator, DHS/CSD

Algebra is coming to the Minnesota Child Support Guidelines in August 2018! Be ready for it with this introduction to the new parenting expense adjustment. In this session, learn how to use the new formula, what the role of the CSO will be, and get updated on the PRISM changes.

Intended Audience: Attorneys, Child Support Staff, Supervisors

2:30–2:45

BREAK

POOLSIDE

2:45–4:15

BREAKOUT SESSIONS:

1. WORK FROM YOUR TRUE PURPOSE

Tom Cody

Effective leaders know the outcomes they want to achieve. They are aware of their mission, purpose and the values they bring to their work. However, conditions that occur throughout the year can diminish their clear sense of purpose and value. This session will explore (1) what their individual mission, purpose or values are, (2) those conditions that detract from our mission, (3) how we can be aware when we are getting off purpose, and (4) how we can regain focus on what is truly important.

Intended Audience: General Audience

2. WAAAAAY BETTER SUCCESSION PLANNING

Dr. Bruce Miles—Ed.D. and Big River Group, LLC

Most businesses and business owners, pay little, if any, attention to succession planning. Current reasons (or excuses) include:

- "We are just too busy"
- Any economic or sector downturn causes anxiety
- "We are not sure how to do it"
- "We have never done it before"

Participants in this session will be guided through a quick and consistent set of steps that reduce time needed, allows for more reliable diagnosis of current employees' skills and possible future, allow for more accurate selection of succession candidates, and promote a better environment that will cause future leaders to become engaged in the process. Session participants will receive information about, and be led through exercises to:

- 1) Identify necessary preparation for the process:
 - A) Evaluation and ranking of current employees
 - B) Using a "Business Roadmap" to guide the process
- 2) Develop effective succession plans for selected employees
- 3) Developing and implementing the process with selected employees
- 4) Consider how to assemble like-minded employees into a cohort model
- 5) Evaluate progress of employees, as well as the succession program.

Intended Audience: General Audience

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**3. THE EXCITING WORLD OF JUDGMENTS:
WHAT YOU NEED TO KNOW**

Sunwood Center

Jennifer Stanfield—Assistant County Attorney, Carver County
Susan Hanstad—Assistant County Attorney, Hennepin County
Julie Thompson—Child Support Officer, Chisago County

Have you ever avoided looking at the DHS judgment manual because the area of judgments is so confusing? Well that time is over as the Comprehensive Legal Vision Enforcement Group, for the past two years, has been working hard to make this manual an easy to use document that is a one stop shop for both attorneys and child support professionals. This presentation will initially discuss why this group was formed and issues encountered when working on the manual. The presenters will then give an overview of what you will find in the manual, go over any new forms created and any major changes that the attendees need to be aware of. Time for questions will be given at the end of the session.

Intended Audience: General Audience

4. WELFARE FRAUD 101

University A

Preston Cowing—Welfare Fraud Investigator, Collections Officer, and
Child Support Process Server, Brown and Sibley Counties
Jim Backlund—Welfare Fraud Investigator, Clay County

Public assistance and its requirements have changed greatly since Welfare Reform in the mid 1990's. AFDC cash entitlement has been replaced by MFIP, DWP, Housing Grants and work requirements to receive cash assistance. Child Care Assistance Programs have expanded its role in welfare to work. After a decade of public assistance roles decreasing, the numbers have increased since the start of the great recession in 2008. Eligibility requirements have been loosened up or eliminated completely over the last several years in the Supplemental Nutrition Assistance Program (SNAP) and Medical Assistance (MA). What have all these changes meant to Welfare Fraud? How are these programs being affected by the 2016 elections? This presentation is a basic overview of welfare fraud from the perspective of investigators from two small and mid-sized counties. This is meant to be an interactive presentation with audience participation leading the presenter to specific areas of interest. Case studies if time allows.

Intended Audience: Collection Officers

**5. PRISM BLUEZONE SCRIPT PROJECT: A PARTNERSHIP FOR
GREATER EFFICIENCY**

Veronica Cary—BlueZone Scripts Statewide Coordinator, DHS/CSD
Rebecca Radcliffe—Division Operations Manager, DHS/CSD

BlueZone Scripts are a simple extension of the BlueZone software that is used to connect to PRISM and other mainframe systems including MAXIS. These scripts automate repetitive, simple tasks such as adding and updating PRISM screens, CAAD notes, and cleaning up worklists so that workers can manage their caseload more efficiently.

This session will provide an overview of the first year accomplishments of the PRISM BlueZone Scripts Project between Minnesota counties and the State including: the technological infrastructure to develop, test, and release scripts for county use; "hackathon" coding sessions for scriptwriters to work collaboratively; verification and compliance processes for scripts in use and development; onboarding of counties as User Agencies; and a demonstration of scripts in action by county child support scriptwriters and users. Come ask questions, learn how your county can participate, and hear plans for the future.

Intended Audience: General Audience

4:30–5:30

MFSRC BUSINESS MEETING

Weidner/Clarke/Edelbrock

5:30–6:00	Cash Bar	Sunwood Center
6:00–7:00	Dinner	Sunwood Center
7:00–11:30	Dance	Sunwood Center

Tuesday, October 3, 2017

7:30–8:30	BREAKFAST	CARLSON HALL
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7:30–10:30	REGISTRATION	Front Lobby
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8:30–8:35	ANNOUNCEMENTS	Carlson Hall
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8:35–10:00	KEYNOTE: GROWING GEN Y	Carlson Hall
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Michelle Nelson—Trainer, Consultant, Facilitator

Developing and maintaining a strong, driven workforce is critical to an organization's success. This training provides insight into how the culture of communication and generational differences impact people in the work environment. Without this awareness, leaders, managers, supervisors and employees are missing opportunities to increase engagement, satisfaction and productivity.

Intended Audience: General Audience

10:00–10:15	BREAK	CARLSON HALL
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10:15–11:30	BREAKOUT SESSIONS:
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1. **CARVER COUNTY WORKFORCE CENTER -
OVERVIEW OF THE “JOBS NOT JAIL” PROGRAM**

Jennifer Stanfield—Assistant County Attorney, Carver County

Brad Braun—Workforce Center Employment Counselor, Carver County

In 2004, Carver County initiated a Child Support Work Pilot Program with the goal of helping Obligor who are unemployed look for and find employment. By doing so, the hope was that this would result in ongoing consistent support payments being paid. Since then, this program has transitioned from a pilot program into a permanent part of the Workforce Service Center and continues to be utilized by the Child Support Office, County Attorney's Office and the court system. This session will give you an overview of this successful program and answer any questions you may have about starting a similar program in your own county. More specifically, this session will discuss the initiation and implementation of the program both in the Workforce Center and in the court system. Funding ideas, forms and legal documents will be provided and discussed. Time will also be given for questions.

Intended Audience: General Audience

2. **SUPERVISING, DEVELOPING, AND LEADING PEOPLE**

Michelle Nelson—Trainer, Consultant, Facilitator

Individuals who perform their jobs really well are top contenders to become Supervisors. They know the job, they work hard and are usually well liked by their peers. However, this does not automatically translate to having effective Supervisor skills. This training will provide an overview of the role of a supervisor and strategies for effective communication and team building.

Intended Audience: Supervisors

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3. CHILD SUPPORT TASK FORCE AND FEEDBACK SESSION

Sunwood Center

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Lisa Kontz—Assistant County Attorney, Dakota County
Jodie Metcalf—Child Support Magistrate Manager
Melissa Rossow—Director of Human Services Division Legal,
Ramsey County Attorney's Office

The 2016 Minnesota Legislature established the Child Support Task Force for the Department of Human Services (DHS). See Minn. Stat. §518A.79. The charge of the Task Force is to advise the DHS Commissioner on matters relevant to maintaining effective and efficient child support guidelines that will best serve the children of Minnesota and take into account the changing dynamics of families. The Task Force began meeting in September of 2016.

Three members of the Task Force, will report on the meetings to date, explain some of the legal complications associated with the current child support guidelines, and some of the proposed changes. They will also answer any questions about the current guidelines and proposals and listen to your ideas and thoughts in this feed-back session. Specific issues to be considered are the child support guidelines (grid) and the self-support reserve, as these are the first issues on which the Task Force is focused.

Intended Audience: General Audience

4. WAGE GARNISHMENTS

University A

Terri Pongratz—Collections Officer, Nicollet County
Jeff Hoffman—Collections Officer, Benton County

Benton County and Nicollet County will share their garnishment of wages processes (information given is no way a substitute for the rules/guidelines/advice from your county attorney, court, or your agency policy). It is assumed that attendees know how to obtain and docket judgments or will inquire about that process outside of this presentation. Presentation is focused on garnishment from employer.

Intended Audience: Collection Officers, Supervisors

5. IN THE FUTURE...SYSTEMS MODERNIZATION

Alissa Harrington—System Modernization Program Lead, DHS/CSD
Jeff Jorgenson—Director, DHS/CSD
Bennett Hoffmann—Direct Services Manager, DHS/CSD
Jenna Penfield Law—Program Coordinator, DHS/CSD

Find out the latest and greatest about DHS's system modernization efforts, including the integrated service delivery system and what it means for child support. Come with suggestions and stay for a discussion of the newest news.

Intended Audience: General Audience

11:30–1:00

AWARDS LUNCHEON

CARLSON HALL

BREAKOUT SESSIONS:**1. LINDA, LISTEN TO ME**

Michelle Nelson— Trainer, Consultant, Facilitator

Do you deal with conflict? Conflict has many stages and can quickly escalate into a crisis without the proper intervention. This workshop will break down the stages of conflict and explore the granular details of the cycle that lead to escalation. Learn the dangers of counter aggression and how rapport building, verbal interventions and stress management are effective tools to manage conflict situations. This training is fun, entertaining and insightful.

Intended Audience: General Audience

2. TRACKING PERFORMANCE

Jannell Boeckermann—Human Services Supervisor, Stearns County

Andrew Pietsch—Human Services Supervisor, Blue Earth County

We are all working to find ways to track performance. This session will share how Stearns and Blue Earth Counties are using reports and Scripts to analyze unit performance.

Intended Audience: Supervisors, Child Support Staff

3. MARRIAGE 101: FROM LEAVE IT TO BEAVER TO MODERN FAMILY!

Jennifer Stanfield—Assistant County Attorney, Carver County

Fue Thao—Assistant County Attorney, Ramsey County

Sunwood Center

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Whether recognized by the U.S. government or not, people consider themselves married after a variety of cultural, religious or other ceremonies. Parents present themselves to the child support program with common law marriages, cultural marriages outside of the U.S., cultural marriages inside of the U.S., opposite sex marriages, same sex marriages, and void or voidable marriages. How do child support professionals work cases when parents say they are married, only to discover the form of marriage is not recognized by the government? What happens when parents say they were married but in another country, and they have no “documents” to prove the marriage? What effect does the Supreme Court decision in Obergefell v. Hodges have on all of this? Learn how the presenter’s County policies have changed over time to recognize the complexities and sensitivities relating to modern families. Participate in a discussion about various laws and treaties relating to modern families using an audience participation system (clickers) to figure out the best way to serve all families in a legal and respectful way!

Intended Audience: General Audience

4. MA RECOVERY 101

University A

Nancy Menssen—Estate Recovery Worker, Hennepin County

Medical Assistance Estate Recovery basics. This session will take MA recoveries to the very beginning of the process. All the basic knowledge County workers need to start the recovery process. Also tips and on-line resources for workers to reference.

Intended Audience: Collection Officers

5. FLEXIBILITY, EFFICIENCY, AND MODERNIZATION IN CHILD SUPPORT PROGRAMS: WHAT CHILD SUPPORT PRACTITIONERS SHOULD KNOW ABOUT THE NEW FEDERAL REGULATIONS

Jill Olson—Staff Attorney, DHS/CSD
Brynn Rhodes—Staff Attorney, DHS/CSD
Andrew Abruzzese—Policy Analyst, DHS/CSD

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The presentation will build on the Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs: The Final Federal Rule webinar presented by CSD in July 2017. Presenters will discuss highlights and goals of the new federal regulation and how it is intended to strengthen and update the child support program in the State. Presenters will summarize updates to the following topic areas: child support guidelines, child support, civil contempt, modifications for incarcerated parents, the quadrennial review, and case closure; and discuss the steps CSD is taking to implement these updates. The audience will be asked to participate in brainstorming on some of these topic areas.

Intended Audience: Child Support Staff, Supervisors, Attorneys

2:45–3:00

BREAK

POOLSIDE

3:00–4:30

BREAKOUT SESSIONS:

1. CSO ROUND TABLE

Tracy Pederson—Child Support Officer, Crow Wing County
Scott Orrey—SEA III, Ramsey County

Networking! Break into small groups and meet people from other counties. Talk about tried and true procedures in your county, gain some potentially new ways of doing things from other workers. Presenters will provide one topic for discussion at a time. Possible topics to include (but may not be limited to): Recreational License Suspension, AMPP, Foster Care, Intergovernmental, Bankruptcy. 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. SUPERVISOR ROUND TABLE

Lisa Burkhartzmeyer—Child Support Supervisor, Scott County
Gene Jacobson—Human Service Supervisor, Child Support Services, Hennepin County

The Supervisor roundtable is an open forum with the session speakers acting as moderators. We will discuss a variety of topics related to supervising. To get the discussion going we have two topics we can start with. 1) MA through METS referrals (how is it going and issues with solutions on how to handle these cases) and 2) The possible benefits of creating an INTAKE team (Scott County has created an NPA/PA intake team made up of CSO's and a case aide). Other topics are welcomed and encouraged. We will be gathering suggestions at the beginning of the session. Your moderators will keep us on track and keep the discussions moving forward.

Intended Audience: Supervisors

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3. MCAA ATTORNEY ROUND TABLE – HOT TOPICS

Sunwood Center

Karen Roesler—Assistant County Attorney, Hennepin County
Tonya Berzat—Chief Family Law Division, Anoka County Attorney’s Office
Jenny Ryan—Assistant County Attorney, Itasca 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 2016 and 2017. The panel will address topics such as FIDM, workman’s compensation and other hot topics. 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: General Audience

4. DHS MA ESTATE RECOVERIES

University A

Geneva Finn—SRU Manager, DHS
Greg Lulic—SRU County Liaison, DHS

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

Intended Audience: Collections Officers, Attorneys, Supervisors

5. WORKING TOGETHER TO CREATE FINANCIAL OPPORTUNITIES FOR FAMILIES

Dan King—Manager, Informatix, Inc.
Lindsay Daraitis—CSPC Manager, DHS/CSD
Mike James—Payment Specialist, DHS-CSD
Teri Nielsen— Payment Specialist, DHS/CSD
Theresa Ogreen—Senior Accounting Officer, DHS/CSD

Child Support Payment Center staff will provide updates on the newest CSD financial projects and initiatives that will impact County staff and the families we serve. Updates will include alternative payment methods, the CPOD/NSR project, and changes to the Automatic Recurring Withdrawal and NSF policies. Child Support Payment Specialists will also provide tips and tricks for navigating payment screens and adjustments. There will be a brief overview of holds, common errors, and time for Q&A.

Intended Audience: Child Support Staff, Supervisors

4:40–5:30 MCAA Meeting for Elected and Assistant County Attorneys Husky Room
5:30–7:30 Happy Hour with light snacks Poolside

DINNER ON YOUR OWN

1. TRAUMA AND THE INCARCERATED CLIENT

Lori Lofrano—DOC Child Support Liaison

This session will focus on the unique aspects of incarceration on the child support and paternity process. There will be focus on the research related to the effects of trauma on individuals and how we as professionals dealing with these cases can perhaps lessen the effects of trauma when working with these individuals and their families.

Intended Audience: General Audience

2. BUCCAL UP – EVERYTHING YOU NEED TO KNOW ABOUT GENETIC TESTING

Speaker—To be determined

This session will explain how genetic testing works (including a demonstration), provide information on AABB accreditation, inconclusive results, changes to the chain of custody form, how often are experts needed, common mistakes workers make and much more. There will also be a question and answer session.

Intended Audience: General Audience

3. RETURNING VETERANS, ADDICTIONS DUE TO PHYSICAL AND MENTAL HEALTH ISSUES AND THE IMPACT OF CHILD SUPPORT

Mark Rios—USMC Disabled Veteran, Veteran Outreach Coordinator at MNTC

In this session you will get firsthand experience from the speaker who was a returning veteran from Desert Storm while in the Marine Corps. He became a Rule 25 assessor, Social Worker and County Veteran Service Officer. The audience will gain knowledgeable insight from the veteran's perspective about Addiction, PTSD and its effects on child support from the clients he has worked with over the years.

Intended Audience: General Audience

4. PERA A TO Z

Phil Coleman—Retirement Services Coordinator, PERA

Phil will be sharing information relating to contributions, investing of those dollars, member vesting, retirement, disability and survivor benefits. We will also discuss the PERA website .

Intended Audience: General Audience

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10:30–Noon BREAKOUT SESSIONS:

1. 2017 LEGISLATIVE, CASE LAW, AND CLV UPDATE

Sunwood Center

Patrick Hest—Assistant County Attorney, Ramsey County
Lisa Kontz—Assistant County Attorney, Dakota County
Shila Walek Hooper—Chief Deputy Attorney, Isanti County

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Patrick and Lisa will discuss the new changes resulting from the 2017 legislative session that affect family law as well as some bills that did not pass but may be back in the 2018 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 2016 through September, 2017, relating to child support parentage, civil contempt, civil non-support, UIFSA, judgments, and civil procedure (both published and unpublished cases). Shila will give an update on the Comprehensive Legal Vision (CLV) workgroups.

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

2. MCRA/COLLECTIONS ROUND TABLE

University A

Scott Wotzka— TOP Coordinator/Claims Specialist, DHS
Lori Hanson—Program Trainer/Specialist, Dakota County
Nancy Menssen—Estate Recovery Worker, Hennepin County

Scott and Lori will lead discussions on collecting MAXIS claims and out of home placement parental fees. Great informal format to ask questions and learn. As a group we will also touch on collecting Detox charges and any other collection related topics. Bring your questions and if you have a great policy or procedure to share, please share with the group.

Intended Audience: Collection Officers

NOON–1:30 NEW MFSRC BOARD MEETS

UNIVERSITY A

SPEAKER BIOGRAPHIES

JIM BACKLUND (*Monday: Welfare Fraud 101*) is a Welfare Fraud Investigator for Clay County. He started with Clay County in 1991 as a Collections Officer and then became a Child Support Officer. He has been a Welfare Fraud Investigator with Clay County since 1996. He graduated from Moorhead State University with a Bachelor Degree in Criminal Justice and Political Science. He is a member of the Minnesota Fraud Investigator's Association and the United Council on Welfare Fraud.

TOM CODY (*Monday: Live Above the Line: How Our Thinking Governs Our Experience; Know How to See Things Differently: The Frame; and Work from Your True Purpose*) a co-founder of Top 20 Training, shares his unique witticisms, insights and wisdom gathered from 40 years in the classroom. His professional life has been committed to education, serving as a grade school and high school math teacher and character ed teacher from 1974 until his retirement from teaching in 2014. Tom now devotes his professional life to Top 20 Training. He has been instrumental in developing innovative curricular programs and processes at Cretin-Derham Hall High School in St Paul, Minnesota. He has coached several successful boys and girls athletic teams and was a newspaper sports columnist for over 20 years. A graduate of Colorado State University, Tom is a crossword puzzle fanatic and a deeply committed baseball fan. He and his wife Judy, also a teacher, have three sons; one is a high school math teacher.

PHIL COLEMAN (*Wednesday: PERA A to Z*) is a Retirement Services Coordinator with the Public Employees Retirement Association. Phil is responsible for one on one member training and education of the PERA retirement counselors. He coordinates through employers for outstate individual and group meetings with PERA members and employers and also conducts many of those meetings. Phil has been with PERA since 1983, serving as the disability specialist early in his career, transferring over to regular retirement in 1997, and another move to PERA Education in 2011.

PRESTON COWING (*Monday: Welfare Fraud 101*) is the Welfare Fraud Investigator for Brown and Sibley Counties in Southern Minnesota. He is also the Collections Officer and Child Support Process Server for Brown County. Preston has worked in Brown County since 1994 and joined Sibley County in 1999. He is a Past President of the Minnesota Fraud Investigator's Association; a member of the United Council on Welfare Fraud and in 2003 received his certificate as a Certified Welfare Fraud Investigator. Preston graduated from the University of South Dakota with a Bachelor's Degree in Political Science with an emphasis in Criminal Justice.

KATHLEEN HINIKER, MSW, LICSW (*Monday: Overview of Northstar Kinship Assistance*) is an Adoption and Kinship Supervisor at the Minnesota Department of Human Services, Child Safety and Permanency Division.

DR JODY JANATI (*Sunday: Healthy Self Talk = Healthy You!*) Trainer, speaker, conference facilitator... Jody Janati has an Ed.D. degree in Organizational Leadership, and a M.A. degree in Speech Communication. She currently teaches in the Communication Studies Department at the University of Minnesota. She offers a variety of public and professional workshops on conflict reduction tactics and effective communication skills throughout the year. During her academic career, she has held a number of administrative positions in higher education, taught for the MN state prison system and worked for various colleges throughout Minnesota. She is also the author of five books.

DR. BRUCE MILES (*Monday: The Art of Influence; Waaaaay Better Succession Planning*) is the owner and CEO of the Big River Group, LLC. He was an Assistant Professor and taught Graduate and Doctoral coursework in the areas of leadership, research, planning, finance and personnel. He is a national-level presenter and trainer in the areas of strategic planning, organizational improvement, organizational conflict, & difficult employees. Bruce has worked as a consultant for the past thirty one years and works with more than 8,000 participants/110 organizations each year in the areas of:

- Strategic "Chainsaw" planning
- Leadership training
- Workplace climate issues
- Personnel selection & onboarding
- Resistant employees
- Succession Planning
- Followership training
- Reducing organizational conflict
- Hiring & firing
- Differentiated coaching

MICHELLE NELSON (*Tuesday: Growing Gen Y; Supervising, Developing and Leading People; Linda, Listen to Me*) has more than 20 years of experience in behavior and crisis management. She is an associate level instructor of the Crisis Prevention Institute and certified in Life Space Crisis Prevention. In addition to her counseling and leadership skills she is well versed in team, program and organizational development. She has delivered trainings at local, state and national conferences and consulted for private and public businesses.

HEIDI OMBISA SKALLET, MSW, LISW (*Monday: Overview of Northstar Kinship Assistance*) is the Adoption and Kinship Policy Specialist at the Minnesota Department of Human Services, Child Safety and Permanency Division.

MARK RIOS (*Wednesday: Returning Veterans, Addictions due to Physical and Mental Health Issues and the Impact on Child Support*) grew up and graduated High School in Plainview, Texas, where his parents worked as migrant farm workers in the mid 1980's. Mark enjoyed playing football and track all of his life until he graduated in 1992. He then enrolled in college for one year before enlisting in the United States Marines where he served from 1994 to 1998. His primary job was Amphibious Assault Amtracker and he was stationed at Camp Lejeune, NC. He was deployed to Desert Storm in 1995 as a support unit for the Marines coming home, then was sent to Norway for another six months of deployment, training with NATO Operations.

After honorably completing his active duty years in the marines, Mark came to Minnesota and completed his four-year degree in Chemical Health Counseling. He began to work as a Rule 25 Assessor and Prevention Specialist with a non-profit agency in Ramsey, Hennepin, and Dakota counties, performing assessments for clients and veterans in detox, jails, hospitals, and community settings in order to provide assistance for those in need of treatment and recovery.

In 2007 Mark was recruited to work for Dakota County as a Chemical Health Social Worker and embraced a case load of clients who needed full assistance and guidance into their recovery efforts. He was cross trained to manage chemical health, mental health, and vulnerable adult cases on his case load. Five years later, he was recruited again by Dakota County to be a CVSO (County Veteran Service Officer). He remained in this position for more than three years, helping veterans file their state and federal claim to the VA for disabilities and other related benefits. He took many questions regarding child support in this role. He also assisted the veteran's dependents and provided presentations to local VFW, American Legion, and related veteran events to make them aware of the VA benefits available to veterans.

Mark has now joined Minnesota Adult & Teen Challenge in the efforts to bring resources and hope to those fellow veterans and their loved ones for the state of Minnesota. He is well aware of the need of resources and support that the veteran community needs in order to access treatment and reach sobriety from within their communities.

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. 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.