

## 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  
*\*\*Live session only\*\**
- 10:15–10:30 Break
- 10:30–Noon Breakout Sessions:
- 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  
*\*\*Live session only\*\**
- 2:30–2:45 Break
- 2:45–4:15 Breakout Sessions:
- 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**

- 8:30–10:00      **KEYNOTE:**  
ROLLER DERBY FOR THE WORKPLACE  
Sarah Crowell  
*\*\*Live session only\*\**
- 10:00–10:15      Break
- 10:15–11:45      **PLENARY SESSION:**  
FROM ALLY TO ACCOMPLICE®  
Seena Hodges  
*\*\*Live session only\*\**
- 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:  
• 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:  
• 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

- 8:30–9:30 Breakout Sessions:
- 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  
*\*\*Live session only\*\**
- 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:
- Annual Case Law and Legislative Update, 2021 Edition
  - Topics in Collections
- 2:30–2:45 Break
- 2:45–4:15 Breakout Sessions:
- 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