



**Minnesota Family Support & Recovery Council**  
**51<sup>st</sup> Annual Training Conference**  
**In partnership with the**  
**Minnesota County Attorney's Association**

**Creating  
Connections  
Building Together**

**October 8-11, 2024**  
**Treasure Island Conference Center**



## innovate, integrate, implement

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## WELCOME

Welcome to the 51<sup>st</sup> annual Minnesota Family Support and Recovery Council Conference! The conference is held in partnership with Minnesota County Attorneys Association again this year. Our theme this year is “Creating Connections, Building Together.” Our goal is to embody this theme throughout the conference as we learn and advance our collective mission of serving families and children.

We have again created a program to cover a broad spectrum of topics relevant to child support and collections. We kick things off with Joyce Marter, who will equip us with practical strategies to manage mental and financial stressors. Other sessions include a domestic violence simulation, de-escalation tools, reading self-employed parties’ taxes and the always popular child support magistrate roundtable, this time with the addition of some assistant county attorneys.

This year, we’re excited to bring back the “Super CLE day” on Wednesday to offer a one-day option packed with CLE sessions for both newcomers and seasoned professionals who can’t get away from the office for three days. Each breakout time has at least one session focused on practical work tips you can apply. For our attorney members you will be able to get 6.5 CLEs on Wednesday alone!

We are excited to be back at Treasure Island for a second year. With pushing the conference back in the week, there are more resort amenities you can utilize, including the pool and the spa. Don’t miss out on our networking opportunities: join us for bowling and a puzzle contest on Wednesday, then game night on Thursday.

Thank you to the board and program committee for all their hard work. The conference would not be possible without all their hard work. Thank you all for taking time out of your busy days to create connections and build together with all our colleagues at MFSRC.

“Coming together is a beginning; keeping together is progress; working together is success.” Henry Ford.

Looking forward to a fantastic conference!

Jen Cooklock

MFSRC Chair 2023–2024

## GENERAL ANNOUNCEMENTS

**Please be sure to turn off cell phones during sessions.**

**MEALS:** See the menu in your program. All buffet items will be labeled. For those who registered indicating you have special dietary needs that Treasure Island indicated should be served as a plated meal, you should have tickets in the back of your nametag you can provide to the waitstaff for your special meal.

**PROGRAM CHANGES:** will be posted by the Registration Table in the Island Event Center Lobby and on meeting room marquees.

**BREAKS:** Refreshments will be provided during the afternoon breaks.

**MFSRC BOARD ELECTIONS:** Ballots will be online and found on our website, [www.MFSRC.org](http://www.MFSRC.org). You can cast your ballot at any time between the MFSRC Business Meeting on Wednesday through 10:45 Thursday 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 return your name badge at the registration table at the end of conference.

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

Platinum Sponsors—GreenCourt • Informatix Inc  
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**SPECIAL RECOVERY UNIT:** Stop by the SRU table with questions, complaints, ideas, and to get a copy of the county collection totals for FY2023.

**DCYF/CSD EQUITY:** Visit the equity table hosted by the MFSRC DEI Subcommittee, Child Support Advisory Board Equity Committee (ABEC) and DCYF-Child Support Division Equity Team. Table hosts are available to discuss committee diversity, equity, and inclusion initiatives. Don't forget to drop off your completed BINGO card to be entered in the raffle drawing.

**CLE CREDITS:** Application has been made for 14.75 standard credits. Attorneys will have multiple sessions to choose from during several of the session times, with the focus on maximizing the number of CLE credits available. Attorneys should pick up a CLE event code handout at the registration desk for the breakdown of all the CLE credit. The MFSRC Conference Program also has the sessions which CLE credits were applied for 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.

**HOSPITALITY:** Tuesday evening light appetizers provided. Wednesday evening's events will be in the Xtreme Bowling Alley and puzzles in the Island Event Center. Both will run two time slots of 7–8 P.M. and 8–9 P.M. Thursday evening will be in the Island Event Center for game night and networking. Wednesday and Thursday events include a cash bar which accepts cash and cards, no open tabs.

**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:** Treasure Island Username is TIRCguest. No password needed.

**DESIGNATED SMOKING AREAS** are indicated on the campus maps in your program.

**WATER PARK:** Inform the pool check in desk that you are with the MFSRC conference for free access.

# MFSRC MISSION, VISION, VALUES, AND EXPECTATIONS

## MISSION STATEMENT

The mission of the Minnesota Family Support and Recovery Council (MFSRC) is to promote the financial wellbeing of children and families, and support governmental accountability in Minnesota through training, legislative advocacy, and strong partnerships with state and national stakeholders.

## VISION STATEMENT

It is the vision of the Minnesota Family Support & Recovery Council (MFSRC) to support children and families by respecting diversity in all forms and by promoting an understanding of cultural competency and embracing the values of equity and inclusion.

## VALUES STATEMENT

MFSRC is committed to recognizing that the children and families we serve share a broad range of human differences. MFSRC values all forms of diversity which include, but are not limited to, age, gender, race, ethnicity, national origin, religious beliefs, sexual orientation, veteran status, gender identity, mental or physical ability, education background, and other protected-class status as defined by law.

MFSRC is focused on addressing racial, socio-economic, and cultural inequity issues by developing training and service programs to increase the well-being for all Minnesota families.

MFSRC is dedicated to promoting an environment that minimizes unconscious or implicit bias by creating an inclusive atmosphere in which all people have access to fair treatment, opportunity, and justice.

## EXPECTATIONS

MFSRC expects all participants to interact with other members and speakers with professional conduct and cooperate fully to adhere to the values in this statement. MFSRC promotes the opportunity for guest speakers to contribute skills, experiences, and unique perspectives that will effectuate our values.

# 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.

Conference attendees will complete evaluations online using their own laptop, tablet, or phone. Go to [www.MFSRC.org](http://www.MFSRC.org) to complete your evaluations. There will be daily evaluations which will include all sessions for each day and the overall conference evaluation. Please complete the evaluation at the end of each day if possible. Once you open the evaluation, you will not be able to re-open it again later so daily evaluations need to be completed at the same time.

We ask that evaluations be completed daily, but they will remain available until close of business on **Tuesday, October 15, 2024**, for those of you who do not have access to technology at the conference.

# MENU

## Wednesday, October 9, 2024

- 7:00–8:30 Breakfast—Executive Minnesotan Buffet Tradewinds Buffet  
• Scrambled eggs, cheddar cheese, turkey sausage, hash browns, fresh fruit, berries, assorted pastries, muffins, croissants, mini pancakes, and assorted beverages.
- 11:45–1:00 Lunch—Taste of Summer 2 Island Event Center  
• Honey-mustard BBQ chicken, Rib tips with Sweet Baby Rays BBQ sauce, macaroni salad, vinegar coleslaw, fried potatoes and onions, chipotle cornbread, and assorted beverages.
- 6:00–7:00 Dinner—Casino Event Center Buffet Island Event Center  
• Grilled marinated flank steak with red-wine mushroom sauce, marinated chicken breast with creamy mushroom-peppercorn sauce, roasted red pepper mashed potatoes, five cheese baked cavatappi pasta, vegetable, Caesar salad, tortellini with vegetables and white balsamic vinaigrette, marinated vegetable salad, and assorted beverages.

## Thursday, October 10, 2024

- 7:00–8:30 Breakfast—Sunriser Buffet Tradewinds Buffet  
• Scrambled eggs, cheese, ham, turkey sausage, diced potatoes with onions and peppers, fresh fruit, pastries, muffins, and assorted beverages.
- 11:45–1:30 Awards Luncheon—Island is Calling Buffet Island Event Center  
• Hunter-style roasted chicken, grilled salmon with basil cream sauce, inside round of beef in wine sauce, cheesy au gratin potatoes, baked pasta with fresh tarragon tomato sauce, vegetable, tossed salad greens, dessert, and assorted beverages.
- 6:00–7:00 Dinner—Pasta Buffet Island Event Center  
• Chicken Alfredo penne pasta; beef goulash in red marinara sauce; vegetable pasta primavera with pesto cream sauce; Italian sausage, tortellini, and veggies tossed in Rosa sauce; tossed salad greens with grape tomatoes, crunchy croutons, sliced cucumbers, and shredded cheese; garlic toast, Chef's choice of vegetable; and assorted beverages.

## Friday, October 11, 2024

- 7:00–8:30 Breakfast—Lucky One Buffet Tradewinds Buffet  
• Scrambled eggs, cheese, turkey bacon, hash browns, French toast, fruit, berries, pastries, croissants, muffins, and assorted beverages.

\*\* gluten-free and vegetarian items labeled on buffet lines.

## MFSRC BOARD MEMBERS 2023–2024

Chairperson	Jennifer Cooklock, Ramsey County
First Vice Chair	Michele Schreifels, DCYF/CSD
Second Vice Chair	Trish Skophammer, Ramsey County
Past Chairperson	Patrick Hest, Ramsey County
Secretary	Jessica Dettmann, DCYF/CSD
Treasurer	Dawn Johnson, DCYF/CSD
1 <sup>st</sup> District	Karen Bryngelson, Olmstead County Davis Luna, Dakota County
2 <sup>nd</sup> District	April Slager, Nicollet County Sara Wangsness, Blue Earth County
3 <sup>rd</sup> District	Rebecca Morrisette, Hennepin County Yvonne Cobb, Hennepin County
4 <sup>th</sup> District	Rich Diffatte, Ramsey County Joe Fick, Ramsey County
5 <sup>th</sup> District	Sandy Slocum, Anoka County Miles Hendrickson, Sherburne County
6 <sup>th</sup> District	Karen Wolff, Wright County Kimberly Johnson, Wright County
7 <sup>th</sup> District	Rhonda Jaeger, Becker County Sandy Thorne, Clay County
8 <sup>th</sup> District	Christina (Tina) Frey, Pine County Benjamin (Ben) Stromberg, St Louis County
Members at Large	Carrie Gjerde, Kittson County Tammy Owens, Kanabec County Heather Raboin, Washington County Jessica Raymond, DCYF/CSD

### **Appointed Members**

DCYF/CSD	Kristen Brolsma
DHS Benefit Recovery	Gregory Lulic
MACSSA	Jami Goodrum, Wright County
MCAA	Lisa Kontz, Dakota County
MCRA	Shawn Wagener, Scott County
MN DOC	Lori Lofrano, Child Support Liaison
Tribal Representative	Jamie Wirth, White Earth Nation

## PROGRAM AT A GLANCE

### Tuesday, October 8, 2024

4:00–7:00	Hotel Check-in	Hotel Lobby
5:00–7:00	Registration	Island Event Center Lobby
6:30–8:00	Breakout Sessions: <ul style="list-style-type: none"> <li>• If You Had to Decide (DV Simulation)</li> <li>• MFSRC 101 and Team Building Roundtable</li> </ul>	Island Event Center Buffalo
8:00–9:00	Networking	Island Event Center

### Wednesday, October 9, 2024 – Super CLE Day

7:00–8:30	Breakfast	Tradewinds Buffet
7:00–Noon	Registration	Island Event Center Lobby
8:30–9:00	Welcome and General Announcements	Island Event Center
9:00–10:30	<b>KEYNOTE:</b> THE PSYCHOLOGY OF SUCCESS: 12 PRACTICES TO IMPROVE MENTAL AND FINANCIAL HEALTH FOR HOLISTIC SUCCESS Joyce Marter, LCPC	Island Event Center
	<b>CLE Breakout Session:</b> The History of and Introduction to IV-D Child Support Cases	Wolf/Bear
10:30–10:45	Break	Island Event Center Lobby
10:45–11:45	Breakout Sessions: <ul style="list-style-type: none"> <li>• IV-D Child Support Program Vision and Reflections</li> <li>• State of Collections (MCRA)</li> <li>• Pleadings and Hearings 101</li> </ul>	Island Event Center Buffalo Wolf/Bear
11:45–1:00	Lunch and MFSRC Business Meeting	Island Event Center
1:00–2:30	Breakout Sessions: <ul style="list-style-type: none"> <li>• Empathy in Action: Enhancing Responses to Survivors in Child Support Services</li> <li>• Estate Recovery</li> <li>• Establishments and Modification 101</li> </ul>	Island Event Center Buffalo Wolf/Bear
2:30–3:00	Break	Island Event Center Lobby
3:00–4:30	Breakout Sessions: <ul style="list-style-type: none"> <li>• Paternity 101</li> <li>• Estate Recovery by and for County Attorneys</li> <li>• If You Had to Decide (DV Simulation)</li> </ul>	Wolf/Bear Buffalo Island Event Center
4:30–5:30	MCAA Meeting: Attorney Hot Topics Roundtable	Wolf/Bear
5:30–9:00	Cash Bar	Island Event Center
6:00–7:00	Dinner	Island Event Center
7:00–9:00	Two Networking Options: <ul style="list-style-type: none"> <li>• Puzzle Contest</li> <li>• Bowling/Cash Bar</li> </ul>	Island Event Center Xtreme Bowl



## Thursday, October 10, 2024

7:00–8:30	Breakfast	Tradewinds Buffet
7:00–10:00	Registration	Island Event Center Lobby
8:30–8:45	Announcements	Island Event Center
8:45–9:45	<b>PLENARY SESSION:</b> SERVANT LEADERSHIP FOR EVERYDAY LEADERS DOC Commissioner Paul Schnell	Island Event Center
9:45–10:30	<b>PLENARY SESSION:</b> UNLOCK YOUR LEADERSHIP POTENTIAL	Island Event Center
10:30–10:45	Break	Island Event Center Lobby
10:45–11:45	Breakout Sessions: <ul style="list-style-type: none"><li>• Tribal Child Support</li><li>• Public Assistance Overpayments</li><li>• <b>SRL</b><sup>2</sup> = (<b>S</b>elf + <b>R</b>epresented + <b>L</b>itigants) (<b>S</b>erving + <b>R</b>eal People + <b>L</b>egal Access)</li></ul>	Island Event Center Buffalo Wolf/Bear
11:45–1:30	Awards Luncheon	Island Event Center
1:30–3:00	Breakout Sessions: <ul style="list-style-type: none"><li>• ACAs, CSMs, and Ex Pro...Oh My!</li><li>• Leaning into the Darkness: Providing Trauma Responsive Services</li></ul>	Wolf/Bear Island Event Center
3:00–3:15	Break	Island Event Center Lobby
3:15–4:45	Breakout Sessions: <ul style="list-style-type: none"><li>• CSD Legislative Update</li><li>• Estate Recovery in Probate</li><li>• How to Read Tax Returns and Different Ways to Find Information on Income</li><li>• Mighty, Tidy Forms</li></ul>	Wolf/Bear Buffalo Island Event Center Eagle
5:30–9:00	Cash Bar	Island Event Center
6:00–7:00	Dinner	Island Event Center
7:00–9:00	Game Night/Networking	Island Event Center

## Friday, October 11, 2024

7:00–8:30	Breakfast	Tradewinds Buffet
8:30–9:00	Announcements	Island Event Center
9:00–10:00	Breakout Sessions: <ul style="list-style-type: none"><li>• Medical Support</li><li>• Collections 101/Skip Tracing</li><li>• Comprehensive Legal Vision (CLV) Updates</li></ul>	Wolf/Bear Buffalo Island Event Center
10:00–10:30	Break/Check Out	Island Event Center Lobby
10:30–Noon	Breakout Sessions: <ul style="list-style-type: none"><li>• Annual Legislative and Case Law Update</li><li>• Collections Roundtable</li></ul>	Island Event Center Buffalo
12:15–1:30	**New MFSRC Board Meets**	Board Room

# MFSRC's ANNUAL TRAINING CONFERENCE PROGRAM

**Tuesday, October 8, 2024**

**5:00–7:00 REGISTRATION Island Event Center Lobby**

**6:30–8:00 BREAKOUT SESSIONS:**

**1. IF YOU HAD TO DECIDE (DV SIMULATION) Island Event Center**

Valerie Lunderville—SAVES Grant Project Manager, DCYF/CSD

*Financial stability is critical for survivors of domestic violence to be able to leave and stay out of abusive relationships. There are many factors that impact and complicate a survivor's decisions about their safety and the safety and well-being of their children. Too often, survivors have little control over these factors. This simulation is designed to put you into the shoes of a survivor. The simulation, adapted by Michael Hayes, Office of Child Support Services, from the "In Her Shoes" simulation, includes context from the survivor's perspective about navigating child support services. Join this session for a meaningful, interactive experience that will help us all think about what we can do to make the journey less difficult as we provide much needed child support services to families in crisis.*

**Attendance capped at 150 people.** A similar session will be offered on Wednesday.

Intended Audience: General Audience

**MFSRC 101 AND TEAM BUILDING ROUNDTABLE**

**Buffalo**

Jen Cooklock—Assistant County Attorney, Ramsey County

Michele Schreifels—Interim Director, DCYF/CSD

Eric Buegler—Policy Analyst, DCYF/CSD

Dawn Johnson—Accountant, Senior, DCYF/CSD

*You are here attending the MFSRC Conference, but do you truly understand what MFSRC is and the roles of its board members? Join us to discover who we are, what our board does, and how you can become more engaged.*

*Then, jump into a fun exercise putting this year's theme of "Creating Connections, Building Together" into action. We will be engaging in a team-building exercise that involves collaborating to construct a model using Legos. This challenge is designed to foster teamwork and collaboration, as participants will need to work together to achieve a common goal. It will enhance communication, improve problem-solving abilities, and strengthen connections among colleagues.*

Intended Audience: General Audience

**8:00–9:00 NETWORKING Island Event Center**

# NOTES



## **WE OFFER...**

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## **CONTACT US:**

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**7:00-8:30      BREAKFAST      TRADEWINDS BUFFET**

**7:00–Noon      REGISTRATION      Island Event Center Lobby**

**8:30–9:00      WELCOME AND GENERAL ANNOUNCEMENTS      Island Event Center**

**9:00–10:30      KEYNOTE:  
THE PSYCHOLOGY OF SUCCESS: 12 PRACTICES  
TO IMPROVE MENTAL AND FINANCIAL HEALTH  
FOR HOLISTIC SUCCESS      Island Event Center**

1.50  
CLE

Joyce Marter, LCPC

*According to the APA, finances and the economy are top stressors for Americans, negatively impacting mental health. This high-energy and inspiring presentation is based on Joyce Marter’s award-winning and internationally published book, *The Financial Mindset Fix: A Mental Fitness Program for an Abundant Life*. Twelve practices that are empirically proven to improve mental wellbeing and financial health will be taught through powerful and humorous storytelling and interactive exercises.*

- *Learn the surprising and powerful interconnection between mental health and financial wellness.*
- *Identify how to identify and recover from money anxiety, intergenerational financial trauma, and financial infidelity.*
- *Learn practices to leverage your psychology of money and change your money mindset.*
- *Learn practical tools and strategies from narrative therapy, mindfulness, cognitive behavioral therapy, and more.*
- *Receive a landing page of downloadable self-assessment tools and resources to take back to your teams to use with clients.*
- *Leave motivated, empowered and equipped to transform your life and cultivate abundance, personally, professionally and financially.*

Intended Audience: General Audience

**CLE BREAKOUT SESSION:**

1.50  
CLE

**THE HISTORY OF AND INTRODUCTION TO IV-D CHILD SUPPORT CASES      Wolf/Bear**

Melissa Froehle—Attorney and Legislative Lead, DCYF/CSD  
Melissa Rossow—Assistant Chief Child Support Manager, State Court Administration  
Sandy Thorne—Collection Services Supervisor, Clay County

*Join the panelists from counties, DCYF and the courts (who have a combined 100 years of experience in the IV-D Child Support system) as they discuss the highlights of the 49 year history of the IV-D Child Support Program and introduce attorneys to not only the “how” but the “why” of this important program. They will discuss the evolution of the program from its beginnings as a public assistance reimbursement program to the whole family program it is today. Attorneys will learn about requirements of both the Federal and State laws, important changes to the laws and policies, some of the unique aspects of the Expedited Child Support Process in Minnesota, and the significant reasons behind the evolution of the program. Attendees will have an opportunity to ask questions and engage in the conversation. Please note that this session is designed for Child Support Attorneys and is not meant to be a replacement to new employee training. However, anyone who is interested in learning more about the history and introduction to the IV-D Child Support Program are also welcome.*

Intended Audience: Attorneys

**10:45–11:45      BREAKOUT SESSIONS:**

**2. IV-D CHILD SUPPORT PROGRAM  
VISIONS AND REFLECTIONS**

**Island Event Center**

1.0  
CLE

Michele Schreifels—Interim Director, DCYF/CSD  
Reagan Hendrickson—Manager, White Earth Nation Child Support  
Trish Skophammer—Director, Ramsey County

*Join us for a presentation on our state, county, Tribal, and federal child support programs. This presentation promises to be quite informative and impactful, touching on key aspects of child support programs across various levels of governance including:*

- *Initiatives and progress at the state level,*
- *Future opportunities for the child support program,*
- *Updates from Reagan Hendrickson on the Tribal Support Program,*
- *Insights into the newly established Department of Children, Youth, and Families and*
- *Reflections and insights from child support leaders as the IV-D child support program approaches its 50<sup>th</sup> year.*

*Overall, this presentation aims to provide a comprehensive overview of current efforts, future directions, and collaborative initiatives in the field of child support, showcasing the dedication of various partners in supporting children, youth, and families.*

Intended Audience: All Child Support Professionals

**3. STATE OF COLLECTIONS (MCRA)**

**Buffalo**

Scott Wotzka—TOP Coordinator/Claims Specialist, DCYF

*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 2023 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

**4. PLEADINGS AND HEARINGS 101**

**Wolf/Bear**

1.0  
CLE

Patrick Hest—HS-Legal Assistant Director, Ramsey County  
Davis Luna—Assistant County Attorney, Dakota County

*Are you an attorney or child support staff new to child support? Want to learn more about the basics of different types of pleadings most common in child support cases? Interested in learning more about hearings basics when those pleadings result in hearings either in District Court or the Expedited Process? If the answers to these questions is yes, please join us for this introductory session. We will cover legal requirements, best practices, as well as some helpful tips and tricks. Hope to see you there!*

Intended Audience: Attorneys, Child Support Staff, Supervisors

1:00–2:30

**BREAKOUT SESSIONS:**

**1. EMPATHY IN ACTION: ENHANCING RESPONSES TO SURVIVORS IN CHILD SUPPORT SERVICES**

**Island Event Center**

Melissa Froehle—Legislative Lead, DYCF/CSD

1.5  
CLE

*Feedback from child support participants and partners consistently informs us that human service professionals who are responsive, empathic and understanding are needed. What can all child support staff do to improve our empathetic responses? In some cases, inconsistencies in responsiveness or lack of understanding can increase risk of harm. How do we validate and support survivors when they disclose current or past abuse? How do we support survivors working in our systems? What does “not being neutral on the issue of domestic violence” look like in our responses? Join this session with a panel of lived experience experts that are part of the Safe Access for Victims' Economic Security (SAVES) grant. Through this conversation with survivors and systems professionals, we will learn how to improve your work with staff, survivors, and develop skills that build our capacity to better serve all child support participants.*

Intended Audience: Child Support Staff, Attorneys, Supervisors

**2. ESTATE RECOVERY**

**Buffalo**

Greg Lulic—County Liaison, DHS/SRU

1.5  
CLE

*This session will discuss the current law and policy of Minnesota’s MA Estate Recovery Program and any hot topics that have been going on. Please bring your questions.*

Intended Audience: Collection Officers, Supervisors

**3. ESTABLISHMENTS AND MODIFICATION 101**

**Wolf/Bear**

Karen Wolff—Assistant County Attorney, Wright County

Autumn Ladd—Child Support Magistrate

Holly Mikeworth—Assistant County Attorney, Hennepin County

1.5  
CLE

*Come join us for a session discussing establishments and modifications. We will focus on the foundations of pleadings and court hearings. This session is intended for newer child support attorneys and child support workers, and those looking for a refresher on the basics. The discussion will focus on these actions in the expedited process: from receiving the referral, to case preparation, to the court hearing.*

Intended Audience: Attorneys, Child Support Staff, Supervisors

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2:30–3:00

**BREAK**

**ISLAND EVENT CENTER LOBBY**

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3:00–4:30

**BREAKOUT SESSIONS:**

**1. PATERNITY 101**

**Wolf/Bear**

Sandra Filardo—Senior Assistant County Attorney, Hennepin County

Patrick Moen—Assistant County Attorney, Stearns County

1.5  
CLE

*A new paternity referral just showed up in your inbox, what now? This session will cover the basics of a paternity action such as: what needs to be included in pleadings, navigating custody and parenting time, steering the case through either Ex Pro or district court. We’ll tackle some common issues, share best practices, and equip newer attorneys (or those newer to child support) with some tools to succeed. While this session is geared towards newer attorneys, all attorneys and non-attorneys are welcome!*

Intended Audience: Attorneys, Child Support Staff, Supervisors

**2. ESTATE RECOVERY BY AND FOR ATTORNEYS**

**Buffalo**

1.5  
CLE

Mark Eekhoff—Staff Attorney, DHS/SRU  
Carl Erickson—Assistant County Attorney, Anoka County  
Katie Stock—Chief Assistant County Attorney, Clay County  
Rocky Wells—Assistant County Attorney, Crow Wing County

*County attorneys will present information on estate recovery, going over practical issues in the cases they have seen. The presenters will go in-depth to give estate recovery tips and strategies for county attorneys and county collectors.*

Intended Audience: Attorneys, Collection Officers, Supervisors

**3. IF YOU HAD TO DECIDE (DV SIMULATION)**

**Island Event Center**

1.5  
CLE

Amy Donahue—Supervisor, Ramsey County  
Trish Skophammer—Director, Ramsey County

*Financial stability is critical for survivors of domestic violence to be able to leave and stay out of abusive relationships. There are many factors that impact and complicate a survivor’s decisions about their safety and the safety and well-being of their children. Too often, survivors have little control over these factors. This simulation is designed to put you into the shoes of a survivor. The simulation, adapted by Michael Hayes, Office of Child Support Services, from the “In Her Shoes” simulation, includes context from the survivor’s perspective about navigating child support services. Join this session for a meaningful, interactive experience that will help us all think about what we can do to make the journey less difficult as we provide much needed child support services to families in crisis.*

*This session will be similar to the Tuesday session.*

Intended Audience: General Audience

**4:30–5:30**

**MCAA MEETING:  
ATTORNEY HOT TOPICS ROUNDTABLE**

**Wolf/Bear**

1.0  
CLE

Jen Cooklock—Assistant County Attorney, Ramsey County  
Lisa Kontz—Child Support Division Head, Dakota County  
Ben Olson—Assistant County Attorney, Anoka County  
Roxann Klein—Assistant County Attorney, Sibley County

*MCAA Child Support committee members will address some of the current hot topics and issues that have come up recently. Topics to be addressed include: a follow up discussion from the June MCAA webinar on Ex Pro best practices and dealing with the different styles of CSMs, the Minnesota Supreme Court granting petition for review and amicus brief in Lee vs. Kalis case. Participants will have the opportunity to share their own experiences as well. Bring your questions and scenarios! This meeting is for electeds and ACAs only.*

Intended Audience: Assistant County Attorneys and Elected County Attorneys

**5:30–9:00**

**CASH BAR**

**Island Event Center**

**6:00–7:00**

**DINNER**

**ISLAND EVENT CENTER**

**7:00–9:00**

**TWO NETWORKING OPTIONS:**

**BOWLING / CASH BAR**

**Xtreme Bowl**

**PUZZLE CONTEST**

**Island Event Center**

*Join host Patrick Hest for a fun but competitive jigsaw puzzle contest. Teams of 4–6 people will receive a puzzle to put together in an hour or less. Fun team names are encouraged! The first team to complete the puzzle or, if no team completes the puzzle, the team with the fewest remaining pieces left, will be declared the 2024 MFSRC Puzzle Champion. There will be two separate sessions opposite of the bowling event.*



# NOTES

# NOTES



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## Child Support Operations, Transformed.

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# Thursday, October 10, 2024

**7:00-8:30**      **BREAKFAST**      **TRADEWINDS BUFFET**

**7:00-10:00**      **REGISTRATION**      **Island Event Center Lobby**

**8:30-8:45**      **ANNOUNCEMENTS**      **Island Event Center**

**8:45-9:45**      **PLENARY:**  
**SERVANT LEADERSHIP FOR**  
**EVERYDAY LEADERS**      **Island Event Center**

1.0  
CLE

Paul Schnell—Commissioner, Department of Corrections

*Our current commissioner of the department of corrections will share lessons learned through his career as a public servant. Come and share his heartfelt view on the importance of leadership in public service.*

Intended Audience: General Audience

**9:45-10:30**      **PLENARY:**  
**UNLOCK YOUR LEADERSHIP POTENTIAL**      **Island Event Center**

.75  
CLE

Rick Cunningham—Richard Cunningham Development  
Geneva Finn—Team Manager, DHS/SRU  
Reagan Hendrickson—Manager, White Earth Nation Child Support  
Trish Skophammer—Director, Ramsey County

*Do you ever wonder what it takes to be a successful leader? This session offers an opportunity to gain insight from accomplished leaders in child support and collections. Learn about essential leadership qualities and skills, leading through challenges, and building a positive work environment. You'll hear about the leadership journey of each of the panelists and come away with some strategies you can use to unlock your leadership potential.*

Intended Audience: General Audience

**10:30-10:45**      **BREAK**      **ISLAND EVENT CENTER LOBBY**

**10:45-11:45**      **BREAKOUT SESSIONS:**

**1. TRIBAL CHILD SUPPORT**      **Island Event Center**

Benjamin Swankier—Deputy General Counsel, Leech Lake Band of Ojibwe  
Rebecca McConkey-Green—Chief Judge, Leech Lake Band of Ojibwe Tribal Court

1.0  
CLE

*Join us for this presentation from Tribal child support professionals as they provide information about the processes surrounding child support within tribal jurisdictions. The presenters will also provide information on tribal law and child support program policies and procedures. There will be an opportunity for the audience to ask questions.*

Intended Audience: Child Support Staff, Attorneys, Supervisors

**2. PUBLIC ASSISTANCE OVERPAYMENTS**      **Buffalo**

Scott Wotzka—TOP Coordinator/Claims Specialist, DCYF

*Continued from the morning session. 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. SRL<sup>2</sup> = (SELF + REPRESENTED + LITIGANTS)

(SERVING + REAL PEOPLE + LEGAL ACCESS)

Wolf/Bear

Morgan Spah—Supervisor, Judicial Self-Help Center

1.0  
CLE

*Regardless of what kind of work we do, our work affects self-represented litigants (SRLs). In this session, Morgan Spah will answer your questions and discuss why it is so important to understand the barriers many SRLs face and the importance of clear and understandable communication. Participants will learn what we can do to ensure our oral and written communication can improve access to justice and meet the requirements of the ADA.*

Intended Audience: Attorneys, Child Support Staff, Supervisors

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11:45–1:30

**AWARDS LUNCHEON**

**ISLAND EVENT CENTER**

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1:30–3:00

**BREAKOUT SESSIONS:**

**1. ACAs, CSMs, AND EX PRO...OH MY!**

Wolf/Bear

Jennifer Cooklock—Assistant County Attorney, Ramsey County  
Lisa Kontz—Child Support Division Head, Dakota County  
Sara Lauthen—Child Support Magistrate, 4<sup>th</sup> Judicial District  
Fue Lo Thao—Child Support Magistrate, 3<sup>rd</sup> Judicial District  
Jill Prohofsky—Chief Child Support Magistrate, State Court Administration

1.5  
CLE

*Do you ever wonder whether the evidence you submit or the testimony you elicit is the best approach in an Expedited Process case? Why are you asked to file updated information before or after the hearing? Is the information and attachments you include in your supporting affidavit similar to what other counties submit? Why are there more “visiting” Child Support Magistrates in our county? What are the policies and expectations as a result of the newest child support laws in Minnesota? Join an experienced panel of Assistant County Attorneys and Child Support Magistrates as they answer your questions about the Expedited Process and provide you with some insight and tips for success in the future.*

Intended Audience: Attorneys, Child Support Staff, Supervisors

**2. LEANING INTO THE DARKNESS:**

**PROVIDING TRAUMA RESPONSIVE SERVICES**

**Island Event Center**

Angela Lewis Dmello—Founder of Transforming Trauma

1.5  
CLE

*Providing services to people who have experienced trauma requires not only an understanding of the basics of trauma, but also its effects on the human mind, body, and soul. Trauma informed services requires an ability to recognize the effects of traumatic experiences on people and understanding how they show up in our interactions with them. Participants will learn to apply proactive strategies for service delivery and customer service interactions that are attuned to the complex needs of traumatized people.*

Intended Audience: General Audience

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3:00–3:15

**BREAK**

**ISLAND EVENT CENTER LOBBY**

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3:15–4:45

**BREAKOUT SESSIONS:**

**1. CSD LEGISLATIVE UPDATE**

Wolf/Bear

Jessica Raymond—Policy Analyst, DCYF/CSD

1.5  
CLE

*State Child Support Division staff will provide an overview of the legislative changes to the child support guidelines and medical support statute going into effect on January 1, 2025.*

Intended Audience: Child Support Staff, Supervisors, Attorneys

**2. ESTATE RECOVERY IN PROBATE**

**Buffalo**

Mark Eekhoff—Staff Attorney, DHS/SRU

1.5  
CLE

*Estate recovery in probate can be complicated and challenging. In this session, we will discuss why it is in every county's best interest to probate estates, the probate process itself, and finish with an update on recent estate recovery cases.*

Intended Audience: Collection Officers, Supervisors, Attorneys

**3. HOW TO READ TAX RETURNS AND DIFFERENT WAYS TO FIND INFORMATION ON INCOME**

**Island Event Center**

Karen T Kugler—Child Support Magistrate

Megan E Kratzke—Assistant County Attorney, Ramsey County

Robert Wolf—Investigator, Ramsey County

1.5  
CLE

*The presenters will provide information on how to investigate and locate information and documentation regarding income, and how to analyze and assess that information and documentation once it is obtained. The panel will provide guidance on gathering information and investigating cases where a party may be self-employed, own a business, or work for cash. They will also address how to assess and analyze the information and documentation that has been obtained. This will include basic information regarding reading and understanding tax documentation. Entry-level.*

Intended Audience: Child Support Staff, Supervisors, Attorneys

**4. MIGHTY, TIDY FORMS**

**Eagle**

Jodi Abel—Planning Manager, Ramsey County

David Ramm—Executive Consultant, Grays Peak Strategies

*What if customers answered your program's forms and letters faster and more completely? What if staff spent less time following up on missing answers and more time moving cases forward? This session looks at recent work by the Ramsey County Child Support Services program to improve how forms, letters, and other essential program documents are developed and delivered to customers. Using a combination of behavioral design techniques, feedback from frontline staff, and accessible technological tools, the program has been able to make their documents easier for their customers to understand, while also reducing the burden on staff. This session will give participants practical tools and techniques to make their client-facing documents work on paper and online.*

Intended Audience: General Audience

**5:30–9:00**

**CASH BAR**

**Island Event Center**

**6:00–7:00**

**DINNER**

**ISLAND EVENT CENTER**

**7:00–9:00**

**GAME NIGHT/NETWORKING**

**Island Event Center**

*Join hosts Missy Rossow and Kristen Broolsma for an evening of fun and games. The fun will include coloring, casual puzzles, and some trivia sprinkled throughout the night. Games will include Uno, Tenzi, Quixxs, Scatergories, and others. Bring your own favorite game to share too!*

# NOTES

# NOTES



# Innovation and Leadership

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# Friday, October 10, 2024

**7:00-8:30**      **BREAKFAST**      **TRADEWINDS BUFFET**

**8:30-9:00**      **ANNOUNCEMENTS**      **Island Event Center**

**9:00-10:00**      **BREAKOUT SESSIONS:**

**1. MEDICAL SUPPORT**

**Wolf/Bear**

Alex Mazurek—Assistant County Attorney, Hennepin County

1.0  
CLE

*This session will be an overview of medical support and Minn. Stat. § 518A.41. It is intended for both entry level participants to learn the basics of parties' and the public authority's obligations related to medical support, but will also go in depth into the legislative updates effective January 1, 2025. It will also provide practical advice for common issues IV-D participants face in establishing and enforcing medical support.*

Intended Audience: Attorneys, Child Support Staff, Supervisors

**2. COLLECTIONS 101/SKIP TRACING**

**Buffalo**

Shawn Wagener—Lead Collections Officer, Scott County

*This session is for entry level and in-depth Collections Officers and could be beneficial to CSO's who skip trace. In this session you will learn collections tactics with tips and tricks for collecting debts on any age group. You will also learn basic skip tracing skills and some advance techniques. You will see in Accurint by Lexis Nexis how to put a notification on a surviving spouse, so when they are deceased you can collect on the Estate as soon as possible. This is a great class to learn how to collect from the debtors that are hard to collect on and move a lot.*

Intended Audience: Collection Officers, Child Support Staff

**3. COMPREHENSIVE LEGAL VISION (CLV) UPDATES**

**Island Event Center**

Lisa Kontz—Child Support Division Head, Dakota County

Francine Mocchi—Family Law Division Chief Attorney, Anoka County

Catherine Miller—Assistant County Attorney, Rice County

Jessica Raymond—Policy Analyst, DCYF/CSD

1.0  
CLE

*Join a panel of CLV group co-chairs to learn about the work of their groups. The panel will provide information and training on recently approved recommendations as well as updates on issues pending before their groups.*

Intended Audience: Attorneys, Child Support Staff, Supervisors

**10:00-10:30**      **BREAK/CHECKOUT**      **ISLAND EVENT CENTER LOBBY**

**10:30-12:00**      **BREAKOUT SESSIONS:**

**1. ANNUAL LEGISLATIVE AND CASELAW UPDATE**

**Island Event Center**

Patrick Hest—HS-Legal Assistant Division Director, Ramsey County

Lisa Kontz—Child Support Enforcement Division Head, Dakota County Attorney's Office

1.5  
CLE

*Join Patrick Hest and Lisa Kontz for the annual update of significant caselaw and legislative developments since last year's MFSRC Conference. Participants will learn how the various Court of Appeals and Supreme Court decisions and Legislation affects the work they do in the Minnesota IV-D Child Support system.*

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

**2. COLLECTIONS ROUNDTABLE**

**Buffalo**

Shawn Wagener—Collections Officer, Scott County

*Bring your questions to the Roundtable on any topic you would like to get answers from a variety of other counties. This will be an open forum format. No question is a dumb question, just the question you don't ask!*

Intended Audience: Collection Officers, Supervisors

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**12:15 –1:30**

**NEW MFSRC BOARD MEETS**

**Board Room**

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**NOTES**

## SPEAKER BIOGRAPHIES

**RICK CUNNINGHAM** (*Thursday: Unlock Your Leadership Potential*) helps people realize their potential to make positive contributions in what they do. With more than 40 years of experience in leadership, and as a consultant and professional magician, Rick weaves magic, humor, and practical ideas into a formula for living and leading. His work in leadership is centered on a core belief: *that at the heart of leadership is heart*. These are the leaders who engage people in decisions, build relationships, and strengthen a positive, inclusive work culture. The result fosters more trust, increased service and productivity, and greater retention of people in our organizations for the work ahead.

Rick has a BA in Sociology and an MA in Business Education. He has been an adjunct faculty member at two universities and is a trained LPI Coach (Leadership Practices Inventory—The Leadership Challenge® a Wiley Brand). He spent many years as an internal trainer and consultant at Ramsey County, as well as facilitating workshops and being part of events in a number of counties throughout MN and for state conferences. Some of what Rick offers are: online and in-person workshops; coaching to individuals and organizations; keynote presentations and breakout sessions; group facilitation; 360 feedback processes; coordinating organizational change initiatives; and providing programs for recognition and special events.

**ANGELA LEWIS DMELLO** (*Thursday: Leaning into the Darkness: Providing Trauma Responsive Services*) is Founder of Transforming Trauma and the President and CEO of Northeast Youth and Family Services. She has experience in nonprofit leadership, program development and evaluation, training and supervision, and trauma treatment research. Angela is passionate about both individual level and systems level change and is thrilled to support NYFS's work providing trauma informed and culturally responsive care to the community, with a focus on youth and their families.

Angela is trained as a clinical social worker and has spent the majority of her career working in trauma-laden environments as an administrator and psychotherapist in child sexual violence, domestic violence, refugee resettlement, and torture trauma. Angela has experience providing trainings and workshops on a variety of topics related to trauma and interpersonal violence, as well as leadership and supervision locally, regionally, and nationally. Angela is especially invested in addressing workforce level issues such as provider attrition from the mental health and nonprofit sectors through organizational interventions supporting staff wellness and work sustainability by addressing secondary trauma, vicarious trauma, moral injury, and burnout.

Angela holds a bachelor's degree in global studies and a master's degree in social work from the University of Minnesota. Angela served as a Community Adjunct Faculty member at the University of Minnesota School of Social Work teaching graduate students psychotherapy methods courses from 2012–2021. Angela founded Transforming Trauma to provide training and consultation to organizations implementing trauma responsive care, staff wellness and secondary traumatic stress initiatives, reflective practice, and healing following organizational trauma.

**KAREN TERESE KUGLER** (*Wednesday: How to Read Tax Returns and Different Ways to Find Information on Income*) is a Child Support Magistrate for the Tenth Judicial District. Prior to her appointment in 2022, Karen practiced exclusively in the area of family law as an attorney and ADR provider.

Karen was chair of the Minnesota State Bar Association (MSBA) Family Law Section from 2012 to 2013. She was co-chair of the Ramsey County Bar Association (RCBA) Family Law Section from 2010 to 2012. Using her years of legal experience to educate others, Karen has served as a presenter at various family law seminars and has authored articles for a variety of publications. She has spoken at events such as Minnesota Continuing Legal Education's annual Family Law Institute and her articles have been featured in publications including the Family Law Forum, a quarterly publication of the Minnesota State Bar Association. She authors the Social Security and co-authors the Child Support chapters of the Minnesota Family Law Financial Deskbook; of which she is also a co-editor.

Karen was a Minnesota Super Lawyers Rising Star from 2012 to 2018 and was a Super Lawyer in 2020 to 2022. Karen graduated from the University of Minnesota Law School and received her undergraduate degree magna cum laude in economics from Carthage College.

**JOYCE MARTER** (*Wednesday: The Psychology of Success: 12 Practices to Improve Mental and Financial Health for Holistic Success*) is a licensed psychotherapist, entrepreneur, global keynote speaker, and internationally published author. She founded, built, and successfully sold a multimillion-dollar mental health company. She is a contributor to Psychology Today, MoneyGeek, Choosing Therapy and more. Joyce is the author of *The Financial Mindset Fix: A Mental Fitness Program for an Abundant Life*, which has been published in four languages and received eight book awards. She is renowned globally as a mental health thought leader specializing in the psychology of money and cultivating holistic success.

**DAVID RAMM** (*Thursday: Mighty, Tidy Forms*) As an Executive Consultant with Grays Peak Strategies, David Ramm has had leading roles in communications, evaluation, reporting, and grant management projects for state, local, and tribal child support programs in Virginia, California, Colorado, Indiana, Minnesota, Montana, Wisconsin, and Utah. His work with the New York City Office of Child Support Services has combined work in communications, publications, policy, and strategy.

David holds degrees from Antioch College, Ohio University, and Indiana University, and has presented or moderated sessions at conferences of the National Child Support Engagement Association (NCSEA), the National Tribal Child Support Association (NTCSA), the Western Intergovernmental Child Support Engagement Council (WICSEC), the Eastern Regional Interstate Child Support Association (ERICSA). He is also a graduate of the NCSEA U program for emerging child support leaders.

He lives in Charlottesville, Virginia, where (if we're being honest) he spends most of his time thinking about paragraph returns.



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## 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 for 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 for 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 for 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. These positions are for two (2) year terms.

## MFSRC BOARD MEETINGS

The main MFSRC Board meeting starts at 11 A.M. and is generally adjourned by 1:30 P.M. or 2 P.M.

Most meetings are virtual. We may have one in-person meeting in the St Cloud area.

There are two standing meetings that start at 9 A.M. prior to the full board meeting: the Legislative Committee and the Conference Program Planning Committee. All Board members must participate in one of these two committees.

The Board meets four times per year 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.

Per the MFSRC bylaws, we have three standing committees: Legislative, Membership/Nominating, and Conference. Additional committees may be added annually by the Board Chair and may or may not carry over into subsequent years. Currently the additional committees are the Communications Committee and the Diversity, Equity, & Inclusion Committee. A breakdown of these committees follows.

## **LEGISLATIVE**—no subcommittees

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.

## **MEMBERSHIP/NOMINATING**

- **Constitution and Bylaws**—The Constitution and Bylaws 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 Bylaws, 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.
- **Nominations and Elections**—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.
- **Awards**—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, Outstanding Program Achievement, and Diversity, Equity and Inclusion.

## **COMMUNICATIONS**

- **Public Relations**—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.
- **Website**—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.

## CONFERENCE

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.

- **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.
- **Historical**—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.
- **Registration**—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.

## DIVERSITY, EQUITY, & INCLUSION

This committee's purpose is to ensure MFSRC focuses on the ethical treatment and welfare of our members, the communities we serve, and those impacted by our organization's work and trainings. We want to ensure that we are continuously mindful of the value of diversity, equity and inclusion.

## MFSRC ELECTION INFORMATION

All members (those registered for the 2024 conference and those that paid for the membership) can vote in the MFSRC elections which includes Board positions and Constitution and By-Laws changes. We will be taking nominations from the floor for Board positions at the Business Meeting on Wednesday. Any additional names submitted at the Business Meeting will need to be write-in votes.

The ballot will be a Survey Monkey link that will be posted on the Conference Page at [www.MFSRC.org](http://www.MFSRC.org). The ballot will become available after the Business meeting on Wednesday. Voting will close and the link will expire at 10:45 A.M. Thursday, October 10, 2024.

All members can vote for the positions of 2<sup>nd</sup> Vice Chair, Secretary, Treasurer, and up to two At-Large board member positions. County employees can also vote for District Representatives from their districts only. The map of districts can be found on the back of your program. **Please be sure to follow the instructions on the ballot.**

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



# Thank You to Our Sponsors

## Platinum Sponsors



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**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 *Nominations from the floor***

**Treasurer *Dawn Johnson, CSPC***

Dawn has been honored to serve as the Treasurer for MFSRC and hopes to continue. Before starting at the State of Minnesota Child Support Payment Center in February of 2021 as an Accountant Senior, Dawn worked for Washington County as a Child Support Officer. Prior to becoming a CSO in June of 2016 she worked for Washington County Elections in various roles and has also served on nonprofit boards in her community. Dawn would appreciate your vote for Treasurer of MFSRC, so that she may help to continue the outstanding work that MFSRC does.

**Secretary *Jessica Dettmann, DCYF/CSD***

Jessica recently joined CSD as a Policy Analyst. She was previously employed as a Child Support Officer in both Carver County 2016–2024 and Sibley County 2010-2016. Jessica is a member of the CLV court group and has also been a part of the SAVES and Costs of Care committees. She is currently the MFSRC secretary and would appreciate your vote.

**Member at Large *Jessica Raymond, DCYF/CSD***

(vote for two) Jessica joined the Child Support Division as a policy analyst in 2017. Prior to that she worked as a Child Support Officer in Washington County as well as a law clerk in the 9<sup>th</sup> Judicial District. She currently serves as a member at large on the MFSRC board and would love to continue in this role.

***Melissa Boedigheimer, Clay County***

Melissa has been employed with Clay County since 2003, starting as a Support Enforcement Aide and moving to a Child Support Officer position in 2011. In her time with child support, she has specialized in case initiation, interstate, modifications, and currently has a paternity/establish caseload. She is also involved with the PRISMERS and County Training Workgroup. Melissa would love the opportunity to be a part of MFSRC and would appreciate your vote.

**1<sup>st</sup> District *Karen Bryngelson, Olmstead County***

Karen is a Lead Child Support Specialist at Olmsted County beginning in 1995 with a few years as a Child Support officer in Dodge County prior to that. She specializes in Paternity/Establishment and works with teen clients in a program called Bright Futures that collaborates with social workers and financial workers. Karen joined the MFSRC board in 2021 and would appreciate your vote to continue to represent the First District.

**2<sup>nd</sup> District *April Slager, Nicollet County***

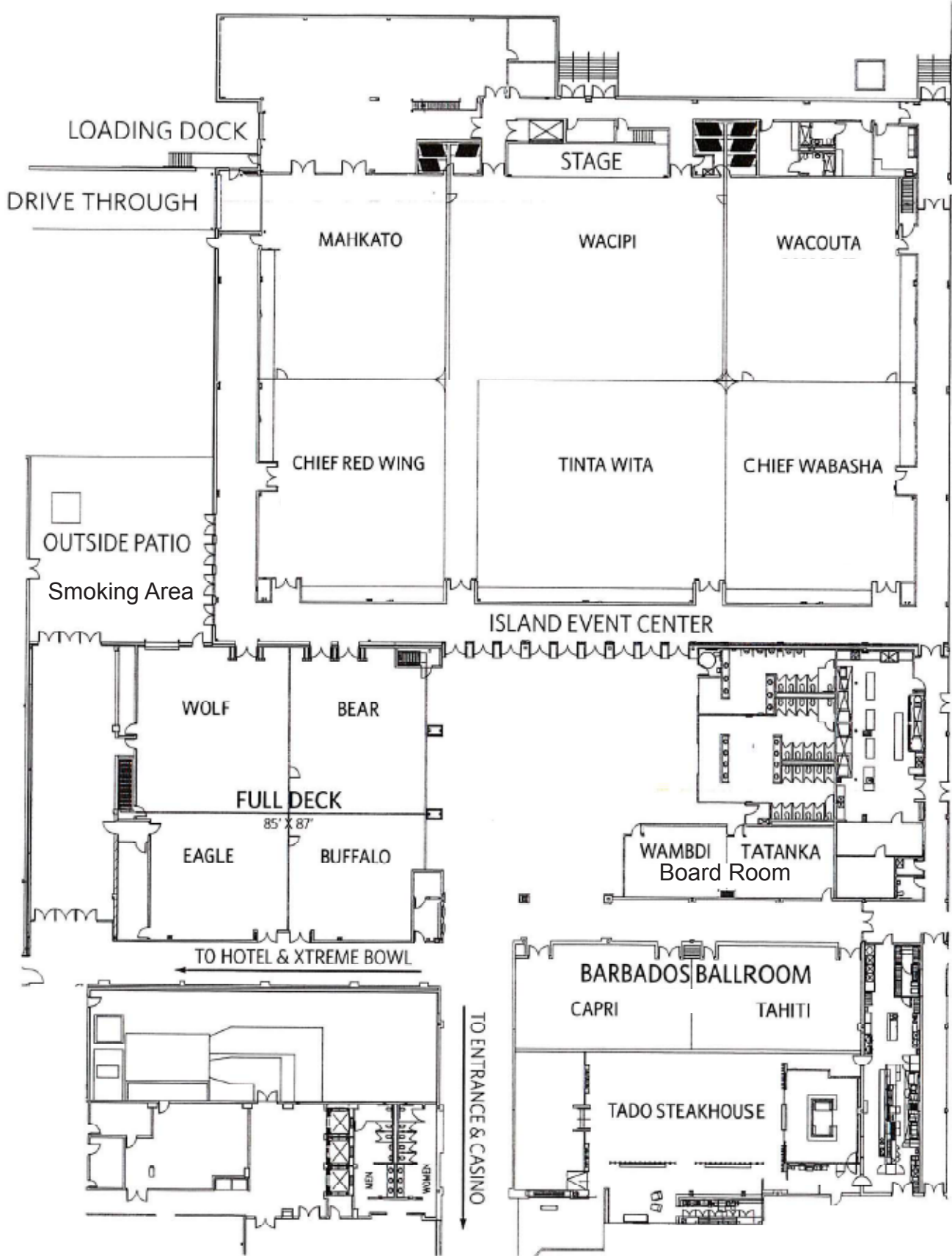
April has been employed with Nicollet County since 2008, starting as an SEA and moving into a CSO position in 2013. After the 2023 MFSRC Conference, April joined the legislative committee and expressed interest in representing the 2<sup>nd</sup> District. The position became open in June 2024 when she was appointed, and she also became the Communication Committee Chair. April would appreciate your vote to continue to represent the 2<sup>nd</sup> District.

**3<sup>rd</sup> District *Rebecca Morrisette, Hennepin County***

Rebecca is a Senior Assistant Hennepin County Attorney in the Child Support Division of the Hennepin County Attorney's Office (HCAO) with a focus on paternity cases. She has been with the HCAO since 1997 and has primarily practiced in the Child Protection and Child Support Divisions handling cases in juvenile and family court as well as childcare and foster care licensing and maltreatment hearings at the Office of Administrative Hearings and DHS. Rebecca has been a District 3 Representative on the MFSRC Board since 2022 and would like to be re-elected and to remain as a member of the legislative committee. Rebecca would appreciate your vote.

- 4<sup>th</sup> District**     ***Rich Diffatte, Ramsey County***  
Rich has been an Assistant Ramsey County Attorney for more than 30 years. He has worked in many different areas of the office, but for the most part has served in the Child Support Enforcement unit. He has served on the CLV enforcement group for several years. He enjoys the work and likes to have a good time. He is a current Board member and would appreciate your vote if you are satisfied with his past representation.
- 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. She 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**     ***Vickie Freese, Southwest Health and Human Services***  
Vickie has been employed with SWHHS for more than a year as a Collections Officer and has more than 15 years of prior management experience. She wants to help represent the 6<sup>th</sup> District to keep these conferences informative and fun for both Collections and Child Support officers alike. She would love the opportunity to provide a new perspective and continue her involvement and service to this great organization. Vickie 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 and moved to child support in 1997. Having worked in child support for 27 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. Rhonda has been a member of the CLV—Court group since 2016 and began representing the Seventh District on the MFSRC board in 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**     ***Jodi Blesener, Pine County***  
Jodi has been employed with Pine County since 1995. Starting in Public Health she then moved into child support as a Collections Officer in 2001 and to a CSO in 2002. In 2015, she moved into a supervisory position. Jodi has served on numerous workgroups including CSD training workgroup, Guidelines workgroup, and Cost of Care workgroup to name a few. Jodi would appreciate your vote to represent District 8.





## MFSRC PAST CHAIRPERSONS

1973–1974 Dennis E. Maher	1998–1999 Grant Forsyth
1974–1975 Thomas B. Humphrey Jr	1999–2000 Sandy Zarembinski
1975–1976 Doug Boler	2000–2001 John Speakman
1976–1977 Raymond F. Schmitz	2001–2002 Theresa Olson
1977–1978 Richard Risley	2002–2003 Cherié Mattson
1978–1979 Thomas Sjorgren	2003–2004 Sandy Thorne
1979–1980 Larry Oberg	2004–2005 Rich Thielman
1980–1981 Kay Dunkelberger	2005–2006 Bob Tipp
1981–1982 Lou Anderson	2006–2007 Julie Erickson
1982–1983 Pat Krauth	2007–2008 Juan Martinez
1983–1984 Trish Marty-Villaume	2008–2009 Jenna Penfield
1984–1985 Maila Hedin	2009–2010 Sandy Slocum
1985–1986 Jan Parker	2010–2011 Melissa Rossow
1986–1987 Fred Buck	2011–2012 Jolene Annen
1987–1988 Jeff Ring	2012–2013 Lori Lofrano
1988–1989 Kathy DeNeui	2013–2014 Jennifer Stanfield
1989–1990 Myrna Rock	2014–2015 Shila Walek
1990–1991 Jerry Schroeden	2015–2016 Nathan Neuhart
1991–1992 Connie Freemyer	2016–2017 René Grisham
1992–1993 Luci Bowen	2017–2018 Lori Hanson
1993–1994 Maila Hedin	2018–2019 Valisa McKinney
1994–1995 Cherié Mattson	2019–2021 Tracy Beehler
1995–1996 Grant Forsyth	2021–2022 Amy Overacker
1997–1998 Sandi Anderson/ Sandra Torgerson	2022–2023 Patrick Hest



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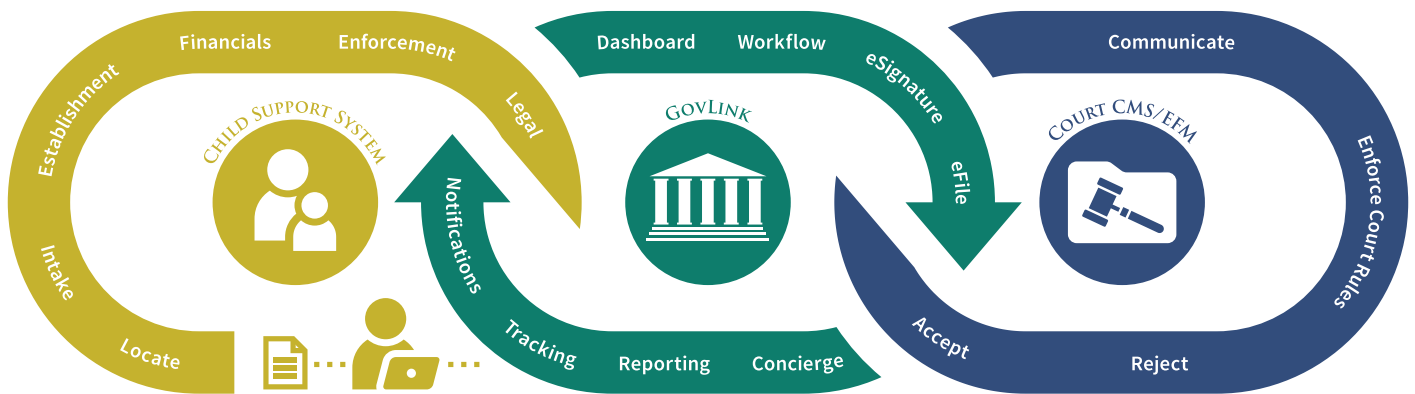
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