

PROGRAM AT A GLANCE

Tuesday, September 30, 2025

- 8:30–10:00 Breakout Sessions:
- Legal Hot Topics
 - The Journey to Performance and Analytics
- 10:00–10:30 MFSRC Business Meeting
- 10:30–11:00 Break
- 11:00–12:30 Breakout Sessions:
- How to Succeed in Court and Steer Clear of Fatal Flaws
 - Unlocking Efficiencies in Child Support Systems
 - Obtaining Access to Child Support Data

Tuesday, October 7, 2025

- 8:30–10:00 Breakout Sessions:
- Enforcement Tools and Contempt
 - County and Tribal Innovations
 - Hiring Bias, Recruiting, and Retention
- 10:00–10:30 Awards
- 10:30–11:00 Break
- 11:00–12:30 Breakout Sessions:
- Annual Legislative, CLV, and Caselaw Update
 - Utilizing the Child Support Portal

MFSRC'S ANNUAL TRAINING CONFERENCE PROGRAM

Tuesday, September 30, 2025

8:30–10:00 BREAKOUT SESSIONS:

1.5
Standard
Credits

1. LEGAL HOT TOPICS

Marla Stanton—Assistant County Attorney, Fillmore County
Susan Hanstad—Senior Attorney, Hennepin County
Maria Alvillar Hinojosa—Assistant County Attorney, Hennepin County
Holly Mikeworth—Assistant County Attorney, Hennepin County

Attorney rountable session covering topics that come up regularly but not often enough that ACAs feel comfortable handling them. Topics include:

- *Case consolidation and current status in ex pro versus district court.*
- *How to handle a worker's compensation claim in child support.*
- *Bankruptcy essentials for child support.*

Intended Audience: Attorneys

2. THE JOURNEY TO PERFORMANCE AND ANALYTICS

Carrie Gilbertson—Performance Coordinator, DCYF/CSD
Jeffrey Olson—Data and Research Analyst, DCYF/CSD
Peter Castro—Data, Governance, Performance, and Reporting Supervisor, DCYF/CSD
Ibrahima Coulibaly—Data and Research Analyst, DCYF/CSD

Federal and state laws require state agencies to measure the Child Support Program. In this session you will learn about the five federal performance measures, the OCSE 157 Submittal and audit trail, Data Reliability, Self-Assessment review, Quadrennial review and the Annual Performance Report. We will explore each and its relevance to the participants and communities we serve, front line staff, and leadership.

Additionally, the PAS team will introduce a data model that is focused on the Current Collections federal measure. This session will include the development of the data model, its evolution based on county feedback, and how it blends into a propensity score that allows counties to target specific cases. The team will highlight the visualization of the model through a Tableau dashboard to be used by counties and other child support professionals.

Intended Audience: Supervisors, General Audience

10:00–10:30 Business Meeting

10:30–11:00 BREAK

11:00–12:30 BREAKOUT SESSIONS:

1.5
Standard
Credits

1. HOW TO SUCCEED IN COURT AND STEER CLEAR OF FATAL FLAWS

To be determined

Whether newly assigned to child support or been assigned to child support for longer than you care to admit, we all should take time periodically to reflect on what the laws require to obtain and enforce a child support order. Sometimes counties and the courts come up with great short cuts and efficiencies that work for them locally in an effort to be efficient and user-friendly. But, while the IV-D Child Support Program has goals of being efficient and user-friendly, the Minnesota Appellate Courts have consistently held that certain requirements, such as due process or the rights of parties, cannot be sacrificed in the pursuit of efficiency. As attorneys, child support workers, supervisors and judicial officers, we all play a role in ensuring that paternity and child support orders are fair, enforceable, and not subject to later review that may render the order void. You are invited to attend this session with your ideas and questions as we survey the laws relating to paternity, child support establishment and enforcement with an eye towards discovering how to get successful orders and steer clear of issues may haunt the case or order down the road.

Intended Audience: Attorneys, Child Support Staff, Supervisors

2. UNLOCKING EFFICIENCIES IN CHILD SUPPORT SYSTEMS

To be determined

Join subject matter experts from the Child Support Division (CSD) and explore tips, tricks and best practices when working in Child Support Systems. The session will cover all areas of case management and will highlight PRISM, DHS-SIR, MCSO and the OCSE Child Support Portal.

Intended Audience: General Audience

3. OBTAINING ACCESS TO CHILD SUPPORT DATA

Laurie VanElsberg—Security and Audits Coordinator, DCYF/CSD
Gina Santori—Trainer, DCYF/CSD

Are you a supervisor or security liaison handling system access and security? Requesting access can be confusing when you don't make these requests on a regular basis. Please join Laurie VanElsberg and Gina Santori as they walk us through how to submit a request for authorized system access.

Intended Audience: Supervisors

Tuesday, October 7, 2025

8:30–10:00 BREAKOUT SESSIONS:

1.5
Standard
Credits

1. ENFORCEMENT TOOLS AND CONTEMPT

Francine Mocchi—Family Law Division Chief, Anoka County Attorney's Office
Megan Gaudette Coryell—Division Chief-Civil/Juvenile/Human Services, Blue Earth County Attorney's Office

What is FIDM? What has changed with the driver's license suspension process? How do you handle a contempt case? A "whole family" approach does not mean we do not use enforcement tools, they just might be used differently. This session will focus on when and how to use enforcement remedies wisely. In addition to tips on effectively handling cases, you will also learn where to find more information to help you handle your cases following conference.

Intended Audience: Attorneys, Child Support Staff

2. COUNTY AND TRIBAL INNOVATIONS

To be determined

Prepare to be inspired by your colleagues across the state! Attend this session to learn about new projects and initiatives that county and tribal child support agencies are exploring to improve collections, case processing and employee engagement.

Intended Audience: Child Support Staff, Supervisors

3. HIRING BIAS, RECRUITING, AND RETENTION

Rowzat Shipchandler—Director of Program and Strategic Initiatives, DCYF/CSD

Leah Bruch—Economic Support Supervisor, Washington County

Petrina Travers—Assistant Director, Child Support Services Division, Ramsey County

Shanika Alston—Attorney, Ramsey County

Join us for an engaging roundtable discussion exploring hiring bias, recruitment challenges, and retention strategies within child support agencies across Minnesota. Panelists from both county and state programs will share their experiences, lessons learned, and ideas for building more inclusive, effective, and resilient teams. This session offers a chance to hear different perspectives and participate in a conversation about what's working, what's not, and where we go from here.

Intended Audience: Supervisors

10:00–10:30 AWARDS

10:30–11:00 BREAK

11:00–12:30 BREAKOUT SESSIONS:

1. ANNUAL LEGISLATIVE, CLV, AND CASELAW UPDATE

Patrick Hest—Assistant Director, Human Services Legal,
Ramsey County Attorney's Office

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

Join child support caselaw and legislative experts Patrick Hest and Lisa Kontz in reviewing both caselaw and legislation that has occurred since our October 2024 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. Speakers will also discuss recent developments and recommendations from Comprehensive Legal Vision Committees.

Intended Audience: General Audience

2. UTILIZING THE CHILD SUPPORT PORTAL

Courtney Garnand—Federal Parent Locator Services Support, Division of Federal
Systems, Office of Child Support Services

This session will provide an overview of the features and benefits of the Office of Child Support Services (OCSS) Child Support Portal. There will also be a demonstration the most utilized applications such as FCR Query, Locate, EDE, QUICK, and Communication Center.

Intended Audience: Child Support Staff

1.5
Standard
Credits