

## PROGRAM AT A GLANCE

### Tuesday, October 8, 2024

4:00–7:00	Hotel Check-in
5:00–7:00	Registration
6:30–8:00	MFSRC 101 and Team Building Roundtable
8:00–9:00	Networking

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

7:30–8:30	Breakfast
7:00–Noon	Registration
8:30–9:00	Welcome and General Announcements
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
	<b>CLE Breakout Session:</b> The History of and Introduction to IV-D Child Support Cases
10:30–10:45	Break
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>
11:45–1:00	Lunch and MFSRC Business Meeting
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>
2:30–3:00	Break
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>
4:30–5:30	MCAA Meeting: Attorney Hot Topics Roundtable
5:30–7:00	Cash Bar
6:00–7:00	Dinner
7:00–9:00	Evening Networking

## Thursday, October 10, 2024

- 7:30–8:30 Breakfast
- 7:00–10:00 Registration
- 8:30–8:45 Announcements
- 8:45–9:45 **PLENARY SESSION:**  
SERVANT LEADERSHIP FOR EVERYDAY LEADERS  
DOC Commissioner Paul Schnell
- 9:45–10:30 **PLENARY SESSION:**  
UNLOCK YOUR LEADERSHIP POTENTIAL
- 10:30–10:45 Break
- 10:45–11:45 Breakout Sessions:
- Tribal Child Support
  - Public Assistance Overpayments
  - **SRL<sup>2</sup> = (Self + Represented + Litigants)**  
(Serving + Real People + Legal Access)
- 11:45–1:30 Awards Luncheon
- 1:30–3:00 Breakout Sessions:
- ACAs, CSMs, and Ex Pro...Oh My!
  - Leaning into the Darkness:  
Providing Trauma Responsive Services
- 3:00–3:15 Break
- 3:15–4:45 Breakout Sessions:
- CSD Legislative Update
  - Estate Recovery in Probate
  - How to Read Tax Returns and Different Ways to Find Information on Income
  - Mighty, Tidy Forms
- 6:00–7:00 Dinner
- 7:00–9:00 Evening Networking/Cash Bar

## Friday, October 11, 2024

- 7:30–8:30 Breakfast
- 8:30–9:00 Announcements
- 9:00–10:00 Breakout Sessions:
- Medical Support
  - Collections 101/Skip Tracing
  - Comprehensive Legal Vision (CLV) Updates
- 10:00–10:30 Break/Check Out
- 10:30–Noon Breakout Sessions:
- Annual Legislative and Case Law Update
  - Collections Roundtable
- 12:15–1:30 **\*\*New MFSRC Board Meets\*\***

# MFSRC's ANNUAL TRAINING CONFERENCE PROGRAM

## Tuesday, October 8, 2024

5:00–7:00 REGISTRATION

6:30–8:00 MFSRC 101 AND TEAM BUILDING ROUNDTABLE

Patrick Hest—HS-Legal Assistant Division Director, Ramsey County  
Jen Cooklock—Assistant County Attorney, Ramsey County  
Michele Schreifels—Deputy Director, DCYF/CSD

*You come to the MFSRC conference but do you really know what MFSRC is and what the board members do? Come learn about who we are, what we do as a board, how to get more involved and some tools on the website.*

*Then we will put the conference theme of "Creating Connections, Building Together" into practice with a fun team building exercise. Teams will work together to build a model out of Legos in a challenge designed to improve collaboration by requiring people to work as a team to achieve an end result. It will strengthen communication, enhance problem-solving skills, and build connections among colleagues.*

Intended Audience: General Audience

8:00-9:00 NETWORKING

## Wednesday, October 9, 2024 SUPER CLE DAY

7:30-8:30 BREAKFAST

7:00–Noon REGISTRATION

8:30–9:00 WELCOME AND GENERAL ANNOUNCEMENTS

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

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:

### THE HISTORY OF AND INTRODUCTION TO IV-D CHILD SUPPORT CASES

Tonya Berzat—Director of Child Support and Well-Being, Hennepin County  
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

1.50  
CLE  
pending

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10:30–10:45

**BREAK**

**ISLAND EVENT CENTER LOBBY**

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10:45–11:45

**BREAKOUT SESSIONS:**

#### 1. IV-D CHILD SUPPORT PROGRAM VISIONS AND REFLECTIONS

Michele Schreifels—Deputy Director, DCYF/CSD  
Reagan Hendrickson—Manager, White Earth Nation Child Support

*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

#### 2. STATE OF COLLECTIONS (MCRA)

Scott Wotzka—TOP Coordinator/Claims 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 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

1.0  
CLE  
pending

1.0  
CLE  
pending

### 3. PLEADINGS AND HEARINGS 101

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

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**11:45–1:00**

## **LUNCH AND MFSRC BUSINESS MEETING**

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**1:00–2:30**

### **BREAKOUT SESSIONS:**

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

Melissa Froehle—Legislative Lead, DYCF/CSD

1.5  
CLE  
pending

*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**

Greg Lulic—County Liaison, DHS/SRU

1.5  
CLE  
pending

*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**

Karen Wolff—Assistant County Attorney, Wright County

Autumn Ladd—Child Support Magistrate

Holly Mikeworth—Assistant County Attorney, Hennepin County

1.5  
CLE  
pending

*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**

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**3:00–4:30**

**BREAKOUT SESSIONS:**

**1. PATERNITY 101**

Sandra Filardo—Senior Assistant County Attorney, Hennepin County  
Patrick Moen—Assistant County Attorney, Stearns County

1.5  
CLE  
pending

*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**

Mark Eekhoff—Staff Attorney, DHS/SRU

1.5  
CLE  
pending

*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)**

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

1.5  
CLE  
pending

*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.*

Intended Audience: General Audience

**4:30–5:30**

**MCAA MEETING:  
ATTORNEY HOT TOPICS ROUNDTABLE**

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

1.0  
CLE  
pending

*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

**6:00–7:00**

**DINNER**

**CARLSON HALL**

**7:00–9:00**

**NETWORKING**

# Thursday, October 10, 2024

**7:30-8:30 BREAKFAST**

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**7:00-10:00 REGISTRATION**

**8:30-8:45 ANNOUNCEMENTS**

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

1.0  
CLE  
pending

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**

.75  
CLE  
pending

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

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**10:30-10:45 BREAK**

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

**1. TRIBAL CHILD SUPPORT**

name—org

1.0  
CLE  
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*Join us for this panel discussion with Tribal child support professionals as we examine processes surrounding child support within tribal jurisdictions. The panel will provide information on tribal law and child support program policies and procedures. There will be an opportunity for the audience to ask questions of the panel.*

Intended Audience: Child Support Staff, Attorneys, Supervisors

**2. PUBLIC ASSISTANCE OVERPAYMENTS**

Scott Wotzka—TOP Coordinator/Claims Specialist, DHS

*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)**

Morgan Spah—Supervisor, Judicial Self-Help Center

1.0  
CLE  
pending

*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**

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**1:30–3:00 BREAKOUT SESSIONS:**

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

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 Prohofskey—Chief Child Support Magistrate, State Court Administration

1.5  
CLE  
pending

*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**

Angela Lewis Dmello—Founder of Transforming Trauma

1.5  
CLE  
pending

*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**

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**3:15–4:45 BREAKOUT SESSIONS:**

**1. CSD LEGISLATIVE UPDATE**

Jessica Raymond—Policy Analyst, DCYF/CSD

1.5  
CLE  
pending

*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

Mark Eekhoff—Staff Attorney, DHS/SRU

1.5  
CLE  
pending

*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

Karen T Kugler—Child Support Magistrate

Megan E Kratzke—Assistant County Attorney, Ramsey County

Robert Wolf—Investigator, Ramsey County

1.5  
CLE  
pending

*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

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

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**6:00–7:00**

**DINNER**

**7:00–9:00**

**CASH BAR / NETWORKING**

# Friday, October 10, 2024

**7:30–8:30 BREAKFAST**

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**8:30–9:00 ANNOUNCEMENTS**

**9:00–10:00 BREAKOUT SESSIONS:**

**1. MEDICAL SUPPORT**

Alex Mazurek—Assistant County Attorney, Hennepin County

*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**

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**

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

*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

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**10:00–10:30 BREAK/CHECKOUT**

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**10:30–12:00 BREAKOUT SESSIONS:**

**1. ANNUAL LEGISLATIVE AND CASELAW UPDATE**

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

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

*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

1.0  
CLE  
pending

1.0  
CLE  
pending

1.5  
CLE  
pending

## 2. COLLECTIONS ROUNDTABLE

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**

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## 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..

**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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