

A full-page background image featuring a large, curling ocean wave on the left side, with water splashing and creating white foam. The sun is low on the horizon to the right, casting a bright, golden glow across the sky and reflecting a shimmering path of light on the water's surface. The sky is a mix of blue and orange hues, with some clouds visible near the horizon.

Waves of Change, Oceans of Opportunity

Minnesota Family Support & Recovery Council
44th Annual Training Conference

October 1-4, 2017

Best Western Kelly Inn/St. Cloud Civic Center



innovate, integrate, implement

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

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GENERAL ANNOUNCEMENTS

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

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

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

COLLECTIONS WORKERS AND SUPERVISORS: DHS Special Recovery Program staff will be available at the SRU table (by registration) to help you make sure your county program is using the state resources available to run an effective and compliant program, and to answer any questions you may have.

SYSTEM MODERNIZATION: Stop by the system modernization table in the main hallway to drop off your suggestions, ask questions, and participate in an activity that will be featured at Tuesday's presentation.

MFSRC BOARD ELECTIONS: A ballot box will be located by the Registration Table in the Front Lobby next to a large ballot. For those who are unable to attend the Annual Business Meeting, you can cast your ballot at any time prior to 10:15 Tuesday morning. Please see the information about the voting process and about the people running for board positions at the end of the program. The MFSRC districts are printed on the back of the program.

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

SPONSORS include the following in alphabetical order (as of the date the program went to print):
DNA Diagnostics Center • Informatix Inc • LabCorp • Minnesota Department of Health • SMI

CLE CREDITS: The CLE options listed below are based on full attendance of the conference from October 1 to October 4:

9.75 Standard CLE credits and 3.0 Bias Credits OR
8.5 Standard CLE credits and 1.5 Bias Credits

Each session is marked. Attorneys can register online using the code 243991.

BIOS: Be sure to check your program for interesting information on several of the speakers/presenters.

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

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

DOOR PRIZES: You will receive two tickets in your conference packet for Monday evening and Tuesday's banquet. Additional tickets will be handed out at the business meeting and Tuesday hospitality. You must be present to win!

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

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

WI-FI INFORMATION: Rivers Edge Convention Center Username is Rivers Edge, Password is 0701201603. For the Best Western Kelly Inn, the Username is bw1, Password is guest.

EVALUATION FORMS

We are trying something new for evaluations this year to encourage feedback about the conference and individual sessions. You will receive daily evaluation forms in your registration packet. This daily evaluation form will include an opportunity to provide feedback about the conference and the individual sessions for that day. Please take some time to fill out the form as you complete sessions and turn the form in at the end of the day at the registration table. The table will be staffed to collect the evaluation forms 30 minutes before and after the last session. When you turn in your form, you will receive a ticket on which you can write your name, county, and phone number, then enter your ticket into a drawing for a fabulous daily prize drawing. You do not need to be present to win. If you forget to turn in the evaluation forms daily, please turn them in at the end of the conference—you will still have a chance to win the final prize on the last day! Your feedback is tremendously helpful to plan future conferences. Thank you for trying something new with us this year.

MENU

Monday, October 2, 2017

7:45–8:45	Breakfast—Sunrise Buffet • Scrambled eggs with cheddar cheese, bacon, sausage, American fries, fresh fruit, caramel rolls, muffins, and assorted beverages.	Carlson Hall
Noon–1:00	Lunch—Chef Salad • Iceberg and Romaine lettuce, turkey, ham, tomatoes, croutons, bacon bits, hard-boiled egg, cheeses, cucumbers, red onion, dressings, fresh-baked bread, and assorted beverages.	Carlson Hall
6:00–7:00	Dinner—Taco and Fajita Bar • Seasoned ground beef, seasoned and shredded chicken, grilled peppers with onions, refried beans, Spanish rice, hard and soft taco shells, lettuce, cheese, onions, tomatoes, black olives, jalapenos, guacamole, sour cream, taco sauce, chips and salsa, assorted beverages.	Sunwood Center

Tuesday, October 3, 2017

7:30–8:30	Breakfast—Good for You • Assorted yogurt cups, fruit, granola bars, muffins, and assorted beverages.	Carlson Hall
11:30–1:00	Awards Luncheon • Sautéed Chicken Breast with Roasted Garlic Cream Sauce, Yankee Pot Roast, potatoes, fresh vegetable, house salad, fresh-baked bread, dessert, and assorted beverages.	Carlson Hall
Evening meal	On your own	

Wednesday, October 4, 2017

7:30–8:30	Breakfast • Bagels, cream cheese, peanut butter, jelly and jam, fresh fruit, and assorted beverages.	Poolside
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WELCOME

On behalf of MFSRC, welcome to the 44th annual Minnesota Family Support and Recovery Council Conference! We are excited to offer another conference that incorporates skills, training, and hopefully a little fun for everyone.

This year's theme is: Waves of Change, Oceans of Opportunity. As public service employees, we strive to provide the best quality service to the citizens of Minnesota. As you all know too well, we encounter change quite often. Whether it is a change of technology, change in co-workers, change in job titles, change in case-loads, or change in the legal process, we continue to endure, learn, and function, while understanding the implications of new information, for both current and future problem-solving and decision making. I encourage you to remember the value of what you do and how important your work is to the children of this state.

Our conference begins Sunday night with Jody Janati presenting on "Healthy Talk = Healthy You", sharing what to say and do when dealing with difficult interactions. Tom Cody is our keynote speaker on Monday. His topic is "Live Above the Line: How Our Thinking Governs Our Experience". Tuesday morning's keynote speaker will be Michelle Nelson who will share "Growing Gen Y".

Don't forget to have fun and mingle with your colleagues while you are here! On Monday night enjoy a beach party theme with DJ Chopper. Feel free to dress for the part in your best beach party attire. I expect that this will go "swimmingly well". Tuesday night enjoy wine tasting while networking.

Elections are very important for MFSRC as it infuses new people and ideas into our board. We encourage you to get involved by running for a position. If you are uncomfortable with that, we appreciate your vote when it comes to electing new people for the board. Make sure to write your county on your ballot and **only** vote for the representative in your district. Do not vote for people in other districts. Your ballot will be invalid if these two steps aren't followed.

Again, enjoy yourself, learn from the sessions and networking, and let us know how we are doing by completing and returning evaluations.

In closing, I want to thank all of you for your support. For those who contributed to the conference: Thank you for your excellent work! Your hard work does not go unnoticed and you should be commended. It has been an honor serving MFSRC as the President this year. Without your dedication, this conference would not be a success.

Sincerely,

René Grisham
MFSRC President

Going the ***EXTRA MILE*** with a Passion to Serve



SMI is focused on supporting Health and Human Services agencies in the area of child support and accounting solutions management. SMI currently provides payment remittance services in 15 states.

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DHS Benefit Recovery	Scott Wotzka
MACSSA	Jami Goodrum Schwartz, Wright County
MCAA	Melissa Rossow, Ramsey County
MCRA	Nancy Menssen, Hennepin County
MN DOC	Lori Lofrano, Child Support Liaison

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: • 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: • 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	Bell/Alexander University B Sunwood Center University A Weidner/Clarke/Edelbrock
2:30–2:45	Break	Poolside
2:45–4:15	Breakout Sessions: • 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	Bell/Alexander University B Sunwood Center University A Weidner/Clarke/Edelbrock
4:30–5:30	MFSRC Business Meeting	Weidner/Clarke/Edelbrock
5:30–11:00	Cash Bar	Sunwood Center
6:00–7:00	Dinner	Sunwood Center
7:00–11:00	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	Bell/Alexander University B Sunwood Center University A Weidner/Clarke/Edelbrock
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 <i>Leave it to Beaver</i> to <i>Modern Family</i>!• MA Recovery 101• Flexibility, Efficiency, and Modernization in Child Support Enforcement Programs: What Child Support Practitioners Should Know About the New Federal Regulation	Bell/Alexander University B Sunwood Center University A Weidner/Clarke/Edelbrock
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	Bell/Alexander University B Sunwood Center University A Weidner/Clarke/Edelbrock
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	University B University A Congress State/Sunwood
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



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The Minnesota Father's Adoption Registry supports families. Established in 1998, it:

- **Protects parental rights**
 - **Provides a safety net for men who haven't established paternity**
 - **Provides a mechanism to notify men of adoption proceedings for children they may have fathered.**
 - **Gives adoptive families structure and a process to move forward.**
 - **Is a location tool for child support.**
-

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 <i>Intended Audience: General Audience</i>	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> <i>Intended Audience: General Audience</i>	Carlson Hall
10:30–10:45	BREAK	CARLSON HALL

10:45–11:45 BREAKOUT SESSIONS:

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approved

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

Bell/Alexander

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. 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

3. THE ART OF INFLUENCE

University B

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

4. PATERNITY HOT TOPICS IN CLV

Sunwood Center

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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

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

Weidner/Clarke/Edelbrock

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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

Bell/Alexander

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

University B

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

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

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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 1990s. 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/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

Weidner/Clarke/Edelbrock

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
5:30–11:00	Cash Bar	Sunwood Center
6:00–7:00	Dinner	Sunwood Center
7:00–11:00	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	Bell/Alexander
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Jennifer Stanfield—Assistant County Attorney, Carver County

Brad Braun—Workforce Center Employment Counselor, Carver County

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approved

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	University B
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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

1.25
CLE
approved

3. CHILD SUPPORT TASK FORCE AND FEEDBACK SESSION

Sunwood Center

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

Weidner/Clarke/Edelbrock

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

1:15–2:45

BREAKOUT SESSIONS:

1. LINDA, LISTEN TO ME

Bell/Alexander

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

University B

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!

Sunwood Center

Jennifer Stanfield—Assistant County Attorney, Carver County
Fue Thao—Assistant County Attorney, Ramsey County

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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 presenters’ 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

Weidner/Clarke/Edelbrock

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

Bell/Alexander

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

University B

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

The Supervisor Round Table 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 CSOs 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

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

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

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5. WORKING TOGETHER TO CREATE FINANCIAL OPPORTUNITIES FOR FAMILIES

Weidner/Clarke/Edelbrock

Dan King—Manager, Informatix, Inc.
Kelli Keller—Account Relationship Manager, US Bank
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 and the CPOD/NSR project. A representative from US Bank will provide information on the ReliaCard program. The manager of Informatix will provide an overview of payment processing and provide Minnesota-specific receipting statistics. Child Support Payment Specialists will provide information on using holds, common errors and an overview of the 2017 financial policy changes.

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

Wednesday, October 4, 2017

7:30–8:30	BREAKFAST	POOLSIDE
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8:30–10:00 BREAKOUT SESSIONS:

1. TRAUMA AND THE INCARCERATED CLIENT

University B

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

University A

Melanie S. Trapani, Ph.D., F-ABC—DNA Identity Division Director, LabCorp

As technology advances, the ability to use DNA analysis as a tool increases, both to solve crimes and to investigate familial relationships. This session explains how genetic testing works, starting with an introduction to chromosomes and DNA. Currently available DNA analysis methods will be discussed and examples of how these methods have been used to solve actual cases will be presented.

Intended Audience: General Audience

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

Congress

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

Sunwood

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

10:00–10:30 BREAK /CHECKOUT POOLSIDE

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

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

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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*) is 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 more than 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. He 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 Minnesota 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, and 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
- Succession Planning
- Followership training
- Reducing organizational conflict
- Hiring & firing
- Resistant employees
- 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 from high school in Plainview, Texas, where his parents worked as migrant farm workers in the mid 1980s. 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 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 caseload 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 caseload. Five years later, Dakota County again recruited him 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 effort 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 working with the 1st Vice Chair regarding program content and planning of the Annual Conference, as well as working with and securing vendors for the conference. 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 as the Program Committee Chair,
- 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 scheduled 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 the At Large position 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 to encourage parents to provide for their children. We are always looking for people with creative minds to join this committee.

Legislative Committee:

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

Nominations & Elections Committee:

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

Program Committee:

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

Registration Committee:

This committee runs registration for the conference. Duties include: receive all conference registration forms and payments; maintain and reconcile checkbook for deposits from registration payments and vendors and disbursements for conference expenses; keep a database of all registrant names; make name badges; organize packets for conference attendees; run the registration table at the conference site; report registration status, comments, and/or issues at Program and Board meetings; prepare an Income/Expense Statement at close of conference.

Website Committee:

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

MFSRC ELECTION INFORMATION

We want to give all members the opportunity to vote for MFSRC Board positions. A ballot box will be located by the registration table in the Front Lobby by a large ballot. We will be taking nominations from the floor at the Business Meeting on Monday and will list any additional names submitted at the Business Meeting on the large ballot. If members are not able to attend the Business Meeting, they will have the opportunity to vote until 10:15 A.M. on Tuesday.

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

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

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

2nd Vice Chair ***Tracy Pederson, Crow Wing County***

Tracy began her child support career in 1998 and has held various positions as a collections worker, SEA and CSO. She is an active participant on the MFSRC program committee, a member of the CLV group currently working on the Recreational License project as well as a member of the DHS Training Work Group. Tracy brings to these committees the perspective of the child support line worker and how things affect their day-to-day work. Tracy enjoys being part of all these committees, getting the opportunity to learn new things, as well as make a difference in how current things work. Tracy would appreciate your vote to become a member at large to continue to try and make a difference.

Treasurer ***Teri Nielsen, DHS/CSD***

Teri has been employed with DHS since 2016. She currently works as a Payment Specialist at the payment center. Prior to her employment with DHS, Teri worked as a Child Support Officer in Benton County for 16 years. She has previously served on the MFSRC Board on the Program Committee, was the Chair of the Registration Committee for three years, and served as the Treasurer for five years. Teri has missed her time on the board and would like to return. She would appreciate your support to continue her commitment to MFSRC as your Treasurer.

Holly Svea, Chippewa County

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

Secretary ***Anne Erickson, Itasca County***

Anne has been employed with Itasca County since 1988, starting out as an Account Technician for Child Support, then promoting to Child Support Officer in 1993. She left her Child Support Officer position in October of 2010 and returned as Child Support Supervisor in June of 2013. She previously served on the MFSRC Board as a Member at Large from 1993 to 1995, as Secretary from 2002 to 2009, and is currently the District 8 Representative. Anne has been involved with various committees during her time on the board. Anne would like to again serve as your Secretary for MFSRC and would appreciate your vote.

1st District *Jennifer Grausnick, Dakota County*

Jen has been with Dakota County Child Support and Collections for 17½ years after her short stint as a Child Support Officer in Washington County for four years. She started as a Child Support Specialist and was promoted to a Child Support Officer in 2000. During her time with Dakota County, she has been involved in numerous committees. Jen has great focus and drive as evident as a member of the MFSRC Board since 2011. She has served on the MFSRC Registration Committee and has continued to be a member of both the Legislative and Program Committee. Jen is also the MFSRC Awards Committee chair and MFSRC Website chair. Jen would appreciate your vote to continue her commitment to MFSRC as your First District Representative.

2nd District *Angie Hulzebos, Southwest Health & Human Services*

Angie has been employed with Southwest Health & Human Services since August 2016, but has 15 years of Collections experience from the private sector. Angie is the Collections Officer handling all Collections for Lincoln, Lyon, Murray, Pipestone, Redwood, and Rock counties in Southwest Minnesota. Angie would like to serve as District 2 Representative for MFSRC and would appreciate your vote.

Jennifer Stanfield, Carver County

Jennifer has been an Assistant Carver County Attorney working in the area of child support for 14 years. Prior to that she worked as a staff attorney in the area of child protection/child support with the Minnesota Supreme Court and as a law clerk with Ramsey County handling child support matters. She has been very active in MFSRC (past Chair person in 2014), MCAA, CLV, DHS Advisory Board and other child support related committees both in speaking and in organizational roles. Jennifer enjoys being part of MFSRC and would like to continue to be a part of this organization. She would appreciate your vote to represent the 2nd District.

3rd District *Rachelle Drakeford, Hennepin County*

Rachelle has been an attorney since 1995. She is currently an Assistant Hennepin County Attorney in the Child Support Division. In her position as a child support attorney she specializes in the areas of Child Support Constructive Civil Contempt actions, Child Support Data Privacy Issues, Incarcerated and Disabled cases, and assisting the agency in reviewing Tribal Orders for enforcement. Rachelle has been a member of the Comprehensive Legal Vision Guidelines State Work Group since 2014. Rachelle is currently seeking a second term on the MFSRC Board for the Third District.

4th District *Patrick Hest, Ramsey County*

Patrick is a proud member of MFSRC and has had the honor and privilege of being a Board member for the last several years. Patrick has been working in child support for more than 15 years and still enjoys the opportunity to help people during difficult times. He is continually amazed at the quality of the people he encounters while working as a member of MFSRC and has learned a great deal in his time as a member and as a Board member. Patrick enjoys helping to plan and staff the annual MFSRC conference and asks for your vote so that he can continue to serve on the MFSRC board.

5th District *Sandy Slocum, Anoka County*

Sandy has been employed by Anoka County since April 2012 as the Accounts Receivable and Collections Manager supervising the Accounts Receivable and Collections Officers staff. Prior to her employment with Anoka County she worked for Sherburne County as a Collections Officer for more than 15 years, collecting on Child Support, and State and County debts. Sandy has been on the MFSRC board serving as the Past Chair, Chair, Vice Chair, and 2nd Vice Chair, along with her current position as your 5th District Representative. She has also held positions with Minnesota County Recovery Association (MCRA) as Secretary, Vice President and President and has been very involved in both MFSRC and MCRA. Sandy would appreciate your vote to be able to continue to represent the 5th District.

6th District ***Jackie Wise, Morrison County***

Jackie is currently a Child Support Supervisor in Morrison County. She has worked with the child support program in various capacities, taking the supervisor position about 14 years ago. Jackie has always enjoyed the program and doing things to help keep families going. The work is ever changing and she has never found herself bored. Her favorite types of cases were always the ones involving self-employed obligors—she has always enjoyed looking for the income in tax returns (she said we can call her strange). Jackie believes that in the program, knowledge is power. It is a complicated system to navigate and the more we can help the people we work with, the more they understand why it is we do what we do. If you vote for Jackie, know that she very much appreciates it.

7th District ***Rhonda Jaeger, Becker County***

Rhonda has been a Child Support Officer in Becker County since October 1999. She started her career in Human Services in Mahanomen County working as an Account Clerk from 1995–1997 and a Child Support Officer from 1997–1999. Working in child support for 20 years, she has been involved in all aspects of cases from paternity to contempt. Currently, she is specializing in Review/Modifications, Stipulations, Pro Se Motions, Initiating Interstate, Foster Care, Redirects, and Cost-of-Living-Adjustments. She is currently serving on the CLV–Modification group and in January 2017 accepted the 7th District Representative position that was open on the MFSRC Board. Rhonda would appreciate your vote to continue to represent the 7th District on the MFSRC Board.

8th District ***Julie Thompson, Chisago County***

Julie has been with Chisago County for 18 years, most of those years with the Child Support Department. Julie is a Child Support Officer and has an enforcement case load, specializing in judgments for the department. She has been active with the CLV (Comprehensive Legal Vision Workgroup) since it was started in March 2014 and continues to participate, working towards improvements in Child Support enforcement. Serving on the MFSRC board since 2012, she looks forward to continuing to represent the interests of the membership. Julie would appreciate your vote to continue to serve on the board representing the 8th district.

Member ***James Demgen, DHS/CSD***

At Large

(vote for two)

Jim became a Policy Analyst for the DHS Child Support Division in May 2017. He initially came to DHS as a Child Support Trainer in 2015. Prior to arriving at DHS, Jim worked for more than 22 years at Hennepin County, six as a Financial Worker followed by 16 as a Child Support Officer. He was appointed to the MFSRC Board in December 2016 and assigned to the Program Committee. Jim has thoroughly enjoyed serving on the Board and would appreciate your vote to continue his service.

Rhonda Meyers, Hennepin County

Rhonda has been with Hennepin County for ten years, the first six years as a Human Services Representative and the past four years as a Child Support Officer in the enforcement area. She has participated on various Boards and committees. She is a previous MFSRC board member and would like to continue to serve. Rhonda was the Hennepin County representative for MFWCAA (Minnesota Financial Workers and Case Aid Association) for four years and helped plan the conferences.

Amy Overacker, Anoka County

Amy started in Anoka County in January of 2015 as a Child Support Enforcement Officer. After attending the 2015 and 2016 MFSRC conferences, she joined the Program Committee in 2016 and was a Track leader for the Enforcement sessions. She looks forward to continuing to help advance MFSRC any way she can. With a Bachelor of Science in Psychology, she has held many different types of non-governmental jobs working in human services over the last nine years. Amy would like the opportunity to serve on the Board so she can further use her strengths to promote positive experiences in MFSRC; which she will use to improve interactions for the participants and County workers.



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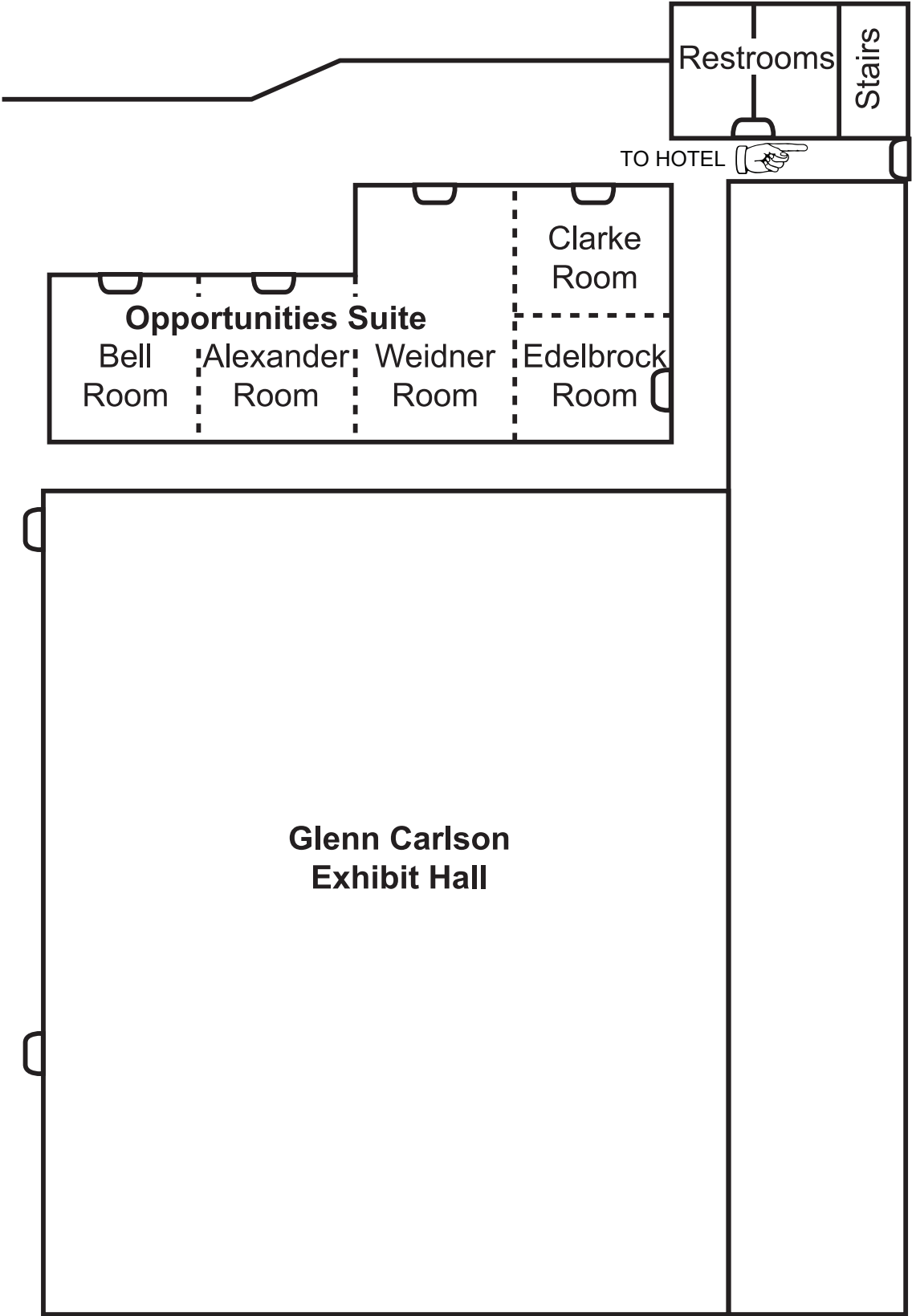
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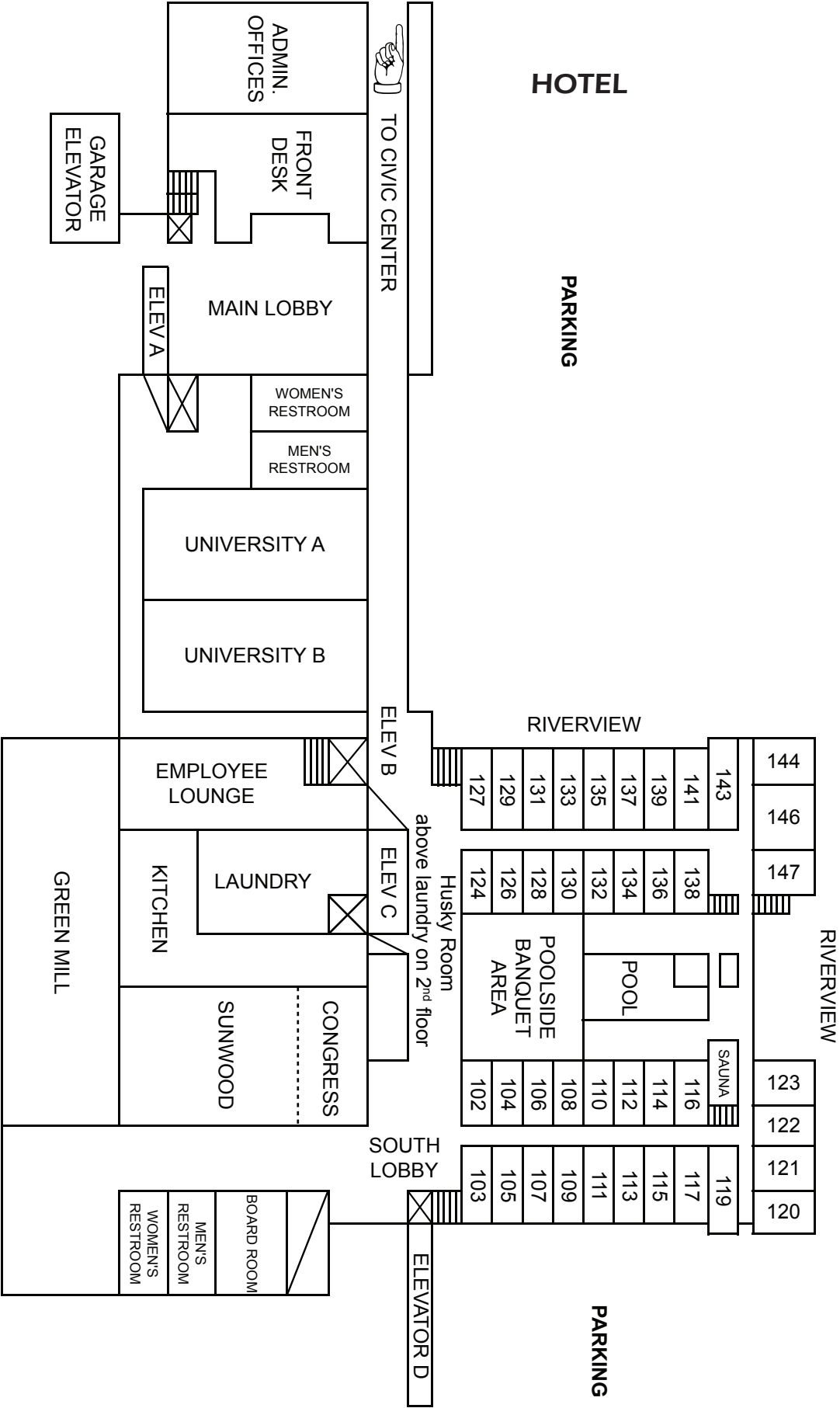
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Meeting Room Locations

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Meeting Room Locations



MFSRC PAST CHAIRPERSONS

1973–1974 Dennis E. Maher
1974–1975 Thomas B. Humphrey Jr.
1975–1976 Doug Boler
1976–1977 Raymond F. Schmitz
1977–1978 Richard Risley
1978–1979 Thomas Sjorgren
1979–1980 Larry Oberg
1980–1981 Kay Dunkelberger
1981–1982 Lou Anderson
1982–1983 Pat Krauth
1983–1984 Trish Marty-Villaume
1984–1985 Maila Hedin
1985–1986 Jan Parker
1986–1987 Fred Buck
1987–1988 Jeff Ring
1988–1989 Kathy DeNeui
1989–1990 Myrna Rock
1990–1991 Jerry Schroeden
1991–1992 Connie Freemyer
1992–1993 Luci Bowen
1993–1994 Maila Hedin
1994–1995 Cherié Mattson
1995–1996 Grant Forsyth
1996–1997 Martha Kindseth
1997–1998 Sandi Anderson/Sandra Torgerson
1998–1999 Grant Forsyth
1999–2000 Sandy Zarembinski
2000–2001 John Speakman
2001–2002 Theresa Olson
2002–2003 Cherié Mattson
2003–2004 Sandy Thorne
2004–2005 Rich Thielman
2005–2006 Bob Tipp
2006–2007 Julie Erickson
2007–2008 Juan Martinez
2008–2009 Jenna Penfield
2009–2010 Sandy Slocum
2010–2011 Melissa Rossow
2011–2012 Jolene Annen
2012–2013 Lori Lofrano
2013–2014 Jennifer Stanfield
2014–2015 Shila Walek
2015–2016 Nathan Neuhart



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- Important information critical to child support case management on the MR&C birth record summary.
- Daily birth data files that populate fields on the PRISM system.
- Paternity information integrated into the birth registration process at hospitals.
- Paternity documents that fill-in and print from the record in MR&C.
- Automated filing for most paternity documents.
- Imaging and data capture for paternity documents filed through the automated process.
- Efficient filing of paternity documents—less than 3 days.
- Communications sent to all signers when paternity documents are revoked, vacated, or rejected.
- Court-ordered adjudications filed and birth records replaced with legal parents' information.
- Quick fulfillment of certificates and data requests.
- A voice at the national level to help improve data sharing across jurisdictions for interstate cases.

THANK YOU!

MFSRC Districts

