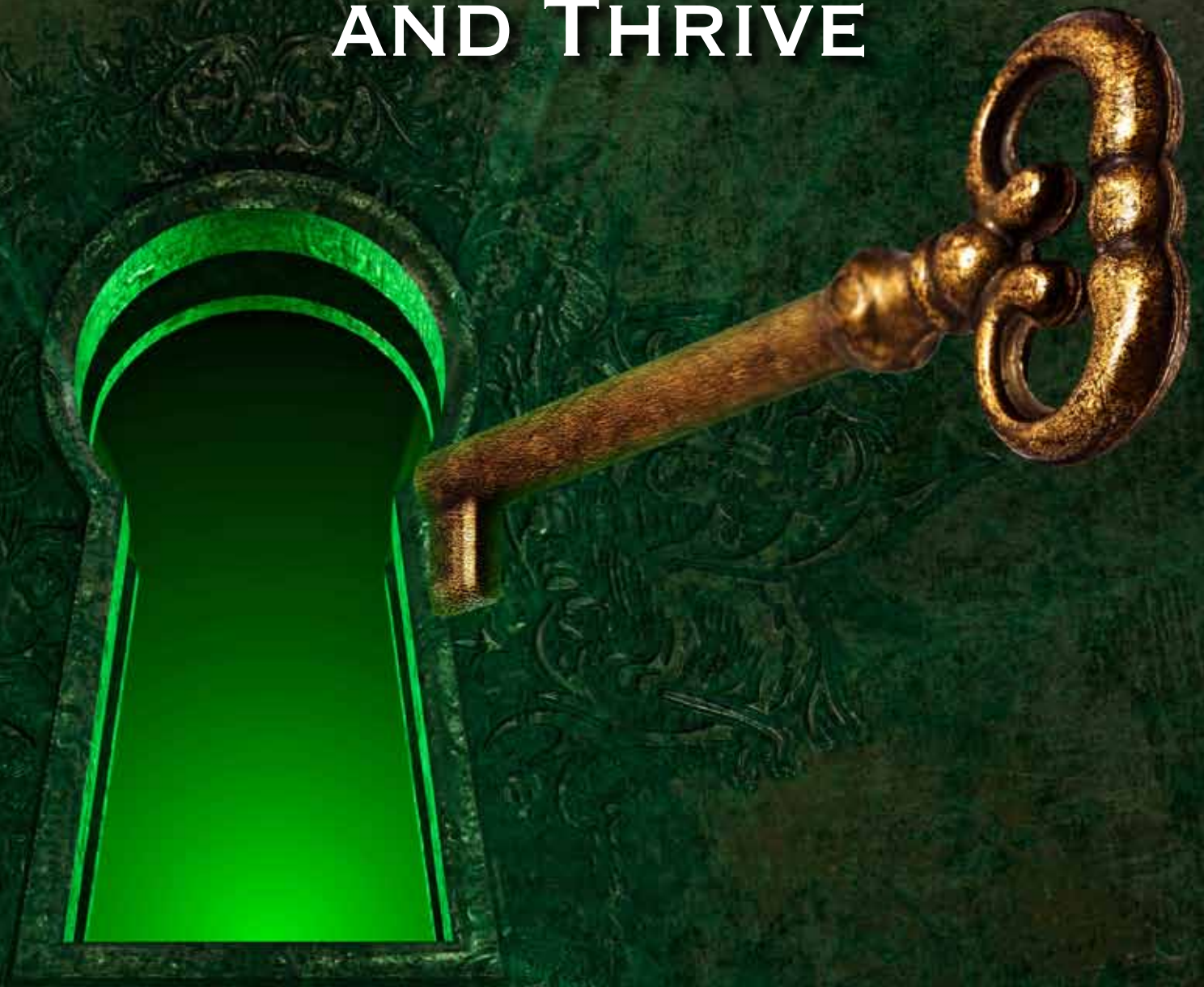


# UNLOCK YOUR POTENTIAL AND THRIVE



MINNESOTA FAMILY SUPPORT & RECOVERY COUNCIL  
46<sup>TH</sup> ANNUAL TRAINING CONFERENCE

OCTOBER 6–9, 2019

BEST WESTERN KELLY INN/ST. CLOUD CIVIC CENTER



# innovate, integrate, implement

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You Serve the Public. We serve you. **It's that simple.**

# WELCOME

On behalf of the Minnesota Family Support and Recovery Council, I would like to welcome you to the 46<sup>th</sup> Annual MFSRC Conference.

This year's theme is "Unlock Your Potential and Thrive!" A key to unlocking your potential is self-care. A couple of sessions will help you do just that. Our keynote speaker on Tuesday is Roxane Battle, former local newscaster and current author. She is the author of "Pockets of Joy" which focuses on finding happiness in our lives. On Wednesday, we are offering a session on self-care. Taking care of oneself mentally, physically and emotionally allows a person to be their best, show a sense of caring and effectively help others. When we take care of ourselves, we are then able to take care of others both personally and professionally.

"Nobody cares how much you know, until they know how much you care."

—Theodore Roosevelt, 26<sup>th</sup> President of the United States

Other sessions offered include helping veterans, the opioid crisis and back by popular demand, the poverty simulation. All of which will be extremely interesting and helpful with our everyday work.

Although the focus of the conference is training, there is also room for some fun! We have networking opportunities that allow us to connect with others across the state and share our experiences and ideas. On Sunday night, we have networking including appetizers. On Monday night, we will have dinner and a night of entertainment—escape rooms and trivia. On Tuesday, please join us for happy hour before heading out for dinner on your own.

It has been an honor to serve as president of this amazing organization. Thank you to the board and program committee for all their work. Your dedication does not go unnoticed and without it, this conference would not be possible. As you see board and program members throughout the conference, please take a moment to say thank you to them to show that their efforts are appreciated.

Enjoy and thrive!

Valisa McKinney  
MFSRC President

## 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 Unit (SRU) 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. They will have draft probate and TODD enforcement packets to share, and welcome feedback.

**DHS CHILD SUPPORT DIVISION:** Staff from various units in the DHS Child Support Division will be available at tables in the main lobby at various times to discuss your ideas and suggestions, and to answer questions. A schedule will be posted by the table. Please stop by and chat!

**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.

**LANYARDS:** To help you identify board members and speakers, we are using colored lanyards this year. Board members will wear pink, speakers will wear green, and all other attendees will wear blue.

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

CLEAR • Conduent • DNA Diagnostics Center • Informatix Inc • LabCorp

**CLE CREDITS:** We are excited to offer more CLE credits than ever this year, including both Elimination of Bias credits and Ethics credits. Attorneys will have multiple sessions to choose from during several of the session times, with a particular focus on maximizing CLE credits on Super CLE Day, Monday, October 7. Attorneys should pick up a handout at the registration desk for details on the registration code and a breakdown of all the CLEs available. The MFSRC Conference Program also has the CLEs listed in the detailed program section.

**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](http://www.mfsrc.org). Printed Handouts will not be available at the conference.

**DOOR PRIZES:** Tickets will be handed out at Monday's business meeting and MCCA meeting and at Tuesday's award luncheon and hospitality. There will also be prizes Monday evening for the winning trivia teams and best time for the Escape Rooms. You must be present to win.

**HOSPITALITY:** Sunday evening appetizers provided in the pool area. Monday evening's events will be in the Sunwood Center with a cash bar, trivia, and escape rooms. 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 (case sensitive), the password is 0701201804. For the Best Western Kelly Inn, the Username is stcloudbwki, the password is fallishere.

## EVALUATION FORMS

MFSRC values your feedback about the conference and individual sessions. Our evaluation process allows us to learn what attendees liked, what they didn't, and what they would like to see in the future.

New this year, conference attendees will complete evaluations online using their own laptop, tablet, or phone. We ask that evaluations be completed daily, but they will remain available until close of business on Friday, October 11, 2019 for those of you who do not have access to technology at the conference.

We will still have daily prizes for completed evaluations. You must include your name on your evaluation to be entered in prize drawings, but names will always be kept separate from responses. Prizes will be mailed to the winners the week after the conference and the winners will be announced on the website.

Many years ago, our handouts and materials went online. Moving our evaluations online as well allows us to gather higher quality real-time feedback while conserving financial and environmental resources—paper evaluations use a lot of paper and a lot of people time to tabulate the information! We hope you find the online evaluations to be an easy and convenient way to provide the feedback that is extremely important to the success of our conference.

Go to [www.surveymonkey.com/MFSRC2019](http://www.surveymonkey.com/MFSRC2019) to complete your evaluation. There will be one evaluation which will include sessions for each day of the conference and the overall conference evaluation. Please complete the evaluation each day if possible.

# MENU

## Monday, October 7, 2019

7:45–8:45	Breakfast—Sunrise Buffet • Scrambled eggs with cheddar cheese, bacon, sausage, American fries, fresh fruit, caramel rolls, assorted pastries, muffins, and assorted beverages.	Carlson Hall
Noon–1:00	Lunch—Chef Salad • Iceberg and romaine lettuce, julienne turkey, ham, tomatoes, croutons, bacon bits, hard boiled eggs, cheeses, cucumbers, red onions, assorted dressings, freshly baked bread and assorted beverages.	Carlson Hall
6:00–7:00	Dinner—All American Buffet • Grilled chicken breasts, burgers, brats, potato salad, baked beans, chips, assorted sliced cheeses, lettuce, tomato, onions and pickles and assorted beverages.	Sunwood Center

## Tuesday, October 8, 2019

7:30–8:30	Breakfast • Thick cut French toast with hot maple syrup, scrambled eggs, breakfast ham, fresh-cut fruit, 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 9, 2019

7:30–8:30	Breakfast • Assorted muffins, donuts, pastries, hard-boiled eggs, and assorted beverages.	Poolside
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Child support agencies coast-to-coast trust us to help deliver the industry's broadest portfolio of child support solutions, including:

- State Disbursement Units
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- Business Intelligence
- Business Process Reinvention

Conduent is proud to sponsor the 46th MFSRC Annual Conference.

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## MFSRC BOARD MEMBERS 2018–2019

Chairperson	Valisa L. McKinney, Child Support Magistrate, 2 <sup>nd</sup> Judicial District
First Vice Chair	Tracy Beehler, Crow Wing County
Second Vice Chair	Amy Overacker, Anoka County
Past Chairperson	Lori Hanson, Dakota County
Secretary	Ann Erickson, Itasca County
Treasurer	Holly Svea, Chippewa County
1 <sup>st</sup> District	Jennifer Grausnick, Dakota County Lisa Kontz, Dakota County
2 <sup>nd</sup> District	Jessica Dettmann, Carver County Jolene Annen, Scott County
3 <sup>rd</sup> District	Rachelle R. Drakeford, Hennepin County Carrie Segebrecht, Hennepin County
4 <sup>th</sup> District	Patrick Hest, Ramsey County Stacy Runkle, Ramsey County
5 <sup>th</sup> District	Sandy Slocum, Anoka County Angela Petroske, Sherburne County
6 <sup>th</sup> District	Carrie Gilbertson, Renville County Kimberly Johnson, Wright County
7 <sup>th</sup> District	Rhonda Jaeger, Becker County Sandy Thorne, Clay County
8 <sup>th</sup> District	Julie Thompson, Chisago County Jennifer Ryan, Itasca County
Members at Large	Juan Martinez, Clay County Holly Mikeworth, Isanti County Kirsten Simonds, Stearns County James Demgen, DHS/CSD

### Appointed Members

DHS/CSD	Michelle Schreifels
DHS Benefit Recovery	Scott Wotzka
MACSSA	Jami Goodrum Schwartz, Wright County
MCAA	Melissa Rossow, Ramsey County
MCRA	David Lovik, Scott County
MN DOC	Lori Lofrano, Child Support Liaison
Tribal Representative	Jamie Wirth, White Earth Nation

## PROGRAM AT A GLANCE

### Sunday, October 6, 2019

5:00–7:00	Registration	Front Lobby
6:30–8:00	The Opioid Crisis in Minnesota	Sunwood Center
8:00–10:00	Networking	Poolside

### Monday, October 7, 2019

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	<b>KEYNOTE:</b> ECHOES OF WAR: COMBAT VETERANS IN THE LEGAL SYSTEM AND HOW WE CAN DO A BETTER JOB THIS TIME AROUND Brock Hunter	Carlson Hall
10:30–10:45	Break	Carlson Hall
10:45–11:45	Breakout Sessions: <ul style="list-style-type: none"> <li>• 2019 Federal, State, and County Perspectives of the IV-D Program</li> <li>• State Perspective for County Collectors (MCRA)</li> <li>• The Intersection of Child Protection and Child Support</li> </ul>	Carlson Hall University A Sunwood Center
Noon–1:00	Lunch	Carlson Hall
1:00–2:30	Breakout Sessions: <ul style="list-style-type: none"> <li>• Child Support and Public Assistance 101</li> <li>• Then There Were 5</li> <li>• Safety Concerns and Domestic Violence Screening</li> <li>• Public Assistance Overpayments</li> <li>• CSO PEA Workshop</li> </ul>	Weidner/Clarke/Edelbrock University B Sunwood Center University A Bell/Alexander
2:30–2:45	Break	Poolside
2:45–4:15	Breakout Sessions: <ul style="list-style-type: none"> <li>• Line Staff Roundtable</li> <li>• Supervisor Roundtable</li> <li>• County Attorney Roundtable</li> <li>• Collections Roundtable</li> <li>• Child Support Portal Alphabet Soup</li> </ul>	Bell/Alexander University B Sunwood Center University A Weidner/Clarke/Edelbrock
4:30–5:30	Meetings: <ul style="list-style-type: none"> <li>• MFSRC Business Meeting</li> <li>• MCAA Meeting for Elected and Assistant County Attorneys: Civility in the Legal Profession</li> </ul>	Weidner/Clarke/Edelbrock  Husky
5:30–11:00	Cash Bar	Sunwood Center
6:00–7:00	Dinner	Sunwood Center
7:00–11:00	Networking, Trivia, and Clues. Oh My!	Sunwood Center

## Tuesday, October 8, 2019

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	<b>KEYNOTE:</b> SEVEN STEPS TO FINDING JOY: HOW TO TAP INTO AUTHENTIC HAPPINESS Roxane Battle	Carlson Hall
10:00–10:15	Break	Carlson Hall
10:15–11:30	Breakout Sessions: <ul style="list-style-type: none"><li>• Child Support and Incarceration 101 and 102</li><li>• Supervision 101—A Deeper Dive</li><li>• Technology and Social Media Ethics</li><li>• Bankruptcy</li><li>• Child Support Task Force and CSD Community Outreach Update</li></ul>	Weidner/Clarke/Edelbrock University B Sunwood Center University A Bell/Alexander
11:30–1:00	Awards Luncheon	Carlson Hall
1:15–2:45	Breakout Sessions: <ul style="list-style-type: none"><li>• Fun Facts of Tribal Child Support</li><li>• Avoiding Pitfalls When Hiring</li><li>• The Practical Application and Pitfalls of the Parenting Expense Adjustment</li><li>• DHS MA Estate Recoveries and Probate (<i>part one</i>)</li><li>• Face the Facts: Understanding Urban Poverty (<i>first of two optional times—limited to 50 attendees</i>)</li></ul>	Weidner/Clarke/Edelbrock University B Sunwood Center University A Bell/Alexander
2:45–3:00	Break	Poolside
3:00–4:30	Breakout Sessions: <ul style="list-style-type: none"><li>• DHS/CSD Innovations</li><li>• Performance Management: Making the Most of Your Human Resources</li><li>• Child Support Legal 101: The Quiz Show</li><li>• DHS MA Estate Recoveries and Probate (<i>part two</i>)</li><li>• Face the Facts: Understanding Urban Poverty (<i>repeat of 1:15 session—limited to 50 attendees</i>)</li></ul>	Weidner/Clarke/Edelbrock University B Sunwood Center University A Bell/Alexander
5:30–7:30	Happy Hour with light snacks Dinner on your own	Poolside

## Wednesday, October 9, 2019

7:30–8:30	Breakfast	Poolside
8:30–10:00	Breakout Sessions: <ul style="list-style-type: none"><li>• Understanding the Role of Implicit and Explicit Bias: How to Grow a Welcoming and Inclusive Work Culture</li><li>• Re-Organization</li><li>• Keys to Self-Care</li></ul>	Sunwood/State University A Congress
10:00–10:30	Break/Check Out	Poolside
10:30–Noon	Breakout Sessions: <ul style="list-style-type: none"><li>• 2019 Legislative, Case Law, and CLV Update</li><li>• Out-of-home Placements and Fee Determinations</li></ul>	Sunwood Center University A
12:15–1:30	**New MFSRC Board Meets**	University B



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- **Knowledgeable, Caring Case Managers**
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# MFSRC'S ANNUAL TRAINING CONFERENCE PROGRAM

## Sunday, October 6, 2019

5:00–7:00      **REGISTRATION**      **Front Lobby**

6:30–8:00      **THE OPIOID CRISIS IN MINNESOTA**      **Sunwood Center**

Rick Moldenhauer—Human Services Program Consultant/State Opioid Treatment Authority, Behavioral Health Division, DHS

1.5  
CLE

*This course of instruction will discuss patterns and prevalence of opioid use (heroin and diverted pharmaceuticals, along with methamphetamine) in Minnesota. Special attention will be paid to the greatest demographic impacts such as geographic location, race, and disparity of presentation in treatment admissions. After review of demographics and treatment admission, discussion will turn to symptoms of intoxication and withdrawal with focus on differential assessment and diagnosis.*

Intended Audience: General Audience

8:00–10:00      **Networking**      **Poolside**

## Monday, October 7, 2019

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:**  
**ECHOES OF WAR: COMBAT VETERANS IN THE LEGAL SYSTEM AND HOW WE CAN DO A BETTER JOB THIS TIME AROUND**      **Carlson Hall**

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CLE  
Bias

Brock Hunter—Attorney, Veteran's Court Initiative, Veteran's Defense Project

*The number of military veterans and service members in the criminal justice system has increased significantly over the past several years. This presentation will explore the realities of combat trauma, its emerging history, and how, untreated, it can lead veterans into contact with the legal system. It will also cover ways in which the legal system is responding to doing a better job in dealing with the generation of veterans than we have done in the past. Many counties are utilizing Veteran's Courts to assist veterans in receiving treatment and probation vs. incarceration. Understand the struggles veterans have today, which affect their ability to pay child support, and learn what we might be able to do to help.*

Intended Audience: General Audience

10:30–10:45      **BREAK**      **CARLSON HALL**

**10:45–11:45 BREAKOUT SESSIONS:**

**1. 2019 FEDERAL, STATE, AND COUNTY PERSPECTIVES OF THE IV-D PROGRAM**

**Carlson Hall**

Tami Masuca—Program Specialist, Administration for Children and Families, US Department of Health and Human Services, OCSE  
Shaneen Moore—Director, DHS/CSD  
Ruth Sundermeyer—Retired Supervisor, Aitkin County

1  
CLE

*Join us for a presentation on the current status of our Federal and State of Minnesota Child Support programs. Speakers will present from each of their own perspectives, a historical view as well as a view forward of accomplishments, goals and initiatives relating to the highly complex program administration and equally complex legal aspects of the IV-D program. Former supervisor of Aitkin County, Ruth Sundermeyer, will speak on “Growing our Own Replacements” and how she believes agencies can and should prepare for the loss of staff by training new staff and encouraging growth within right from the start.*

Intended Audience: All Child Support Professionals

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

Scott Wotzka—TOP Coordinator/Claims Specialist, DHS  
Joann Parten—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 2019 MAXIS 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

**3. THE INTERSECTION OF CHILD PROTECTION AND CHILD SUPPORT**

**Sunwood Center**

Rebecca Morrisette—Assistant County Attorney, Hennepin County  
Jennifer Ryan—Assistant County Attorney, Itasca County

1  
CLE

*This session will discuss the ways child protection and child support intersect from the establishment of paternity and child support to the suspension of support obligations if obligors become caregivers of their children or their parental rights are voluntarily or involuntarily terminated. There will also be discussion about the timing, best forum and methods for establishing paternity when child protection is open and best practices and ways to share information between child protection and child support to ensure that the best interests of children are protected when domestic violence is involved or adoption is likely.*

Intended Audience: Attorneys

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**NOON–1:00**

**LUNCH**

**CARLSON HALL**

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**1:00–2:30**

**BREAKOUT SESSIONS:**

**1. CHILD SUPPORT AND PUBLIC ASSISTANCE 101 Weidner/Clarke/Edelbrock**

Molly Carlton—Interim Supervisor Cash Unit, Ramsey County  
Ginny Haves—Financial Worker 3/Lead Worker in MFIP/CCAP Unit, Ramsey County

*This information session will touch on the basics of GA/MSA, MFIP, and CCAP programs. We will be discussing eligibility, ongoing case management processes, child support requirements, and how child support can affect these programs.*

Intended Audience: General Audience

**2. THEN THERE WERE 5**

**University B**

Nancy Walker—Deputy Director, Southwest Health and Human Services

*Work-life expectancy is expanding, and organizational careers don't look the way they did before. This presentation will cover the now five generations in the workplace; their attributes, their influences, what they expect from the workplace, how to prevent workplace tension, and what different approaches managers can do to motivate them. As supervisors, we are charged to recruit staff, engage with staff, and act as mediators between staff. Understanding the five generations is must in order to effectively communicate, relate and motivate employees in today's workplace. Inclusivity needs to underscore every interaction you have with your workforce. Supervising has a role to cultivate an environment that promotes diversity of thought throughout your organization. The goal of this presentation is to provide a thorough viewpoint of each generation, strategies to motivate each generation in the workplace, and how to blend generations in the workplace. A must for any professional.*

Intended Audience: Supervisors

**3. SAFETY CONCERNS AND DOMESTIC VIOLENCE SCREENING Sunwood Center**

Melissa Froehle—Staff Attorney, DHS/CSD

Francine Mocchi—County Attorney Division Chief, Family Law Division, Anoka County

Johanna Klinkner—Manager of Community Advocacy, Anna Marie's Alliance

*Child support has a unique role in reducing the risk of violence and helping survivors achieve economic independence. Come discover new concerns about confidential addresses in cases that have safety concerns; learn what to focus on to increase victim safety while accessing the child support program; and improve the effectiveness at establishing and enforcing orders for victims.*

Intended Audience: Attorneys, Child Support Staff, Supervisors

**4. PUBLIC ASSISTANCE OVERPAYMENTS**

**University A**

Scott Wotzka—Treasury Offset Program Coordinator/Claims Specialist, DHS

Joann Parten—Treasury Offset Program Specialist, DHS

*Staff from the Department of Human Services, Economic Assistance and Employment Supports Division will train on collecting on MAXIS Overpayments, and open Q and A.*

Intended Audience: Collection Officers, Supervisors

**5. CSO PEA WORKSHOP**

**Bell/Alexander**

Tara Borton—Staff Attorney, DHS/CSD

Mary VanNevel—Trainer, DHS/CSD

Kim Foster—Help Desk Policy Lead, DHS/CSD

Melissa Fischer—Team Lead, Program Support Unit, DHS/CSD

*It's been more than a year since the new Parenting Expense Adjustment (PEA) law took effect. Geared towards line staff, this session will provide a short PEA refresher followed by an interactive group workshop where child support staff will convert court-ordered parenting time language into overnights. We will discuss trends and issues encountered in counting overnights and applying PEA in child support cases.*

Intended Audience: Child Support Staff, Supervisors

1.5  
CLE

1.5  
CLE

**2:30–2:45**

**BREAK**

**POOLSIDE**

**BREAKOUT SESSIONS:**

**1. LINE STAFF ROUNDTABLE**

**Bell/Alexander**

Tracy Beehler—Child Support Officer, Crow Wing County

*A true child support roundtable. Small group discussion in an effort to exchange information on processes and procedures used within your agencies. Come prepared to discuss your program and share information as well as ask questions of others in relation to topics set before you. What works? What hasn't worked? Share experiences and lessons learned. The goal is that participants in this session will be able to return to their offices with potentially new ideas and approaches to their case-work.*

Intended Audience: Child Support Staff

**2. SUPERVISOR ROUNDTABLE**

**University B**

Jodi Krueger—Child Support Supervisor, Mower County

Elizabeth Watson—Supervisor, Anoka County

Amy Marty—Supervisor, Beltrami County

*We will discuss topics submitted through the Northern, Southern, and Metro supervisors groups. We are facilitating what we hope to be some lively discussions regarding topics on the minds of supervisors around the state. Bring your questions/discussion items and best practices to share. This is always a popular session with a great deal of sharing on a variety of topics. Hope to see you there!*

Intended Audience: Supervisors

**3. COUNTY ATTORNEY ROUNDTABLE**

**Sunwood Center**

Jennifer Cooklock—Assistant County Attorney, Carver County

Barb McFadden—County Attorney, Kanabec County

Jessica Raymond—Policy Analyst, DHS/CSD

Chuck Weber— Assistant County Attorney, Hennepin County

*Topics to be discussed will include: (1) Contempt and the ability to pay determination: alternatives; factors to consider at first stage and second stage hearings; scenarios. (2) Enforcement of child support orders from foreign countries; real case example. Discussion of how Hague convention or bilateral agreements relate to UIFSA enforcement; what to do if registration of foreign order is challenged. (3) The status of the 2018 version of the Uniform Parentage Act, and much more! This session is about sharing new and old ideas, asking questions and finding solutions together!*

Intended Audience: Attorneys, Child Support Staff, Supervisors

**4. COLLECTIONS ROUNDTABLE**

**University A**

Beth Bisciglia—Collections Supervisor, Dakota County

Lori Hanson— Program Trainer/Specialist, Dakota County

*The roundtable will have a little different format this year. Using the "World Café" format, we will ask questions giving participants an opportunity to share ideas and learn new information. Questions and ideas for discussion will be gathered from MCRA members prior to conference.*

Intended Audience: Collection Officers, Supervisors

1.5  
CLE



**5. CHILD SUPPORT PORTAL ALPHABET SOUP Weidner/Clarke/Edelbrock**

Lydia Monahan—Interstate Central Registry Lead, DHS/CSD  
Shelly Hockaday—Trainer, DHS/CSD

*Join us to find out how the letters of the alphabet can help you process your intergovernmental cases more efficiently! A representative from the Federal Office of Child Support Enforcement will complete live demonstrations of the tools available through the Child Support Portal. The session will cover applications available for Minnesota to use from the Electronic Document Exchange (EDE) application to the Query for Interstate Cases for Kids (QUICK) application and more.*

Intended Audience: Child Support Staff, Supervisors

**4:30–5:30**

**MEETINGS:**

**1. MFSRC BUSINESS MEETING Weidner/Clarke/Edelbrock**

**2. MCAA Meeting for Elected and Assistant County Attorneys: Husky Room  
CIVILITY IN THE LEGAL PROFESSION**

Lisa Kontz—Child Support Enforcement Division Head, Dakota County  
Melissa Rossow—Director, Human Services Legal Division, Ramsey County  
Dana McKenzie—Attorney and Qualified Neutral, Cheney-Hatcher & McKenzie  
Resolution Center

*The line between zealous advocacy and behavior that is inappropriate and beneath the practice can be a fine one. The ABA Rules of Professional Conduct can be used as guiding principles of civility in the practice of law. Discover effective and ethical tools for managing incivility.*

Intended Audience: Attorneys

**5:30–11:00**

**Cash Bar**

**Sunwood Center**

**6:00–7:00**

**Dinner**

**Sunwood Center**

**7:00–11:00**

**Networking, Trivia, and Clues. Oh My!**

**Sunwood Center**

*Join us for a fun night of networking, escape rooms, and trivia.  
Win prizes and bragging rights alongside your Child Support and Collection colleagues.*

1.0  
CLE  
Ethics

## Tuesday, October 8, 2019

**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:  
SEVEN STEPS TO FINDING JOY:  
HOW TO TAP INTO AUTHENTIC HAPPINESS Carlson Hall**

1.5  
CLE

Roxane Battle

*Life is hard. For all of us. That's a fact. But what if we could find joy during difficult times? What if there was a way to smooth out the lumps of life and experience authentic happiness, even when, especially when, life gets hard? In this engaging and highly inspirational keynote, popular Twin Cities television personality and award-winning author Roxane Battle shares her Seven Steps to Finding Joy, based on her own life story and best selling book, Pockets of Joy. Roxane knows first-hand happiness can be found and here's a hint: it's an inside job.*

Intended Audience: General Audience

**10:00–10:15 BREAK CARLSON HALL**

**10:15–11:30 BREAKOUT SESSIONS:**

**1. CHILD SUPPORT AND INCARCERATION  
101 AND 102 Weidner/Clarke/Edelbrock**

Lori Lofrano—Child Support Liaison, Department of Corrections

*This session will provide an overview as to the best practices for working a case where a party is incarcerated. We will also discuss some new issues and best practices, including interstate wage jobs and how they can affect child support and some new programs in Minnesota prisons to help address needs of this unique population.*

Intended Audience: Child Support Staff, Supervisors

**2. SUPERVISION 101—A DEEPER DIVE University B**

Leah Bruch—Economic Support Supervisor, Washington County  
Lisa Burkhardtmeier—Child Support Supervisor, Scott County  
Linda Olson—Program Supervisor, Dakota County  
George Mietzner—Family Support and Assistance Program Manager,  
Olmsted County

*Join us for a continuation of last year's presentation—Three Ls and an R of Supervision. The three "Ls" will be joined by George Mietzner who is taking the "Rs" place as Ruth has retired after many, many years in Child Support. George has spent many hours developing an onboarding Excel spreadsheet which covers onboarding and initial training plans.*

*This year we will answer the questions that were submitted after the session. It will include onboarding new employees along with initial training plans; an interactive segment on "What would you do"; Leadership—building your bench; and more on team building.*

**\*\*\*\*It is not necessary to have attended last year's session to attend this session!  
ALL ARE WELCOME!**

Intended Audience: Supervisors

### 3. TECHNOLOGY AND SOCIAL MEDIA ETHICS

Sunwood Center

Siana Chaudhary Brand—Senior Assistant Director,  
Office of Lawyers and Professional Responsibility

1.25  
CLE  
Ethics

*Love it or hate it, technology and social media are here to stay. The headlines showcase pitfalls on a daily basis. Office of Lawyers Professional Responsibility joins us to discuss what attorneys need to be aware of in these ever changing areas.*

Intended Audience: Attorneys, Child Support Staff, Supervisors

### 4. BANKRUPTCY

University A

Stephen Behm—Attorney, Behm Law Group, LTD.

1.25  
CLE

*This session will be a Q&A surrounding the topic of bankruptcy, particularly in the world of Collections. What is dischargeable and what is not? What is the difference between Chapter 7 and Chapter 13? What are the implications on enforcement remedies?*

Intended Audience: Collection Officers, General Audience

### 5. CHILD SUPPORT TASK FORCE AND COMMUNITY OUTREACH UPDATE

Bell/Alexander

Jessica Raymond—Policy Analyst, DHS/CSD  
Kim Foster—Team Lead, Policy Help Desk, DHS/CSD  
Guy Bowling—Program Manager, Father Project

*This is a combined session to provide updates on the Child Support Task Force and the Child Support Division's current community outreach efforts. The Child Support Task Force was created by the Minnesota Legislature in 2016 to advise the commissioner of DHS on matters relevant to maintaining effective and efficient child support guidelines. The task force submitted its final report in July of 2019 and it contains a number of recommendations on how the guidelines may be improved to best serve Minnesota families. This session will provide an overview of the work and recommendations of the task force as well as a comprehensive update on the Child Support Division's most recent community engagement work with the Father Project and Parents in Community Action.*

Intended Audience: Child Support Staff, Supervisors, Attorneys

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11:30–1:00

**AWARDS LUNCHEON**

**CARLSON HALL**

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1:15–2:45

**BREAKOUT SESSIONS:**

#### 1. FUN FACTS OF TRIBAL CHILD SUPPORT

Weidner/Clarke/Edelbrock

Raegan Hendrickson—Manager, White Earth Nation  
Rachel Sablan—Manager, Mille Lacs Band  
Sue Robinson—Manager, Leech Lake  
Jerry Loud—Manager, Red Lake Nation

*Each tribe will have some frequently asked questions and answers from their offices. Speakers will discuss how each tribe works differently and give any updates they have within their offices. They will discuss some issues they run into with the counties and the State of Minnesota. There will be time at the end of the presentation for questions and answers from the audience.*

Intended Audience: General Audience

## 2. AVOIDING LEGAL PITFALLS WHEN HIRING

University B

Karen Ebert—MCIT Senior Staff Counsel

1.5  
CLE

*Hiring a new employee can be a time-consuming and demanding process. Public employers are required to navigate a series of laws, including federal and state nondiscrimination laws. This presentation points out some of the legal pitfalls that may be encountered by public employers during the hiring process. It also provides practical tips for making legally defensible hiring decisions.*

Intended Audience: Supervisors

## 3. THE PRACTICAL APPLICATION OF THE PARENTING EXPENSE ADJUSTMENT

Sunwood Center

Amy Anderson—Assistant County Attorney, Ramsey County

Tara Borton—Staff Attorney, DHS/CSD

Tom Kelly—County Attorney, Olmsted County

Gretchen Kewitsch—Child Support Officer, Dakota County

Jennifer Ryan—Assistant County Attorney, Itasca County

1.5  
CLE

*Now that you have been working with the PEA, you might have discovered a few pitfalls that can occur. Join us for this interactive session using different fact scenarios to calculate the parenting expense adjustment. Come to the session eager to explore how well you know the PEA and common solutions to the pitfalls that can arise.*

Intended Audience: Attorneys, Child Support Staff, Supervisors

## 4. DHS MA ESTATE RECOVERIES AND PROBATE (part one)

University A

Geneva Finn—SRU Manager, DHS

Greg Lulic—SRU County Liaison, DHS

1.5  
CLE

*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, pooled trusts, and probate. There will be opportunities for questions from session attendees. **Discussion continues from 3:00–4:30.***

Intended Audience: Collection Officers, Supervisors

## 5. FACE THE FACTS: UNDERSTANDING URBAN POVERTY

Bell/Alexander

*(first of two possible sessions)*

Megan Young—Operations and Marketing Manager,

Greater Minneapolis Community Connections

*Urban Immersions, a program of Greater Minneapolis Community Connections (GMCC), engages groups of youth and adults in discussion and critical thinking on poverty and privilege combined with hands-on service and learning experiences. This simulation allows participants to walk in the shoes of those living in poverty in our communities, by making tough choices as a family of five living on a limited budget, stimulating awareness, openness and learning.*

Intended Audience: General Audience

**This session is limited to 50 people. There will be a sign-up sheet at the registration table starting at 7:30 Tuesday morning to sign up to attend.**

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2:45–3:00

BREAK

POOLSIDE

3:00–4:30

**BREAKOUT SESSIONS:**

**1. DHS/CSD INNOVATIONS**

**Weidner/Clarke/Edelbrock**

Theresa Ogreen—Accounting Officer Sr., CSPC  
Jacqueline Forrester—Team Lead, Systems Modernization  
Bruce Erickson—Policy and Communications Coordinator  
Carol Rydberg—Human Services Program Representative II

*Ever wonder what technical, payment, and systems advances the state's Child Support Division is currently working on? This session will discuss where we are at on the systems modernization journey, as well as provide information on new payment acceptance efforts such as PayNearMe and MoneyGram, cash kiosks, and accepting credit cards. We will also provide information on the digital marketing grant which included texting. Bring your questions and your smart phone when you join us, as this will be an interactive session.*

Intended Audience: Child Support Staff, Supervisors, Collections Officers

**2. PERFORMANCE MANGEMENT:**

**MAKING THE MOST OF YOUR HUMAN RESOURCES**

**University B**

Karen Ebert—MCIT Senior Staff Counsel

*Issues involving personnel and employment always stimulate concern and can result in litigation. Critical to managing the human resource is the development and implementation of a performance management system. An effective performance management system provides for consistent and uniform treatment and development of employees, and can be an organization's best defense when dealing with an aggrieved employee. This session focuses on job descriptions, file maintenance, evaluations, dealing with unsatisfactory performance, discipline and other related issues.*

Intended Audience: Supervisors

1.5  
CLE

**3. CHILD SUPPORT LEGAL 101: THE QUIZ SHOW**

**Sunwood Center**

Lisa Kontz—Child Support Enforcement Division Head, Dakota County Attorney's Office  
Melissa Rossow—Director, Human Services Legal Division, Ramsey County  
Melissa Froehle—Staff Attorney, DHS/CSD

*How does a case become a IV-D child support case, how is a county notified, how is venue determined, paternity/parentage? Study up before this session with your Minnesota CLE Child Support Summary guide and other materials you have received for this conference. Then come prepared to test your knowledge of Minnesota's IV-D Child Support Program during this fast-paced, entertaining session.*

Intended Audience: Attorneys, Child Support Staff, Supervisors

1.5  
CLE

**4. DHS MA ESTATE RECOVERIES AND PROBATE (part two)**

**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, pooled trusts, and probate. There will be opportunities for questions from session attendees. **A continuation of the 1:15–2:45 session.***

Intended Audience: Collections Officers, Attorneys, Supervisors

1.5  
CLE

**5. FACE THE FACTS:  
UNDERSTANDING URBAN POVERTY**

*(second of two possible sessions)*

**Bell/Alexander**

Megan Young—Operations and Marketing Manager,  
Greater Minneapolis Community Connections

*Urban Immersions, a program of Greater Minneapolis Community Connections (GMCC), engages groups of youth and adults in discussion and critical thinking on poverty and privilege combined with hands-on service and learning experiences. This simulation allows participants to walk in the shoes of those living in poverty in our communities, by making tough choices as a family of five living on a limited budget stimulating awareness, openness and learning.*

Intended Audience: General Audience

**This session is limited to 50 people. There will be a sign-up sheet at the registration table starting at 7:30 Tuesday morning to sign up to attend.**

**5:30–7:30**

**Happy Hour with light snacks**

**Poolside**

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**DINNER**

**ON YOUR OWN**

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1.5  
CLE  
Bias

**1. UNDERSTANDING THE ROLE OF IMPLICIT AND EXPLICIT BIAS: HOW TO GROW A WELCOMING AND INCLUSIVE WORK CULTURE**

**Sunwood/State**

Maria Mitchell—Assistant County Attorney, Ramsey County  
Verona Mitchell—Director of Equity and Inclusion, DHS/Children and Family Services  
Melissa Rossow—Director, Human Services Legal Division, Ramsey County  
Patina Park—Executive Director, Minnesota Indian Women’s Resource Center

*Come join a group of experts in this two-part learning experience. The first part will allow participants to explore the intercultural development continuum and the intercultural development inventory (IDI). Using the descriptive orientations of the IDI, participants will learn about their cultural approaches and also how to effectively work across cultural differences. The second part will provide participants the opportunity to learn how explicit and implicit bias impacts their practice, and how to foster and maintain a diverse and inclusive workforce to better serve the children and families of Minnesota through the complex laws and systems in which we work.*

Intended Audience: Attorneys, General Audience

**2. RE-ORGANIZATION**

**University A**

Susan Berg—Support Enforcement Aide, MN Prairie County Alliance  
Heather Hart—Support Enforcement Aide—Intake, MN Prairie County Alliance  
Lisa Poppe—Child Support Officer, MN Prairie County Alliance  
Sandy Nordman—Child Support Lead, MN Prairie County Alliance

*In 2015, Dodge, Steele, and Waseca counties merged their Human Service departments into one new, multi-county agency—Minnesota Prairie County Alliance (MNPrairie). The purpose of MNPrairie is to improve outcomes of safety and wellness for residents by taking advantage of efficiencies that can be garnered from a larger organization, aligning and merging policies and processes, and applying technology to offer services of a consistent, high quality. Come hear about the new team model the child support unit operates under, including function-based legal teams and alpha-split enforcement caseloads. We will also discuss the efficiencies gained as well as challenges encountered along the way.*

Intended Audience: Child Support Staff, Supervisors

**3. KEYS TO SELF-CARE**

**Congress**

Tracy Beehler—Child Support Officer, Crow Wing County  
Amy Overacker—Child Support Officer, Anoka County  
Lori Hanson—Program Trainer/Specialist, Dakota County  
Valisa McKinney—Child Support Magistrate, 2<sup>nd</sup> Judicial District  
Carrie Gilbertson—Carrie Gilbertson, Renville County

*Too often we forget about ourselves in our everyday work. We sit at our desks typing away or tucking our phones into the crooks of our necks. The clock ticks by with little or no regard for whether or not we remembered to get up from our desks with the exception of the occasional biological break, eating lunch, getting some fresh air, or just taking a break. This session will provide tips and tricks to help you focus on taking care of you while in the office in order to continue to provide excellent customer service and thrive in your professional lives. Come and join us for relaxation and fun, and gain some new keys to your own self-care.*

Intended Audience: General Audience

**10:30–Noon BREAKOUT SESSIONS:**

- 1. 2019 LEGISLATIVE, CASE LAW, AND CLV UPDATE** **Sunwood Center**  
Patrick Hest—Assistant Director, Human Services Legal Division, Ramsey County  
Lisa Kontz— Child Support Enforcement Division Head, Dakota County Attorney’s Office  
Sara Lauthen—Assistant County Attorney, Ramsey County  
Lori Hoff—Supervisor, Dakota County

1.5  
CLE

*Come join in on the annual update of which laws were passed by the State Legislature and which were not; what it means for Assistant County Attorneys and Child Support Professionals; and a review of the significant case law that has been released since last year’s conference. Members of the Comprehensive Legal Vision project, a project designed to reduce the number of differences amongst counties relating to the implementation of state and federal child support law and policy will review its progress as well as its plans and expectations for the future. Members of the audience will be able to share their own experiences with case law and ask questions of these legal and program experts.*

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

- 2. OUT-OF-HOME PLACEMENTS AND FEE DETERMINATIONS** **University A**  
Lori Hanson—Program Trainer/Specialist, Dakota County  
Dave Lovik—Collections Specialist, Scott County  
Sandy Slocum—Collections Manager, Anoka County

*Come discuss the various ways counties are determining parental fees. Also discussed will be the implications of child income (Social Security, child support, adoption subsidy), TEFRA and Waiver programs, and Rule 5 on determining parental fees. Lori will touch on reading the new tax forms.*

Intended Audience: Collection Officers

**12:15–1:30****NEW MFSRC BOARD MEETS****University B**



## SPEAKER BIOGRAPHIES

**ROXANE BATTLE** (*Tuesday: Seven Steps to Finding Joy: How to Tap into Authentic Happiness*) is a veteran television journalist, author and mom. Her award-winning memoir, *Pockets of Joy: Deciding to Be Happy, Choosing to Be Free* (Whitaker House 2017), became an Amazon best-seller in multiple categories.

Following her successful television news career as an anchor and reporter at the Minneapolis NBC affiliate KARE-TV, Roxane now works as a creative consultant and contributing host on *The Jason Show* on FOX 9-TV. She is a nationally sought-after speaker, frequently delivering keynotes on the topics of finding joy, navigating life transitions and work-life merge. As a contributing writer, Roxane was named an Architect of Change on [mariashriver.com](http://mariashriver.com), has been featured on the cover of *Working Mother* magazine and profiled in *Ebony* magazine, the *Minneapolis Star Tribune* and *St. Paul Pioneer Press*.

A native of St. Paul, Minnesota, Roxane was named an Honorary Lifetime Girl Scout in 2015 by the Girl Scouts of River Valleys. She is a member of the business networking group TeamWomen and serves on The Sanneh Foundation Board of Directors and the Park Square Theatre Community Advisory Board.

Roxane is a graduate of the University of Minnesota-Twin Cities where she studied journalism and theater arts. She completed her master's degree in journalism at the University of Missouri-Columbia. As a Minnesota State Arts Board grantee, Roxane was recently tapped as an Assistant Director for a Dowling Studio production at the world-renowned Guthrie Theater.

She enjoys cycling around the Minneapolis chain of lakes and has completed four consecutive Iron Girl duathlons. Roxane now runs 5Ks for fun and enjoys feeding homemade mac and cheese to her family and friends. Her books are available at major booksellers nationwide.

**STEPHEN BEHM** (*Tuesday: Bankruptcy*) is the owner of Behm Law Group, Ltd. in Mankato, MN. Steve obtained his Juris Doctor from the University of North Dakota School of Law in 1995 and graduated from St. John's University in 1990 with a Bachelor of Arts degree in English. From 1995 to 1996, he served as a Judicial Law Clerk in Willmar, MN/Kandiyohi County. He was in private practice with Hatling Law Office in Fergus Falls, MN from 1996 to 1998, where he focused primarily on chapter 7, chapter 12 and chapter 13 bankruptcy matters. Since March 1998, Steve has been in private practice in Mankato, MN, first with Halverson Law Office, then with Eskens, Gibson & Behm, and Behm Law Group, Ltd. Since 1998, he has limited his practice exclusively to bankruptcy and he has represented chapter 7 bankruptcy trustees and debtors and creditors in chapter 7, chapter 12 and chapter 13 bankruptcy proceedings. He is licensed in both Minnesota and North Dakota and he is a graduate of O. Max Gardner's Bankruptcy Bootcamp. He is a board-certified consumer bankruptcy specialist through the American Board of Certification.

**GUY BOWLING** (*Tuesday: Child Support Task Force and CSD Community Outreach Update*) is the Manager of the FATHER Project, a program of Goodwill/Easter Seals of Minnesota. In that role, he has overseen the successful implementation of three federally-funded grants, including a five-year \$2.5 million annual grant project in 2012 funded through the Federal Department of Health and Human Services/Office of Family Assistance (OFA).

His specific area of focus is working with low-income, non-custodial, never-married fathers and their families in culturally specific, multi-racial, multi-ethnic and rural communities. As a nationally recognized fatherhood leader and speaker, Mr. Bowling has delivered more than 450 fatherhood trainings, keynotes, consultations and workshops with public/private agencies in 30 states and two countries over his 25-plus year career. In 2012, the National Partnership for Community Leadership (NPCL) inducted Guy into the prestigious Fatherhood Hall of Fame, where he received the Ronald F. Johnson Award for his impactful work as a fatherhood practitioner and advocate. He was awarded the Outstanding Individual of the Year Award at the 2014 Minnesota Fathers and Families Network Annual Conference, and annually hosts the Festival of Fathers & Families event that recently celebrated its 29<sup>th</sup> year.

**SIAMA CHAUDHARY BRAND** (*Tuesday: Technology and Social Media Ethics*) is a Senior Assistant Director with the Office of Lawyers Professional Responsibility. Her responsibilities include investigating and prosecuting complaints of professional misconduct against Minnesota lawyers. She also formerly served as the staff attorney to the Client Security Board. She received her B.S. in Business Administration from the University of North Carolina at Charlotte and her J.D. from Hamline University School of Law.

**MOLLY CARLTON** (*Monday: Child Support and Public Assistance 101*) is currently an interim Supervisor for the GA/MSA cash unit at Ramsey County. She has worked with Ramsey County since 2011 but came to work with Financial Assistance in 2013 where she started as a Financial Worker 1 in the GA/MSA Adults unit. She's had experience working with GA/MSA, SNAP, Health Care and CCAP. Molly has taken part in different pilot programs (Print-to-Mail and Script) and committees that assist workers in processing cases with hopes to reduce error rates and make processing more efficient.

**KAREN EBERT** (*Tuesday: Avoiding Legal Pitfalls When Hiring*) is staff counsel for MCIT providing risk management advice to members. Prior to MCIT she was a county attorney for 12 years and is very familiar with the various responsibilities and mandates undertaken by counties and other public entities. Karen has worked for MCIT since 2003 and received her Minnesota attorney license in 1988.

**GINNY HAYES** (*Monday: Child Support and Public Assistance 101*) has worked for Ramsey County since 2001 and is currently a Financial Worker 3/Lead Worker in the MFIP/CCAP unit. She's had experience working with SNAP, MFIP, Health Care Waivers, and CCAP. Ginny was instrumental in creating a partnership between Financial Assistance and Public Health for Teen Parent programs.

**BROCK HUNTER** (*Monday: Echoes of War: Combat Veterans in the Legal System and How We Can Do a Better Job This Time Around*) is a criminal defense attorney who proudly defends the rights of individuals in both state and federal courts. He has a strong background of providing powerful legal guidance to his clients, in and out of the courtroom.

Brock has former experience as a U.S. Army Recon Scout and focuses his defense on psychologically injured veterans dealing with criminal court and advocates on their behalf within the justice system. Throughout his professional career, Brock has honed his legal skills to ensure that clients are receiving the best possible representation for their legal matter.

Brock has Served as the President and Legislative Chair for the Minnesota Association of Criminal Defense Lawyers (MACDL) and received the Special Achievement Award in 2009 from MACDL. Brock also received the 2011 Professional Excellence Award—the Minnesota State Bar Association's "most prestigious award" which recognizes his efforts to advance the legal profession as a whole, and the administration of justice.

Brock also has experience helping draft and lead the passage of the Minnesota's Veterans Sentencing Litigation Act which addresses combat trauma in criminal sentencing.

**JOHANNA KLINKNER** (*Monday: Safety Concerns and Domestic Violence Screening*) has worked as an advocate with Anna Marie's Alliance for 22 years. She provided 15 years of service as a Criminal Justice Intervention Advocate. In this position she provided direct services to crime victims; engaged in systems change work through participation on the Benton and Stearns County's Family Violence and Sexual Assault Councils; served on the Children's Justice Initiative Team-Benton County; and has served on the Benton County Human Services Case Consultation Team. She facilitated Men's Education groups through the St. Cloud Intervention Project and facilitated Women's Educational and Support groups through the same program.

Johanna has co-facilitated Violence Intervention groups at the Benton County Jail and has engaged in studies in the Criminal Justice Program at St. Cloud State University. Through Anna Marie's speaker's bureau, Johanna educates community members and agencies about domestic abuse. She has also testified on several occasions as an expert witness on domestic abuse. Johanna is a member of the St. Cloud Area Metro Citizens Police Academy Alumni Association, and she is a certified member of the Community Emergency Response Team.

**TAMI MASUCA** (*Monday: 2019 Federal, State, and County Perspectives of the IV-D Program*) is a Program Specialist with OCSE's Region 5 office in Chicago, IL. She works with Minnesota's IV-D program and the four Tribal IV-D programs located in Minnesota. Prior to beginning her career with OCSE in January 2013, she worked exclusively in Tribal IV-D programs beginning in 1999. She has extensive experience and knowledge of tribal child support issues and provides technical assistance and training on a regular basis. During her career, she has served on the National Tribal Child Support Association (NTCSA) board as a founding member; the National Child Support Enforcement Association (NCSEA) board; the Model Tribal System (MTS) Workgroup; the National Judicial-Child Support Workgroup; and two National Strategic Child Support Plan workgroups. She has been a member of OCSE's workgroups that developed a tribal IV-D director's resource guide and tribal budget toolkit and she recently served as a co-project manager for the Tribal Innovation Grants. Tami has successfully facilitated workgroup meetings between the State of Minnesota Child Support Division and the four Tribal IV-D programs in Minnesota that resulted in improved state-tribal communication, revisions to policies and procedures and updates to general business practices.

**DANA MCKENZIE** (*Monday: Civility in the Legal Profession*) is a shareholder of Cheney-Hatcher & McKenzie. In addition to her mediation and collaborative law practice, she serves as a financial and social early neutral evaluator, parenting consultant, and custody evaluator. She has an extensive background in child support, having served as the Manager of Policy and Planning for the MDHS Child Support Enforcement Division; on the Board of Directors for the National Child Support Enforcement Association; on numerous state and federal workgroups; and as the co-chair of the Assisted Reproductive Technologies Subcommittee of the Minnesota Uniform Parentage Act Task Force. She is a frequent CLE and keynote speaker and writes a weekly appellate case law summary read by 700 family law professionals.

**MARIA MITCHELL** (*Wednesday: Understanding the Role of Implicit and Explicit Bias: How to Grow a Welcoming and Inclusive Work Culture*) is a graduate of the University of Minnesota Law School and is an Assistant Ramsey County Attorney, currently working as a trial attorney in the area of Child Protection. Prior to her work in Ramsey County, Maria was an Assistant Hennepin County Public Defender where she was a trial attorney who represented adult clients in criminal matters and was the Judicial Law Clerk to the Honorable Tonya M. Bransford in Hennepin County. Maria has served as President of the Minnesota Association of Black Lawyers, assists Law Students as an Adjunct Writing and Representation Professor at the Mitchell Hamline School of Law, and serves on the Board of Directors of Women's Advocates. Maria actively participates in Bar Association Activities and frequently teaches continuing legal education and community education.

**VERONA MITCHELL** (*Wednesday: Understanding the Role of Implicit and Explicit Bias: How to Grow a Welcoming and Inclusive Work Culture*) is the Director of Equity and Inclusion at DHS Children and Family Services Administration. In that role, Verona provides Diversity and Inclusion activities, including providing direction, development, training, technical expertise, coordination and support for Divisions Diversity and Inclusion Committees and Office Teams. She also designs and conducts organization-wide D&I data gathering through agency-wide Listening Sessions and works with managers to create fully-functioning organization-wide Diversity Committees to ensure all elements of the Unified Diversity and Inclusion Plan are communicated and implemented. She serves as Adjunct Faculty with the College of St. Scholastica relating to the theories and application of diversity awareness and management in the corporate area to graduate level students. She is also the Founder and Chief Executive Officer of CulTives & Associates, LLC, the mission of which is to support and foster cultural understanding and partnership through experiential experiences and education that brings people to a greater understanding of themselves and others on a cultural plane. Prior to working in her current role, she was a Training and Development Specialist with MN-DHS Enterprise Office of Technology Information and was an Urban Program Manager for Junior Achievement of the Upper Midwest. Verona received her PhD and M.A. in Public Policy Administration from Walden University and is licensed and certified in the Myer Briggs Inventory and Intercultural Development Inventory.

**RICK MOLDENHAUER MS, LADC, ICADC, LPCC** (*Sunday: The Opioid Crisis in Minnesota*) is a Human Services Program Consultant/State Opioid Treatment Authority representative at the Behavioral Health Division, DHS. Rick has 36 years of experience in a wealth of settings involving substance use disorder treatment. He is on a variety of state and federal initiatives involving best practices and committees for various purposes, and has received both state and national awards for his work. He is an author, frequent speaker and technical assistant in quality delivery of chemical dependency services.

**PATINA PARK** (*Wednesday: Understanding the Role of Implicit and Explicit Bias: How to Grow a Welcoming and Inclusive Work Culture*) is executive director at the Minnesota Indian Women's Resource Center, a 30-year-old nonprofit dedicated to providing culturally-appropriate holistic programming to heal, preserve and strengthen Native American women and their families. She is Cheyenne River Sioux and an adult-adoptee. Patina has enjoyed working throughout Indian Country and with state and county government agencies nationwide, training on topics including Federal Indian Law, working with Native Communities, historical trauma, and poverty and the impact on families. Patina is also co-author of *Best Outcomes for Indian Children, Child Welfare Volume 91(3)(2012)*.

**NANCY WALKER** (*Monday: And Then There Were 5*) has been in public service for more than 33 years, has served in three different states, and held a large variety of positions. For the past 27 years, she has been with Southwest Health and Human Services and is currently the Deputy Director. Nancy actually began her career at SWHHS as a child support officer and supervised child support for several years. Nancy is currently responsible for human resources, fiscal, contracting, income maintenance, child support, fraud and legal/compliance. She holds a master's degree in Business Management, is certified as a SHRM SCP, and received her HR Compliance Certificate through Mitchell Hamlin School of Law. Recently, she completed the Equity Works Institute through MACSSA.

**MEGAN YOUNG** (*Tuesday: Understanding Urban Poverty*) has been with Greater Minneapolis Community Connections for three years. Although her official job title is Operations and Marketing Manager, she is most passionate about the training work she does with the Urban Immersions program. Her background is grounded in intentional communication, organizational leadership, group facilitation, and leading youth.

## MFSRC BOARD POSITIONS

**2<sup>nd</sup> Vice Chair:** Responsibilities include working with the 1<sup>st</sup> 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 **1<sup>st</sup> Vice Chair** position in the second year—planning the conference program as the Program Committee Chair,
- the **Chairperson** in the 3<sup>rd</sup> year—running Board meetings and leading the organization, and
- the **Past Chair** remains on the Board for the 4<sup>th</sup> year as a resource person.

**Secretary:** Responsibilities of this position are to take the minutes of the Board meetings, prepare these minutes for distribution 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 statewide level. These positions are two (2) year terms.

## 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.

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):***

**2<sup>nd</sup> Vice Chair *Patrick Hest, Ramsey County***

Patrick joined the MFSRC Board in 2009 and has been an active member of the Program Committee helping to plan and present on the attorney track, as well as serving on a variety of sub-committees. He has been with the Ramsey County Attorney's Office since 1995 and has been involved with child support since 2002. Patrick cares deeply about the work that MFSRC does to help educate and support child support and collections efforts across the state. The annual MFSRC conference is one of the best conferences around and MFSRC helps provide a community of like-minded professionals that really helps the children and residents across the state. Patrick is very interested in joining the leadership team of MFSRC as the 2<sup>nd</sup> Vice Chair to help guide the organization over the next several years and into the future and he asks for your vote. Please seek him out at conference if you have any questions for him about the conference or his candidacy for 2<sup>nd</sup> Vice Chair.

**Treasurer *Holly Svea, Chippewa County***

Holly began her public service in Benton and Otter Tail Counties where she was a Financial Worker. She has been a Child Support Officer, Support and Collections Specialist and Lead Worker in Chippewa County for 17 years. Prior to public service, Holly was a Collection Coordinator with a Fortune 500 Company in Minnesota and a Bookkeeper in Seattle for several years for a major manufacturer. Holly has served as MFSRC's Treasurer since late 2016 and would very much appreciate your vote allowing her to continue serving you and MFSRC in 2020.

**Secretary *Lori Hanson, Dakota County***

Lori has been with Dakota County Child Support and Collections for almost 23 years now, first as a child support specialist, and currently as a Program Trainer for the County Collections Team. Lori is very active in both MCRA and MFSRC and enjoys being a contributing member of both organizations. Lori was MFSRC's secretary for several years before being elected to the leadership track. As the out-going past president, Lori would love the opportunity to continue to serve on the board and would appreciate your vote for Secretary.



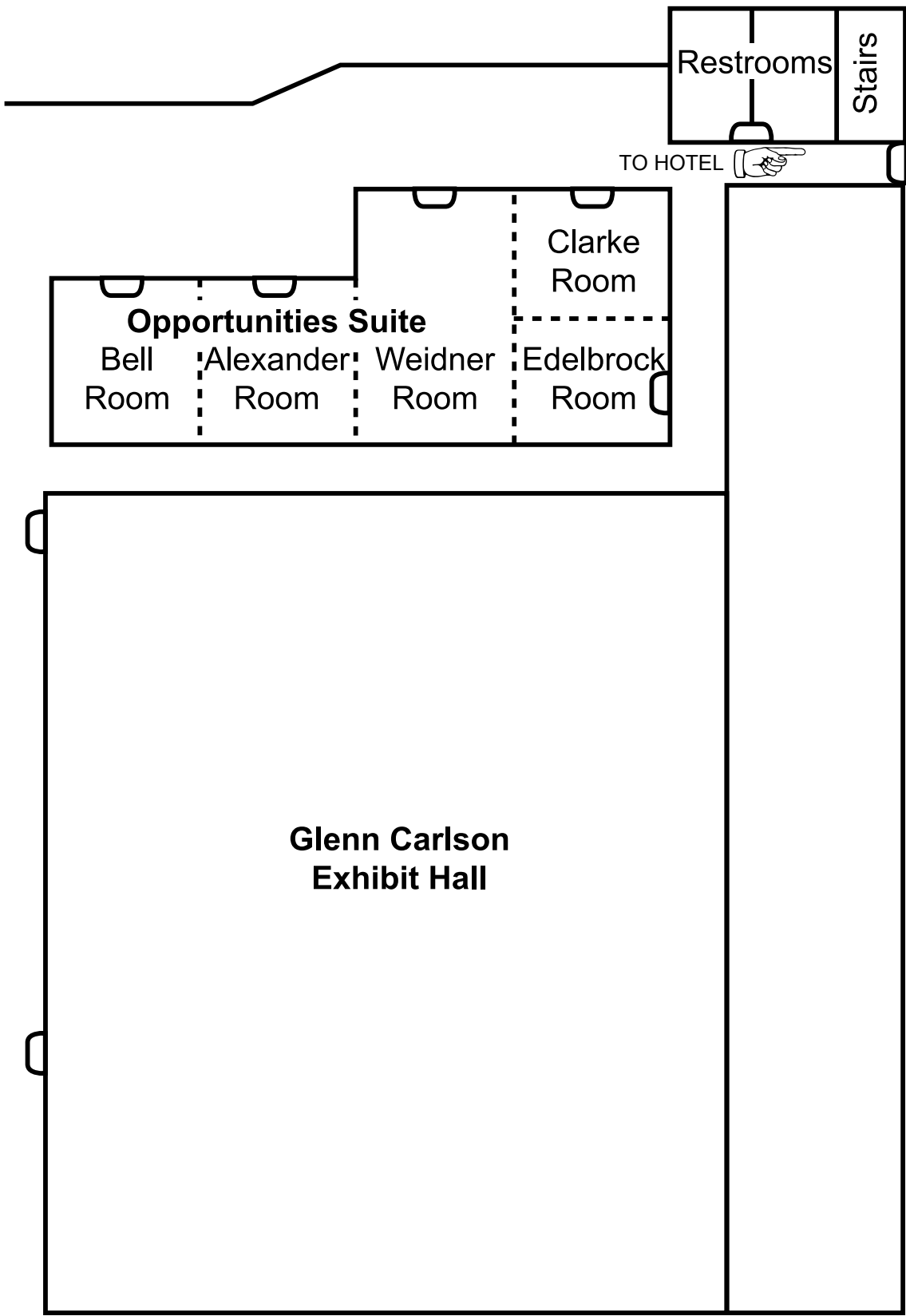
- 1<sup>st</sup> District**     ***Jennifer Grausnick, Dakota County***  
Jen was hired in Washington County as a Child Support Officer in April 1996. In August 2000, she moved to Dakota County and began employment as a Child Support Specialist. In March 2001, Jen was promoted to a Dakota County Child Support Officer where she has remained since. Jen has been involved with MFSRC for the past six years. As an MFSRC member, she serves on the Legislative Committee, the Program Committee, is Chair of the Awards and Website Committees. Jen would appreciate the opportunity to continue to serve as a committee member and would appreciate your vote to do so.
- 2<sup>nd</sup> District**     ***Jessica Dettmann, Carver County***  
Jessica started in child support as a Child Support Officer in Sibley County in 2010 then began working in Carver County in 2016 and has been involved with CLV court group since it began in 2014. She was appointed to the 2<sup>nd</sup> District position for MFSRC Board for 2018–2019 following a resignation and would like the opportunity to continue to be a part of the board.
- 3<sup>rd</sup> District**     ***Rachelle Drakeford, Hennepin County***  
Rachelle has been a practicing licensed attorney since 1995 and is currently an Assistant Hennepin County Attorney in the Child Support Division where she specializes in the topic areas of Data Privacy, Civil Contempt and Indian Country & Tribal Law. She assists the IV-D agency in reviewing and adjusting child support orders for disabled and incarcerated obligors. Rachelle is one of the charter members of the Comprehensive Legal Vision Guidelines group since its inception in 2014 and is the alternate member of the Legislative Child Support Task Force representing the Minnesota County Attorney's Association. Rachelle is seeking a third term on the MFSRC Board for the Third District.
- 4<sup>th</sup> District**     ***Autumn Nelson, Ramsey County***  
Autumn has been an Assistant Ramsey County Attorney since 2008 and works solely in the child support section of the office. Prior to her position with the Ramsey County Attorney's Office, she worked as an Assistant Carver County Attorney and was also in private practice doing family law and criminal law. She graduated from William Mitchell College of Law in 2006 and from the University of Minnesota-Duluth in 2001 (Go Bulldogs!). Autumn grew up in Park Rapids, MN and loves spending time with her kids and family in lake country. Autumn is a co-chair of the Comprehensive Legal Vision (CLV) Court Group and has been active with CLV since its beginning in 2014. Autumn is also involved with the Digital Marketing grant and other initiatives with the state CSD office as well as some involvement with the MFSRC legislative committee. She has presented at ERICSA, MFSRC and MCAA conferences. Autumn is dedicated to working together to support the families and children that we serve statewide and would appreciate your vote to join the MFSRC Board as a new member.
- 5<sup>th</sup> 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, State and County debts. Sandy has been on the MFSRC board serving as the Past Chair, Chair, Vice Chair, and 2<sup>nd</sup> Vice Chair, along with her current position as your 5<sup>th</sup> District Representative. Sandy has also held positions with Minnesota County Recovery Association (MCRA) as Secretary, Vice President and President. Sandy has been very involved in both MFSRC and MCRA and would appreciate your vote to be able to continue to represent the 5<sup>th</sup> District.

- 6<sup>th</sup> District**     ***Kimberly Johnson, Wright County***  
 Kim has been employed with Wright County since 2007. She started as a Child Support Officer, was promoted to the Child Support Supervisor position in 2014, and for the last five years has held the position of Financial Services Manager. Kim worked as an Enforcement Child Support Officer specializing in an interstate and foster-care caseload. Kim has seen how her work in child support impacts the lives of families and in her current position is able to see the benefits of serving families as a whole for the best possible outcome. Kim is currently a member of MACSSA where she assists in bringing positions forward to support the child support program. Kim would like to serve as the 6<sup>th</sup> District representative and would appreciate your vote.
- 7<sup>th</sup> 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 1995 working as an Account Clerk, moving to child support in 1997. Having worked in child support for more than 20 years, she has been involved in all aspects of child support cases. Currently, she specializes in Review/Modifications, Stipulations, Pro Se Motions, Foster Care, Redirects, and Cost of Living Adjustments. She has been a member of the CLV Court group since 2016 and has been serving on the MFSRC board since January 2017. Rhonda would appreciate your vote to continue to represent the 7<sup>th</sup> District on the MFSRC Board.
- 8<sup>th</sup> District**     ***Michelle Johnson, Itasca County***  
 Michelle has been employed with Itasca County since 2004, starting out as a claim's processor for the County based purchasing, Itasca Medical Care. In 2009 she was promoted to Child Support Officer where she is responsible for establishments, modification, foster care, interstate, collections and all the other aspects of child support. Michelle feels that holding a position on the MFSRC Board will help continue to educate her on all aspects of child support.
- Member At Large**  
 (vote for two)     ***Jim Demgen, DHS/CSD***  
 Jim has been a policy analyst for the DHS Child Support Division since 2017 after arriving as a trainer in 2015. Prior to DHS, Jim worked for 22 years at Hennepin County; six as a Financial Worker, followed by 16 as a Child Support Officer. He was also the instructor for the Child Support Certificate Program at Pine Technical College in 2017. Jim currently serves on the CLV Court Group, CSD Equity Team, CSD User Documentation project, and assists with Advisory Board. He was appointed to the MFSRC board in 2016 and elected in 2017. Jim considers it an honor to serve and would appreciate your vote.
- Kim Hamill, Mille Lacs County***  
 Kim has been employed with Mille Lacs County for more than 12 years. Initially, she worked as an Office Support Specialist and was later promoted to Eligibility Worker. As an Eligibility Worker, she served as both District Representative and Treasurer for MFWCAA. She has worked as a Child Support Officer for the past seven years. For the past three years, Kim has enjoyed being a member of the CLV Guidelines group. Mille Lacs County's foster care procedures greatly benefited when she took a lead role in streamlining them. She has been the local AFSCME #2889 President since April of 2015. Kim is known for her excellent customer service and level-headed decision making. She would appreciate your vote for Member at Large.

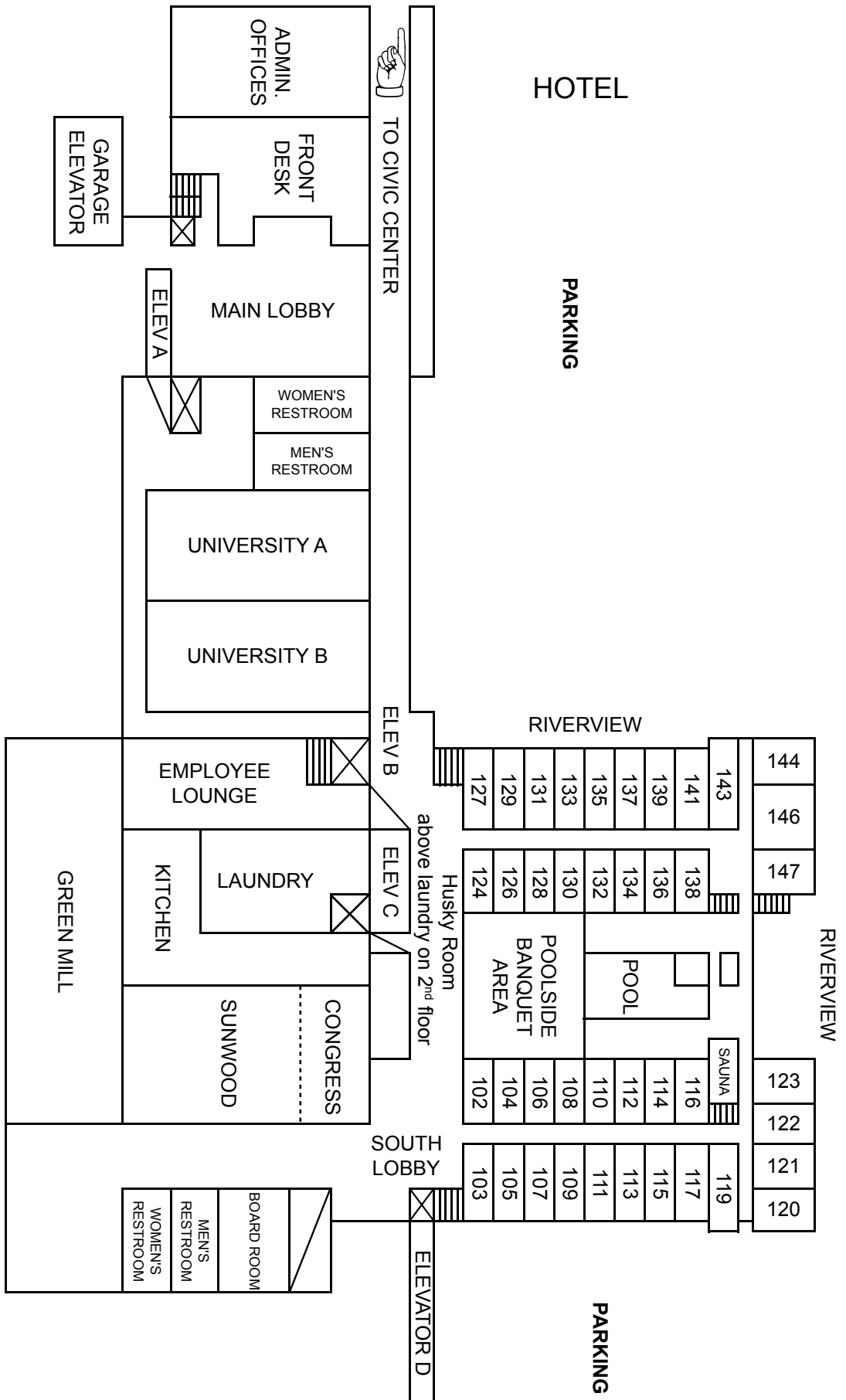
## NOTES

# Meeting Room Locations

CIVIC CENTER



# 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  
2016–2017 René Grisham  
2017–2018 Lori Hanson



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# MFSRC Districts

