

51st ANNUAL TRAINING
CONFERENCE & EXPOSITION



ERICSA 2014: TAKING FLIGHT
for Children and Families

B I O G R A P H I E S



SHERATON GREENSBORO • GREENSBORO, NORTH CAROLINA



Speaker & Moderator Biographies

Lauren Antelo

Lauren Antelo is a Program Specialist in the Division of Program Innovation, federal Office of Child Support Enforcement (OCSE). In this role, Ms. Antelo serves as the Project Officer for the National Child Support Noncustodial Parent Employment Demonstration Projects (CSPED) and the Partnership to Strengthen Families grant programs. She also serves on the federal interagency Reentry and Employment workgroup. Prior to joining HHS, Ms. Antelo was the Deputy Director for Member Services at United Neighborhood Houses of New York, an organization providing technical assistance, capacity building and policy resources to community centers in New York City. From 2003-2006, Ms. Antelo served as a Peace Corps Volunteer in Bolivia, working on nutrition and microenterprise projects in a rural community. She was a 2010 New York Institute for Social Innovation Starting Bloc Fellow and a 2011 Presidential Management Fellow. Most recently, she completed a 6 month detail assignment at the Executive Office of the President, Office of Management and Budget. Ms. Antelo holds a B.S. in Communication Studies from New York University and a M.S. in Urban Policy Analysis and Management from Milano School of International Affairs, Management and Urban Policy at The New School.

The OCSE National Child Support Noncustodial Parent Employment Demonstration, Workshop A-3, Monday, 3:30 - 5:00
OCSE Update, Workshop, Plenary, Tuesday, 8:30 - 10:00

Joey Arthur

Joey Arthur is an Economic analyst with the Division of Federal Systems in the Federal Office of Child Support Enforcement (OCSE). At DFS, he fulfills multiple data related roles including management information coordinator, database administrator, researcher, and quality assurance analyst in addition to being a general economic analyst while working regularly with data from all the FPLS systems. He demonstrates a high aptitude for analyzing complex data, combined with the ability to explain complicated analyses catered to the level of the audience. He has a Master of Science in Economics with a Finance Concentration and a Bachelor of Science in Economics, both from the University of North Carolina at Charlotte.

Data Literacy, Workshop A-7, Wednesday, 8:30 - 10:00

Julie Bagley

Julie Bagley is the Manager of the North Carolina Child Support Services Central Registry/State Parent Locate Service. She has over 24 years of experience with NC CSS, including experience at the local office level to policy and training consultant at the state office.

Julie is a Board Member of the Interstate Data Exchange Consortium (IDEC), a member of the North Carolina Child Support Council and the Eastern Regional Interstate Child Support Association (ERICSA). She has been a presenter at local, regional and national conferences. Julie is a graduate of the University of North Carolina at Chapel Hill and is a Certified Public Manager.

Interstate Roundtable – Southern and Large Northern States, Workshop E-8, Wednesday, 10:30 - 12:00

Gordan Bailey

Mr. Bailey earned his undergraduate degree from Birmingham-Southern College and his law degree from the University of Alabama School of Law. He served as Project Director for the Alabama Interstate Paternity Project and as an Advisor to the Drafting Committee of the National Commissioners on Uniform State Laws in its revision of URESA, now UIFSA. As an original member of the Alabama Child Support Enforcement Committee he co-authored the Alabama Uniform Parentage Act of 1984. Mr. Bailey was a DHR child support contract attorney for Calhoun and Cleburne Counties from 1977 to 2003; in 2004 he was appointed Child Support Referee for Calhoun County hearing cases through 2012.

He has been a presenter for numerous conferences of the National Child Support Enforcement Association (NCSEA), Eastern Regional Interstate Child Support Association (ERICSA) and the Alabama Child Support Association. A past president of the Calhoun-Cleburne County Bar Association, past president of ERICSA (1986) and past chair of the URESA Interstate Forms

Committee (Federal Office of Child Support Enforcement), he also chaired the Advisory Committee which drafted the Alabama Uniform Interstate Family Support Act as well as the Uniform Child Custody Jurisdiction and Enforcement Act. Mr. Bailey also served as member of the committee that redrafted Alabama's Uniform Parentage Act.

During 1997-98, Mr. Bailey presided as Chair of the Family Law Section of the Alabama State Bar and is current Chair of the Alabama Supreme Court's Advisory Committee on Child Support Guidelines and Enforcement.

In 1992, he received the Felix Infausto Award presented by ERICSA and in 1999 NCSEA honored him in Chicago with the presentation of the President's "Child Support Community Service Award". In 2002, the Alabama Child Support Association established the Gordon F. Bailey, Jr., "Attorney of the Year Award" recognizing his 26 years of service and in 2006 he was named Lawyer of the Year by the Family Law Section of the Alabama State Bar. At the Alabama State Bar annual meeting in 2008, the Alabama Bar Institute for Continuing Legal Education presented Mr. Bailey the Walter P. Gewin Award for his contributions to the Bench and Bar. In recent years, he has served as a consultant for the National Judicial – Child Support Enforcement Task Force and for the Center for the Support of Families.

ERICSA Team Wars!, Plenary, THURSDAY, 10:30- 12:00

Jeff Ball

Jeff Ball is the Project Manager for the El Paso and Teller County Child Support Services Colorado offices for Young Williams, PC. He has worked in the child support field for 27 years and as an attorney for 32 years. Previously, Jeff consulted for the states of Florida, Minnesota, Indiana, Kentucky, Ohio, North Dakota, Nevada, and Louisiana on a variety of topics, from performance improvement to early intervention techniques.

Earlier, Jeff was senior advisor to the OCSE Commissioner, Technical Assistance Branch Chief, and Welfare Reform Liaison. He was general counsel and deputy director to the U.S. Commission on Interstate Child Support and helped write the report to Congress: A Blueprint for Reform. He was an official observer to the 1992 and 1996 UIFSA drafting committees, actively participating in the original UIFSA drafting decisions. Jeff also worked for the American Bar Association Child Support Project in Washington, DC, and for Legal Aid in Maryland and South Dakota. He has a B.A. in history from Miami University, and a J.D. from the University of Virginia School of Law. He is a past president of ERICSA, and its 2010 winner of the Felix Infausto Award, and a current member of the ERICSA Policy Committee.

DFAS, Employers and their Pay Cycles: Matching Up with Monthly Current Support Orders, Workshop B-7, Wednesday, 8:30 - 10:00
Lame Duck Jurisdiction, Workshop E-9, Wednesday, 1:30 - 3:00

Margot Bean

Margot Bean is a Specialist Leader with Deloitte Consulting LLP, focusing on helping child support enforcement programs provide effective and efficient customer-focused services. Before joining Deloitte, Ms. Bean was the Commissioner for the Federal Office of child support Enforcement (OCSE) from 2005 to 2009. She lead an office whose primary mission was to serve children and families by assuring that assistance in obtaining financial and medical support was available to children. As Federal Commissioner, she actively participated in successful negotiations on the Convention on the International Recovery of Child Support and other Forms of Family Maintenance, and in November, 2007, signed it on behalf of the United States.

Ms. Bean served the New York State Division of Child Support Enforcement as a senior policy advisor from 1998 until being appointed the IV-D Director in 2000. Under her leadership, child support collections in the State reached record levels and the state system achieved federal certification.

Margot was the Director of the Guam Office of Child Support Enforcement within the Attorney General's Office from 1995 to 1998. She began her career in the Guam Attorney General's Office in 1980 and served as an Assistant Attorney General in several divisions, including the Prosecution, Civil Litigation and Family Divisions.

Ms. Bean is a non-practicing attorney licensed in New York and Guam, and a graduate of Lewis & Clark Northwestern School of Law and William Smith College. She is the Vice President of ERICSA's Policy & Legislation Committee, and a former President and Lifetime Member of the National Child Support Enforcement Association.

Hockey, Football, & Skiing – Guess Who Ranks Among Our Most Frequent International Partners!, Workshop E-5, Tuesday, 1:30 - 3:00

Millie Bellamy

Millie Bellamy is the Social Services Regional Program Representative in child support enforcement for the eastern region of North Carolina. Her current position affords her the opportunity to work closely with staff in ten counties to expedite services in paternity and child support establishment as well as enforcement of child support orders. Beginning in 1978, when she was first employed by the Brunswick County Department of Social Services, she has dedicated her career to improving the quality of life for children. Through her 36 years she has worked in all capacities of child support including customer service, training, establishment and enforcement case management. From 1992 to 2008 Millie was the enforcement supervisor with the New Hanover County Child Support Program. She served on the North Carolina Child Support Council Board of Directors and Executive Board for six years. She is a past member of the New Hanover County Partnership for Fatherhood and the North Carolina Journey 2 Excellence Committee. She and her husband, Greg, have one son and two beautiful granddaughters.

A Day in Our Life, Workshop D-7, Wednesday, 8:30 - 10:00

Wayne Black

Wayne Black was appointed as Director of the North Carolina Division of Social Services on June 1, 2013. Prior to this appointment, he worked in county departments of social services for 37 years beginning as a social worker and social worker supervisor in Guilford and serving as Director in Mitchell, Yadkin, and Surry counties for a span of 25 years. Director Black has held many leadership positions on the N.C. Association of County Directors of Social Services and N.C. Social Services Association, including serving as president of both associations. He earned his degrees from Davidson County Community College and High Point University and Masters Degrees in Public Administration and Guidance and Counseling from UNC-Greensboro.

Opening Ceremonies, Monday, 8:30-10:00

Barry Bloomgren

Barry Bloomgren is a Service Area Manager with the Hennepin County Human Services and Public Health Department. He served as the Manager/Director of Hennepin County's Child Support Enforcement from 1992 to 2013. He has been involved with the Hennepin County Child Support Program in various management and leadership capacities since 1975. He was responsible for Minnesota's largest county child support program consisting of over 250 staff with annual collections in excess of \$112 million and 59,000 cases. He is currently supporting the Department's efforts to examine and refine the structural organization of the Eligibility and Work Services areas.

Mr. Bloomgren has served on many state and national child support committees ranging from: computer system design and development, program operations, strategic planning, legislative development, Federal OCSE Performances Incentive Measures and Strategic Planning, Cost Effectiveness, Customer Satisfaction, and an Ad Hoc national work group formed to get Congress to restore lost federal child support incentive funding.

Personnel Challenges Facing Managers, Workshop D-4, Tuesday, 10:30 - 12:00

Daisie Blue

Daisie Blue serves as Chief of North Carolina Child Support Services. She began her career with the child support program as a member of the design and implementation team for the statewide computer system, ACTS. She has more than 20 years of experience in the Child Support Program in various positions including Assistant Chief of Systems and User Support. She has participated and presented at numerous national and state conferences, and served on various national workgroups. Earlier in her professional career, she gained valuable experience working at the federal, state and county levels in Economic Service program areas such as the Food & Nutrition Services and Work First programs. Ms. Blue holds a bachelor's degree from Winston-Salem State University; further studies at NC State University and Wake Technical Community College.

Opening Ceremonies, Monday, 8:30-10:00

Look – We Have a Wheel... You Don't Need to Invent One!, Workshop D-6, Tuesday, 3:30 - 5:00

Joe Bodmer

Mr. Bodmer is the Director of the Division of State and Tribal Systems in the Office of Child Support Services (OCSS). Certified as both a Project Management Professional (PMP) and Master Project Manager (MPM), with over 31 years of experience in project management, and systems planning, procurement and integration, Joe currently directs OCSE's delivery of technical

assistance to states implementing child support enforcement systems. Joe also leads OCSE's collaboration and oversight efforts on automation issues with tribal programs, and serves as the Project Director for the design, development and nationwide launch of the award-winning Model Tribal System, a comprehensive automated system built by OCSE for tribal child support programs nationwide. Lastly, Joe is the Director for the Administration for Children and Families' Interoperability Initiative Project; a collection of collaborative, interdisciplinary information technology projects designed to promote horizontal integration, facilitate shared services, and improve the exchange of data across the landscape of systems supporting health and human services programs.

Prior to joining OCSE in 1988, Mr. Bodmer held management and consulting positions in both the U.S. Navy and the private sector. Joe holds a Bachelor of Science degree, with honors, in Business Administration from Roger Williams University in Rhode Island.

Look – We Have a Wheel... You Don't Need to Invent One!, Workshop D-6, Tuesday, 3:30 - 5:00

Barry Brooks

Barry J. Brooks is an Assistant Attorney General with the Title IV-D Agency, where he works closely with the Interstate Central Registry and field units on matters related to interstate and international cases. Since 1993, he has been a frequent presenter on interstate issues; in June 2003, he assumed agency responsibilities involving international issues. In September 2007, he became the Managing Attorney of the Special Collections Unit which handles FIDM, Insurance, and Real Property liens; QDROs; Lump Sums; and, a full range of other special collection efforts.

He has served on several national workgroups dealing with interstate issues such as direct income withholding, standard forms, and best practices recommendations. He was an Observer to the Drafting Committee for UIFSA[96], UIFSA 2001, and UIFSA 2008 of the National Conference of Commissioners on Uniform State Laws, which is now the Uniform Law Commission. Prior to his interstate and international assignments, he was the Managing Attorney of a child support office in Austin, Texas. Before joining the Office of the Attorney General, he spent several years with East Texas Legal Services, Inc., and in private practice.

Mr. Brooks attended Tulane University and received a BA from Southern Methodist University in 1970. He received his JD from the University of Texas School of Law in 1974.

Successful Use of Automation: What the Computer Can Do For You, Workshop C-2, Monday, 1:30 - 3:00

Hockey, Football, & Skiing – Guess Who Ranks Among Our Most Frequent International Partners!, Workshop E-5, Tuesday, 1:30 - 3:00

Reach Out and Touch Someone: Cross Border Enforcement Efforts, Workshop E-6, Tuesday, 3:30 - 5:00

David Broselli, M.S.

David M. Broselli joined the judiciary in 1990 and is currently Assistant Chief for the Administrative Office of the Courts Family Practice Division. He is responsible for program development, implementation and training in the dissolution/non-dissolution and domestic violence dockets.

David has been involved with the Child Support Program from the beginning of his judicial career and continues to be committed to bridging the gaps between the agencies and advancing the goals of the program. David currently holds the position of Secretary for the New Jersey Advisory Council on Domestic Violence, and was recently named President of the New Jersey Child Support Council, where he has been a member since 2004. David is also a Certified Public Manager and holds a Master's Degree from Fairleigh Dickinson University.

Communication between the States: Hello. Can You Hear Me Now?, Workshop D-2, Monday, 1:30 - 3:00

Charles Bryson

Charles Bryson is the IV-D Director for the State of Tennessee serving as the Director of Child Support Operations. He has been instrumental in implementing demonstration projects such as case stratification, early intervention and employment, access to visitation, building assets for families, prisoner reentry initiatives and family centered services.

Charles began his career with the Department of Human Services as a Child Protective Services Social Counselor and later worked as Quality Control Reviewer, Appeals Referee, Child Support Area Coordinator, Director of Program Accountability

Review and Director of Field Operations. He received a Bachelor of Science Degree in Chemistry and Psychology from Middle Tennessee State University in 1987 and a MA in Organizational Psychology from that same institution in 1992. During his tenure, he has been accepted and graduated from: the Tennessee Government Management Institute in 2004, the Tennessee Government Executive Institute in 2008, and LEAD Tennessee in 2010.

Mr. Bryson is a frequent presenter at state and national conferences. He serves on the ERICSA board and is currently a member of the policy committee. He has served on NCSEA committees and is a current member of the NCSEA Child Support CommuniQue Committee.

The OCSE National Child Support Noncustodial Parent Employment Demonstration, Workshop A-3, Monday, 3:30 - 5:00

Donna Buchanan

Donna Buchanan is a Program Consultant with the North Carolina Child Support Services Policy and Training section. In this role, she is responsible for reviewing federal regulations and state statutes to ensure program compliance and address training needs. Donna assists in the development and delivery of training in all aspects of the program. She was also involved in the implementation, testing, and training of CSENet in North Carolina. Prior to joining to the State office, Donna was a child support caseworker at the county level as well as a consultant with the ACTS project, the automated child support system in NC. In addition, she has experience in working in the IV-A and Medicaid programs. Donna has over 27 years in state and county government. Donna is a graduate of Peace College and North Carolina State University.

Customer service: Working to provide excellent customer service across the nation, Workshop A-1, Monday, 10:30 - 12:00
Reach Out and Touch Someone: Cross Border Enforcement Efforts, Workshop E-6, Tuesday, 3:30 - 5:00

Jennifer Burnszynski

Jennifer Burnszynski is the Director of the Division of Program Innovation in the Federal Office of Child Support Enforcement (OCSE), where she oversees program development, including competitive grants, evaluation, cross-program collaboration, and strategic planning. She also leads planning and policy activities to update medical support policies. She previously served as the Senior Advisor to the OCSE Commissioner, where she coordinated OCSE's Federal budget and legislative activity and worked on strategies to support collaborative family-centered approaches, and as a Senior Social Science Analyst in the Office of the Assistant Secretary for Planning and Evaluation. In her 15 years at HHS, she has worked on developing national child support legislation and managed major research on arrears, health care coverage among child support-eligible children and child support distribution, as well as evaluations of fatherhood and family strengthening initiatives. She guided the establishment of the National Center for Family and Marriage Research and served as its first Program Officer. Her prior experience includes working for the Minnesota Legislative Commission on the Economic Status of Women, the Minnesota House of Representatives Research Department and the U.S. Department of Justice Office. She holds a B.A. from Gettysburg College and a M.A. from the University of Minnesota.

Flight 111–148 Destination Affordable Care Act (ACA) and Child Support/, Workshop C-3, Monday, 3:30 - 5:00

Jay Butler

Jay Butler is a senior business analyst with Northrop Grumman. Jay serves as a State Technical Support Liaison for the Federal Office of Child Support Enforcement (OCSE) for 13 states across four federal regions. He works with states to expand the use of the Federal Parent Locator Service (FPLS) by maximizing automation and developing effective methods for using data. Prior to joining OCSE in early 2013, Jay worked for 14 years in the State of Tennessee Child Support Program. As Project Director of the Tennessee State Disbursement Unit he was responsible for implementation and ongoing operations of the SDU beginning in 1999, as well as the for the Tennessee Child Support Customer Service Unit beginning in 2004. Jay currently resides in Nashville, Tennessee.

SSA and Child Support: What information is available and how do we use it at the local level, Workshop B-1, Monday, 10:30 - 12:00

Electronic Document Exchange – Latest and Greatest in Interstate Communication!, Workshop C-6, Tuesday, 3:30 - 5:00

Communication between the States: Hello. Can You Hear Me Now?/, Workshop D-2, Monday, 1:30 - 3:00

The 3 Tiers Approach to Managing Casework, Workshop A-8, Wednesday, 10:30 - 12:00

Thom Campbell

Thom is the Branch Chief for Strategic Initiatives and Partnerships within the Division of Program Innovation in the federal Office of Child Support Enforcement. He works with partners and stakeholders to empower the community, encourage innovation, and create positive change so parents and families can meet the needs of their children.

Thom has spent his career in a variety of roles – from Hill staffer to lobbyist to grant manager – working to strengthen and empower those who serve families and communities. Before coming to OCSE, Thom managed community development and capacity building grant programs for the Administration for Children and Families (ACF), served as liaison with the White House for the Faith-based and Neighborhood Partnership initiative, and worked as a nonprofit advocate with the YMCA of the USA – working to advance a variety of youth, family, and nonprofit issues. Thom began his career on Capitol Hill, eventually serving as legislative staff for two members of Congress.

Thom grew up in Tennessee and now lives in Centreville, Virginia, with his wife Rachel and his three children, David, Sarah, and Benjamin.

Simplifying the Child Support Process as an Access to Justice Issue: Pro Se Modification Forms, Workshop A-5, Tuesday, 1:30 - 3:00
The Growing Military/Veteran Caseload - What to Expect and Where to Get Help, Workshop A-6, Tuesday, 3:30 - 5:00

Susan Clapp

As a business analyst with Northrop Grumman, Susan serves as state technical support team lead for the Federal Office of Child Support Enforcement (OCSE) in their effort to expand the use of the Federal Parent Locator Service (FPLS) by maximizing automation and developing effective methods for using data. Prior to joining the FPLS team she spent 10 years in the Alabama State Child Support Enforcement Program first as a caseworker and later as a functional analyst for development of a new PRWORA-certified child support system. In 1998, she moved to Kentucky to serve as Project Director for implementation and ongoing operations of the Kentucky SDU. In 2000, she moved to Alabama where she provided oversight for SDU implementation and ongoing operations management until September of 2011. Susan currently resides in Prattville, Alabama.

Locate 2014 - What's New and What's Best When You Want Data Now, Workshop A-2, Monday, 1:30 - 3:00
SSA and Child Support: What Information is Available and How Do We Use It at the Local Level, Workshop B-1, Monday, 10:30 - 12:00

John Clark

John Clark received a Bachelor's degree from Saint Joseph's University (Philadelphia, Pa.) and a Master's Degree from Temple University in Political Science. He worked as a Substitute Public School Teacher in Philadelphia's inner city for two years before going to work for the Social Security Administration. John worked as a Claims Authorizer and Quality Review Specialist for SSA. In 1988, he started working as the Administrative Officer for the Family Support Administration, which later became the Administration for Children and Families (ACF). In 1993, he became a Child Support Program Specialist for ACF, serving the states of Delaware and Maryland. In June, 2000, his assignment was changed and John began serving as the Program Specialist for Pennsylvania. He also serves as the Child Support Program Specialist responsible for West Virginia. In 2009, John received the Robert S. Stewart Award from the Domestic Relations Association of Pennsylvania.

Federal Performance Incentives, Workshop C-1, Monday, 10:30-12:00
Locate 2014 - What's New and What's Best When You Want Data Now, Workshop A-2, Monday, 1:30 - 3:00
Interstate Roundtable – Southern and Large Northern States, Workshop E-8, Wednesday, 10:30 - 12:00

Fonda Clifton

Fonda Clifton graduated from the University of North Carolina at Charlotte with a Bachelor of Science degree in Criminal Justice. She currently is a program manager at the Mecklenburg County Child Support Enforcement office in Charlotte, North Carolina. She has been a child support professional for 19 years, and currently manages a unit of four supervisors, each having a team of eight to ten caseworkers. During her tenure, Fonda has been an Interstate supervisor, and now one of the supervisors under her leadership is the Interstate/Intergovernmental team supervisor. She is a member of the NCSEA and serves as a member on the IVD Directory's committee. In 2013 she received a Lean Six Sigma Yellow Belt certification. She is knowledgeable and seeks ways to improve processes.

Improving Interstate Communication, Workshop E-3, Monday, 3:30 - 5:00

Anne Coffin

Ann Coffin is the statewide Program Director for the State's Child Support Program. Prior to assuming this position in 2007, she oversaw operations for all local offices and led the legislation and strategic planning unit for the Child Support Program. In that position, she was responsible for assisting program management develop strategic and operational plans to improve performance and working closely with local offices and business process owners to deploy the Program's strategic plan. She has been in Florida's Child Support Program since 1990. Her experience includes business process analysis, workflow mapping, research projects, and training. She holds a Bachelor of Science from the University of Florida.

Maximizing Performance after System Enhancements, Workshop C-7, Wednesday, 8:30 - 10:00

The Honorable Julius H. Corpening

J. Corpening began practicing law in Wilmington in 1979 after graduating from Wake Forest University Undergraduate and Law Schools. He has served as a judge in New Hanover and Pender Counties since 1991. Since 2000 he has served as one of the three family court judges who hear all cases relating to families in civil and juvenile court in New Hanover County and is currently serving as Chief District Court Judge. He has volunteered on a daily basis in the New Hanover County Schools for the last 20 years and is active in the Boy Scouts of America at the local, state, regional and national levels. Judge Corpening serves as an instructor for new judges at the School of Government in Chapel Hill. He currently chairs the North Carolina Child Custody Mediation Advisory Committee, serves on the North Carolina Court Improvement Program Advisory Committee and the North Carolina Educational Stability Task Force, is a founding member of the New Hanover County Partnership for Fatherhood and serves as a member of the Dropout Prevention Coalition Advisory Board. Judge Corpening helped form the Juvenile Attendance Council for New Hanover County nine years ago which has contributed to improved attendance at the county's elementary schools.

Enforcing Support Orders with Civil Contempt After Turner v. Rodgers/, Workshop B-9, Wednesday, 1:30 - 3:00

The Power of One, Workshop D-5, Tuesday, 1:30 - 3:00

The Court Has Spoken: 2014 Intergovernmental Case Law Update, Workshop E-4, Tuesday, 10:30 - 12:00

Pamela Cummings

Ms. Cummings graduated from the University of South Carolina with a bachelor's degree in mathematics. She started working at South Carolina Department of Social Services on September 2, 1989. She was employed at the local DSS office as a welfare (AFDC) specialist and worked there for approximately two years. She then went to work for Child Support Enforcement in 1991 in the Parent Locate Division, and was hired in the Columbia Regional I office in 1992 as a Child Support Specialist. She worked as a specialist until 1998 when she was promoted to a supervisor. She remained in the regional office as a supervisor until November 2012 when she was promoted to Program Coordinator I in the Program Improvement and Quality Assurance Division in the state central office.

She has a broad knowledge of child support processing procedures and UIFSA cases. She worked and supervised in a border county for over 20 years. She currently handles customer complaints from the local, regional, state, and intergovernmental levels. She has learned how to contact investigators in other states expeditiously. She has also managed to develop a very large network of contacts within South Carolina and nationwide.

Interstate Roundtable – Southern and Large Northern States, Workshop E-8, Wednesday, 10:30 - 12:00

Marissa de Almeida

Marissa de Almeida is the Chief Attorney for the Stanislaus County Department of Child Support Services, located in the Central Valley of California. Marissa has been the Chief Attorney with SCDCSS since January, 2011 and has been a Program attorney with the Department since 2003. Marissa has previously provided lectures and trainings on "Criminal Justice Realignment and Child Support", "Working with Probationers within Child Support", "Guideline Calculations" and "Collection from Veteran's Benefits".

Prior to joining the Stanislaus County Department of Child Support Services, Marissa was the Assistant Family Law Facilitator in Contra Costa County. Marissa attended Law School at the University of California, San Francisco, Hastings College of Law and received her undergraduate degree from the University of California, Davis.

Tablets, Texts, and Tweets - Enhanced Customer and Business Partner Communication, Workshop D-9, Wednesday, 1:30 - 3:00

Susan Dillon

Susan began her professional career working as a paralegal at a law firm in Charlotte, NC. She started work as a Child Support Agent in Cabarrus County, NC in August 1999 and was promoted to Supervisor in April 2004. She supervises a staff of nine enforcement agents with one specializing in modifications. Susan is a member of the North Carolina Child Support Council and is the Immediate Past President of the Board of Directors.

Susan is a graduate of Marshall University in Huntington, West Virginia. She received her Associate in Applied Science Degree in the Paralegal Program at Marshall University while completing her Bachelor of Arts Degree in Criminal Justice. She is the proud Mother of one daughter, Mackenzie, who is studying to become a dental hygienist.

A Day in Our Life, Workshop D-7, Wednesday, 8:30 - 10:00

Gale DuBose

Gale is the Jobs Not Jail Project Director and Legal Coordinator for the South Carolina Center for Fathers and Families. She provides oversight and technical assistance for Jobs Not Jail and training to local program staff on child support and other legal issues. Gale was formerly a Chief Attorney with Integrated Child Support Services at the South Carolina Department of Social Services providing her the dual prospective of the court systems and low-income fathers. Gale coordinated a project for the automation of pro se modification via internet technology, training and community outreach and is now championing an effort to automate pro se visitation forms.

Simplifying the Child Support Process as an Access to Justice Issue: Pro Se Modification Forms, Workshop A-5, Tuesday, 1:30 - 3:00

Debbie Edwards

Debbie Edwards is a Program Manager with SRA International, Inc. She is a certified Project Management Professional leading program support of the Federal Parent Locator Service for the Office of Child Support Enforcement. Debbie has 20 years of experience working in the child support program in 5 different states and at the federal level. Debbie is a graduate of Auburn University (War Eagle) and the College of William and Mary (Go Tribe.) She is a Certified Public Accountant, and holds a Master's Degree in Business Administration. Debbie currently serves as the Treasurer for ERICSA.

ERICSA Executive Board, Treasurer

Robbie Endris

Robbie Endris is currently employed with Xerox Services in the Child Support Services division. Prior to this, she served for one year as the Executive Account Manager for Xerox's Louisiana Document Processing Center and the Customer Service Center. Both of these projects serve the Louisiana Department of Children and Family Services, including the Child Support Program. From 2011 – 2012, Robbie did consulting work for Xerox and the Center for the Support of Families. Robbie retired from the State of Louisiana as Executive Director of the Title IV-D Child Support Program in January, 2011. During her tenure as director, she served as president of NCCSD and was an active member of NCSEA, WICSEC, and LSEA. She is a past president of LSEA and was given the Sen. Russell Long Service award. She also received the Charles Dunbar Career Service Award, which was presented by the Louisiana Department of Civil Service. Robbie was graduated from Northwestern State University of Louisiana with a BA in journalism. She enjoys speaking at conferences. Many presentations in past years were related to disaster recovery and the changes made in the Louisiana program after Hurricane Katrina.

Working with Legislators: How to Help Policymakers Understand and Support the Child Support Program, Workshop A-4, Tuesday, 10:30 - 12:00

Brian Enlow

Bryan has worked for the Washington State Division of Child Support (DCS) for over 25 years. He is currently the lead analyst in the ESA Management Accountability and Performance Statistics (EMAPS) team. In this capacity he provides oversight on data analysis, research, grant administration, auditing, data runs, data visualization and program compliance. He is currently working on the Partnership Grant with the University of Washington to determine if there is a benefit to having TANF arrears cases worked intensively by a select team. Bryan was one of four members that planned, designed and installed the data warehouse currently in production.

The 3 Tiers Approach to Managing Casework, Workshop A-8, Wednesday, 10:30 - 12:00

Chris Faupel

Chris Faupel is the Program Communications Manager for Florida's Child Support Program. He has worked with the Program for over 16 years serving in many different areas, most recently in the Program Director's Office. Chris received his Bachelors of Arts from Florida State University and is also actively involved in his community where he volunteers, mentors and presently serves as Board President for a nonprofit arts organization.

Tablets, Texts, and Tweets - Enhanced Customer and Business Partner Communication, Workshop D-9, Wednesday, 1:30 - 3:00

The Honorable Linda S. Fidnick

Honorable Linda S. Fidnick is First Justice of the Hampshire Division of the Probate and Family Court. Prior to her appointment to the bench in 2008, Judge Fidnick was a partner in the Amherst law firm of Burrell, Fidnick & Booth LLP, where she concentrated her practice in all areas of family law, including mediation and collaborative law. Judge Fidnick is a graduate of Smith College and the University of Connecticut Law School, and she has been a member of the Massachusetts Bar for over thirty years. Judge Fidnick is past president of the Massachusetts Chapter of AFCC and recently served on the national board of directors of AFCC. She was co-chair of the AFCC task force which created the Guidelines for Court-Involved Therapy. She served on the board and as secretary of the Massachusetts chapter of the American Academy of Matrimonial Lawyers before her appointment to the bench. Judge Fidnick serves on the SJC Committee to Study the Code of Judicial Conduct, the Voice of the Child Task Force, the Judicial Education Committee, and MCLE's Curriculum Advisory Committee for family law. She is a member of the panel of Massachusetts judges trained as peer mentors. She is also past chair of the MBA Family Law Section Council and past president of the Hampshire County Bar Association.

Modern Families in Child Support: Exploring Same Sex Marriage, Adoption, IVF and Other Related Topics, Workshop B-5, Tuesday, 1:30 - 3:00

Rochelle Finzel

Rochelle Finzel is the Director of the Children & Families Program at the National Conference of State Legislatures in Denver, Colorado. Rochelle joined NCSL in 2009 and oversees NCSL's work on child support policy, welfare and poverty, child welfare, early education and child care, and youth. Ms. Finzel leads NCSL's collaborative efforts with OCSE to help build legislators' knowledge of child support and strengthen relationships with state child support directors.

Prior to joining NCSL, Ms. Finzel worked on state policy related to workforce development and access to higher education for low-income families. She has authored publications on welfare policies, state economic conditions and employment strategies for at-risk populations. Ms. Finzel has a Master's degree in Leadership and Policy Studies from DePaul University and a Bachelor's degree in Spanish and social work from Marquette University.

Working with legislators: How to help policymakers understand and support the child support program, Workshop A-4, Tuesday, 10:30 - 12:00

Corri Flores

Corrinne Flores is the Manager of the Agency Relations, Diverse Products team, supporting ADP's Garnishment Processing, New Hire Reporting, Registration Services and Unemployment Claims Services organizations. Corrinne and her team manage the relationships and compliance requirements between ADP and state agencies. She has been with ADP for over eighteen years and has spent the majority of her career within the Agency Relations department. Corrinne obtained her Bachelors of Science in Business Management. She has participated on the American Payroll Association's Government Affairs Task Force (GATF) for Child Support and Garnishment workgroups for the past six years, and is the current Chair of the GATF Child Support workgroup.

Hello? States and Employers - How can we improve a great partnership?, Workshop A-9, Wednesday, 1:30 - 3:00

It's an e-world after all...Going electronic increases collections and improves communication, Workshop B-8, Wednesday, 10:30 - 12:00

Victoria Gerstorfer

Victoria Gerstorfer is an Instructional Course Designer for the New Jersey Child Support Institute (NJCSI) at the Institute for Families, School of Social Work at Rutgers, The State University of New Jersey. Victoria has 10 years' experience developing and delivering training in both public education and the private sector, including facilitating trainings overseas. She has extensive knowledge in virtual design and building curriculum for software systems. While serving in the Plainfield, New Jersey Public School District, Victoria was recognized by the Mayor as an expert trainer and received a Training Expertise Award of Achievement from the Mayor's Office. Victoria also spent three years serving as the liaison between the Curriculum Development, Professional Development, and Information Technology departments. In her role at the New Jersey Child Support Institute, Victoria has designed several Intergovernmental courses, as well as a Case Closure lab for Probation staff and a course for judges on calculating guidelines. Victoria has also completed the PrepMasters Corporation CTT+ Certification. She is active in her local community and has taught a Life Skills for Young Adults course for the past eleven years.

Enforcing Support Orders with Civil Contempt After *Turner v. Rodgers*, Workshop B-9, Wednesday, 1:30 - 3:00

Steven Golightly

Dr. Steven Golightly currently serves as Director of the Los Angeles County Child Support Services Department, one of the largest locally-administered child support programs in the nation. He was appointed to this position by the Los Angeles County Board of Supervisors on February 23, 2007. As Director, he oversees the day-to-day operations of the County's Child Support agency with an annual budget of \$165 million and a workforce of over 1,500 individuals.

Prior to joining the County, Dr. Golightly was a career member of the Federal government's Senior Executive Service, and was Regional Administrator for Children and Families in Federal Region IV (Atlanta) for the U.S. Department of Health and Human Services. Before that he worked with the National Alliance of Business, in Washington DC, where he served as Vice President for Human Service Programs. He also served as Chief Deputy Director and Acting Director at the Los Angeles County Department of Public Social Services.

Dr. Golightly has an undergraduate degree in Business Management, a Master's Degree in Public Administration from California State University at Dominguez Hills and a Doctor of Philosophy degree in Public Policy and Administration from Walden University.

Putting Predictive Analytics into Action, Workshop C-5, Tuesday, 1:30 - 3:00

Performance Improvement Strategies, Workshop C-8, Wednesday, 10:30 - 12:00

Alisha Griffin

Alisha Griffin is an Assistant Director with the Division of Family Development in the Department of Human Services responsible for the Office of Child Support Services. She serves as the State IV-D Director for the New Jersey Child Support Program. She has been with the child support program for more than sixteen years and came to child support with many years in the public and private family services including child welfare, child protection, rehabilitation and therapeutic service systems. Ms. Griffin brings a broad and successful track record and manages one of the top ten high performing child support programs. She led the successful design, procurement, and management on New Jersey's implementation and development of the "second generation" national model child support automated system. Most recently she has also led a new successful initiative that undertook comprehensive streamlining of all collections and disbursement systems and overarching fiscal management in addition to revamping customer service through creating a centralized comprehensive "one stop" call center including building a new speech enabled IVR system and a multi-tiered response system, with comprehensive performance metrics. She also has a strong portfolio of experience in direct service programming, policy analysis and development. She is energetic, facilitates sharing and is a strong advocate for quality service delivery to children and families. She has worked on many national workgroups. She has served as President of the National Child Support Enforcement Association (NCSEA), The National Council of Child Support Directors (NCCSD) and The National Family Preservation Network (NFPN). She currently serves on NCSEA's Policy and Government Relations committee and is on the Executive Council of NCCSD and the chair of the subcommittee on Medical Support which is addressing issues related to child support and implementation of the Affordable Care Act. She represented NCSEA a member of the delegation to the Hague Private Law Convention on Child Maintenance and Family Support and served as an observer/ program advisor to NCCSUL on the revisions to UIFSA to incorporate the new convention into US laws. Because of her expertise she was invited to testify to the Senate Foreign Relations Committee on the Hague Convention and its potential benefits to America's children and families.

Flight 111–148 Destination Affordable Care Act (ACA) and Child Support/, Workshop C-3, Monday, 3:30 - 5:00
Personnel Challenges Facing Managers, Workshop D-4, Tuesday, 10:30 - 12:00

Sherri Grigsby

Sherri Grigsby is the Manager of the Federal Office of Child Support Enforcement's Employer Services and NDNH team. In this capacity, her primary responsibility is to ensure information about the child support program, including new hire reporting, income withholding, and electronic payments is shared with the employer community. This includes information campaigns, conferences, and special projects aimed at encouraging best practices in child support. Sherri works closely with Federal Agencies as employers and benefits providers. She is also responsible for ensuring that states submit accurate and timely data to the National Directory of New Hires.

Sherri has over twenty years of experience working in the child support program. Prior to joining OCSE, she worked for the State of Virginia's Division of Child Support Enforcement.

DFAS, Employers and their Pay Cycles: Matching Up with Monthly Current Support Orders, Workshop B-7, Wednesday, 8:30 - 10:00
Reach Out and Touch Someone: Cross Border Enforcement Efforts, Workshop E-6, Tuesday, 3:30 - 5:00

John Hale

Mr. Hale has over 20 years Operations Management experience in the call center industry most notably with YoungWilliams, Citigroup, Wyndham and Sears. With Wyndham he was Director for Call Center Operations and responsible for 3 call centers and 700 full time employees in 3 states. As Citigroup Operations Manager responsible for the Home Depot Fraud division he was a 9 time Cornerstone award winner. John is currently a Project Manager of the DCSE Call Center of Virginia where John and his staff were awarded the 2008 OCSE Customer Service Award. The call center handles an average 80,000+ calls a month.

ERICSA Board of Directors

Pamela Harney

Pamela Harney currently works as a Human Services Program Director for the State of Tennessee serving as Director of Centralized Services. In this capacity, she is charged with providing management oversight for Bankruptcy, Credit Bureau, Insurance Claims, Employer Maintenance, Bank Liens, IRS Interception, License Revocation, New Hire, Passport Denial, and Unemployment Compensation for child support field offices. She has been instrumental in centralizing and automating the bank and insurance lien process.

Pam received a BA Degree in Criminal Justice from Tennessee State University in 1993. While attending TSU Ms. Harney received many accolades and was an honor student.

Ms. Harney has been a frequent presenter at state and national conferences. She serves as a member of the IDEC Consortium.

Successful Use of Automation: What the Computer Can Do For You, Workshop C-1, Monday, 10:30 - 12:00

Alyssa Harrell

Alyssa Harrell began her child support career in 1996. During the last 18 years, she has worked in almost all areas of child support including case management, training, supervision and project management. Alyssa has worked in child support in both the public and private sectors. Alyssa is currently employed with YoungWilliams, P.C. as the New Hanover County Project Manager. She has served on the North Carolina Journey 2 Excellence committees and is a member of the New Hanover County Partnership for Fatherhood and the North Carolina Child Support Council and is currently serving as the 2nd Vice President for the NCCSC Board of Directors. Alyssa has a B.A. in Psychology from the University of North Carolina at Wilmington.

The Power of One, Workshop D-5, Tuesday, 1:30 - 3:00

Christine Hart -Wright

A native Chicagoan, Chris Hart-Wright has several years of experience in child support services. From 1983 to 1996, she was employed by the District of Columbia's Office of Child Support Enforcement. During her tenure at child supports she held increasingly responsible roles as a member of the executive team. After leaving child support, she worked as a consultant for several child support projects from 1996 to 1999.

In October of 1999, Chris became the executive director of STRIVE DC. STRIVE DC is a local community-based nonprofit organization, which prepares unemployed hard to serve people with the skills to get and keep a job. As Executive Director, Chris elevated STRIVE DC from an unknown start-up organization to a well-known, highly respected resource for individuals in need of training and employment and increased the operating budget from \$245,000 in 1999 to over \$1,000,000. After 13 years of working for STRIVE DC, Chris returned to her first love – the Child Support Program.

Currently, Chris serves as the Assistant Section Chief for the Office of the Attorney General Child Support Services Division. In this capacity she provides day to day supervision, guidance and direction to staff in the establishment unit. The goal of the establishment unit is to prepare cases for court to obtain paternity and/or support obligations.

Chris has a Bachelor of Arts and Masters of Arts degree from Howard University.

Flight 111–148 Destination Affordable Care Act (ACA) and Child Support/, Workshop C-3, Monday, 3:30 - 5:00

Margeret Campbell Haynes

Ms. Haynes is a senior associate with the Center for the Support of Families, with 30 years of experience with legal issues related to child support. Her focus is on policy and procedures development, legislative analysis, and training on issues such as interstate and international child support. She currently assists the federal Office of Child Support Enforcement with its outreach to the military and revisions to the Essentials for Attorneys guide. Ms. Haynes is the former Director of the ABA Child Support Project. From 1990 - 1992 she served as Chair of the U.S. Commission on Interstate Child Support. Its report to Congress was the basis for the child support title of welfare reform legislation enacted in 1996. From 2004 – 2007 Ms. Haynes served as a member of the United States delegation to the Hague Convention on International Recovery of Maintenance. She also served as a member, and later as co-chair, of the Forms Working Group, which developed legal forms for use with the Convention. Ms. Haynes served as an official observer to the Uniform Interstate Family Support Act (UIFSA) Drafting Committee of the Uniform Law Commissioners from 1990 to 2008. She has developed judicial, attorney, and caseworker curricula on UIFSA, and conducted UIFSA training in more than 35 states. In 1999 Ms. Haynes received the Commissioner's Distinguished Service Award from OCSE for her work on behalf of children. In 2000 ERICSA presented her with its Felix Infausto Award for outstanding contributions in the area of interstate child support. In 2005 NCSEA presented her with its Child Support Community Service Award.

Ms. Haynes received a B.A. degree cum laude from Davidson College and a J.D. degree from the University of North Carolina at Chapel Hill. She is admitted to practice in the District of Columbia, Massachusetts, and North Carolina.

The growing military/veteran caseload - what to expect and where to get help, Workshop A-6, Tuesday, 3:30 - 5:00

UIFSA 1996, 2001 & 2008 – Third Time's The Charm, Workshop E-7, Wednesday, 8:30 - 10:00

The Honorable Gary Henderson

Judge Gary Henderson is a native of Charlotte, North Carolina. He holds a BA and MA from Appalachian State University and a JD from North Carolina Central University School of Law. He is licensed to practice law in both North Carolina and South Carolina. His legal career includes years of practice for a mid-size firm based in Charleston, S.C. and as a sole practitioner in Charlotte, N.C. For 12 years he served the people of Mecklenburg County as an attorney for Mecklenburg County Child Support Enforcement (CSE). In 2010, Attorney Henderson was an organizer for the CSE Responsible Fatherhood Initiative Program which is still flourishing today. In November 2012, he was elected as a District Court Judge and since January 2013 he has served as one of six Family Court Judges in Mecklenburg County. In this capacity he hears cases dealing with Child Custody/Visitation, Child Support, Equitable Distribution, Alimony and Domestic Violence.

Two Parents/Two States-Parenting and Support Across State Lines, Workshop C-9, Wednesday, 1:30 - 3:00

Diane Hogan

Diane Hogan is a Senior Manager of Data Match Services with Informatix, Inc. She has a BA in Communications from Texas Tech University, and has worked for Informatix as the Manager of Data Match services for 13 years. Diane works with 33 child support agencies across the country to further best practices among state FIDM units, and to facilitate inter-state collections.

Successful Use of Automation: What the Computer Can Do For You, Workshop C-1, Monday, 10:30 - 12:00

Thomas Horan

Tom Horan is currently the Director for Client Services at Auctor Corporation. He is responsible for the successful execution of daily operational activities performed in the support of their customers. This position is critical to the following areas:

- Customer Service
- Contract Management
- Project Management
- Resource Management
- Software Development, Maintenance and Support relative to client needs

Prior to working for Auctor Tom had over thirty years of professional experience working in the state of Connecticut child support program. His responsibilities were varied and comprehensive, from entry level case processing, to high level managerial functions such as program analysis, process improvement development, strategic planning and grant and contract administration.

National Activities:

- ERICSA Board of Directors
- ERICSA Audit Committee Chair
- ERICSA Intergovernmental Committee
- ERICSA conference planning committee
- NCSEA International Committee member
- NCSEA Ex-Board of Directors member
- NCSEA Ex- Chair of the Best Practices and Emerging Issues committee
- National Recognition
- NCSEA Manager of the Year, San Diego 2000.

ERICSA Board Member

Alleen Horton

Ms. Horton has been with the Guilford County Child Support Enforcement (High Point Office) for 16 years. During her tenure there has been managing an Interstate Responding Enforcement Caseload, a regular Enforcement Caseload and she is currently managing a Initiating Enforcement caseload. Alleen is responsible for managing caseload of 458 cases. All of the non-custodial parents reside out of state. In managing this caseload she has been given the task of utilizing creative enforcement. This can be very challenging, however it can also be very rewarding.

Alleen received the 2009 Excellence in Child Support Collections award presented by Court Watch of North Carolina. She has also received several awards presented by the Guilford County Management Team in North Carolina.

A Day in Our Life, Workshop D-7, Wednesday, 8:30 - 10:00

Andrea Howard

Andrea graduated with a B.S. in Public Affairs from Indiana University in 2006. Her employment for the St. Joseph County Prosecutor's Office started in July 2007 as a Child Support Enforcement Caseworker. She then moved into her current position as Enforcement Supervisor in January 2012.

Lame Duck Jurisdiction, Workshop E-9, Wednesday, 1:30 - 3:00

Christine Jennings

Christine Jennings is the project manager for Northrop Grumman on the OCSE Federal Parent Locator Service (FPLS) project and serves as the task lead for state technical support to maximize use of FPLS data and the Interstate Case Reconciliation (ICR). Prior to her work in support of the FPLS, Christine worked on child support projects in Virginia, Kentucky, Ohio, Indiana and Oklahoma. She also worked on a New York child abuse project, Louisiana WIC project, and national SNAP and UI projects. Christine joined the ERICSA Board in 2005 and served as the Vice-President of Policy and Legislation from May 2009 until May 2012. She currently serves as the chair of the Technology Committee.

Improving Interstate Communication, Workshop E-3, Monday, 3:30 - 5:00

Craig Kelly

Craig Kelly is a Sales Manager with DNA Diagnostics Center (DDC), a leading provider of DNA paternity testing for Child Support offices nationwide and clients worldwide. Mr. Kelly's responsibilities include assisting with the creation and implementation of the sales and marketing operations for DDC's paternity testing division. Mr. Kelly has over twenty-three (23) years of experience working with Child Support offices. He joined DDC after working with Orchid Cellmark and ReliaGene Technologies, a company he helped co-found in 1990. He earned his MBA from Tulane University and his BBA from Loyola University in New Orleans. He has been a board member with ERICSA from 2004 to 2010 and from 2013-present.

ERICSA Board Member

Coessa Kenney

Coessa A. Kenney is a Paralegal for the Calhoun County Prosecutor's Office with a caseload in interstate, long arm, and in-state paternity and child support establishing cases along with interstate responding registration cases. She has a Bachelor's Degree in Psychology/Behavioral Science, double major, and an Associate's Degree in Applied Science in an ABA approved paralegal program. With over twenty years of experience in child support, she has served on the Case Management Worker Improvement Team, and the Communications Workgroup. She has participated in the design and improvement of the child support computer system MICSES through Joint Application Design, User Testing. She serves on the Prosecutor's Forum Committee in partnership with the Office of Child Support for the improvement and success of the Child Support Programs in Michigan. She designs and participates in training sessions for the Prosecutor's Support Conference to assist, and support other interstate workers. She currently mentor's new interstate workers, who have had very little training in working interstate cases. She is an ERICSA Board member and moonlights as a pharmacy technician on her off hours.

Paternity Disestablishment in the IV-D World, Workshop B-6, Tuesday, 3:30 - 5:00

Alicia Key

Alicia Key is Vice President of Child Support Solutions for Xerox. Her responsibilities include the development of new business process services for state and local child support programs. Prior to joining Xerox in October, 2013, she served for many years in a variety of positions in the Child Support Division of the Texas Office of Attorney General, most recently as the state IV-D Director for Texas. From 2002 to 2004 she took a break from child support to serve as the Administrative Director of the Texas State Office of Court Administration.

Ms. Key is a member of the State Bar of Texas, and a frequent author and presenter at state and national conferences on child support issues. She is a past president of the National Council of Child Support Directors, and a past board member of NCSEA and WICSEC. She has been a guest commentator for Sampson & Tindall's Texas Family Code Annotated since 1997.

UIFSA 1996, 2001 & 2008 – Third Time's The Charm, Workshop E-7, Wednesday, 8:30 - 10:00

Kathleen E. Kitson, Esq.

Kathleen E. Kitson, Esq., serves as a Child Support Hearing Officer for the New Jersey Judiciary having been appointed by the New Jersey Supreme Court to the position in 1998. Prior to presiding over summary support proceedings, Ms. Kitson litigated for 12 years at Hudson County Legal Services, in Hudson County, N.J., representing indigent individuals in all areas of family law. Ms. Kitson served on the N.J. Supreme Court Family Division Practice Committee from 1987-1998 and was a member of the Subcommittee on Child Support Guidelines responsible for promulgating substantial revisions to New Jersey's Guidelines.

Ms. Kitson has trained extensively in family law and serves as faculty for the Comprehensive Judicial Orientation Program for newly assigned Family Judges. She is also a member of the State's Child Support Enforcement Managers and Hearing Officers Partnership Committee. Ms. Kitson obtained her B.A from Rutgers University in 1980 and her J.D. from Rutgers School of Law Camden in 1985.

Avoiding Turbulence While Taking Flight: The Ethical Attorney's Guide to Technology, Workshop B-2, Monday, 1:30 - 3:00

Scott Lafferty

Scott Lafferty is the Deputy Assistant General Counsel for Garnishment Operations at the Defense Finance and Accounting Service (DFAS). He currently serves as the Acting Director for the Department of Defense consolidated Garnishment Operations in Cleveland, Ohio. Garnishment Operations has over 70 employees and is responsible for the monthly legal review and implementation of over 24,000 child support, alimony and commercial garnishments against Department of Defense civilian employees and military members. DFAS, Garnishment Operations also reviews applications for divisions of military retired pay under the Uniformed Services Former Spouses' Protection Act. In addition to DoD civilians, DFAS processes garnishments against civilian employees of the Department of Energy, the Department of Health and Human Services, the Environmental Protection Agency and the Department of Veterans Affairs.

Mr. Lafferty has been with DFAS and a predecessor agency (Navy Family Allowance Activity) for over 28 years, serving in multiple capacities, including eight years as the DFAS legal representative to the DoD SBP Board and the last two years as the Deputy Director and now Acting Director for Garnishment Operations. Prior to his service with the Department of Defense, he worked as a staff attorney for a savings and loan and served as a law clerk to the Ohio Ninth District Court of Appeals.

Mr. Lafferty received his Bachelor of Arts Degree, with Honors, in 1977 from the College of Wooster and his J.D. from Case Western Reserve University, School of Law in 1980. He is licensed to practice law in Ohio and has resided in Cleveland, Ohio his entire professional career.

The Growing Military/Veteran Caseload - What to Expect and Where to Get Help, Workshop A-6, Tuesday, 3:30 - 5:00

DFAS, Employers and their Pay Cycles: Matching Up with Monthly Current Support Orders, Workshop B-7, Wednesday, 8:30 - 10:00

Kathleen Finnegan Lamey

Kathleen Finnegan Lamey has worked as an Assistant County Attorney in the Child Support Enforcement Section of the Ramsey County Attorney's Office since 2008. Ramsey County is the second most populous county in Minnesota, the county seat of the capital city, St. Paul, which is also the second largest city in the state. In her current role, Ms. Lamey is responsible for drafting and reviewing paternity and establishment pleadings, as well as obtaining, modifying, and enforcing court orders for basic child support, child care and medical support. For the past 4 years Ms. Lamey has been the assigned medical attorney for the legal and program staff. In that role she is responsible for knowing all relevant law regarding medical assistance and issues surrounding the Affordable Care Act. Ms. Lamey has presented as past CLE's regarding issuing involving public assistance, setting the proper support amount, and various enforcement challenges.

Ms. Lamey is an active member of the Ramsey County Bar Association. She also currently serves on the Hennepin Health Foundation Board of Directors for the Hennepin County Medical Center. In the past, she was on the Bench and Bar committee and co-chaired the Youth and the Law committee. Prior to joining the Ramsey County Attorney's office, she worked in private practice handling consumer fraud and class actions. Ms. Lamey obtained her law degree from William Mitchell College of Law and Bachelor's Degree in Music with a minor in Political Science from Colgate University.

SSA and Child Support: What information is available and how do we use it at the local level, Workshop B-1, Monday, 10:30 - 12:00

Robyn Large

Robyn Large works for CSF (Center for the Support of Families) and has worked in the area of child support enforcement for over twenty years. Robyn currently works as the Training Manager on the South Carolina statewide system project. She has worked in the public and private sectors, having over twenty-five years of child support and eligibility field experience. She has experience managing child support projects as well as delivering training for child support and child welfare professionals.

Robyn is an Past President of the Eastern Regional Interstate Child Support Association (ERICSA), and currently serves on the Honorary Board. ERICSA recognized and honored her as a recipient of the Felix Infausto Award.

Hello? States and Employers - How can we improve a great partnership?, Workshop A-9, Wednesday, 1:30 - 3:00

It's an e-world after all...Going electronic increases collections and improves communication, Workshop B-8, Wednesday, 10:30 - 12:00

Maureen Leif

Maureen graduated from Purdue University in 1996 with a B.A. in Psychology and then went on to obtain a J.D. from Indiana University School of Law – Indianapolis.

Currently, she is the Child Support Enforcement Coordinator at the Colorado Judicial Branch, serving as a liaison between the Judicial Branch and the State, County and Federal Offices of Child Support. Maureen serves on numerous state committees dealing with child support, domestic relation and child issues, including being appointed by the Governor to the Child Support Commission. She has been involved with data exchange projects for the Colorado Judicial Branch and has presented nationally on various topics including the ethics and use of social media by governmental agencies.

Prior to joining the Judicial Branch, Maureen worked as a Deputy District Attorney in the Child Support Division for the 18th Judicial District, during which time she was awarded the “Statewide IV-D Attorney of the Year” award in 2004. She has also worked as a private attorney specializing in family law and was awarded the Arapahoe Bar Association’s Tommy Drinkwine Young Lawyer of the Year award in 2004. Maureen is also a member of National Child Support Enforcement Association (Planning Committee Member) and Western Interstate Support Enforcement Conference (Board Member).

Latest and Greatest in Locate tools. How Best to Make Use of Social Media and the Wide Variety of Internet Applications, Workshop C-4, Tuesday, 10:30 - 12:00

Becoming a great communicator: Tactics for managers, Workshop D-1, Monday, 10:30 - 12:00

Karen Loparich

Karen Loparich (low-pea r-ick) is a Principal Support Officer Supervisor for Cuyahoga County Job and Family Services, Office of Child Support Services. She has been enjoying her career at Cuyahoga OCSS for the past 25 years. She is currently the Intergovernmental supervisor, and has held this position for the past 9 years. The Cuyahoga County Interstate Unit manages all Initiating and Responding cases from intake through enforcement and termination. Cuyahoga maintains the largest Interstate caseload in the state of Ohio with over 7500 open two state cases. The Interstate Unit consists of 4 Responding caseworkers, 3 Initiating caseworkers, 1 Team Leader and 2 support staff. Cuyahoga County as a whole has approximately 133,000 open cases.

Karen has participated in many Task Force groups and completed the Enhanced Leadership & Internal Team Empowerment (ELITE) Academy at Cleveland State.

Karen is also a member of the QuiPS (Quarterly Intergovernmental Problem Solving) team. The QuiPS team conducts 4 video conference sessions per year that permit interactive updates with all 88 Ohio counties. She looks forward to the continued improvement of interjurisdictional communication and promoting a better understanding of interstate casework.

Interstate Roundtable – Southern and Large Northern States, Workshop E-8, Wednesday, 10:30 - 12:00

Cyndy Lucas

Cynthia Lucas retired from the Ohio Office of Child Support (OCS) on August 31, 2011 as the Interstate Central Registry supervisor. Previously, she served as Interstate Policy Specialist, Acting Bureau Chief of the Bureau of Training and Technical Assistance, Special Projects Coordinator, including program specialist on the team that implemented CSENet in Ohio, and Senior Policy Analyst. Prior to joining OCS in 1988, she was an Assistant Prosecuting Attorney for child support in Stark County, Ohio. She earned a JD from Capital University Law School in 1980. She also earned degrees in 1976 and 1977 from Capital University. She is a Past President and Life Member of the Eastern Regional Interstate Child Support Association (ERICSA).

UIFSA Basics and Beyond, Workshop E-1, Monday, 10:30 - 12:00

Marcia Mackall

Marcia is a Program Specialist within the Division of Customer Communications, Customer Service Branch in the federal Office of Child Support Enforcement. She work with Regional, State and Local child support agencies to improve customer communications so parents can meet the needs of their children.

Marcia spent her child support career in a variety of roles. She worked at the local office of child support in the Intake, Establishment, Enforcement, Legal and Customer Service divisions. She served as a program coordinator in Interstate Central Registry and a Child Support Trainer for the State of Maryland. She assisted with the implementation of the statewide child support system and QUICK application in Maryland. Marcia is very passionate about child support and providing excellent customer service to internal and external customers.

Customer service: Working to provide excellent customer service across the nation, Workshop A-1, Monday, 10:30 - 12:00

Joe Mamlin

Joe Mamlin is a Certified Project Management Professional (PMP) and serves as a Principal Consultant with CSG Government Solutions. In this role, Mr. Mamlin provides consulting services and leadership to the Human Services practice with CSG, and has served as the Project Manager in multiple client engagements including most recently the Illinois Child Support Modernization Project.

Joe has more than 20 years of experience in the public and private sector in Human Services programs. His experience includes work in Child Welfare, TANF, Food Stamps, Medicaid and Child Support. Through most of his career, he has led and participated in projects providing services related to Child Support, Child Support Systems, New Initiatives and bringing new technology and efficiencies to the program. Mr. Mamlin currently serves on the Board of Directors of the National Child Support Enforcement Association, where he has been awarded both the Public Sector Individual of the Year and an Honorary Life Member.

Look – we have a wheel... you don't need to invent one! Sharing experiences for successful system modernization, Workshop D-6, Tuesday, 3:30 - 5:00

Maria Mancuso, Esq.

Maria Mancuso, Esq., is Child Support Hearing Officer for the New Jersey Administrative Office of the Courts. She was appointed to the position by the Supreme Court of New Jersey in 1999 and has conducted summary support proceedings throughout New Jersey since that time. Prior to joining the Judiciary, Ms. Mancuso served as a law clerk to the Honorable Linda R. Feinberg and the Honorable Thomas P. Kelly, in Mercer County, New Jersey. Following her clerkship, Ms. Mancuso was engaged in the private practice of law, concentrating her practice on family law and appellate matters. Ms. Mancuso has been certified as a Child Custody and Abuse attorney from The National Center for Protective Parents. She also holds a certification from the Rutgers University School of Management and Labor Relations in the area of Public Sector Labor Relations. She is currently a delegate to the Mercer County Central Labor Council. Ms. Mancuso holds a Bachelor of Arts degree from Rutgers University, Douglass College and a Juris Doctor from Widener University, Harrisburg. She is admitted to practice law in New Jersey and Pennsylvania.

Avoiding Turbulence While Taking Flight: The Ethical Attorney's Guide to Technology, Workshop B-2, Monday, 1:30 - 3:00

Bruce Martin

Bruce Martin, a graduate of Franklin & Marshall College, has worked for the Domestic Relations Section (DRS) of the Court of Common Pleas of Lancaster County, Pennsylvania since 1985. During his tenure, he has held a variety of positions including conference officer and unit supervisor. He has served as the deputy director of the department since 2007. Mr. Martin has been gratified to serve with colleagues from across the state in the development of new programs and initiatives and in the implementation of these at the DRS. Included among his professional achievements are his participation as a subject matter expert in the development of the PA Automated Child Support Enforcement System (PACSES) and the PA Child Support Enforcement Training Institute (PACSETI). Mr. Martin is an active member of the Domestic Relations Association of PA (DRAP) and currently serves as chair of the DRAP By-Laws and Policy Committee and as a member of the DRAP Education and Training Committee and the DRAP Annual Conference Committee. He is also a member of the Eastern Regional Interstate Child Support Association and the National Child Support Enforcement Association.

The 3 Tiers Approach to Managing Casework, Workshop A-8, Wednesday, 10:30 - 12:00

Judy McArn

Ms. McArn is currently the Assistant Chief of Program Operations with the North Carolina Child Support Program, overseeing the following teams: Policy, Training, Central Registry, Customer Service and Regional Program Representatives. She is responsible for the development, planning, organization and administration of policies and procedures, central registry, service delivery to staff and customers, and the planning and directing the implementation of operational and monitoring plans. She serves as the primary contact with related programs and the public community in order to maintain cooperative working relationships among the public and private agency contacts. She has 23 years of experience in the Child Support program, having begun her career in child support as a child support agent with Wake County Human Services. Prior to her child support career, she was employed as a teacher and later an Eligibility Specialist in the TANF Program. Ms. McArn began her career at the North Carolina Department of Social Service in 1998, joining the ACTS Functional Team and later Supervisor. In addition, Ms. McArn is currently affiliated with a number collaborative projects such as the North Carolina DHHS Excels committee, the North Carolina Child Support Council, IDEC Policy Board, One Franklinton, Uptown Revitalization Committee, the Franklin County Library Board and other child support related committees.

Federal Performance Incentives, Workshop C-1, Monday, 10:30-12:00

Sara McCollum

Sara E. McCollum is presently the Western Regional Counsel for the Department of Revenue's Child Support Enforcement Division. Ms. McCollum was in private practice in Greenfield, Massachusetts. She is past president of ERICSA and has served on the Board of Directors since 1997. She was the recipient of the Eastern Regional Interstate Child Support Association's prestigious FELIX INFAUSTO AWARD in 2008. She is an active member of the Program Planning committee and the Onsite committee. Attorney McCollum has served on various ERICSA committees throughout the years including the Policy and Legislation, Nominations, and Audit. She has been a long standing member of NCSEA and has served on various committees. Attorney McCollum is an active member of the Dads Make A Difference committee in Springfield, MA. She has a B.A. degree from the University of Wyoming, a M.Ed. from the University of Massachusetts, a C.A.G.S from American International College and a J.D. degree from Western New England School of Law. She is admitted to practice in Massachusetts.

Rise to the Challenge: Advanced UIFSA Scenarios, Workshop E-2, Monday, 1:30 - 3:00

Michael McGuire

Mr. McGuire is a Deputy Prosecuting Attorney and Assistant Supervisor for the Child Support Division of the Marion County Prosecutor's Office. He has been a Deputy Prosecuting Attorney with the Marion County Prosecutor's Office, Child Support Division since 1997. He is also currently the Supervisor of the UIFSA Section, Locate Section and Branch Managers for the Marion County Prosecutor's Office Child Support Division. Mr. McGuire has presented at previous Indiana Child Support Enforcement Conferences and ERICSA. Prior to his current position Mr. McGuire was an attorney in private practice. A graduate of Indiana University School of Law-Indianapolis, Mr. McGuire is licensed to practice in Indiana. Mr. McGuire currently serves as a member of the Board of Directors of ERICSA.

Personnel Challenges Facing Managers, Workshop D-4, Tuesday, 10:30 - 12:00

Ethan McKinney

Ethan received his Bachelor of Arts in Political Science from Purdue University in 1999 and his Juris Doctor from Notre Dame Law School in 2002. He is admitted to practice law before the Supreme Court of Indiana and the U.S. District Courts for the Northern and Southern Districts of Indiana.

Ethan has been a Deputy Prosecuting Attorney in the Child Support Division of the St. Joseph County Prosecuting Attorney's Office since 2005 and was promoted to Director of the Child Support Division in 2012. Prior to joining the St. Joseph County Prosecutor's Office, Ethan worked as an associate attorney whose practice consisted primarily of small business representation and civil litigation. Ethan has presented at numerous Indiana State Child Support Conferences and this will be his second year as a presenter at ERICSA. Ethan administers a jail outreach program at the St. Joseph County Jail educating inmates on child support related issues.

Enforcing Support Orders with Civil Contempt After Turner v. Rodgers, Workshop B-9, Wednesday, 1:30 - 3:00
Performance Improvement Strategies, Workshop C-8, Wednesday, 10:30 - 12:00

Dawn McNeal

Dawn McNeal works for the Indiana Department of Child Services and is the IT Director for the state's child support system. Dawn has over 15 years of IT experience in planning, project management, application development and governance. She has worked for Indiana's child support program for 8 years starting in the role of project manager.

She is a graduate of Purdue University, having received her degree in Management. She is certified as a Project Management Professional. Prior to her tenure at the State, she has worked as a Quality Management Consultant in the fields of Medicaid and banking.

Look – We Have a Wheel... You Don't Need to Invent One! Sharing Experiences for Successful System Modernization, Workshop D-6, Tuesday, 3:30 - 5:00

Mike Moreno

Mike Moreno, MBA, has been involved with organization engagement and internal policy advocacy for more than six years. In addition, Mike has a rich business management background and in depth knowledge of best practices and strategies that lead to organizational success. Mike works with organizations of all shapes and sizes to implement technical assistance and training support which is designed to develop and/or enhance engagement and overall effectiveness of the organization.

Tips and Tricks to Reduce Stress, While Improving Meetings and Trainings, Workshop D-3, Monday, 3:30 - 5:00

David Morris

Mr. Morris is the Senior Deputy Prosecutor with the Marion County Prosecutor's Office, Child Support Division and has been with the Prosecutor's Office since 1994. Mr. Morris manages both civil and criminal child support cases and is responsible for training child support prosecutors and staff. He is also an adjunct law professor who instructs Family Law, Juvenile Law and Juvenile Justice at the Indiana University Robert H. McKinney School of Law. He is the author of "Selected Topics in Family Law, Cases and Materials," and numerous other publications.

Prior to his current position as a deputy prosecutor, Mr. Morris served one year as a judicial clerk for a federal magistrate and eight years as a trooper with the New Mexico State Police. A graduate of Indiana University School of Law - Bloomington, Mr. Morris is licensed to practice law in Indiana and Illinois.

The Court Has Spoken: 2014 Intergovernmental Case Law Update, Workshop E-4, Tuesday, 10:30 - 12:00

Jacque Mull

Jacque Mull is the Regional Program Manager for Region IV – Atlanta Office joining the Federal Office of Child Support (OCSE) in November of 2008. She has over 20 years of child support experience. Her experience includes work in the following states: Ohio, Mississippi, Nebraska, Michigan, South Carolina and the District of Columbia. She has a blend of program, technical and management experience. She has worked as a case worker, child support director, compliance officer, hearing officer, IT business analyst and IT Project Manager. She is also a graduate of Hammel College in Akron, OH majoring in Paralegal Studies.

The 3 Tiers Approach to Managing Casework, Workshop A-8, Wednesday, 10:30 - 12:00

Gwen Neely

Gwen Neely is a human services professional with an emphasis in child support. She has been employed with Systems and Methods, Inc. since 2002 and is the Eastern Regional Vice President of the Child Support Services Division. She has successfully overseen the implementations of the Georgia, District of Columbia, Colorado, Massachusetts, Rhode Island, Oklahoma, and ID SDU operations. She currently has oversight responsibilities for nine eastern SDU contracts and plays a critical role in the oversight, planning, and organizing of all aspects of the SDU/child support services for her region.

Ms. Neely has been a member of Eastern Regional Interstate Child Support Association (ERICSA) since 2002. She was elected to the Board of Directors 2009 and currently serves as the Chair of the Archives Committee. Throughout her tenure with ERICSA Ms. Neely has been involved in numerous conference and onsite planning committees and activities.

Ms. Neely is also a member of the National Child Support Enforcement Association (NCSEA) and the North Carolina Child Support Council (NCCSC). She has served on the NCCSC board since 2007 and chairs the Sponsorship Committee. She is a member of the Project Management Institute.

Ms. Neely received her B.A. in Sociology/ Social Work from the University of North Carolina at Wilmington.

ERICSA Board Member

Kerry Newcombe

Kerry Newcombe is a senior business analyst with Northrop Grumman. For the past 10 years Kerry has served as the Continuous Service Improvement (CSI) Team Lead for the Federal Office of Child Support Enforcement (OCSE). As the CSI team lead, Kerry is responsible for researching ways of expanding and improving the FPLS; this effort includes investigating the possibility of adding private and federal locate sources to the FPLS. Prior to working on the CSI Locate Source and Employment Initiative, Kerry served as a technical support liaison for 6 years on behalf of OCSE. Previous to joining the FPLS team, Kerry worked for the Virginia Division of Child Support Enforcement as a Program Supervisor, Sr. Specialist and inter-state caseworker.

Locate 2014 - What's new and what's best when you want data now, Workshop A-2, Monday, 1:30 - 3:00

Electronic Document Exchange – Latest and Greatest in Interstate Communication!, Workshop C-6, Tuesday, 3:30 - 5:00

Terri Nickel Matson

Terri Nickel Matson is the Director of Child Support Operations for CSF (Center for the Support of Families), a human services consulting firm based in Silver Spring, Maryland. She is currently responsible for Virginia's paternity establishment program in Virginia and the enforcement, early intervention and outreach teams in two of Virginia's district child support offices, and recently provided systems and technology training to IV-D directors for OCSE. Mrs. Matson also served as the CSF Training Manager for Delaware's replacement system a training consultant to the New York City Office of Child Support Enforcement and the City University of New York; the director of implementation and training for an arrears prevention project in Virginia; training manager for comprehensive training for the customer service call center in Virginia; and was a senior member of the Federal Office of Child Support Enforcement's Employer Services Team, with responsibility for developing and delivering outreach and training to the national business community. Over the past twenty years she has worked on a number of training, outreach, technical assistance and research projects for federal and state child support programs.

Mrs. Matson is proud to support ERICSA in her role as the Vice President of Conference Operations.

ERICSA VP of Conference Operations

The Honorable Angela M. Ordoñez

Judge Angela M. Ordoñez was appointed as Associate Justice of the Nantucket Probate and Family Court Department on June 14, 2000 by Governor Paul Cellucci. She served as First Justice of the Nantucket Probate and Family Court from 2000-2005. On October 3, 2008, Judge Ordoñez was sworn in by Governor Deval Patrick as an Associate Justice of the Norfolk Probate and Family Court. Judge Ordoñez served as First Justice of the Norfolk Probate and Family Court from 2011-2013. On July 16, 2013, Chief Justice of the Trial Court Paul Carey appointed Judge Ordoñez as her successor as Chief Justice of the Probate and Family Court.

Prior to her appointment as a judge, Judge Ordoñez was an Assistant Register of Probate at Suffolk Probate and Family Court and a staff attorney in the Family Law Unit at Greater Boston Legal Services. For numerous years, she was a member of the Board of Directors of MAHA and MLGBA.

Judge Ordoñez was a member of the Green/Energy Committee to the Chief Justice of Administration and Management. She was a member of the Massachusetts Bar Association Access to Justice Council. She has been co-chair of the Board of Directors of the Massachusetts Family and Probate Inn of Courts. She was appointed to the Supreme Judicial Court's Access to Justice Commission and was the Trial Court representative for the Special Commission on Civic Education and Learning. Judge Ordoñez is a member of the SJC Committee on Judicial Performance Evaluation; the Committee on Specialty Courts, Committee on Court Service Centers, and the Committee on Changing Lives Through Literature. Judge Ordoñez assisted in the initiation, development and participation of the Missing Dad: The Impact of Fatherlessness program that was presented at Roxbury Community College in April 2013.

Five years ago, she initiated and assisted in implementing the Massachusetts Bar Association Community Tiered Mentoring Program. The mentoring program matches attorneys with law students, college students and high school students. She con-

tinues to be the Chair of the Program. Last year, the American Bar Association awarded the MBA Mentoring Program the 2011 ABA Partnership Award.

Judge Ordoñez has co-authored chapters and provided judicial commentary for MCLE publications and participated in numerous educational programs.

Modern Families in Child Support: Exploring Same Sex Marriage, Adoption, IVF and Other Related Topics, Workshop B-5, Tuesday, 1:30 - 3:00

Richard Ordowich

Richard is the Coordinator for Data Quality/Data Standards at the Office of Child Support Enforcement (OCSE). He is working on helping establish best practices in data standards and data quality improvement at OCSE. Working with the various divisions within OCSE and collaborating with workgroups including the Data Exchange for Courts and Child Support, Richard has helped in the development of the OCSE data standards governance policies as well as developing best practices for data harmonization and naming conventions. These efforts help improve the quality of data and will contribute to an increased opportunity for sharing data within the child support community. Richard has also contributed to OCSE's data warehouse project including requirements gathering, architectural design and data mining tool evaluation.

Data Literacy, Workshop A-7, Wednesday, 8:30 - 10:00

Debbie Packard

Debbie Packard is a Public Service Administrator with the State of Illinois' child support program. She began her work in child support in December 1997. Ms. Packard was the Assistant Regional Manager for the Aurora and Rockford Regions of DCSS from January 2001 through December 2006. She is currently in charge of process refinement and quality control for statewide field operations within Illinois' child support program. She is the co-chair of the Interstate Continuous Process Improvement, the co-chair of the IV-A/IV-D interface re-write and the chair of the Case Management Business Process Re-engineering teams for field operations. She is a member and past president of the IFSEA (Illinois Family Support Enforcement Association) Board of Directors, a member of NCSEA and a member of ERICSA.

Electronic Document Exchange – Latest and Greatest in Interstate Communication!, Workshop C-6, Tuesday, 3:30 - 5:00

Susan Paikin

Susan F. Paikin joined CSF in 1994, after having served as a Master for the Family Court of Delaware for over 15 years. Currently, she works with OCSE, primarily on policy, legal and training issues surrounding interstate and international child support, paternity, and privacy and data access issues related to the expanded FPLS. She provides advice at the intersection of the law, technology, and security, including drafting agreements for OCSE involving sharing of FPLS data for research and program purposes as authorized by Congress. Ms. Paikin was a lead investigator for an HHS/ASPE research project on Emerging Issues in Paternity Disestablishment and served on the ULC drafting committees for all four iterations of UIFSA (most recently UIFSA 2008) and for the Uniform Parentage Act (UPA 2002), and has written and lectured extensively on a wide range of child support issues. Ms. Paikin served as President of ERICSA, receiving the Felix Infausto Award in 1994, for her work to improve interstate child support. She is admitted to practice law in Delaware and Pennsylvania (inactive). She is a long-serving member of the Board of Editors for Delaware Lawyer, serving as editor for many family law related issues over the past two decades.

Hockey, Football, & Skiing – Guess Who Ranks Among Our Most Frequent International Partners!, Workshop E-5, Tuesday, 1:30 - 3:00

UIFSA 1996, 2001 & 2008 – Third Time's The Charm, Workshop E-7, Wednesday, 8:30 - 10:00

Nicholas J. Palos, Esq.

Nicholas J. Palos, Esq. has served as a Support Magistrate in the New York State Family Court since November, 1997. He has served in the Child Support Enforcement Term, which heard all New York City TANF based cases, and in New York County and Kings County Family Courts, where he hears private cases. He currently presides over a pilot problem solving court in Kings County. Prior to his appointment as a Support Magistrate, he spent five years as a Court Attorney assigned to a Family Court Judge and three years as a Child Protective Attorney in New York City.

He is a past president of the New York State Support Magistrates Association and a past member of the NCSEA board of directors. He has served on several Family Court Advisory Committees. He has presented at numerous NCSEA and ERICSA conferences, the Heidelberg international conference, and several CLE programs for local bar associations, including the Association of the Bar of the City of New York and the New York County Lawyers Association. He co-taught the Paternity and Child Support Unit for the Appellate Division, Second Department's training for the assigned counsel panel. Mr. Palos holds Bachelor of Art and Juris Doctor degrees from Fordham University. He is admitted to practice in New York and before the Supreme Court of the United States.

Flying Through the Financial Fog To a "Right-sized Landing": How to Review Parental Financial Data, Workshop B-3, Monday, 3:30 - 5:00

Paternity Disestablishment in the IV-D World, Workshop B-6, Tuesday, 3:30 - 5:00

Tammy Pearson

Tammy Pearson has worked in the North Carolina Child Support Program for 15 years. Tammy has worked in virtually all levels of child support; from doing customer service to Supervising Establishment and Enforcement. Tammy has worked for YoungWilliams Child Support Services for 5 years and became the Program Manager for the Union County Child Support office in October of 2010.

Tammy served on the Planned Fatherhood committee while working in Buncombe County office and served on the Board for the Fatherhood program in New Hanover County. Tammy served on a variety of committees in North Carolina including the J2E committee from 2004-2009. Tammy is currently serving as the President for the North Carolina Child Support Council and is currently on the board of the Union County JobLink Management Team in Monroe, NC.

Tammy has been married for 26 years and is the proud mother of twin sons, 25 years of age and the grandmother to a beautiful granddaughter born in December of 2013.

Flying Through the Financial Fog To a "Right-sized Landing": How to Review Parental Financial Data, Workshop B-3, Monday, 3:30 - 5:00

Lisa Peck

Lisa Peck is the Technical Supervisor for the Oneida Nation Child Support Enforcement Agency. Lisa started in child support in 1994 as a Review and Revision Specialist. She went on to manage another county child support agency in 1999 and helped that agency to increase collection rates by nearly 30%. In 2005, Lisa began working for the Menominee Tribal Child Support Agency as a trainer and made the move to the Oneida Tribal Child Support Agency in May of 2010. Lisa loves the complexities and challenges of child support. In addition, the move to tribal child support has been very rewarding because there is a more holistic approach to providing services to families.

Lisa has two children, Natasha, 30 yrs. old and a son, Devon, 16 yrs. old. In her spare time she likes to read and decorate cakes.

States & Tribes Working Together: FFCSOA & UIFSA, Workshop D-8, Wednesday, 10:30 - 12:00

Kelly Peiper

Kelly Peiper, J.D., PMP, is a principal with CSG, Government Solutions. Kelly's current role is on the State Management team overseeing the State of Iowa's implementation of the Affordable Care Act. Kelly has over 18 years of child support and health and human services experience and currently serves as the co-chair of NCSEA's Policy and Government Relations committee and is a member of the NCSEA Board of Directors. She has spoken on the topics of interstate child support and IV-D legal ethics at numerous WICSEC, ERICSA, and NCSEA conferences and webtalks. She provides child support consulting services regarding business process re-engineering and training to numerous state child support programs. Kelly is a 1994 graduate of the University of Tennessee College of Law

States & Tribes Working Together: FFCSOA & UIFSA, Workshop D-8, Wednesday, 10:30 - 12:00

Lame Duck Jurisdiction, Workshop E-9, Wednesday, 1:30 - 3:00

Rob Pierson

Rob Pierson is the deputy director over the operations of the Stark County Child Support Enforcement Agency (CSEA), which is a division of Stark County Job and Family Services, located in Canton, Ohio. Mr. Pierson has served as the deputy director of the Stark County CSEA since March of 2006. Under his leadership Stark County has been one of the premier metro counties in Ohio with regard to the agency's performance in the Federal Incentive Categories. Beginning his career in the Child Support Program in 1983 as a case manager in Allen County, Mr. Pierson has worked for three different county agencies (Allen County, Summit County and Stark County) and for over 16 years served in various management positions with the State Office of Child Support. Mr. Pierson has been an active member of the Ohio CSEA Directors Association (OCDA) and served as the association's president in 2009. In 2007 he had the honor of being selected by OCDA as "Director/Administrator of the Year." Mr. Pierson is a graduate of Kent State University with both a B.A. and M.A. in Corrections and Criminology.

The OCSE National Child Support Noncustodial Parent Employment Demonstration, Workshop A-3, Monday, 3:30 - 5:00

Mark Ponsolle

Assistant County Attorney - 34 years, 26 years in the Ramsey County Attorney's Office; 8 years in the Dakota County Attorney's Office.

Present County Attorney Office Assignment - Ramsey County Attorneys Office, Human Services Division Director, including Child Support, Civil Commitments and Child Protection

Chair of the Child Support Committee of the Minnesota County Attorney's Association

Chair of the Legislative Committee of the Minnesota Family Support and Recovery Council.

Past County Attorney Office Assignments - Criminal Child Abuse Prosecutor, Child Protection Attorney and Civil Attorney

Modern Families in Child Support: Exploring Same Sex Marriage, Adoption, IVF and Other Related Topics, Workshop B-5, Tuesday, 1:30 - 3:00

Elaine Poole

Elaine Poole is part of the Business Development team with SMI based in Carrollton, Georgia. She has also worked with GC Services in Child Support Collections. For over 15 years she worked for Citibank (Citicorp Credit Services) as a Controller in the collection of Visa and Master Card accounts. Her focus has always been what was in the best interest of the children and families. She has worked with WICSEC and NCSEA Planning Committees.

On the ERICSA Board of Directors she has served in many capacities. She had the privilege of serving as the President of ERICSA for the Atlantic City conference. Her greatest accomplishment is being a Mother and Grandmother. Nothing else compares!!!!

Latest and Greatest in Locate tools. How Best to Make Use of Social Media and the Wide Variety of Internet Applications, Workshop C-4, Tuesday, 10:30 - 12:00

Kimberly Pope

Kimberly Pope currently serves as an OCSE Program Specialist with the Administration for Children and Families (ACF). Kimberly has worked with the ACF Atlanta Regional Office since June 2001. In addition to child support enforcement, Kimberly has worked with Temporary Assistance for Needy Families (TANF), Child Care Development Fund (CCDF), Tribal Child Care Development Fund (CCDF), and Native Employment Works (NEW) programs. Prior to joining the ACF family, Kimberly worked with the USDA Food and Nutrition Service and the Department of Defense. She is a graduate of Norfolk State University.

Interstate Roundtable – Southern and Large Northern States, Workshop E-8, Wednesday, 10:30 - 12:00

Colby Poteat

Colby Poteat is the Multistate Financial Institution Data Match (MSFIDM) liaison for the Federal Office of Child Support Enforcement. In this role, he offers technical assistance to financial institutions and state child support agencies, develops and executes plans for increasing program participation, and conducts research to identify statistical trends and patterns of state agencies.

Prior to starting this role in October of 2013, he worked for over 15 years with the Virginia Division of Child Support Enforcement in a variety of roles, including senior caseworker, accounting supervisor, and Court and Establishment Unit supervisor.

Reach Out and Touch Someone: Cross Border Enforcement Efforts, Workshop E-6, Tuesday, 3:30 - 5:00

Dee Price-Sanders

Dee Price-Sanders is a senior business analyst with Northrop Grumman. She serves as a state technical support liaison for the Federal Office of Child Support Enforcement (OCSE) in their effort to expand usage of the Federal Parent Locator Service (FPLS) by maximizing automation and developing effective methods for utilizing data. Prior to joining the FPLS team she spent 19 years in the Colorado State Child Support Enforcement Program as a case manager, and business and policy analyst.

Latest and Greatest in Locate tools. How Best to Make Use of Social Media and the Wide Variety of Internet Applications, Workshop C-4, Tuesday, 10:30 - 12:00

Improving Interstate Communication, Workshop E-3, Monday, 3:30 - 5:00

Dennis Putze

Dennis Putze has been the Director of the Division of Planning, Research, and Evaluation in the Federal Office of Child Support Enforcement (OCSE) since March 2011. As division director, he provides guidance, analysis, and technical assistance to states and tribal child support programs regarding performance measurement. He also oversees the collection, compilation, analysis, and dissemination of state and tribal data to Congress and the general public. He promotes public access and understanding of the data, and provides support for researchers. Before this he was employed as a Statistician in the OCSE Division of Federal Systems where he was responsible for statistical analysis, and promoting understanding of the data for the Federal Parent Locator Service.

Prior to coming to OCSE in December 2002, he was the Director of the Division of Statistical Analysis for the Pennsylvania Department of Public Welfare. Dennis started his career as a welfare caseworker with the Allegheny County Assistance Office in Pittsburgh, Pennsylvania. He has a Master of Arts degree in Government Administration from the University of Pennsylvania, and a Bachelor of Science degree in Mathematics from the University of Pittsburgh.

Data Literacy, Workshop A-7, Wednesday, 8:30 - 10:00

Putting Predictive Analytics into Action, Workshop C-5, Tuesday, 1:30 - 3:00

Patrick Quinn

Mr. Quinn is presently the Administrator of the Family Division, Adult Section of The Court of Common Pleas of Allegheny County where he has served since March 2003. Previously he served in the Allegheny County Solicitor's Office as Manager of the Department of Human Services Legal Unit and Child Support Legal Services Unit (1992 – 2003). From 1989 - 1992, Mr. Quinn was the Deputy Administrator of the Allegheny County Family Division. He had been with the Child Support Unit of the Allegheny County Solicitor's Office from 1984 through 1989. He received his B.A. in 1977 and his J.D. in 1984, both from Duquesne University. Mr. Quinn currently serves as an adjunct instructor for the Pennsylvania Child Support Enforcement Training Institute of Penn State University where he conducts various classes and workshops on Interstate, Intrastate and Paternity issues. Mr. Quinn has been a speaker at a variety of regional and national workshops regarding various aspects of child support enforcement including union employees, interstate and inter-county issues, parent locate, worker's compensation and the child support lien network. Mr. Quinn currently serves as a Board Member and Past-President of the Domestic Relations Association of Pennsylvania and as Board Member of the Eastern Regional Interstate Child Support Association (ERICSA). He is Chair of the conference scholarship committee and is a member of the Interstate Improvement and Policy and Legislation committees.

Paternity Disestablishment in the IV-D World, Workshop B-6, Tuesday, 3:30 - 5:00

Enforcing Support Orders with Civil Contempt After Turner v. Rodgers, Workshop B-9, Wednesday, 1:30 - 3:00

Interstate Roundtable – Southern and Large Northern States, Workshop E-8, Wednesday, 10:30 - 12:00

Jan Raffauf

Jan Raffauf began her thirty-five year child support career as an Indiana county child support administrator where she met her husband. Her mother-in-law, Eleanor (Jo) Raffauf Strobe was president of ERICSA in 1980. Later Jan joined the private sector developing and implementing child support enforcement systems for various companies in 11 states. At one point she managed a development team as co-owner of a child support software development company. For the past seven years she has worked as a business analyst and certified project manager for the Indiana Child Support Bureau, focusing on Income Withholding Orders, the Federal Case Registry interfaces, implementation of the various tools within the FPLS State Services Portal, and special projects with other Indiana agencies.

Electronic Document Exchange – Latest and Greatest in Interstate Communication!, Workshop C-6, Tuesday, 3:30 - 5:00

Keisha Rodriguez

Kesha Rodriguez received a Bachelor's degree from Bernard M. Baruch College (CUNY). She worked as an Unemployment Insurance Claims Adjudicator for the NYS Department of Labor, in New York City for seven years before going to work for the US Department of Labor's, Employment & Training Administration in 1998 as a Workforce Development Specialist.

In 2004, she began working as a Child Support Program Specialist for the Administration for Children and Families (ACF) serving the states of New Jersey and New York. In August 2010, she assisted her Region in acquiring their very first Start-Up Grant for a Tribal Child Support Program with the St. Regis Mohawk Tribe. In 2004, she received the Commissioner's Teamwork Award for Exemplary Bi-Regional Collaboration and since then has continued to receive countless nominations and awards for her service and dedication to the Children & Families served by the Child Support Program, nationally as well as internationally.

Communication between the States: Hello. Can You Hear Me Now?, Workshop D-2, Monday, 1:30 - 3:00

Hannah Roots

Hannah Roots is the Managing Director of the Family Maintenance Enforcement Program for the province of British Columbia in Canada. The Program has a caseload of just over 45,000 cases and processes \$200 million (CND) each year for families in British Columbia. Hannah has been working in the area of child support enforcement since 1985, in both legal and management roles in the provinces of British Columbia and Alberta.

In 2008-2009 Hannah was seconded to the Permanent Bureau of the Hague Conference on Private International Law in The Hague, Netherlands, to write the Practical Handbook for caseworkers on the 2007 Hague Convention on International Child Maintenance. She is currently NCSEA's Vice President of Reciprocity and chair of the International Subcommittee. She is a frequent speaker in the area of international child support. Hannah has a BA from McGill University in Montreal, an LLB (JD) from the University of Alberta in Edmonton, Alberta, and an MBA from Royal Roads University in Victoria, British Columbia. She is a practicing lawyer and a member of the Law Societies of both Alberta and British Columbia. In 2013, Hannah received NCSEA's Kathy Duggan Memorial award in recognition of her contribution to the organization.

Hockey, Football, & Skiing – Guess Who Ranks Among Our Most Frequent International Partners!, Workshop E-5, Tuesday, 1:30 - 3:00

Pamela Sala

Pam Sala has been involved in the Michigan Child Support program for over 24 years and has been the Chief Assistant Friend of the Court (child support office) in Oakland County, Michigan since April 2006. This position brings together her joy as a trainer along with her passion for helping children and families get the emotional and financial support they deserve. Her duties include managing staff to ensure the enforcement of orders related to custody, support and parenting time; providing in-service training to staff to address federal or local changes to the program; and recommending procedural changes to office operations to improve efficiency. She also serves numerous committees at the state level relating to improving the child support program throughout the Michigan.

Pam is a Past President of the board of the Michigan Family Support Council and the Program Coordinator for this year's annual conference and is a member of the board of directors for ERICSA.

Avoiding Turbulence While Taking Flight: The Ethical Attorney's Guide to Technology, Workshop B-2, Monday, 1:30 - 3:00

Karen Sanderson

My name is Karen Sanderson. I'm married to Tommy Sanderson and we have a 24 year old daughter Lindy. I started my career with the State of GA in November 1988 so November 2014 will make my 26th year with the state. My first 3 years were with Worth County Department of Family and Children Services; my next 2 years were with Fraud and Abuse and I've been with Child Support for 21 years. My positions with Child Support include Administrative Operation Coordinator, Accounting Tech II; Financial Manager, Tax Offset Manager and I became the Central Registry Manager in 2008.

Interstate Roundtable – Southern and Large Northern States, Workshop E-8, Wednesday, 10:30 - 12:00

Jacqueline Sharping

Jackie Sharping is the Director of the Bureau of Child Support for the State of Wisconsin. Jackie has over 20 years of experience in the child support program, working through the ranks, holding various positions as front-line worker, trainer at local and state levels and as supervisor, then administrator of one of the larger county child support agencies in Wisconsin. She's participated in many county/state workgroups and currently serves as the Region V representative on the board of the National Council of Child Support Directors.

The OCSE National Child Support Noncustodial Parent Employment Demonstration, Workshop A-3, Monday, 3:30 - 5:00

Tribal 101: Tribal Child Support for States, Workshop B-4, Tuesday, 10:30 - 12:00

States & Tribes Working Together: FFCSSA & UIFSA, Workshop D-8, Wednesday, 10:30 - 12:00

Fredrica Schmidt

Fredrica (Fred) Schmidt is a Government Analyst with the Florida Department of Revenue. She is the Business Process Owner for the Interstate and Administrative Support Establishment processes. Ms. Schmidt is also an Interstate Referral Guide administrator and policy contact for Florida as well as the business process owner for Child Support Enforcement Network (CSENet) and the National Interstate Case Reconciliation (NICR) project, working closely with the technical teams who maintain those interfaces. She started her child support career in 1995 in Washington State. She has also worked with the Wake County, NC child support establishment unit as a Senior Case Manager until moving to Florida in 2002. Fredi has worked for Florida's child support program since January 2003 during which time she managed the Statewide Processing Center establishment process, overseeing the establishment of Administrative support orders for the state. She also supervised Florida's Central Registry from September 2007 through March 2009 prior to becoming Florida's Interstate Business Process Owner. In January 2014, she also became the Business Process owner for the Administrative Support Establishment process. Fredi is a graduate of St. Martin's University in Olympia, WA.

Improving Interstate Communication, Workshop E-3, Monday, 3:30 - 5:00

Interstate Roundtable – Southern and Large Northern States, Workshop E-8, Wednesday, 10:30 - 12:00

Susan Schroeder

Susan Schroeder is currently a Consultant for the IV-D Division of the Allen County Prosecutor's Office, Fort Wayne, Indiana. She acted as the Administrative Director, Civil Division, of the Allen County Prosecutor's Office for 14 years, retiring from that position in 2013. She has been with that office since 1988 in a variety of positions.

Susan is currently the Immediate Past President of ERICSA and has served on various committees while on their Board of Directors.

Susan was very active in the Indiana Child Support Alliance. She has served as Secretary, Vice President, President Elect and President of that organization. She also served as the chairperson for the Indiana State Child Support Enforcement Conference for twelve years.

Susan has presented workshops at local, regional, and national conferences on child support issues and other related matters. She has also served on various committees for the State of Indiana Child Support Bureau. She attended Saint Francis College, Fort Wayne, Indiana.

Tips and Tricks to Reduce Stress, While Improving Meetings and Trainings, Workshop D-3, Monday, 3:30 - 5:00

Lisa Schwartz

Lisa Schwartz is the Director of the Oneida Nation Child Support Department which became a comprehensive tribal child support program in April of 2008. She began her career in child support when her tribe received its start-up grant in 2006. Prior to this position she worked for her tribe in various positions within the Social Services area for the past eighteen years. Lisa is the former President of the National Tribal Child Support Director's Association. She encourages all tribes to join this dynamic group as it provides much needed support during the start-up period and beyond. She is also the current Treasurer of the National Tribal Child Support Association which holds an annual training conference that is open to all tribes and partners in child support. Most recently Lisa joined the ERICSA Board which she is very honored to be a part of. Lisa holds a Bachelor of Science degree in Public Administration from the University of Wisconsin at Green Bay.

Tribal 101: Tribal Child Support for States, Workshop B-4, Tuesday, 10:30 - 12:00

Becoming a great communicator: Tactics for managers, Workshop D-1, Monday, 10:30 - 12:00

States & Tribes Working Together: FFCSOA & UIFSA, Workshop D-8, Wednesday, 10:30 - 12:00

LaShawn Scroggins

LaShawn Scroggins is the Training Branch Chief for the Federal Office of Child Support Enforcement (OCSE). She works in the Division of Policy and Training. Her areas of responsibility include training, Domestic Violence, child welfare collaboration and funding Issues. Prior to joining OCSE, Ms. Scroggins worked in the child welfare field over fourteen years. She holds a Master of Social Work degree from the University of Maryland at Baltimore School of Social Work, a certificate in Legislative Studies from the Government Affairs institute at Georgetown University.

Locate 2014 - What's new and what's best when you want data now, Workshop A-2, Monday, 1:30 - 3:00

OCSE Update, Workshop, Plenary, Tuesday, 8:30 - 10:00

Dr. Jeffrey Shears, PhD

Jeffrey Shears is a joint appointed Professor in the Social work Departments at North Carolina Agricultural & Technical State University & UNC-Greensboro, where he is also the Director of the Joint Masters Social Work Program (JMSW). Dr. Shears earned his BSW and Masters in Education Administration from North Carolina A&T State University and his PhD in Social Work from the University of Denver. His research interest is men (fathering, multicultural issues, HIV and AIDS) and quantitative research with an emphasis on data sharing among social service agencies. In addition, Dr. Shears has an extensive list of academic publications on fathering featured in national and internationally refereed journals. He is co-author of the acclaimed "What all Dads Should Know" (Createaspace Publishers, 2011).

Two Parents/Two States-Parenting and Support Across State Lines, Workshop C-9, Wednesday, 1:30 - 3:00

Diane Sinkus

Ms. Sinkus graduated from Lock Haven University in 1990. She began a career in Child Support Enforcement in November 1991 as a Conference Officer for the Centre County Domestic Relations Section. In this position, Ms. Sinkus was responsible for paternity establishment, support order establishment among other tasks.

In February of 2001, she joined the PACSES Project in Harrisburg as a Subject Matter Expert (SME). In this position, Ms. Sinkus assisted county Domestic Relations workers and Commonwealth staff in resolving a variety of system issues and provided CSENet training to Domestic Relations workers.

She began working for the Pennsylvania Child Support Enforcement Training Institute as an Instructor in August of 2002. In her current position, Ms. Sinkus is responsible for training Pennsylvania child support workers and developing curriculum on a variety of topics including intergovernmental child support enforcement, CSENet, and intrastate process. Ms. Sinkus has participated in several state and regional conferences including ERICSA presenting on topics such as UIFSA, International issues, intrastate procedures and CSENet.

UIFSA Basics and Beyond, Workshop E-1, Monday, 10:30 - 12:00

Carla Smith

Carla Smith is currently the Director of the Domestic Relations Section of the Crawford County Court of Common Pleas of Pennsylvania. Ms. Smith has worked in child support for 19 years. She supervises a staff of 23 and oversees all facets of the program from budget to performance compliance.

Ms. Smith was directly involved with the design and implementation of the statewide computer system, Pennsylvania Child Support Enforcement System (PACSES). She currently serves on the PACSES Advisory Committee (PAC) and as a board member of the Domestic Relations Association of Pennsylvania (DRAP) as well as serves on various committees including chairing the IVA-IVD Committee and the DRAP 47th Annual Conference. Ms. Smith has spoken at several regional conferences as well as being a past speaker at ERICSA. Ms. Smith received her business degree from Robert Morris University, Pennsylvania.

Putting Predictive Analytics into Action, Workshop C-5, Tuesday, 1:30 - 3:00

Performance Improvement Strategies, Workshop C-8, Wednesday, 10:30 - 12:00

Charles Smith

Starting as a volunteer in the Child Support Division (CSD) in September 1988, Charles Smith has logged more than 25 years with the Texas IV-D program. In January 1989, Charles was hired as a child support officer and has since served in managerial and leadership roles at the local, regional and state headquarters levels. Charles' main skills are in personnel management, analytics, streamlining processes and increasing the efficiency and effectiveness of operations. His work in this area has earned him recognition and awards from the state and the Western Interstate Child Support Enforcement Council (WICSEC). In October 2013, Charles was appointed Deputy for Child Support (IV-D Director) for the Texas CSD by Attorney General Greg Abbott. The Texas CSD has 2,600 employees. Prior to his appointment, he served as the Deputy Director of Child Support / Field Operations from 2004-2013 where he oversaw the Field Operations section, comprised of more than 2,200 employees in 83 offices.

Charles is President of WICSEC. He also currently holds the office of secretary for the National Child Support Enforcement Association (NCSEA).

Hello? States and Employers - How can we improve a great partnership?, Workshop A-9, Wednesday, 1:30 - 3:00

It's an e-world after all...Going electronic increases collections and improves communication, Workshop B-8, Wednesday, 10:30 - 12:00

Susan Smith

Ms. Smith currently serves as the Child Support Program Director and the Economic Support Supervisor for the Lac Courte Oreilles Tribe – Band of the Lake Superior Ojibwa.

Susan previously worked for Lac Courte Oreilles Giwiidookodaadimin as the CST-Service Coordinator for LCO Family Services and as the Diversity Trainer for the Safe and Stable Families Health & Human Services. She was the Ag. Education Equity Director, LCOOCC STI Director, and an Adjunct Instructor for Professional Development/Interpersonal Skills at Lac Courte Oreilles Ojibwa Community College.

Before that Susan worked as a Quality Trainer for Hutchinson technology and Cray Research Inc.

Susan served 6 years on the Cornell City Council (four years as President), and was chairperson for the Parks and Buildings and Chairperson for the City Council and Personnel Policy Committee.

Ms. Smith has a Bachelor of Science in Business Administration.

Personnel Challenges Facing Managers, Workshop D-4, Tuesday, 10:30 - 12:00

Elaine Sorenson

Elaine Sorenson is a Technical Advisor at the Office of Child Support Enforcement (OCSE), specializing in data analysis and program evaluation. Her areas of expertise include child support arrears, noncustodial parents and their ability to pay child support, and the anti-poverty effectiveness of child support. She is currently working on a newly created research database at OCSE that tracks custodial and noncustodial parents in the child support program. She is also the Project Officer for the evaluation of an eight site demonstration that OCSE is funding that provides employment and other support services to unemployment noncustodial parents called the Child Support Noncustodial Parent Employment Demonstration.

Prior to joining OCSE in 2012, Elaine was as Senior Fellow at the Urban Institute. During her final years at the Urban Institute, she led the evaluation of New York's Strengthening Families Through Stronger Fathers Initiative, which was designed to increase the employment and child support payments of disadvantaged fathers by offering a noncustodial parent EITC and employment services. She is probably best known for her research on child support arrears, which found that most arrears are owed by parents with little or no income, making it difficult to collect. Elaine attended the University of California, Berkeley where she earned her B.A. in Mathematics and Ph.D. in Economics. After completing her doctorate, she taught at the University of Massachusetts, Amherst in the Economics Department before joining the Urban Institute.

OCSE Policy Update, Plenary, Tuesday, 8:30 - 10:00

Andrew Southmayd

Commissioner Southmayd has been a Commissioner in Sussex County Family Court since July of 1998 having served there as a Master since 1992. He was appointed to the Delaware Child Support Formula revision committees from 1994 through 2014 and serves as the child support liaison to Chief Judge Chandlee Johnson Kuhn. Commissioner Southmayd hears cases in most areas of Family Court jurisdiction including domestic violence, juvenile delinquency, divorce, custody, guardianship and child support. He has previously presented on the Uniform Parentage Act, Mediation, and the treatment of multiple families within child support calculations. Commissioner Southmayd received a Bachelor of Arts degree in 1984 from the University of Delaware majoring in theatre, later attended the Howard University School of Law, and graduated cum laude from Widener University School of Law in 1991. He has been a member of the Delaware Bar since 1991 and resides in Ocean View, Delaware, with his wife, Lynne. He is most proud of his three daughters whose accomplishments and admirable qualities are too numerous to mention.

Flying Through the Financial Fog To a "Right-sized Landing": How to Review Parental Financial Data, Workshop B-3, Monday, 3:30 - 5:00

Patti Spear

Patti Spear has 38 years' experience in the human services arena in both the private and public sectors with 36 years in child support enforcement. During her 36 years in child support, she has worked in all aspects of the program including front line case worker, training development and delivery, policy development and systems design and implementation. She is employed by Deloitte Consulting as Manager. She provides consulting services on system development projects to state and local government CSE agencies. She is currently working on a Deloitte Consulting project as the Requirements Lead for a Integrated Eligibility System project in Florida.

ERICSA Secretary

Laura Bernacki Stafford

Laura is currently the Child Support Director in Porter County, Indiana, a position that she has held since August 2010. She has been a Child Support Deputy Prosecutor in Porter County since November 2004, over 9 years. Prior to her career in child support she was employed in private practice handling mostly family law issues. She was also a contract attorney for the Department of Family and Children.

She received her Bachelor of Science in Criminal Justice from Indiana University and her Juris Doctor from Valparaiso University. She was admitted to practice law in Indiana in 2002. She received her Masters in Public Administration from Indiana University in May 2010. She is on the child support sub-committee of the Indiana Prosecuting Attorneys Council. She is also a member of the Porter County Bar Association and the Valparaiso Chapter of Tri Kappa.

She presented at numerous Indiana State Child Support Conferences and other conferences throughout the State of Indiana. She previously presented at ERICSA in the area of civil contempt.

Modern Families in Child Support: Exploring Same Sex Marriage, Adoption, IVF and Other Related Topics, Workshop B-5, Tuesday, 1:30 - 3:00

Personnel Challenges Facing Managers, Workshop D-4, Tuesday, 10:30 - 12:00

A Day in Our Life, Workshop D-7, Wednesday, 8:30 - 10:00

Norris Stevenson

Norris A. Stevenson has served as the Deputy Administrator for Field Operations for the Illinois Department of Healthcare and Family Services since February 2006. His duties consist of oversight of the Division's staff responsible for processing child support cases throughout the state of Illinois. Mr. Stevenson has held numerous positions during his more than 17 year career with the state of Illinois including serving as a Legislative Liaison for the Departments of Public Aid and Rehabilitation Services. Other career highlights include employment as the Chief Operations Officer for Unity Health Maintenance Organization of Illinois and Program Director for the Chicago Area Project's Mentoring Training and Employment Program.

He has also served as an independent consultant concentrating on performance management and program development for human service agencies. Mr. Stevenson is a member of numerous organizations and boards including the Illinois Family Support Enforcement Association (IFSEA), National Child Support Enforcement Association (NCSEA), and National Forum for Black Public Administrators (NFBPA). He also serves as an appointed commissioner on the Illinois Council for Responsible Fatherhood.

Mr. Stevenson has been a national speaker and presenter on a variety of subjects including Effective Fatherhood Programs, Organizational Development, Effective Leadership, Strategic Planning and Performance Management.

Mr. Stevenson earned a degree in Communications from Illinois State University in Normal, Illinois and has taken graduate studies in Community Economic Development at Southern New Hampshire University in Manchester, New Hampshire. Additionally, he holds graduate level certificates in Mediation and Alternative Dispute Resolution.

Becoming a great communicator: Tactics for managers, Workshop D-1, Monday, 10:30 - 12:00

William Strate

William (Bill) Strate is a Specialist Master with Deloitte Consulting LLP, focusing on helping child support programs analyze and improve their programs. Mr. Strate is an attorney and has been active in the IV-D program since 1994 in both the public and private sector. Mr. Strate is a former state IV-D Director for North Dakota and has led various projects for the child support enforcement programs in Kansas, Iowa, Minnesota, Massachusetts and Indiana as well as providing advisory services to the child support enforcement programs in California, Colorado, Tennessee and Pennsylvania. Mr. Strate is also a former assistant attorney general, city attorney, professor and tribal judge. He is a graduate of North Dakota State University and the University of North Dakota.

Putting Predictive Analytics into Action, Workshop C-5, Tuesday, 1:30 - 3:00

John Strickland

Mr. John Strickland obtained a Bachelor degree from Brewton-Parker College and is pursuing his Masters Degree from Troy University. He is a 16 year employee with the Georgia Division of Child Support Services. He was employed while the Georgia Fatherhood Program was an initiative, and has been involved in helping establish the program as it stands today. He has served as a Fatherhood Agent, Region Field Coordinator, Statewide Trainer, Employer Liaison, and is now currently a supervisor for the Program. He has presented the Program to various groups, agencies, and communities' resources to include the very recently implemented Goodwill Southern Rivers Project which served many customers.

Two Parents/Two States-Parenting and Support Across State Lines, Workshop C-9, Wednesday, 1:30 - 3:00

Jerry Sweet

Mr. Sweet is a member of the Chickasaw Nation of Oklahoma. He began his career with child support enforcement in 1988 when he began working with the Pima County Child Support Office in Tucson, Arizona. While working with the State of Arizona, Mr. Sweet recognized the native population was being underserved, or in some instances, not served at all. After nearly 10 years of advocating on behalf of native children's right to receive the same benefits afforded non-natives, Mr. Sweet developed the first Tribal IV-D Child Support Program with the Chickasaw Nation of Oklahoma in 1997. For the last two decades, Mr. Sweet has worked closely with the Office of Child Support Enforcement in Washington, DC, and in fact, served on the original work-group to establish federal codes to provide funding for the operation of Tribal IV-D services as well as the Model Tribal System. He is president of the National Tribal Child Support Association and past board member for NCSEA and ERICSA.

He currently serves as the division administrator for the Eastern Band of Cherokee Indians in North Carolina overseeing their child support and tribal TANF programs and continues to oversee the completion of the Model Tribal System (MTS) for Modoc tribe and developing a MTS consortium.

Tribal 101: Tribal Child Support for States, Workshop B-4, Tuesday, 10:30 - 12:00

Carla Szalewicz

Carla has been with Crawford Domestic Relations since 2007. Currently, she is a member of the I-LO (Intergovernmental/Locate) Team. Carla has been blessed with attending and speaking at several local and state conferences on topics including the Crawford County Work Search program, using Facebook as a locate monitoring tool, and the I-LO team approach to Intergovernmental case management. Carla is currently Co-Chair of the Agenda Committee for the 47th Annual Domestic Relations Association of Pennsylvania (DRAP) Annual Training Conference. This is her second ERICSA conference.

Performance Improvement Strategies, Workshop C-8, Wednesday, 10:30 - 12:00

Rhonda Tamulonis

Rhonda Tamulonis is the Director Performance & Learning Services at Auctor Corporation and provides consultation in organizational and personnel issues impacted by information technology. Rhonda specializes in "the people side of technology" and is adept in developing transformational, performance support, and workplace learning strategies to facilitate the introduction of new systems and to enhance efficiency and productive use.

Tips and Tricks to Reduce Stress, While Improving Meetings and Trainings, Workshop D-3, Monday, 3:30 - 5:00

Working with Legislators: How to Help Policymakers Understand and Support the Child Support Program, Workshop A-4, Tuesday, 10:30 - 12:00

A Day in Our Life, Workshop D-7, Wednesday, 8:30 - 10:00

Kate Taylor

Kate Taylor is a Regional Administrator for Iowa Child Support. She has a Bachelor of Science degree in Education from the University of Tennessee - Knoxville. Kate has been with the State of Iowa for 14 years. She oversees the Des Moines Child Support Region, made up of 7 offices covering a 27 county area, with a caseload of 43,544. Kate oversees the REACH program, one of eight Child Support Parental Employment Demonstration grants. In addition Kate is part of the workgroup that offers several other parent and family focused projects including the Parental Obligation Pilot Program (POPP), Parenting: It's a Life curriculum (partnering with Iowa State University), several public awareness campaigns (partnering with the Attorney General Office) and Access & Visitation projects. Prior to becoming Regional Administrator, Kate was in central office overseeing the staff that develop policy, manual, legislation and IT systems requirements for enforcement and distribution of child support. In addition, she led the contracts team. Kate started her career with child support in customer relations and responding to legislative inquiries.

The OCSE National Child Support Noncustodial Parent Employment Demonstration, Workshop A-3, Monday, 3:30 - 5:00

Sarah Troyer

Sarah received her undergraduate degree in History from Indiana University in 2003 and her Juris Doctor from Valparaiso University School of Law in 2007. Sarah was admitted to practice law before the Supreme Court of Indiana and the U.S. District Courts for the Northern and Southern Districts of Indiana in October of 2007.

Sarah has been a Deputy Prosecuting Attorney in the Child Support Division of the St. Joseph County, Indiana, Prosecutor's Office since December of 2009. Prior to joining the St. Joseph County Prosecutor's Office, Sarah worked as an associate attorney at a small private firm in South Bend, handling primarily Worker's Compensation and insurance defense cases. In addition to presenting on Title IV-D matters to the local bar in 2013, Sarah presented at the Indiana State Child Support Conference in both 2011 and 2013, and presents on child support related matters to the monthly CAID co-parenting class in St. Joseph County.

SSA and Child Support: What information is available and how do we use it at the local level, Workshop B-1, Monday, 10:30 - 12:00

Vicki Turetsky

Vicki Turetsky was appointed as the Commissioner for the Office of Child Support Enforcement in the U.S. Department of Health and Human Services Administration for Children and Families. As Commissioner, she oversees the child support program operated by each state and by many tribes.

Ms. Turetsky brings more than 30 years of experience as a public administrator and advocate for low-income families. She is a nationally recognized expert in family policy, and has been instrumental in efforts to boost child support payments to families and to establish realistic child support policies that encourage fathers to work and play an active parenting role. Prior to her appointment, she served as the Director of Family Policy at the Center for Law and Social Policy, where she specialized in child support, responsible fatherhood, and prisoner reentry policies. The author of numerous publications, she was a visiting lecturer at the Woodrow Wilson School of Public and International Affairs at Princeton University and has received several national awards.

She also has held positions at the U.S. Corporation for National and Community Service, MDRC, Union County Legal Services in New Jersey, and the Minnesota Attorney General's Office. As a division director at the Minnesota Department of Human Services, she received one of the state's first "reinventing government" awards. She received her B.A. from the University of Minnesota and her J.D. from the University of Chicago Law School.

Opening Ceremonies, Workshop , Monday, 8:30 - 10:00
OCSE Update, Workshop, Plenary, Tuesday, 8:30 - 10:00

Rob Velcoff

Rob Velcoff has worked for the New York State Division of Child Support Enforcement for over 24 years. He became Manager of Interstate Operations at the beginning of 1999, and supervised the Interstate Central Registry until November 2008. Mr. Velcoff handles all interstate issues for New York State, both policy and programmatic, including being part of a team responsible for implementing UIFSA in January of 1998. He is New York's representative in several federal, national and international workgroups. In May 2011 he became the President of the Eastern Regional Interstate Child Support Association (ERICSA). He is also New York's international child support liaison. Mr. Velcoff has presented at close to 200 workshops at dozens of state, regional, federal, national, and even international child support conferences on a wide range of topics. He worked in child support at the local level for three years before moving up to the state level. Mr. Velcoff received a BS in Criminal Justice from the State University College of New York at Brockport and an MA in Criminal Justice from the State University of New York at Albany.

ERICSA Team Wars!, Workshop Team Wars, Thursday, 10:30 - 12:00
Rise to the Challenge: Advanced UIFSA Scenarios, Workshop E-2, Monday, 1:30 - 3:00
Interstate Roundtable – Southern and Large Northern States, Workshop E-8, Wednesday, 10:30 - 12:00

Lara Webb Fors

Lara currently serves as the Director of a multi-county prosecutors' office in Springfield, MO where her staff judicially establishes and enforces child support orders in Greene, Christian and Taney counties. Lara has spent her entire legal career in the IV-D program and all but six months has been in the state of Missouri. She has worked in the Kansas City, Jefferson City and Springfield areas. Before returning to this office in July 2011, she served as the IV-D Deputy Director of the Missouri Family Support Division. Lara currently serves as President of the Eastern Regional Interstate Child Support Association (ERICSA) and is a past president of Missouri's state association, MCSEA. Lara has presented at numerous conferences and events including the Missouri Bar, ERICSA, WICSEC and NCSEA. Lara received her undergraduate degree at Central Methodist College (now University) in 1992 and received her J.D. from the University of Missouri-Kansas City in 1995. She is a member of both the Missouri and Kansas Bars.

DFAS, Employers and their Pay Cycles: Matching Up with Monthly Current Support Orders, Workshop B-7, Wednesday, 8:30 - 10:00

Carla West

Carla West has 18 years of experience in child support working in virtually all levels of child support operations from line staff, supervision, training, and quality control to project management. She is a former board member for Leading into New Communities (LINC); a program in New Hanover County North Carolina focused on empowering individuals with criminal histories or at-risk youth, and is a founding member of the New Hanover County Partnership for Fatherhood. A frequent presenter in state and national conferences, Carla has had two articles published in NCSEA's Child Support Communique entitled Electronic Monitoring as an Enforcement Tool and Location Basics - How to get started with an internet search. Carla currently serves on the Board of the North Carolina Child Support Council (NCCSC) and as the President-Elect with the Eastern Regional Interstate Child Support Association (ERICSA).

Carla works for YoungWilliams Child Support Services providing oversight and direction for YoungWilliams' projects located in the State of North Carolina. Carla has an MBA and B.A. in Business Management from Bellevue University.

ERICSA Team Wars!, Workshop Team Wars, Thursday, 10:30 - 12:00

Robin Wheeler

In October 2007, Robin F. Wheeler became the Executive Director of the South Carolina Access to Justice (SCATJ) Commission. Prior to her work at the Commission, she worked at Protection and Advocacy for People with Disabilities, Inc. as a PAIMI staff attorney, leader of the Conditions in Facilities team, and as team leader of the Outreach, Information, and Referral (OIR) team.

The work of the Commission includes increasing pro bono participation, expanding resources for Self-Represented Litigants to navigate the civil court system, and working with established legal service systems to expand their services and supports. To that end, Robin has worked with statewide partners, in public interest, legal education, and private firms, as well as working with the existing court systems including court personnel and judges. Through her work in the Commission, she has been fortunate to work on several projects that refine state systems and develop innovative ways to deliver legal services to indigents in South Carolina.

Robin was admitted to the South Carolina Bar in November 1999, to the United States District Court, District of South Carolina in 2002, and to the Supreme Court of the United States in 2006.

Simplifying the Child Support Process as an Access to Justice Issue: Pro Se Modification Forms, Workshop A-5, Tuesday, 1:30 - 3:00

John White

A national leader in the field of Child Support Enforcement, John White has nearly two decades of experience designing, developing, delivering and managing complex private and public sector Information Technology (IT) systems.

For the past 10 years, John's leadership has guided the development of innovative new tools and predictive analytics technology that has dramatically increased the collection of child support in several states, saved taxpayers millions of dollars, and made a real impact on the lives of countless children and their families. John's deep knowledge of federal child support enforcement requirements has helped states to meet or exceed federal performance standards, operate more effectively, recoup billions in unpaid debts from non-custodial parents, and earn critical federal incentive funding. John's strategic direction and technology expertise has helped the Commonwealth of Pennsylvania's Child Support Enforcement project (known as PACSES) become – and remain – a national leader in the collection of child support and the recipient of numerous awards for program effectiveness and outstanding technology achievement.

In collaboration with the leaders of several states' child support enforcement programs, John and his colleagues at Deloitte have overseen the implementation, enhancement or replacement of numerous child support systems in Pennsylvania, California, Florida, Texas, Ohio, Massachusetts, Minnesota, Indiana, Georgia, Kentucky and New York City.

John actively participates in the National Child Support Enforcement Association and serves on several NCSEA subcommittees.

Tablets, Texts, and Tweets - Enhanced Customer and Business Partner Communication, Workshop D-9, Wednesday, 1:30 - 3:00

China Widener

China Widener is a Principal with Deloitte Consulting serving Public Sector clients in the area of Strategy and Operations with a focus on Operational Excellence. She has worked with numerous state clients leading and advising business process reengineering efforts, performance improvement, human capital/change management and organizational service delivery redesign initiatives in the Health and Human Services area for both state administered and county administered delivery systems.

China has nearly 15 years of varied public service experience. While serving the state of Ohio's 14B dollar HHS and workforce development agency, she held many roles including Chief of Staff (Strategy); Chief of the HHS division (leading child care, child welfare, Medicaid, Child Support, TANF and SNAP; as well as serving as Chief of Operations (leading IT, Fiscal, Procurement, Legal, Human Resources and Facilities) State Child Support IVD Director; and Chief Inspector (Risk Officer).

Maximizing Performance after System Enhancements, Workshop C-7, Wednesday, 8:30 - 10:00

Dvora Wilensky

Dvora Wilensky is a Policy Program Specialist with the Division of Policy and Training for the Federal Office of Child Support Enforcement. Her areas of responsibility include international customer service and child support enforcement. Prior to joining the Division of Policy, she served as a Presidential Management Fellow, and completed rotations at the HHS Office of General Counsel and the Department of State. Dvora attended the University of Pennsylvania and the George Washington University Law School.

Hockey, Football, & Skiing – Guess Who Ranks Among Our Most Frequent International Partners!, Workshop E-5, Tuesday, 1:30 - 3:00

Bob Williams

Robert G. (Bob) Williams is founder and President of Veritas HHS, a health and human services operations and consulting firm. In this capacity, Williams provides oversight for Veritas HHS child support operations in Kansas City and Wichita, Kansas. He also takes a lead role in Veritas HHS consulting engagements, including design and organization of a Colorado summit conference on Affordable Care Act implementation held in May 2012.

Williams was formerly founder of Policy Studies Inc. (PSI) and served as its CEO until May 2006. During that period, he grew the company to 1900 employees and provided leadership for: 1) 35 child support offices in 12 states; 2) five one-stop workforce agencies; 3) State Children's Health Insurance Program operations in three states; 4) Medicaid enrollment broker programs in two states; 5) employer new-hire reporting programs in 19 states; and 6) voluntary paternity acknowledgment programs for five states.

Williams has been actively engaged in developing child support policies in areas such as child support guidelines, voluntary paternity establishment, interstate case processing, review and modification of child support orders, and medical support. In the past two years, he has written two White Papers on the Affordable Care Act: Eligibility Primer for Affordable Care Act Programs and Time to Re-Think Medical Support: Impact of the Affordable Care Act on Medical Support Act.

Williams holds M.P.A. and Ph.D. degrees in Urban Affairs and Domestic Policies from Princeton University and a B.A. degree in Political Science from the University of Illinois at Chicago.

Flight 111–148 Destination Affordable Care Act (ACA) and Child Support, Workshop C-3, Monday, 3:30 - 5:00

Michelle Wilson

Michelle is a Program Specialist with the federal Office of Child Support Enforcement (OCSE), Customer Communications Division. She joined OCSE in the Department of Health and Human Services in December 2012. As a program specialist, she handles phone calls and written inquiries from customers, congressional members on behalf of their constituents, and inquiries that come through the White House and cabinet member's offices. For four years, she was a Child Support Specialist with the Maryland Child Support Enforcement agency in Prince George's County, Maryland. Prior to that, she hailed from the Midwest, where she worked as a Case Manager in the field of Social Services for many years. Michelle is a proud alumnus of Indiana University.

Customer Service: Working to Provide Excellent Customer Service Across the Nation, Workshop A-1, Monday, 10:30 - 12:00

Jennifer Woods

Jennifer Woods is the Associate Program Manager, Training, for the New Jersey Child Support Institute (NJCSI). Jennifer joined NJCSI in February 2009 and is responsible for managing the design, development, and implementation of training statewide for child support staff. She also manages the institute's training coordinators. Jennifer has more than twenty years of experience in training and development in both the private and public sectors. Her experience includes managing training development projects; conducting needs assessments; and facilitating, designing, and developing training to meet organizational needs. Jennifer holds a Bachelor of Arts in English from Douglass College, Rutgers, The State University of New Jersey, and a Master of Arts in Administration and Supervision of Education and Training Programs from Montclair State University. She serves on the National Child Support Enforcement Association (NCSEA) Web-Talk Committee.

Two Parents/Two States-Parenting and Support Across State Lines, Workshop C-9, Wednesday, 1:30 - 3:00

Angelisa Young

Angelisa Young is native Washingtonian and is currently employed by the Office Attorney General for the District of Columbia as the Manager of The Frist Response Unit which consist of customer service, Outreach and CSSD's Mobile Office and the Non-custodial Parent Employment Program.

As the Manager of the Frist Response Unit, her primary goal is to improve the relationship that child support has with the residents of the District of Columbia. She delivers a customer centered approach when educating/informing customers about services, processes, programs, district and federal law child support laws.

Angelisa brings fifteen (15) years of experience as a public administrator and advocates for individuals who have been marginalized by society. Her focus has always been to bridge the gap between the government and it citizens. Other goals include strengthening existing partnership with local agencies/ organizations and developing new partnerships that support and encourage parents to work together to produce healthy children. Angelisa graduated from the University District of Columbia with an Associate in Corrections Administration, Bachelors in Administration of Justice, and a Master of Public Administration.

Angelisa is strongly committed to advocacy with Social Justice Issues.

Customer service: Working to provide excellent customer service across the nation, Workshop A-1, Monday, 10:30 - 12:00