

PROGRAM AT A GLANCE

Monday, October 4, 2021

8:30–8:45	Welcome and General Announcements
8:45–10:15	KEYNOTE: LEADING IMPERFECTLY James Robilotta <i>**Live session only**</i>
10:15–10:30	Break
10:30–Noon	Breakout Sessions: <ul style="list-style-type: none">• MN Family Investment Program through the Pandemic and Beyond• Conversations that Matter• Paternity 201 Plus• State Perspective for County Collectors• Cultural Competence in your Agency: How to Make Real Progress
Noon–1:00	Lunch
1:00–2:30	PLENARY SESSION: WORKPLACE INCLUSIVITY AND ALLYSHIP 101 Ellie Krug <i>**Live session only**</i>
2:30–2:45	Break
2:45–4:15	Breakout Sessions: <ul style="list-style-type: none">• Re-energizing Your Work and Motivating Others!• Effects of the Pandemic on How We Do IV-D Child Support Business• PA Overpayments• Change Check-up: Safety Concerns

PROGRAM AT A GLANCE

Tuesday, October 5, 2021

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| 8:30–10:00 | KEYNOTE:
ROLLER DERBY FOR THE WORKPLACE
Sarah Crowell
<i>**Live session only**</i> |
| 10:00–10:15 | Break |
| 10:15–11:45 | PLENARY SESSION:
FROM ALLY TO ACCOMPLICE®
Seena Hodges
<i>**Live session only**</i> |
| 11:45–Noon | Grab your lunch and join us at Noon |
| Noon–12:45 | Business Meeting (feel free to eat during the meeting) |
| 12:45–1:00 | Break |
| 1:00–2:30 | Breakout Sessions: <ul style="list-style-type: none">• Parents Incarcerated in MN—Challenges and Resources• Being an Informal Leader• Enforcement: Where We Are, and Where We Are Going• Estate Recovery• How We Measure the Program |
| 2:30–2:45 | Break |
| 2:45–4:15 | Breakout Sessions: <ul style="list-style-type: none">• More Streamlined Modifications and the Use of Stipulations to Assist Families• Child Support Magistrate Roundtable: A View From the Other Side of the Bench• Probate• Navigating the OCSE Child Support Portal Electronic Document Exchange (EDE) |

PROGRAM AT A GLANCE

Wednesday, October 6, 2021

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| 8:30–9:30 | Breakout Sessions: <ul style="list-style-type: none">• Leadership Roundtable• County Attorney Roundtable• Locate• Recharging Customer Service |
| 9:30–9:45 | Break |
| 9:45–11:45 | PLENARY SESSION:
HOW TO BE WELCOMING TO LGBTQI2+ HUMANS
Ellie Krug
<i>**Live session only**</i> |
| 11:45–Noon | Grab your lunch and join us at Noon |
| Noon–12:45 | Award Ceremony (feel free to eat during the meeting) |
| 12:45–1:00 | Break |
| 1:00–2:30 | Breakout Sessions: <ul style="list-style-type: none">• Annual Case Law and Legislative Update, 2021 Edition• Topics in Collections |
| 2:30–2:45 | Break |
| 2:45–4:15 | Breakout Sessions: <ul style="list-style-type: none">• Line Staff Roundtable• Pandemic Awakened Child Support and Economic Challenges• Topics in Collections• CSD Innovation: Digital Marketing Grant, Driver's License Suspension Procedure Justice Pilot, and Responsible Parenting Grant |