

**SPEAKER & MODERATOR  
BIOGRAPHIES**

# **ERICSA 2016:** **Creating Brighter Days for Families**

**May 1 - 5**

**HILTON MYRTLE BEACH RESORT  
MYRTLE BEACH, SC**

**53rd Annual Training Conference & Exposition**

## **Abrams-Miller, Rieda**

Rieda Abrams-Miller has been a Business Analyst and Subject Matter Expert in federal health and human services programs for more than 20 years. She began her professional career with the State of Utah, Department of Workforce Services (DWS) as an Employment Counselor and Lead Employment Counselor working with TANF, Food Stamp, and training caseloads for 10 years. She was a member of the state training team for DWS for 3 years until she moved to Texas in 2006.

A late comer to child support, she began the child support portion of her career with the Texas OAG, Child Support Division in the Dallas/Fort Worth Call Center, later working in a local office. Thinking she had seen the last of child support when she relocated to New Jersey in 2008 she joined the NJKiDS project team as a trainer. She then co-managed the NJKiDS Technical Help Desk and ultimately transitioned into the role of Business Analyst.

Rieda is currently a Business Analyst with Auctor Corporation working with the State of Connecticut providing ongoing maintenance, modifications, and enhancements to the state's CSE computer system. Rieda holds a Bachelor's degree in Sociology and a Master's Degree in Organizational Management.

## **Adams, Gregory**

Gregory Adams is currently an Intervention Specialist of A Father's Place, the father engagement initiative for the Waccamaw region. He was hired as an Intervention Specialist in 2013. He is a certified Adult and Youth Group Facilitator for Parents Anonymous through FamilyCorps and is a certified anger management specialist through the National Anger Management Association. He continues to participate in trainings to certify him to equip fathers to meet the challenges of fatherhood.

Prior to joining A Father's Place, Gregory, a native of Marion, SC, was a member of the United States Navy as a Culinary Specialist. Upon completing his time in the military, he attended University of Phoenix where he graduated with a B.S. degree in Psychology. Gregory currently resides in Marion, SC with his wife Antoinette and two children.

## **Anders, Scott**

Scott Anders, Deputy Chief for the U.S. Probation Office, Eastern District of Missouri, chairs the Office of Probation and Pretrial Services Reentry Expert Working Group. Scott assisted with the development of a federal partnership to implement a national systems-approach to reentry. The Eastern District of Missouri implemented education, employment, home ownership, reentry courts, cognitive programs, financial management, housing, and other reentry strategies that have reduced recidivism in the District to 14.9 percent, significantly less than the 67.5 percent reported nationally, despite the District having the highest risk caseload in the federal system.

These evidence-based practices have been presented at the Whitehouse during the past two administrations. Scott also presented for the Brookings Institute at the National Press Club and at national conferences for the U.S. Department of Labor, American Correctional Association, American

Probation and Parole Association, National Correctional Industries Association, National Homeless Veterans, National Career Development Association, National Offender Workforce Development, and International Community Corrections Association.

Scott developed partnerships at the local, state and federal levels to enhance public safety and assist offenders in becoming productive members of the community. Scott also serves on the Governor's steering team for the Missouri Reentry Process to implement similar reentry strategies.

Scott achieved a Master of Public Administration at the University of Missouri in Columbia, Missouri in 1994. His educational background also includes Bachelor of Arts degrees in Public Relations and Communication from William Jewell College in Liberty, Missouri, and a two-term honors study emphasizing ethnic relations and logic at Oxford University in England. Scott is a graduate of the Federal Judicial Center's Leadership Development Program.

### **Bagley, Julie**

Julie Bagley is the Manager of the North Carolina CSS Central Registry / State Parent Locate Service. She has over 26 years of experience with NC CSS, including experience at the local office level to policy and training consultant at the state office. Julie has presented child support training at the state and national level. Julie is the NC Board Member for the Interstate Data Exchange Consortium (IDEC) and a member of the North Carolina Child Support Council. Julie is a graduate of the University of North Carolina at Chapel Hill, with a Bachelor's Degree in Psychology.

### **Ball, Jeff**

Jeff Ball is currently the Project Manager for the El Paso and Teller County Child Support Services Colorado offices for YoungWilliams, PC. Jeff has worked in the child support field for 29 years and as an attorney for 35 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.

Previously Jeff was Senior Advisor to the OCSE Commissioner, Technical Assistance Branch Chief, and Welfare Reform Liaison. He was general counsel 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 for the 1992 and 1996 UIFSA drafting committee of NCCUSL. 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 the 2010 winner of the Felix Infausto Award.

### **Batchelor, John**

John Batchelor is a Senior Manager with Deloitte Consulting and currently serves as the Project Manager for the Pennsylvania Child Support System (PACSES) project on behalf of the Pennsylvania Department of Human Services (DHS) in Harrisburg, Pennsylvania. PACSES automates the management of child support cases across the Commonwealth, including intake, enforcement and distribution of child

support payments. The system consists of both mainframe- and web-based components and is utilized by over 3,000 county and state professional staff as well as public users. It supports 80 Domestic Relations Section offices across 67 Pennsylvania counties and case management activities for approximately 420,000 active cases. In his role John is responsible for the overall maintenance, modification, and operation of the complete suite of PACSES mainframe and web components, managing a staff of over 50 analysts, developers and testers. John is a PMI-certified Project Management Professional (PMP) and has been in IT consulting for over 29 years, with more than 6 years of experience with child support systems. His project experience spans all phases of the application life cycle from high-level strategic planning through system integration and deployment. John is married with two children and lives in the Harrisburg area.

### **Bean, Margot**

Margot Bean has been a Specialist Leader in Deloitte Consulting's Public Sector Practice since July 2009, focusing on helping state, tribal and local government child support enforcement programs improve their performance by providing effective and efficient data driven customer-focused services. In this role, she has helped child support programs examine and improve business processes, analyze their caseload through the use of predictive data to improve case performance, and create case strategies based on case characteristics.

Margot's wide variety of government experience prior to joining Deloitte provides her with a deep understanding insight: Commissioner of the federal Office of Child Support Enforcement, Director of the New York State Child Support program, and Director of the Guam Child Support Program. She began her career in the Guam Attorney General's Office as a child support attorney.

Ms. Bean is a non-practicing attorney licensed in New York and Guam. She serves as an advisor to the Western Interstate Child Support Enforcement Council (WICSEC), is the President of the Eastern Regional Interstate Child Support Association (ERICSA) Board, and a Past President and Honorary Life Member of the National Child Support Enforcement Association (NCSEA).

### **Bell, Alexis**

Alexis Bell is a State Attorney for the Columbia Region of South Carolina Department of Social Services' Child Support Services Division. She received a Bachelor in Science from the College of Charleston in 2004 and Her Juris Doctorate from the University Of South Carolina School Of Law in 2007. Upon admission to the SC Bar in 2007, she began her career as an Assistant Public Defender for South Carolina's 8th Circuit, working primarily in the Abbeville, SC area handling both juvenile and adult criminal cases. She relocated to Columbia, SC in 2010 and began working as an Associate Attorney for Whitener & Wharton, PA, prior to accepting her current position with the Child Support Services Division.

## **Bender, Lisa**

Lisa Bender began her career with NJ's Judiciary Family Court, in 1989. Lisa joined Rutgers, School of Social Work as a Training Coordinator for NJCSI in 2007. In this position, Lisa delivered more than 150 training sessions on various IV-D-related topics. In 2015 Lisa delivered training to Casino Controllers on Child Support for the Casino Industry, on Jackpot Intercept Initiative. Lisa has volunteered since 2014 for the ERICSA planning committee and in this role she has worked as a Workshop Coordinator, Session Coordinator, Speaker and Moderator. Lisa has also created and delivered, on request, specialized training sessions for Family Division and other local offices. Her background makes her one of the lead trainers for Family and Intergovernmental topics. Lisa also enjoys conducting sessions on all topics related to New Jersey's Child Support Guidelines.

## **Bennett, Julie**

Julie Bennett is a Revenue Administrator III for Florida's Child Support Program. She has served the Program for 19 years in both operational and management capacities. She began her career with the Program as a Revenue Specialist II in the Customer Contact Center and later moved to the Program Office working in the Bank Levy Unit. In 2002, Julie accepted the Revenue Administrator II position for the Program Office Escalated Inquiry Unit where she worked closely with OCSE Region IV as well as Florida's Governor's office and Legislative staff to resolve escalated customer inquiries. In 2010, Julie took on a new challenge as the Revenue Administrator III in the Program's Customer Contact Center. Here she supervised three front line Managers and their teams and further developed her management skills in the field of Customer Service. In 2012, Julie played an integral role in the Program's implementation of a statewide web chat pilot. Julie continues to work in the contact center in this capacity. In 2014 the Program began expanding its web chat solution to customers. As a result of this expansion, Julie's leadership also expanded to include 4 Managers and their teams. These teams include one team that handles the dedicated interstate and employer lines and three teams that provide web chat services to our customers.

## **Bermudez, Rick**

Rick Bermudez has worked in the Child Support Program for fifteen years. He currently manages the Employer Services Section within the California Department of Child Support Services. In this role he provides leadership by overseeing a team that delivers education and outreach initiatives to the employer community, supports employer data management activities, and leads system enhancement efforts. Rick also has experience working in the program areas of enforcement and policy. Prior to joining the California Department of Child Support Services, Rick spent thirteen years with the California Franchise Tax Board, working in different areas of tax administration. Rick holds a BS degree in Business Administration with a focus on finance and economics from California State University, Chico.

## **Bishop, Rob**

Mr. Bishop was admitted to practice of law in Indiana in 1991. From 1991 to February, 2006 he was a sole practitioner in Allen County, Indiana, practicing primarily in the family courts including divorce and

support cases. He has served as a Public Defender in Misdemeanor Court, in Juvenile Delinquency cases and was also frequently appointed by the Court to represent parents in child neglect cases.

In February 2006, he joined the Kosciusko County, Indiana Prosecuting Attorney's Office as its full-time IV-D Deputy Prosecuting Attorney. He has presented at numerous conferences of the Indiana Prosecuting Attorneys Council and is a former member of the Child Custody and Support Advisory Committee of the Indiana Legislature. He has also served as Chairperson of the child support subcommittee of the Indiana Prosecuting Attorneys Council.

Mr. Bishop serves as President of the Wayne Township (Kosciusko County) Advisory Board and is a member of the Board of Directors of two local non-profit organizations Kosciusko County Velo and Second Mile Adventures.

### **Bridges, Kim Newsom**

Kim Newsom Bridges has been a child support professional for over 20 years. She has served the National Child Support Enforcement Association (NCSEA) in many capacities, including President in 2010/11. She continues to maintain leadership roles in NCSEA Professional Development and Policy and Government Relations committees.

Daily, she serves as the Executive Director for the Ohio CSEA Directors' Association (OCDA). In her role for OCDA she provides leadership in policy and legislation development, training for other child support professionals, judges and private attorneys, and collaborates with a variety of organizations and other professionals to promote and strengthen the Ohio Child Support Program. She has served on numerous child support guidelines councils and actively participates on the Ohio State Bar Association Family Law Committee.

Kim received a BS and a JD from The Ohio State University. She lives in Mt. Vernon, Ohio, with her husband Brian and two sons, Beau and Benjamin. Kim enjoys golf, watching her sons play their sports and volunteering for her church and other non profit programs.

### **Bush, Miranda**

Miranda Bush is a Child Support Specialist II with Cherokee Nation Office of Child Support Services, Tahlequah, OK. She has worked for Cherokee Nation for 6 years, starting out with Indian Child Welfare then moving onto Child Support. She is the Project Manager of the Tribal Innovation Grant and a co-facilitator for the parenting curriculum classes. Ms. Bush helped write and put together the curriculum and assists in keeping track of the data elements to measure the success of the project. Other responsibilities include paternity establishment within the Cherokee Nation Tribal Court system, Client Service Plan assessments as well as partial Case Initiation work when needed. Miranda is a Cherokee citizen who graduated from Northeastern State University with a B.A. in Developmental Psychology and is a mother of two wonderful boys.

## **Butler, Jay**

Jay Butler is the State Program and Technical Support Team Lead for the Federal Office of Child Support Enforcement (OCSE). 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 and applications provided by the OCSE Division of Federal Systems. Prior to joining OCSE in early 2013, he 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, and for the Tennessee Child Support Customer Service Unit beginning in 2004.

## **Cannon, Jessica**

Jessica Cannon is an employee of the Georgia Department of Human Services, Division of Child Support Services and is currently serving as the Project Director of the Behavioral Interventions for Child Support Grant. She has been with Child Support Services for 12 years and has served in a variety of roles. Most recently, she was a Business Operations Specialist where she led the state of Georgia in Rapid Process Improvement initiatives. Prior to her RPI position, Jessica served as a training and staff development coordinator for 8 years.

Jessica brings to the forefront a wealth of knowledge in case management where she specialized in interstate and enforcement functions. She was the legal and court agent for two years where she served six counties.

## **Caudell, The Hon. Chan**

Hon. Chan Caudell has served as a judge in the superior court of Georgia's Mountain Judicial Circuit since 2011. The circuit is comprised of three counties having a combined population of approximately 100,000. Judge Caudell was in private practice for almost twenty years where he served in various public offices including serving as a Habersham County Commissioner, and as a Commissioner on Georgia's Ethics Commission. Governor Nathan Deal appointed Judge Caudell to Georgia's Accountability Court Funding Committee where he and other committee members were responsible for allocating over 30 million dollar to various accountability court across the state.

Judge Caudell serves as vice president of Georgia's Technical College Directors Association. He also serves on Georgia's Council of Superior Court Judges as co-chair of the sub-committee on Parental Responsibility Courts ("PAC"). He sits on two PACs which meet bi-monthly in the Mountain Judicial Circuit. The courts have been in existence since 2012. Judge Caudell recently spoke at the 2015 NCSEA National Policy Forum in Washington D.C. on the impact of right-sizing orders, imputing income, and accountability courts.

Judge Caudell received his bachelor's degree in criminal justice from the University of Georgia and his juris doctorate from Mercer University's Walter F. George School of Law. He and his wife, Tammy, have two minor children.

### **Chaudhuri, Terry**

Terry Chaudhuri is an Oakland University graduate with a Bachelor of Science degree in Management Information Systems. He has worked in IT and Enterprise Content Management for over ten years and is a Kofax Capture Certified Consultant, an OnBase Certified Installer, and is technically certified in Kodak Capture Pro and Kofax Transformation Modules. Terry has worked with numerous customers in many vertical markets, including Government, Healthcare and Financial. He has extensive experience with advanced capture and currently works jointly with both the ImageSoft Sales and Technical teams to architect and deliver process efficiency solutions.

### **Clapp, Susan**

Susan Clapp is the Project Lead for the federal Office of Child Support Enforcement (OCSE) continuous service improvement projects involving federal system location and employment data. Susan's past child support experience includes working in the State of Alabama child support program as a case manager and as a functional analyst for development of the state child support system. In 1998, Susan relocated to Lexington, Kentucky to assume the role of Project Director for implementation and ongoing operations of the Kentucky State Disbursement Unit. In 2000, she returned to Alabama to provide oversight and guidance for its SDU implementation and served as Project Director until September 2011. She currently resides in Prattville, Alabama.

### **Cloer, Sandy**

Sandy is the Division Director for the Eastern Band of Cherokee Indians (EBCI) Tribal Child Support and TANF Programs. Following an 18 year career in Child Support with the State of NC she joined EBCI in 2009 to help them develop their own child support program. As a child support agent for the state her caseload was the EBCI area. Being familiar with the people and cultures of Cherokee enrolled members and the Cherokee Court system enabled her to help with the development of EBCI's program. Ms. Cloer, along with the Chief Justice of the Tribal Court and Mr. Jerry Sweet of 1 Family Services in Indian Country, were successful in efforts to open a Child Support Office in Cherokee, NC in May of 2010. In 2012, EBCI reached out again to develop its own Tribal TANF Program. Again, with the help of Chief Justice and Mr. Sweet, a plan was submitted to ACF and the EBCI Tribal TANF Program opened its doors in January of 2013. The office now employs 17 individuals and provides its own process server and court clerk to the Tribal Court System.

Sandy currently sits on the NC Child Support Council Board as well as serves as secretary for the National Tribal Child Support Directors Association.

## **Coffin, Ann**

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.

## **The Honorable Julius H. Corpening**

J.H. Corpening, II 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 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 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.

## **Cummings, Pam**

Pam 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 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 later 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, having worked and supervised in a border county for over 20 years. She currently handles customer complaints from the local, regional, state, and intergovernmental levels. Additionally, she works Program Quality Control audits and yearly Self-assessment along with numerous other duties. 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 nationally.

## **Endris, Robbie**

Robbie Endris is a retired Louisiana State Child Support Director who is currently employed with Xerox Services as a Senior Director of services in the Child Support Solutions division. Robbie retired from state service after 38 years in state service, in the public assistance division and then in child support. She served as state IV-D director for seven years.

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 participating in conferences and has given many presentations related to disaster recovery and to the changes made in the Louisiana program after Hurricane Katrina.

## **Evans, Jr., Wallace**

Wallace Evans Jr., is a native of North Myrtle Beach, SC. He is married to the former Valeria Colbert and he has four children. He attended Clemson University and transferred to Coastal Carolina University where he received his B. A. degree in Interdisciplinary Studies.

Wallace is currently the Executive Director of A Father's Place, Horry County's father engagement initiative. Wallace joined the Board of Directors of A Father's Place, in 1999 and was a member of the grant writing committee that secured funding for the initiative. When the program was funded in 2000 he was hired as an Intervention Specialist. He was promoted to Executive Director in September 2004. He is a certified Family Court mediator, a certified Parenting Education and Family Management Facilitator through Horry Georgetown Technical College, a member of SC Parenting Education Network (SC PEN), and a graduate of Francis Marion University's Non-Profit Leadership Institute.

Under his leadership, the initiative has received numerous awards. They received the Pat-On-The Back Award from DHEC, Head Start Volunteer Award, Delta Sigma Theta Community Service Award, and the Outstanding Service to Community Award from Alpha Phi Alpha Fraternity, Inc. "Each year, the Secretary of State selects ten organizations that represent some of the most efficient and effective charities soliciting in South Carolina" and in 2009 A Father's Place was one of the ten that received this distinction when it was recognized as an Angel of 2009. In 2010 he led the expansion of A Father's Place into two new counties and they are now the fatherhood initiative for the Waccamaw region serving Horry, Georgetown, Marion, and Williamsburg counties. In 2014 A Father's Place was awarded the inaugural fatherhood program of the year award by the SC Center for Fathers & Families. In 2015 A Father's Place won the award for a second time.

Mr. Evans is also a member of the Waccamaw Workforce Investment Board, member of the Horry Georgetown Collaborative to Prevent Teen Pregnancy Prevention, member of Alpha Phi Alpha Fraternity and is extremely active in his church, Chesterfield MBC, where he serves as Youth Pastor. Wallace has accepted the call and challenge of fatherhood by constantly striving to overcome the many obstacles of

being a non-custodial father and is a model of what the fatherhood initiative is accomplishing in the Waccamaw region. He is rebuilding our families and our community one man at a time!

### **Figueroa, Alexander**

Alexander Figueroa is the Associate Program Manager, Curriculum, for the New Jersey Child Support Institute (NJCSI), where he manages NJCSI's team of Instructional Course Designers, Program Development Specialists, and an Instructional Technology Specialist. He also manages the curriculum development process, which produces traditional classroom courses, and Web-Based Trainings (WBTs) for more than 3,000 participants. Alexander began his career in New Jersey's Child Support Program in 2002, serving as a Probation Officer and Judgment Coordinator on a county level, and, later, as Child Support/Paternity Specialist in the Tax Offset Program at the Office of Child Support Services, Division of Family Development. Alexander is also a part-time lecturer at the School of Social Work, where he teaches both BSW and MSW students. Alexander has a Bachelor of Arts in Criminal Justice, a Bachelor of Science in Puerto Rican and Hispanic Caribbean Studies, and a Master of Social Work, all from Rutgers University.

### **Flores, Corri**

Corri Flores is the Agency Liaison Director of Wage Garnishments for ADP, LLC. Corri manages the relationships between ADP and Wage Garnishments agencies to gather information and cultivate positive relationships. She has been with ADP for over twenty years and has spent the majority of her career within the Agency Relations area.

She has participated on the American Payroll Association's Government Relations Task Force (GRTF) for Child Support and Wage Garnishments workgroups for the past seven years, and is the current Chair of the GRTF Child Support workgroup.

### **Fors, Lara**

Lara Fors is a First Assistant Prosecuting Attorney of Greene County and currently serves as the Director of a multi-county prosecutors' office in Springfield, MO where her staff judicially establishes and enforces IV-D 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 on the Honorary Board of the Eastern Regional Interstate Child Support Association (ERICSA) and is a past president of ERICSA and of Missouri's state association, MCSEA. Lara has presented to numerous conferences and events including the Springfield Metropolitan Bar Association, the Christian County Bar Association, the Missouri Bar, ERICSA, Western Interstate Child Support Enforcement Council (WICSEC), National Tribal Child Support Association (NTCSA) and the National Child Support Enforcement Association (NCSEA). Lara also serves as Treasurer of the Southern Missouri Women Lawyers association and is the Chair of the Child Support Best Practices Committee of the Missouri Association of Prosecuting Attorneys. 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.

### **Francesconi, Danielle**

Danielle Francesconi started with NJCSI in May 2007. She began her career in the Camden County Probation Child Support Enforcement Unit, working with parents to ensure enforcement and monitoring of child support cases. She is the lead trainer for the Establishment module, which includes paternity and child support establishment, SDU curriculum and Professional Development Series. Danielle is also a True Colors certified trainer. She has delivered training at the NJ Child Support Conference, the Eastern Regional Interstate Child Support Association (ERICSA) Conference, National Child Support Enforcement Association (NCSEA) Conference, and the National Staff Development and Training Association (NSDTA) Conference. Danielle also managed several social service programs for the State, serving as Deputy Program Manager for the NJ Family Support payment center and then Program Manager of the NJ Paternity Opportunity Program, National Medical Support Notice, and New Hire programs. She is a graduate of Fairleigh Dickinson University with a bachelor's degree in Business and Technology.

### **Franklin, Maurice**

Maurice Franklin is an experienced child support professional who is dedicated to developing best practices and innovations. In his current role, Mr. Franklin serves as Senior Project Manager for several of the Company's Human Services programs, overseeing the Delinquency Prevention and Early Intervention programs in multiple states and the Illinois Support Modification and Employer Related Services operation.

### **Gamble, Gary**

Gary Gamble is a graduate of the University of South Carolina's School of Pharmacy, and the Army's Reserve Officer's Training Corp. After graduation he worked for Rite Aid Pharmacy, before moving on to Moncrief Army Hospital. After spending six years in the Army and obtaining the rank of captain, he made a career change and began working for Department of Social Services-Child Support Services Division in 1992. He has extensive experience in establishment, enforcement, and interstate. He has served in many leadership capacities and received numerous awards including Line Worker of the Year for SC Child Support Services Division as well as Supervisor of the Year for SC Child Support Services Division. Since 2013, he has served as the Program Manager for the Child Support Parenting Employment Demonstration Grant. He resides in Columbia, South Carolina.

### **Garnand, Courtney**

Courtney Garnand is a State Technical Support Liaison for the Federal Office of Child Support Enforcement (OCSE) for 13 states across two federal regions. She works with states to expand the use of the Federal Parent Locator Service (FPLS) by maximizing automation and developing effective methods for using data and applications provided by the OCSE Division of Federal Systems. After graduating with a B.A. in Sociology/Criminology from the University of Oklahoma in 2000, Courtney began her 16-year career with Oklahoma Child Support Services. She started as an Intergovernmental, Finance, and Locate

Child Support Specialist. In 2008, she moved to the State Office as Programs Field Representative in the Office of Professional Development and Training where she was responsible for the areas of Intergovernmental Cases, State Services Portal, Technology, and the Adjunct Faculty Program. She has been a member of and served on several committees including the NCSEA Web-talk Committee, CSS Domestic Violence Task Force, Oklahoma Distance Learning Association, and the Association for Talent Development (ATD).

## **Gayeski, John**

John Gayeski's technical background spans the spectrum of distributed Web-based applications, systems design and architecture, Internet applications, and e-commerce development. He formed Winning Strategies ITS in 1999.

The company, which is GSA certified, has been ranked on the Inc. 5000 list of the fastest-growing entrepreneurial companies in the United States. Its two divisions serve the 360-degree technology needs of clients. Designers and developers create user-friendly online applications while network engineers host and manage these products in the company's in-house data center (SSAE 16 SOC 1 Type 2 certified).

Winning Strategies has been working with the New Jersey Office of Child Support for more than 10 years, using technology to streamline internal operations and achieve higher customer satisfaction. Winning Strategies has also advised the California Department of Child Support Services as it works to modernize its systems with an eye toward enhancing the customer service experience.

## **Giles, Regina**

Regina Giles started her career in the Crawford County Pennsylvania Domestic Relations Department in 2004. Gina started as a part-time file clerk then moving full time into locate. Gina advanced to be the Work Search Coordinator and now her current position is Intake and Paternity Coordinator. Gina served on Western DRAP planning committee, and now serves on the PA committee on E-Service Enhancement.

## **Glover, Yolanda**

Yolanda Glover began her work in the child support field as a Probation Officer with Middlesex County in 1999. In May of 2004, Yolanda received her Masters of Science in, Human Resource Development and in November 2004, she was promoted to Team Leader in Union County's Family Division in the Case Reception/Intake Team within the Non-Dissolution Unit.

Yolanda joined NJCSI in September 2007. Since her tenure with NJCSI, Yolanda has been instrumental in the assisting with the development and delivery of many courses within NJCI's catalog. Yolanda is NJCSI'S internal Lead and Co-Lead trainer on the following Modules: Child Support Overview; GDLN Functionality; Child Support Guidelines Theory and Practice; NJ Kids: USSO Functionality; Family Track Training; CWA Track Training-Establishment; Microsoft Excel for Beginners and Effective Customer Service.

Yolanda has presented several NJCSI workshop sessions at the New Jersey Child Support Conference. Yolanda has presented Child Support Guidelines twice at the NJAPM (New Jersey Association of Professional Mediators) conference in 2009. Yolanda has presented at NNSWM (The Network for Social Work Management) Conference in 2013. Yolanda also presented at NSDTA (National Staff and Development Training Association) in 2014. Yolanda is a Certified Trainer.

Yolanda is a Member of the NCSEA (National Child Support Enforcement Association) Policy Forum as well as a member of ERICSA (Eastern Region Interstate Child Support Association). Yolanda will be a presenter at the 2016 ERICSA conference in Myrtle Beach. Yolanda has also received Certifications in Human Resource Training and Development and Leadership and Management.

### **Gober, Amy**

Amy Gober brings over 30 years of experience in the child support enforcement and family law areas, including 15 years as a child support litigator. In her current position, Amy provides guidance and assistance to the federal Office of Child Support Enforcement's (OCSE) Data Access team, addressing issues related to privacy and security of OCSE's Federal Parent Locator Service. As a former staff attorney for a IV-D agency, Amy has an intricate understanding of the child support process, and has been instrumental in assisting several state and local child support offices improve the services they provide to their communities. Since joining the Center for the Support of Families (CSF) in January 2002, Amy has worked on a variety of federal, state and local projects including the development of policies and procedures and curriculum for interstate case processing; training on recent interstate case law, guidelines review, and drafting UIFSA training curriculum and other child support curricula. She worked with several state child support offices on program innovations through grants, including a prisoner re-entry project, an early intervention project, and a workforce training project. She has done extensive outreach at the local level for custodial and noncustodial parents, and to courts and employers with the Federal Office of Child Support Enforcement's Employer Outreach Team. She worked on several state program improvement projects and organized training conferences for court personnel and judges on such issues as right-sizing orders, engaging parents for consent orders, and access and visitation.

### **Gray, Tanguler**

Tanguler Gray, is the IV-D Director for the Georgia Department of Human Services' (DHS) Division of Child Support Services (DCSS). Headquartered in Atlanta, Georgia, the GA IV-D Program encompasses 159 counties, 49 judicial circuits, 50 local offices and employs a staff of 1,135 positions. Additionally, Ms. Gray is responsible for providing leadership and oversight to a state administered, state operated program that includes nine county contracts.

With a child support career spanning more than 23 years, Tanguler's experience includes leadership roles in accounting, fiscal, operations, customer service, organizational effectiveness, field operations, state operations and executive management. Tanguler spearheaded the DCSS Rapid Process Improvement (RPI) initiative; leading the Georgia DCSS Rapid Process Improvement Team to capture the 2007 Governor's Award for Customer Service, and the 2008 NCSEA Commissioner's Award for High

Performance. The Implementation of RPI, a lean management methodology, changed the culture of the Division and improved both performance and collections for the IV-D program.

Tangler is presently a member of the National Child Support Enforcement Association (NCSEA) Board of Directors, where she serves as a member of the NCSEA Policy, Leadership and Membership Committees. Additionally, she is a member of the National Council of Child Support Directors (NCCSD).

Tangler is a graduate of Valdosta State University, having earned a Bachelor of Business Administration Degree in Accounting. She is a member of the Alpha Kappa Alpha Sorority, Incorporated.

## **Griffin, Alisha**

Alisha Griffin is the Director of the California Department of Child Support Services (DCSS). She began her connection to the child support program with the passage of PRWORA. Prior to that her expertise was in public and private family services; including child welfare, child protection, rehabilitation and therapeutic service systems. Ms. Griffin brings a broad, substantial and successful track record. She assumed leadership of the California Child Support program after directing the New Jersey program. While in New Jersey amongst many other successes, she led the design, procurement, implementation and management of the first "second generation" national model child support automated system, including substantial pre and post change management strategies. It is considered one of the most successful reengineering of a completely new system in a HHS domain. Additional focus on practice improvements and ensuring efficient and effective service delivery resulted in a comprehensive streamlining of all collections and disbursement systems and overarching fiscal management coordinated with revamping customer service through creating a centralized comprehensive "one stop" quality driven service model, with comprehensive performance metrics. She also has a strong portfolio of experience in direct service programming, policy analysis and development and advocacy focused on quality service delivery to children and families.

In 2014, DCSS implemented a new five-year Strategic Plan focusing again on a quality driven customer service and practice. Along with pursuing improvements aimed at increasing the regularity and reliability of support for California's children, DCSS has revamped the development and use of tailored Practice and Performance Improvement Plans, and has undertaken a rigorous assessment of its systems and business processes aimed at ensuring that it can adapt and meet the needs of its families in the ever changing service environment.

Ms. Griffin has chaired, participated and worked on many national workgroups, designed several model programs both in the child support and child welfare arenas. She has served as Past President of the National Child Support Enforcement Association (NCSEA) and the National Council of Child Support Directors (NCCSD). She was recently elected Treasurer of NCSEA and serves on NCSEA's International and Policy and Government Relations committees. She serves on the Executive Council of NCCSD and the chair of the subcommittee on Intergovernmental Practices which is addressing issues related to child support with the implementation of the UIFSA 2008.

She represented NCSEA for all five years as 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 benefits to the US children and families. She presented in November at The Hague Asian-Pacific Regions' Conference on family maintenance and child support. She is continuing to work with the Permanent Bureau at The Hague on iSupport as Advisory Board member of the international case management system, iSupport.

Ms. Griffin has Masters in both Clinical and Community Psychology.

### **Grigsby, Sherri**

Sherri Grigsby is a member of OCSE's Division of Federal Systems management team. Specifically she manages the tasks for the 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 that encourage best practices for employers to work with states to collect child support. Sherri also works closely with federal agencies as employers and benefit providers to ensure children and families receive the support they deserve. 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.

### **Grimm, Dana**

Dana Grimm is a Senior Solution Engineer with Deloitte Consulting and has worked on the PACSES Project in Harrisburg, PA for the past 14 years. She is currently working on the application maintenance team triaging reported incidents from county child support offices as well as system enhancements from the client. During her time on the PACSES Project she focused on the development of data management tools that can be used by county child support offices to improve federal performance measures and assist Pennsylvania's Bureau of Child Support Enforcement in maximizing the amount of federal performance funding received. These various data management reports and tools also increase data reliability and assist the program office with auditing the county offices as well as preparing annual reports for the Administrative Office of Pennsylvania Courts and Federal Office of Child Support Enforcement. Prior to her tenure on the PACSES Project, Dana was employed at Lancaster County Domestic Relations Section for 11 years.

### **Grisim, Jim**

Jim Grisim has been a part of the Minnesota Child Support program for 24 years. He started off as an enforcement agent in a smaller Minnesota County and then moved into order establishment. He worked

for 4 years at the Minnesota State Child support office as a policy advisor before moving to Ramsey County as a Child Support Supervisor in 2000. He has supervised the child support areas of Enforcement, Interstate, Order establishment, Modification, and our Customer Service group. His personal hobbies include; coaching both my son and daughter in Basketball, being an Assistant Scout Master for my son's Boy Scout Troop. Additionally for fun, I enjoy fishing and hunting in the land of 10,000 lakes.

### **Harris, Stephen**

Stephen Harris is the Associate General Counsel for the Division of Child Support Services, Georgia Department of Human Services. Stephen has been with the Georgia Department of Human Services (DHS) since January 2012. Prior to working at DCSS, Stephen served as a staff attorney for several superior court judges. Stephen received his law degree from Brooklyn Law School and has an undergraduate degree from the University of Georgia.

### **Hayes, Michael**

Michael Hayes works in the Federal Office of Child Support Enforcement – Division of Program Innovation where he's responsible for OCSE's parenting time portfolio, leads work on domestic violence policy and program development, and manages the State Access and Visitation Grant program. As part of the Division of Program Innovation team, he is involved in developing and supporting implementation of family centered child support innovations and national child support demonstration grant projects. Immediately prior to his position at OCSE, Michael spent 12 years in the Texas Child Support Division where he was the Deputy Director for Family Initiatives. His work in Texas included development and leadership of a wide range of innovative programs for teens, young parents, military families, survivors of domestic violence, and low-income noncustodial parents. Michael founded and led the Texas Fragile Families Initiative, a state-wide initiative bringing together more than 30 private foundations, multiple state agencies and community/faith-based organizations in 12 sites across Texas to support fragile families. He worked previously as a Senior Trainer on the Ford Foundation's Strengthening Fragile Families Initiative, as the Education Manager for Planned Parenthood of Austin, as a youth minister in the United Methodist Church, as a health education trainer for the Center for Health Training, and as a wilderness guide and adventure games instructor.

### **Haynes, Margaret Campbell**

Margaret Campbell 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.

### **Herendeen, Mary**

Mary Herendeen is a child support professional who spends a lot of time working in the intergovernmental world. In addition to handling all initiating interstate cases for St. Joseph County, Mary also wears the hat of Deputy Friend of the Court and does child support review and modifications. Mary is also a certified system administrator and workflow administrator for the county document imaging system, OnBase. Mary has completed advanced mediator training, facilitator training, court administration training and custody evaluator training. Mary is a graduate of Western Michigan University and has been with the Friend of the Court for 20 years.

### **Holdren, Cindy**

Cindy Holdren works for the Center for the Support of Families as a Senior Associate assigned to the Employer Service team at the federal Office of Child Support Enforcement (OCSE). Her writing and drafting tasks currently include training presentations, reports, issue briefs, web resources, and planning documents. In previous jobs, she has drafted legislation, policy, and reports to the governor.

Prior to her work with OCSE, Cindy worked as a program manager supervising tasks associated with policy, legislation, and research for the Virginia Child Support Enforcement program. Other positions held include director of a county social services department, manager of a child support enforcement field office, and manager of two employment security offices.

Cindy holds a Bachelor of Arts degree from Mary Washington College in Fredericksburg, VA and a Master of Public Administration degree from Old Dominion University in Norfolk, VA.

### **Hornsby, Will**

Will Hornsby serves as the Director for Child Welfare for the Center for the Support of Families, Inc. (CSF). Mr. Hornsby brings over 20 years of public sector child welfare/human services experience on the local, state and federal levels. During his employment with the Federal Children's Bureau he managed the Child and Family Service Reviews (CFSR) of State child welfare services programs in all 50 States, the District of Columbia, and Puerto Rico. The CFSR is a Federal review of title IV-E and IV-B State plan requirements that all States must undergo periodically. Prior to his employment with the Federal government he worked for the Alabama Department of Human Resources focusing on reforming child welfare practice at the state and local level in accordance with System of Care principles. At the State and Federal levels, his work has involved the design, implementation, and management of ongoing processes for evaluating the effectiveness of child welfare practices and policies on the outcomes for

children and families, and recommending improvement strategies. His past work experiences have also been concentrated in the areas of management and administration, resource development, technical assistance, and direct child welfare and child support activities. At CSF, his work is focused on assisting State and local child welfare agencies in evaluating their child welfare programs and implementing needed improvements in their practice, policies, and procedures.

### **Howard, Tommy**

Tommy Howard is currently the Legal Intergovernmental Coordinator for the Montgomery County, Ohio DJFS-CSEA.

Tommy graduated Cum Laude from Wright State University in 2001 with a Bachelor of Arts in Political Science. He went on to obtain his Juris Doctorate from the University of Dayton School of Law in 2004 and was admitted to the Ohio bar the same year. He also was admitted to the U.S. Federal bar in 2005.

Tommy was an Assistant Prosecuting Attorney for Warren County, Ohio before leaving to accept a position in Montgomery County. He worked as a Senior Staff Attorney before taking his current position.

Tommy has presented numerous times on intergovernmental child support issues and helps to coordinate quarterly statewide video conferences for Ohio's intergovernmental child support professionals.

### **Huynh, Maria**

Maria Huynh is the Child Support Program Manager for the Port Gamble S'Klallam Tribe. She has been working for the Tribe since August 2002 when they first received direct Federal Funding and was the 7th Tribe in the Nation operating under the Interim Regulation. In her capacity as the Program Manager she has been involved with implementing policies and procedures that enhanced the lives of tribal children. She participated in many work groups with the Washington State, Division of Child Support and through those workgroup the Tribe was able to receive Tax Refund Offset and read only access to the State Database. The Child Support Program provides holistic approach and collaborates with Tribal TANF, Indian Child Welfare, Foster care, and youths. With over 14 years of experience in Child Support, Maria Huynh is a leader among her peers and presented in Regional and National Trainings. She is a key player is organizing and collaborating with tribes in Washington, Oregon, Idaho, Alaska, and California by offering additional training and support. She is a member of the National Tribal Child Support Association and the National Association of Tribal Child Support Directors.

### **Ingram-Jones, Angela**

Angela Ingram-Jones is a Team Leader in the Division of Performance and Statistical Analysis at the Federal Office of Child Support Enforcement (OCSE). Her responsibilities include advising senior management on performance management and reporting related issues as well as leading activities of the Division regarding data analytics and data visualization. She was the Project Officer for the Data Analytics and Technical Support Project and has served as the Project Officer for the Child Support

Demographic Survey Study. In addition, she was the Chair of the Child Support Incentive Workgroup. She is also the Child Support Program's performance management liaison. Prior to joining OCSE, she was a Research Associate in the private sector evaluating early-childhood education programs. She received her bachelor's degree in psychology from Oberlin College and her master's degree in developmental psychology from the University of Pittsburgh.

### **Jackson, Monique**

Monique Jackson is a Senior Program Specialist with the federal Office of Child Support Enforcement, Division of Policy and Training. Her major areas of responsibilities include, but are not limited to, employer services, federal enforcement, legislative tracking, and audit resolution. Prior to rejoining the Division of Policy and Training, Monique was the Special Assistant to the Commissioner, in this role she worked on several cross-cutting priorities and special initiatives. Monique earned her certificate in legislative studies from Georgetown University, her MPA from Bowie State University and her BS degree in Psychology from Bennett College for Women.

### **Jackson-Hebron, Renée**

Renée Jackson-Hebron, a Program Analyst in the Division of Performance, and Statistical Analysis (DPSA) OCSE, has been in child support for 23 years. She is the Lead Analyst responsible for collecting, analyzing, and compiling child support data from the OCSE-157, OCSE-34A, OCSE-396A, and OCSE-75 reporting forms to develop preliminary report, annual reports to Congress, and other statistical and financial reports. She serves as Lead of the division's Data Team. Her primary duty also consists of managing the online state Self-Assessment Reporting System and monitors self-assessment reporting issues and helps states prepare their annual reports. She is also responsible for developing annual state profiles for each Region's respective states. Renee also serves as Lead OCSE representative for updating the Department's Online Federal Domestic Catalog system annually consisting of information based on OCSE Section 1115 and SIP grants. She studied at the University of the District of Columbia and Southeastern University where she received her Associates degree in Business Management.

### **James, Tammy**

Tammy James is the Director of the Division of Employment Services at the South Carolina Department of Social Services. Her current responsibilities include administration of TANF, SNAP Employment and Training, Project HOPE (a Health Profession Opportunity Grant), and JUMMP (Jobs Upfront Mean More Pay). Ms. James has over 20 years of experience in social services delivery and program administration in both the public and private sector. A significant portion of her career has been spent in enhancing employment outcomes for economically disadvantaged individuals. She earned a Bachelor's degree in Criminal Justice from Shippensburg University and a Master's degree in Human Resources Management from Saint Mary's University.

### **Jerich, Donald E.**

Donald E. Jerich, Esquire, is the Manager of the Title IV-D Legal Services Unit of the Allegheny County Law Department in Pittsburgh, Pennsylvania. Mr. Jerich has served as a Title IV-D Attorney for the past

22 years. Attorney Jerich earned his Juris Doctor (JD) from the University of Pittsburgh School of Law on May 25, 1991 and, prior to becoming a Title IV-D Attorney, served as the Law Clerk to the Honorable Eugene B Strassburger III (then the Administrative Judge of the Court of Common Pleas of Allegheny County, Family Division, and now a Senior Judge of the Superior Court of Pennsylvania). Mr. Jerich has taught classes on Family Law topics at the Duquesne University School of Law, the Community College of Allegheny County and the Domestic Relations Association of Pennsylvania (D.R.A.P.)

### **Jones, Cristol**

Cristol Jones is a State Technical Support Liaison for the Federal Office of Child Support Enforcement (OCSE) for 15 states and territories across three federal regions. She works with states to expand the use of the Federal Parent Locator Service (FPLS) by maximizing automation and developing effective methods for using data and applications provided by the OCSE Division of Federal Systems. Cristol has 20 years of experience working in the child support program. Before joining OCSE, she was with the Commonwealth of Virginia, Division of Child Support Enforcement for ten years where she worked as a Customer Service Representative, Intake Lead, Interstate Specialist, and Support Enforcement Specialist for the Establishment Unit.

### **Kafka, Rob**

Rob Kafka has served as a trainer for the New Jersey Child Support Institute for eight years. He brings management experience from his 25 years as a Court Services Supervisor with the New Jersey Superior Court. He has been in Child Support Enforcement since 1996, supervising a team that handled interstate cases and the more difficult and complex remedy situations. Previous to that he designed, coordinated and presented training for court staff and community volunteers. He supervised adult criminals and juvenile delinquents. In all he worked for the Gloucester County New Jersey Probation Department for 31 years. Previous to that he held a position with the Gloucester County New Jersey Board of Social Services.

### **Kelly-O'Brien, Eileen**

Eileen Kelly-O'Brien began her career in child support at Union County, New Jersey Division of Social Services. Eileen was assigned to the Child Support Unit as an investigator. Her responsibilities included locating absent parents, investigating "men in the home" cases. She spoke at high schools to promote paternity establishment, reviewed cases for accuracy, and developed new procedures within the unit to improve compliance with Federal and State performance measurements. In January 2000, Eileen was promoted to Coordinator of the CSP department where she supervised more than 30 employees. Her responsibilities included arranging staff training and development, various special projects, and management duties. She was awarded CSP Supervisor of the Year by the New Jersey Child Support Council. In 2006 Eileen joined the New Jersey Child Support Institute as a Training Coordinator. She currently trains all employees involved in the Child Support units throughout New Jersey.

### **Kenney, Coessa A.**

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 two 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 received very little training in interstate case processing. She has been a member of the ERICSA Board for 15 years and moonlights as a certified pharmacy technician on her off hours.

### **Ketterer, Norma Lisenby**

Norma Lisenby Ketterer joined Rutgers NJCSI in 2007 as a Training coordinator, bringing with her from her career in the New Jersey Judiciary an extensive background in all aspects of child support collection, management, the adult and juvenile justice system, child custody, and substance abuse services. Ms. Ketterer has worked in the area of child support, court management, probations services, educational services, and training for over 40 years. In addition to her responsibilities as Training Coordinator, she has collaborated with NJCSI's instructional course designers to create courses for child support staff, and she has presented or moderated sessions at the annual New Jersey Child Support Conference for the past 8 years.

### **Kitson, Kathleen E.**

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.

### **Kruzan, Tish Keahna**

Tish Keahna Kruzan is Meskwaki, an enrolled member of the Sac and Fox Tribe of the Mississippi in Iowa. Her grandmother was Frances Goodwin Keahna, a well-known Ojibwe black ash basket maker of the

White Earth Nation; and she is the great-granddaughter of Annie Warren. Ms. Keahna Kruzan graduated from the University of Minnesota Law School and is licensed to practice law in Minnesota and Wisconsin. Ms. Keahna Kruzan is the Child Support Attorney for Red Cliff Child Support Services Agency where she enjoys working with Wisconsin state child support and OCSE leaders. She happily chose to have the child support case for her three children enforced by the White Earth Nation Child Support Enforcement Program (in Minnesota) because she is a strong believer in tribal sovereignty.

### **Lacina, Barbara**

Barbara Lacina has served the public as a child support professional since 1992. First, as a frontline caseworker in a state child support office, directly serving parents and partnering with program stakeholders. Then in various management and administration roles, always with a focus on improving outcomes for children, and providing services to both parents. Barbara has been with the Federal Office of Child Support Enforcement since 2010, as a Program Specialist and Regional Program Manager in Region VII in Kansas City, where she worked closely with State and Tribal child support programs on performance improvement and family-centered services. In 2015, Barbara began her current role as the Director for OCSE's Division of Program Innovation.

### **Lasecki, Maria**

Maria Lasecki is the Director of the Brown County Child Support Agency in Green Bay, Wisconsin and has enjoyed these duties since 2012. She has been with Brown County for 25 years, having started her career in the Human Services, Economic Support division. Maria's current responsibilities include the efficient and effective administration of the child support program in addition to the supervision of 43 staff, including partnering agency representatives affiliated with CSPED.

She holds a Bachelor's of Science degree in Psychology and Human Development from the University of Wisconsin Green Bay and recently completed her MS degree in Organizational Leadership and Administration from Concordia University. In addition, she is a certified LEAN facilitator and Steering Committee member within her organization.

### **LeFevre, Michelle**

Michelle Le Fève has over 20 years of experience working in both private and public sectors as a communications analyst, technical writer, project manager and digital media strategist. She is currently a Senior Consultant and Executive Director at Courtland Consulting.

During her professional career, she has developed and managed training programs and web services delivered to the State of Michigan for Health & Human Services, Education, and Treasury departments. Michelle was part of the writing and system certification team for helping with the Federal Certification of Michigan's Statewide Child Support System (MiCSES). She specializes at working with technical teams that requires writing system specifications to meet industry standards for project management and software engineering methodologies. Michelle is a certified trainer who has also produced

comprehensive elearning programs and training services for the Michigan Supreme Court State Court Administrative Office, Judicial Information Systems, and Michigan Judicial Institute.

Michelle holds a Bachelor's degree in Business Marketing and actively volunteers her time as a web consultant to a number of nonprofit organizations including the National Association of Tribal Child Support Directors (NATCSD), Child and Family Services of Michigan, Michigan Family Support Council (MFSC), and Friend of the Court Association (FOCA).

### **Lehmann, Edward**

Edward Lehmann is the Director of Case Processing and Data Management for Philadelphia Family Court, Domestic Relations Division. Ed also serves as the Pennsylvania Child Support Enforcement System (PACSES) Administrator for Philadelphia County and is actively involved in many statewide committees and workgroups. Ed serves as the Chair of the statewide PACSES Advisory Committee (PAC). Ed is a long standing member of the Domestic Relations Association of Pennsylvania (DRAP) and served as Chairman of DRAP's Annual Training Conferences in 2011 and 2012. In 2012, Ed was appointed to DRAP's Board of Directors and is presently DRAP's First Vice President. Ed graduated from The Pennsylvania State University in 1980.

### **Leif, Maureen**

Maureen Leif graduated from Purdue University in 1996 with a B.A. and then went on to obtain a J.D. from Indiana University School of Law – Indianapolis in 1999.

Currently, she is the Child Support Enforcement Coordinator at the Colorado Judicial Branch, serving as a liaison between the Judicial Branch and the State and County Child Support Offices. In addition, she is President of Grays Peak Strategies consulting in the legal and technology areas of child support. She was awarded the 2013 Excalibur Award by the Colorado Family Support Council for leadership and vision in the child support community for her work with the State and County offices of child support and courts.

Maureen serves on numerous state and national committees dealing with child support, domestic relations, and child issues, including being appointed by the Governor as Co-Chair of the Colorado Child Support Commission.

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 and "Spirit of the Child Award". She has also worked as a private attorney specializing in family law and was awarded the Arapahoe Bar Association Young Lawyer of the Year award in 2004. Maureen is a Board member of National Child Support Enforcement Association and on the Board of Directors for the Western Interstate Support Enforcement Conference.

### **Lohmann, Jessica S.**

Jessica S. Lohmann is a Child Support Program Specialist in the Division of Program Innovation at the federal Office of Child Support Enforcement. In this role, Jessica serves as the Project Officer for the

Behavioral Interventions for Child Support Services grant as well as the technical assistant coordinator for the Access and Visitation Grant Program. She has a background in the research and evaluation of social services. Jessica joined the public service as a Presidential Management Fellow where she worked throughout the federal government, including the Department of Labor, Department of Health and Human Services Office of Inspector General, and Food and Drug Administration. Prior to joining the federal government, Jessica served as an AmeriCorps VISTA, working with educational programs in Washington, DC.

Jessica holds an MSc and MA in Conflict Analysis and Resolution from the University of Malta and George Mason University, and BA in Psychology and Sociology from the University of California, Davis.

### **Lovekamp, Karen**

Karen Lovekamp has been with the Florida Child Support Program for 19 years started in customer service. During her child support career Karen has had the opportunity to work as a front-line team member, a trainer and manager. Her current position is Regional Manager of the Daytona Region which includes 8 offices servicing 12 counties as well as the state's Central Locate unit. Karen has a BS in Education from Southwest Missouri State.

### **Lowe, Eliza**

Eliza Lowe (Liza) is a senior policy program specialist for the U.S. Office of Child Support Enforcement, Division of Policy and Training. Liza's primary responsibilities are in the area of intergovernmental child support, where she works on issues ranging from the implementation of the Hague International Child Support Treaty to the revision of the intergovernmental forms. Previously, Liza worked in the U.S. Office of Community Services on several federal anti-poverty programs. Liza has a Masters in Public Policy from the Georgetown Public Policy Institute.

### **Lynch, Wendy**

Wendy Lynch has been working at the Crawford County Domestic Relations since 2002. She started as a part-time file clerk and has held various positions within the office. In 2009 she became an Enforcement officer. When the interstate unit was formed in Crawford County in 2011 she began working the interstate cases. Wendy has presented at Pennsylvania Western DRAP and at the Annual Conference. Wendy has been a member of the Agenda Committee for the Annual Conferences in 2014, 2015 and 2016. Wendy is the Vendor chair for the Pennsylvania annual conference in 2016 and has been working on ERICSA Intergovernmental committee since 2015.

### **Machowiak, Micki**

Micki Machowiak has been a Deputy Prosecuting Attorney in the Child Support Division of the St. Joseph County Prosecutor's Office since January 2003. She has served as the Supervising Attorney for that division since August 2004.

Prior to joining the St. Joseph County Prosecutor's Office for a second time, Micki was a staff attorney for the Domestic Violence Advocacy Project through Indiana Legal Services. While employed at Indiana Legal Services, Micki represented clients in family law cases where domestic violence was at issue. / Micki was employed with the Child Support Division of the St. Joseph County Prosecutor's Office from July 1990 through December 1998. During her tenure with the office, she had the opportunity to serve as an intern, caseworker, legal intern and Deputy Prosecuting Attorney.

Micki received her undergraduate degree from St. Mary's College, Notre Dame, Indiana, in 1990, and her Juris Doctor from Valparaiso University School of Law in 1994.

### **Mamlin, Joe**

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 23 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 as President Elect of the National Child Support Enforcement Association, where he has been a board member and an active volunteer for more 12 years and has been awarded both the Public Sector Individual of the Year and an Honorary Life Member.

### **Mancuso, Maria**

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.

### **Mason, Robert**

Robert Mason is currently the Intervention Specialist of A Father's Place, the father engagement initiative for the Waccamaw region. He was hired as an Outreach Coordinator in 2014 and was

promoted to Intervention Specialist in 2015. He is a certified Adult and Youth Group Facilitator for Parents Anonymous through FamilyCorps and is a trained Domestic Violence Facilitator through The SC Coalition Against Domestic Violence and Sexual Assault. He continues to participate in trainings to certify him to equip fathers to meet the challenges of fatherhood.

Prior to joining A Father's Place, Robert worked as a Direct Support Provider for mentally challenged adults. Robert is a native of Mullins, SC. He attended North Carolina State University where he graduated with a B.A. degree in Communications. When he isn't working, he likes to spend time with his family, listen to and play music, and relax.

### **Masuca, Tami**

Tami Masuca is a Program Specialist with OCSE's Region 5 office in Chicago, IL. She works with Minnesota's IV-D program, four Tribal IV-D programs located in Minnesota and three tribal IV-D programs in Wisconsin. Prior to beginning her career with OCSE in January 2013, she worked exclusively in Tribal IV-D programs since 1999. Tami worked with four different Tribes as a Tribal IV-D director, a child support manager and a technical/training specialist. Tami also provided training and technical assistance to numerous Tribes across the nation as a consultant. She has extensive experience in document development and training in tribal child support issues. During her career, she has served on the National Tribal Child Support Association (NTCSA) board as a founding member; the National Child Support Enforcement Association (NCSEA) board; the Model Tribal System (MTS) Workgroup; and the National Judicial-Child Support Workgroup. Within her current position, she serves as a Program Manager for the Tribal Innovation Grants; and has leading roles in a workgroup to develop a tribal child support director's resource guide; a workgroup on tribal and state partnerships within the greater National Child Support Strategic Planning committee; and a sub-committee for a tribal budget process workgroup.

### **Matson, Terri Nickel**

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 development of web-based training. Mrs. Matson has also managed a wide range of training for state and federal child support offices, including Virginia, Delaware, systems and technology training to IV-D directors for OCSE, and the New York City Office of Child Support Enforcement. She developed outreach and training to the national business community as a senior member of the Federal Office of Child Support Enforcement's Employer Services Team.

This year, Mrs. Matson is proud to support ERICSA in her role as the President-Elect.

## **Mayers, Roberta**

Roberta Mayers is the Project Director for the Vermont Behavioral Interventions Grant. She has been working with Veritas HHS since the beginning of the project. Prior to joining Veritas HHS, Roberta was an Administrator with the Vermont Office of Child Support. She has over 30 years of experience working in state government, with the majority being in human services. Roberta was an Administrator for several regions of the State with responsibility for all aspects of operations including personnel management, budgetary oversight and performance outcomes. Roberta served as the lead for the Vermont system replacement project and was the liaison with the federal Office of Child Support Enforcement.

Prior to coming to child support, Roberta worked for many years in the Vermont Economic Services Division in various capacities. She served as the Director of the General and Emergency Assistance Program and as a Reach Up (TANF) Program Supervisor. Her experience includes workforce development, case supervision and grant/contract oversight. She has also designed and maintained statewide data collection systems to monitor and evaluate programs.

## **McGee, Tony**

Tony McGee has been employed with the Child Support Services Division in various areas since 1995. She initially came to the agency as a temporary-grant employee working on the archives. From there, Tony continued as a temporary-grant employee in Financial Services to Case Management until she became a full-time employee in the Discrepancy, Research and Automation unit in 1997. The primary responsible for this unit was processing IV-D system duplicates or other discrepancies. Central Parent Locate Service was Tony's next stop on her Child Support journey. With Steve Yarborough as her supervisor, Tony worked the relocate cases. She became the supervisor for SC ICR in 2006. Tony has worked hard to make Central Registry organized and efficient. During her tenure, work is now distributed by states and the unit resolved a 6-month backlog within Tony's first year. She received her Bachelor of Arts Degree in Sociology from South Carolina State University in 1994.

Tony has also served in the United State Army Reserve until she retired November 2015.

## **McGuire, Michael**

Michael McGuire is a Deputy Prosecuting Attorney for the Child Support Division of the Marion County Prosecutor's Office and has been with the office since 1997. In 2011, Mr. McGuire was named the Assistant Supervisor for the Child Support Division. Prior to joining the Marion County Prosecutor's Office, Mr. McGuire was an attorney in private practice. He has presented at previous Indiana Child Support Conferences and the Eastern Regional Interstate Child Support Association Conference (ERICSA). He currently serves as a member of the Board of Directors for ERICSA. He also serves as Vice Chairperson of the Indiana Prosecuting Attorney's Council Child Support Sub-Committee. A graduate of Indiana University School of Law- Indianapolis, Mr. McGuire is licensed to practice law in Indiana.

## **McKinney, Ethan C.**

Ethan C. McKinney is the Child Support Director for St. Joseph County IN Prosecuting Attorney's Office. Ethan was born and raised near Detroit, Michigan. In 1992 he moved to Mishawaka, Indiana with his father as part of a large corporate move. Ethan graduated from Mishawaka High School in 1995, Purdue University in 1999 and Notre Dame Law School in 2002.

Ethan began his legal career in civil litigation before joining the St. Joseph County Prosecutor's Office in 2005 as a deputy prosecutor in the Child Support Division. He handled all facets of Title IV-D legal work including Felony Non-Support on the active court rotation. He became Child Support Director effective October 1, 2012 and continues in that position today.

As Director, Ethan focuses on improving every aspect of the office. He has implemented outreach programs for incarcerated parents, work programs, a jail education program and technological improvements in the office. He strives to empower his employees to excel. Ethan has presented at numerous state and national child support conferences on such topics as Contempt, Modification Performance Improvement, Office Management, Modification, Technology and Outreach.

Ethan enjoys weightlifting, a well-cooked steak, Detroit Tigers baseball and spending time with his wife of 8 years, their two daughters and their Doberman.

## **Merkle, Jan**

Jan Merkle works for the Michigan Department of Health and Human Services, Office of Child Support and is a Re-engineering Specialist. Jan has been involved with Michigan child support since April 1988. She began work in the child support with system work (system design, development, testing and implementation) and lead Michigan efforts to develop and implement the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (PRWORA) distribution in Michigan. Jan moved from system development to IV-D program and policy development in 2013. Jan has lead or been the subject matter expert in areas such as Financials (receipting, distribution and disbursements, account maintenance, program and system interface work between Michigan's child support and assistance programs), Enforcement (IWN, early efforts for e-IWO, tax intercepts, liens, show cause) and more recently with special projects (the federal Office of Child Support Partnership Grant - Retooling Michigan's Child Support Enforcement Grant, Michigan's Pre-Assistance Cooperation, online child support application (e-1201), online child support information form (e842), and new legislative initiatives such as the Genetic Parentage Act, Support and Summary Act). Jan has lead partner work improvement teams for enforcement and financials, and various other short-term workgroups.

## **Michonski, Mark**

Mark Michonski currently works for ImageSoft, Inc. and focusses on helping government organizations leverage document management solutions to drive business transformation in order to deliver efficiencies, reduce costs and improve compliance and service.

With 20 years of experience holding a variety of positions in the Enterprise Content Management industry, Mark is an expert in intelligent information capture, workflow and case management.

### **Moreno, Mike**

Mike Moreno, joined CiviTek in 2008 to manage the Resolution Team, an escalated Child Support Help Desk in Florida. In 2009, he assumed oversight of all Marketing and Program Management activities for the company's various government related e-commerce services, which he continues to do today. In fact, you may recognize him as the face of MyPaymentPortal.com.

Mike has a rich business management background and in depth knowledge of best practices and strategies that lead to organizational success. In addition to his current role at CiviTek, Mike works with a variety government and community based organizations, consulting on organization engagement and internal policy advocacy, which he has been doing now for more than six years. 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.

Mike earned both his Bachelor of Music degree and Master of Business Administration degree (MBA) at Florida State University.

### **Morgan, Katie**

Katie Morgan has served as the IV-D Director in South Carolina since July, 2013. Ms. Morgan has over 28 years of experience in South Carolina state government, having served as Chief of Staff for the Department of Social Services and as Project Chief for the implementation of the Automated Child Support Enforcement System. She has also directed the regulation of investor owned utilities with the Office of Regulatory Staff and served as the Deputy State Chief Information Officer with the SC Budget and Control Board. In these positions she has worked collaboratively with other state agencies, with the private sector, and with the General Assembly. Ms. Morgan has extensive experience dealing with public policy issues, strategic planning initiatives, and organizational changes. Ms. Morgan earned a BS/BA in mathematics and political science from the College of Charleston. She holds a Master of Public Administration Degree from the University of South Carolina.

In her both her personal and professional life, Ms. Morgan has been committed to improving the wellbeing of South Carolina's children and families.

### **Morris, David**

David 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.

### **Nearing, Linda**

Linda Nearing is the Assistant Deputy Director of the Indiana Department of Child Services Child Support Bureau, where she oversees the areas of Policy, Outreach, Communications, Training, and County Support. Linda previously served as the Supervising Deputy Prosecutor for Child Support in Tippecanoe County, Indiana. Prior to joining the Title IV-D program, she was the staff attorney for the Tippecanoe County Court-Appointed Special Advocates (CASA) program. Linda holds a B.A. from Purdue University and a J.D. from University of Georgia. She has practiced law for 22 years and been in child support for 12 years.

### **Newcombe, Kerry**

Kerry Newcombe is the Program and Technical Support Manager for the federal Office of Child Support Enforcement (OCSE). Her primary responsibility is to provide oversight to the Federal Case Registry (FCR), Intergovernmental Case Reconciliation (ICR), and the Child Support Portal. In this capacity she directs OCSEs delivery of technical support efforts to ensure states maximize their usage of FPLS data through automated processes and the usage of the Portal. Kerry also leads the OCSE Portal modernization effort which includes determining ways to enhance users experience and provide key data in a more integrated approach. Over her 24 year child support career she has held a wide variety roles including: OCSE Continuous Service Improvement (CSI) Team Lead, OCSE Technical Support Liaison, and various roles within Virginia Division of Child Support Enforcement (Interstate Specialist, Senior Specialist and Human Services Supervisor).

### **O'Halloran, Terence**

Terence O'Halloran Esq. is the Director of the Westmoreland County Office of Domestic Relations in Pennsylvania. He had served as that department's solicitor for 17 years before becoming one of its IV-D attorneys for 2 years prior to becoming the department's Director.

He has attended the University of Fribourg, Switzerland, graduated from the Georgetown University with a B.S. in Foreign Service and obtained his J.D. at the Dickinson School of Law.

He is a member of the Board of Directors for the Domestic Relations Association of Pennsylvania, serving on several committees and co-chairing the legislative committee. He is also a member of the Board of Directors for ERICSA, again serving on several committees.

He has clerked for the United States District Court for the Western District of Pennsylvania (1995-1997), served as a Chapter 7 U.S. Bankruptcy Trustee from 1978 to 1990 and has maintained his private practice of law for 40 years.

## **Palos, Nicholas J.**

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, and the current vice 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 and Hong Kong 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 has presented on various topics, including multiple families, reading financial data, US jurisdiction, problem solving courts, legal ethics and paternity disestablishment. 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.

## **Peck, Lisa**

Lisa Peck is employed as the Technical Supervisor for the Oneida Tribe Child Support Agency. She began her career with child support in 1994, starting at the county level and working in tribal child support since 2005. Working in tribal child support has been especially rewarding with the evolvement of Tribal child support programs and the emphasis on helping families to become stronger. Ms. Peck was awarded the National Tribal Child Support Association's President's Award in 2014 in recognition of her commitment to tribal child support enforcement, especially in the area of training.

## **Peter, Bernard**

Bernard Peter attended Duke University and subsequently the University of Denver School of Law. He has been with the Child Support Services Division of the South Carolina Department of Social Services since 2001.

## **Potts, Diane**

Diane Potts is a Senior Associate with the Center for the Support of Families. Diane joined the Center for the Support of Families last year as a Senior Associate after serving for 6 years as Illinois Deputy Attorney General for Child Support. During her 20-year career with the Office of the Illinois Attorney General, Diane argued over 100 cases on behalf of the State in the Illinois Supreme Court, Appellate Court, and the Seventh Circuit Court of Appeals.

Diane is a frequent speaker at National Child Support Enforcement Association Conferences, with recent presentations including: LAWYERS MANAGING LAWYERS (2015); UIFSA 2008, MANAGING THE CHANGING LEGAL STRUCTURE OF INTERJURISDICTIONAL CASES (2015); ALL CHILDREN DESERVE GOOD

PARENTS (2014); HOW SERIAL FAMILIES IMPACT CHILD SUPPORT ORDERS (2014); and at other national events including WICSEC's Annual Conference: MODERN FAMILIES (2015); CLOSING THE DEAL, NEGOTIATION AND CONFLICT AVOIDANCE (2015); AN ETHICAL ATTORNEY'S GUIDE TO TECHNOLOGY (2014); and NCSEA Web-talk: POLICY IN TIME WITH TECHNOLOGY (2015). Diane recently traveled to Hong Kong to present at the International Recovery of Child Support and Family Maintenance Conference: CHALLENGES IN THE RECOVERY OF SUPPORT FOR THE MODERN FAMILY (2015) and THE NATURE OF CHILD SUPPORT AND THE ROLE OF GOVERNMENT IN ITS RECOVERY (2015). She also spoke at two sessions at the International Recovery of Maintenance Conference in Heidelberg, Germany: ENFORCEMENT AND ACCESS TO JUSTICE (2013) and DIVERSITY IN A UNITED WORLD OF CHILD SUPPORT (2013).

Diane serves on NCSEA's Board of Directors and the Secretary of its Executive Committee. She is the current Chair of NCSEA's Legislative Education Committee and sits on the Illinois Child Support Advisory Committee. She received her law degree from Washington University Law School and her undergraduate degree from the University of Illinois.

### **Poulson, Patterson**

Patterson Poulson is the Establishment and Case Management Process Manager for the Florida Department of Revenue Child Support Enforcement, responsible for ensuring the state's CSE program's performance in paternity and support order establishment. Prior to this she was the Tallahassee Region Manager for the Florida CSE Program responsible for the performance of 12 local service sites covering 29 counties.

Patterson is a Past-President and past Secretary of the Eastern Regional Interstate Child Support Association (ERICSA).

Patterson started her child support career as an Investigator with the Hawaii Office of the Attorney General, Child Support Enforcement Agency in 1990. She returned home to Florida and began working for the Florida IV-D agency in 1990 where she served in several capacities: Interstate Central Registry; Customer Service; Policy, Monitoring and Training; and was Administrator for the policy, procedure and rules section prior to leaving the state for the private sector where she worked as a Senior Consultant for DynTek, Inc. and for DynCorp Management Resources where she specialized in the areas of interstate child support and customer service, before returning to the Florida Department of Revenue as Region Manager.

Patterson has a BA and MPA from the Florida State University.

### **Pringle, Marian A.**

Marian A. Pringle, is a Program Coordinator/Administrative Professional for the New Jersey Child Support Institute of the Institute for Families, School of Social Work of Rutgers, The State University of New Jersey. She has worked with the NJCSI team for over nine years, coming to the team with an associate degree as a legal secretary with paralegal experience within a private law firm, and marketing experience in the private sector.

As an Administrative Professional, Marian provides support to remote training sites by assisting administrative staff, participants and visitors. She is a liaison between NCSEA and NJCSI for webtalks, conferences and trainings. As a Program Coordinator, Marian creates and disseminates project marketing materials such as course catalogs, informational/marketing materials both internally and externally including flyers, newsletters and brochures of upcoming trainings for all remote training sites in collaboration with the Associate Program Managers and Senior Editor for distribution to state-wide participants and national conferences.

### **Quinn, Patrick**

Patrick 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 (Law Department) 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 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), where he chairs the Intergovernmental Improvement Committee.

Mr. Quinn currently is 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 intercounty issues, parent locate, worker's compensation, the child support lien network, paternity and paternity disestablishment.

### **Raffauf, Jan**

Jan Raffauf is a State Technical Support Liaison for the Federal Office of Child Support Enforcement (OCSE) for 10 states across two federal regions. She works with states to expand the use of the Federal Parent Locator Service (FPLS) by maximizing automation and developing effective methods for using data and applications provided by the OCSE Division of Federal Systems. Jan began her 37-year child support career as an Indiana county child support administrator, and then entered the private sector where she developed and implemented child support enforcement systems for various companies in 11 states. Jan managed a development team as co-owner of a child support software development company for eight years. Prior to joining OCSE in 2015, she most recently worked as a business analyst and project manager for the Indiana Child Support Bureau for over eight years, focusing on Income Withholding Orders, the Federal Case Registry interfaces, implementation of the FPLS Portal applications, and special projects with other Indiana agencies. Her mother-in-law, Eleanor (Jo) Raffauf Strobe was president of ERICSA in 1980.

## **Ramm, David**

David Ramm is the Director of Communications and Publications at the New York City Human Resource Administration's Office of Child Support Enforcement, David Ramm came to City service after a career in publishing, most recently as Editor-in-Chief of AMS Press. The author of many biographical articles on contemporary figures in literature, politics, science, and the arts, he holds an MFA in Creative Writing from Indiana University, an MA in English from Ohio University, and a BA in Humanities from Antioch College.

## **Redic, Gerry**

Gerry Redic has been the Deputy Administrator for the Family Division, Adult Section of the Allegheny County Court of Common Pleas (Pittsburgh, PA) since 2001. In that role, she is responsible for the development and implementation of policies and procedures to improve the operations and programs of the Court. She also oversees the multiple departments that establish and enforce support orders, as well as the two regional offices offering child support services.

Ms. Redic obtained her B.S. in 1976 from the University of Pittsburgh, where she later received her J.D. from the School of Law in 1991. She currently serves as President of the Domestic Relations Association of Pennsylvania, a non-profit corporation composed of child support professionals dedicated to improving child support services in Pennsylvania. The association has over 1,400 members with representatives from each of the 67 county Domestic Relations offices.

## **Riddle, Robert**

Robert Riddle has over 30 years' experience in Child Support and Human Services and is currently an Executive consultant for SBT Solutions LCC which specializes in leadership development and financial education for public sector organizations. Mr. Riddle previously served as a Vice President for Systems & Methods, Inc where he was instrumental in the launch of the innovative smiOne Payment Card program and is a former member of the Electronic Funds Transfer Association (EFTA) Payments Council. Before joining SMI, Mr. Riddle was the Director of the Georgia Division of Child Support Services and served as President of the National Council of Child Support Directors. While Georgia's Director Mr. Riddle implemented the state's first child support Payment card, the first virtual call center, a customer service portal allowing customers to access and update their case information.

## **Risch, Patricia**

Patricia Risch is New Jersey's IV-D Director and has served in the State's Child Support program for more than a decade. Prior to that, she was the CEO of a nonprofit organization in the disabilities community for more than 20 years.

Ms. Risch currently serves as the Region 2 representative for the National Council of Child Support Directors, and co-chairs a national workgroup on IRS audit findings and best practices.

## **Rodriguez, Kesha**

Kesha Rodriguez received a Bachelor's in Business Administration degree from Bernard M. Baruch College (CUNY). She worked as an Unemployment Insurance Claims Adjudicator for the NYS Department of Labor 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), Office of Child Support Enforcement's (OCSE) New York Regional Office, 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 and now serves a Tribal Child Support Program Specialist since 2014 when the tribe acquired their Comprehensive Grant Status and the New Jersey Program. Since 2004, she has on an a yearly basis received countless nominations and awards for her exemplary work in child support, bi-regional collaboration, the service and dedication she continuously provides to the Children & Families served by the Child Support Program, nationally as well as internationally.

## **Rossow, Melissa**

Melissa Rossow is the Assistant County Attorney and Assistant Director for the Human Services Division, Child Support Services Section, Ramsey County MN Attorney's Office. Ms. Rossow has worked in the area of family law and child support for about 20 years in a variety of capacities. Since graduating from William Mitchell College of Law (now Mitchell Hamline School of Law), she has worked as a Judicial Law Clerk, an Associate Attorney in a private law firm, an Assistant Carver County Attorney, the Supervisor of the Self-Represented Litigant Self-Help Center for the Hennepin County Family Court, and a Staff Attorney for the Minnesota Department of Human Services. Ms. Rossow is currently the President of the Board of Directors for Legal Assistance of Dakota County and is the Minnesota County Attorney's Association (MCAA) Appointee on the Board of Directors for the Minnesota Family Support and Recovery Council. Also, she is an active member of the MCAA Child Support Committee.

## **Sala, Pam**

Pam Sala has been involved in the Michigan Child Support program for over 25 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.

## **Sanderson, Karen**

Karen Sanderson is the manager of GA Central Registry. I live and work in Moultrie GA which is about an hour from Tallahassee FL. She is married to Tommy Sanderson and has one child, Melinda (Lindy). She

graduated from the University of GA in 2012 with a Biology Degree and is currently attending GA Southwestern College to earn a nursing degree.

Karen began my career with the State of GA in 1988 at the Department of Family and Children Services; then transferred to Fraud and Abuse in 1991 and in 1993 she transferred and accepted a position with the Division of Child Support Services. During her career with the state she has worn many different hats along the way beginning with Secretary Typist, Secretary Typist II, Secretary Typist III, Accounting Tech II, Region Financial Manager, and Tax Offset Manager. In 2008, she was offered her current position as the manager of GA Central Registry.

In FY15, the Central Registry averaged 923 UIFSA Transmittal 1s to review for completeness; processed 44 Quick Locates; screened & forwarded 648 Transmittal 2s, and 180 Transmittal 3s to the local office for processing per month. CR staff work the ICR report and our match for ICR15 was at 92.2%. CR staff also work the monthly Incoming CSENet and CSENet Reject Reports to assist the local offices.

### **Scharping, Jackie**

Jackie Scharping is currently an Operations Manager with MAXIMUS. Until last October, she was Wisconsin's IV-D Director, having served in that capacity for four years. During this time, OCSE selected Wisconsin, and its research partner, University of Wisconsin's Institute for Research, on Poverty, to participate as one of the eight sites for OCSE's Child Support Employment Demonstration Grant, one of the most comprehensive initiatives to date which provides enhanced services to non-custodial parents and families. In the 25 years of being part of Wisconsin's child support community, she held a variety of positions as caseworker, trainer, supervisor and administrator in Brown County, one of the largest counties in Wisconsin. Recently, Jackie was voted into Wisconsin's Child Support Hall of Fame for her years of dedication to its program.

### **Septer, Shelley**

Shelley Septer is currently the Vice President of Governmental Accounts, Eagle Accounts Group/ CCB Child Support Enforcement, Indianapolis, Indiana.

Shelley's 28 years of experience in Child Support also includes Allen County Prosecutor's office in Fort Wayne Indiana, Huntington County Prosecutor's Office in Huntington, Indiana and Huntington County Clerk's Office in Huntington, Indiana.

Shelley has a love for children as a mother and advocate for children and people in need. Shelley was awarded the Indiana Kids Award and 2014 Humanitarian Award from the Fort Wayne Rescue Mission, Fort Wayne, Indiana. She was Treasurer, Vice President and President Elect of the Indiana Child Support Alliance. Shelley served on committee's for McKenzie's Hope in Huntington, Indiana and is currently the founder of Backpacks of Hope in memory of John Zachery Septer.

## **Sharp, Rebecca "Becky"**

Rebecca "Becky" Sharp is a Senior Program Manager within SC Dept of Social Services currently coordinating the implementation of Trauma Informed systems of care as called for in the 2015-2019 federal Child & Family Services state plan. Ms. Sharp has worked with children, adolescents and families for over 25 years in a variety of public and private agency settings, most recently serving as the State Division Director for Intensive Foster Care and Clinical Services and Adoption Services Divisions of SCDSS. She has also worked in residential treatment, in private practice as an in-home therapist, and as an educator, trainer and consultant covering a variety of human service areas at local, state and national levels. Ms. Sharp received dual Masters Degrees in Social Work and in Public Administration from the University of South Carolina and is a Licensed Master level Social Work in the state of South Carolina.

## **Sinkus, Diane**

Diane Sinkus 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.

## **Skenandore, Lisa**

Lisa Skenandore recently joined Systems and Methods Inc. as the Vice President of Business Development. Prior to joining SMI, Lisa led the Oneida Nation Child Support Department as IV-D Director 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. This past year she also led the child welfare, domestic violence, prevention and foster care areas of Oneida Social Services. Lisa is the current President of the National Tribal Child Support Association where she also held the role of Treasurer before her current title. She is a former President of the National Tribal Child Support Director's Association. Lisa joined the ERICSA Board in 2012 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.

## **Skophammer, Trish**

Trish Skophammer is currently serving as the Assistant Director of the Child Support Services program in the Ramsey County Attorney's Office located in St. Paul, Minnesota. She has over 18 years of child support experience and previously worked as a supervisor and a support enforcement agent. She has experience in all areas of child support, from intake to arrears. She has been involved in the NCSEA annual conference, now the Leadership Symposium, planning committee for 4 years. Trish is on the NCSEA Board of Directors and is co-chair of the planning committee for the 2016 symposium. Trish has presented on numerous topics at NCSEA conferences and web talks, as well as regional and local conferences and training workshops. In addition to her expertise in child support policy and practice, Trish's expertise includes leadership topics such as performance management, process improvement, and strategic planning. Trish has a master's degree in Organizational Leadership and is a candidate for a doctorate degree in Public Administration.

## **Sluka, Boolie**

Boolie Sluka is a Staff Attorney for the State of Vermont's Office of Child Support. She has been with the state for 9 years working with the Natural Resources Board and the Office of Child Support. She is a graduate of the University of Tennessee where she received a B.S. in biology and of Vermont Law School where she received both her Juris Doctor and the Masters of Science in Environmental Law. Her diverse background includes experience in private practice and the legal division for a closely held biotechnology corporation. In her current role, Boolie maintains her own caseload while also traveling throughout the state to train OCS staff on the policies and procedures associated with UIFSA.

## **Smith, Carla**

Carla Smith is currently the Director of the Domestic Relations Section of the Crawford County Court of Common Pleas of Pennsylvania. She supervises a staff of 23 and oversees all facets of the program from budget to performance compliance. Ms. Smith received her degree from Robert Morris University, Pittsburgh Pennsylvania. She has worked in the child support program for over 20 years. Ms Smith was directly involved with the design and implementation of the state wide computer system, Pennsylvania Child Support Enforcement System (PACSES). She currently serves on the PACSES Advisory Committee (PAC). Ms. Smith serves on the board of the Domestic Relations Association of Pennsylvania (DRAP) and currently serves on the Executive Committee as well as various committees including chairing the IVA-IVD Committee. She has spoken at several regional conferences as well as being a past speaker at ERICSA.

## **Smith, Patricia**

Patricia Smith is an employee of the Georgia Department of Human Services, Division of Child Support Services (DCSS) and is currently serving as the Director of State Operations. In her current role, she oversees the Policy and Paternity Unit, Financial, Rapid Process Improvement, BICS Grant, Banking, Administrative Operations and the Contracts and Grants Unit with DCSS. She has been employed with DCSS for 21 and has served in a variety of roles. Prior to her current position, Patricia served as a Regional Manager in for 1.5 years.

Patricia is a demonstrated achiever with exceptional knowledge of state, federal and agency laws, business practices and compliance standards. She brings to the forefront a wealth of knowledge in all aspects of case management to include intake, locate, establishment, enforcement, review and modification and interstate functions. In her spare time, she loves to play Candy Crush since it's such a great stress reliever.

### **Sorensen, Elaine**

Elaine Sorensen is a Senior 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 writing a Report to Congress on the child support program as required by P.L. 113-183. She regularly provides research support and data analysis for OCSE. She is also the Project Officer for the evaluation of an OCSE-led demonstration called the Child Support Noncustodial Parent Employment Demonstration (CSPED), which is providing employment and other support services to unemployment noncustodial parents.

Prior to joining OCSE in 2012, Elaine was as Senior Fellow at the Urban Institute. During her final years at the Urban Institute, she lead 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 earned her doctorate in economics from the University of California, Berkeley. She taught at the University of Massachusetts, Amherst prior to joining the Urban Institute.

### **Sorenson, Chris**

Chris Sorenson joined the Colorado Department of Human Services 16 years ago bringing with her several years of child support experience from the county level and holds the position of Interstate Lead with the Colorado Central Registry. Chris conducts in depth Interstate training for county and state staff and an overview for new workers across the state. She has a strong interest in networking with contacts in other states and feels this is key in successfully resolving interstate child support issues. Chris participates in the National QUICK Workgroup, NCSEA International Sub-Committee, Region 9-10 Workgroup, as well as many other work groups with State and County stakeholders. Chris is a member of the WICSEC Planning Committee and was honored to receive the WICSEC Outstanding Individual Achievement Award in 2014.

### **Spencer, Mark**

Mark Spencer has been the Director of the Tioga County Domestic Relations Section for the past 21 years. Prior to this appointment, Mr. Spencer was employed as a Probation Officer for both Allegheny

and Tioga Counties. He was also the court representative for the Abraxas Foundation for several years in Marienville, PA and Parkersburg, W Va. He is a graduate of Indiana University of Pennsylvania. Mr. Spencer has also served on the Board of Director's for the Domestic Relations Association of PA. since 1997.

### **Stafford, Laura Bernacki**

Laura Bernacki Stafford 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 nine (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 has previously presented at ERICSA in the area of civil contempt.

### **Streeter, Cheryl**

Cheryl Streeter joined the Division of Child Support, Hampton, VA in 2004 as an Enforcement Specialist. In this capacity she was responsible for the enforcement of Virginia and Interstate child support orders for the support of children and any accompanied spousal orders. The enforcement included both Administrative and Judicial orders.

In 2014 Cheryl assumed the position of Family Engagement Case Manager.

Family Engagement is designed to assist individuals with barriers that may interfere with their ability to pay their support obligation. In this position she is responsible for Administrative and Court based Intensive Case Monitoring Programs where non-custodial parents are referred as an alternative to incarceration.

The programs include Prison Re-entry, Administrative, and Court-ordered Case Monitoring programs. Cheryl is responsible for developing relationships between the Division and Community Outreach Partners. She assesses the needs of the individual and then works along with Community Partners and the Judicial System to provide services such as GED's, employment, housing, mental health issues, and any additional resources that the customer may need.

Cheryl has served on the Hampton Re-entry Council since 2014 which assists individuals in transitioning from prison back into the community through combination of counseling, job training and mentorship.

Cheryl also provides a monthly workshop on Child Support for re-entering citizens at the Peninsula Workforce Development Center in Hampton, VA.

### **Thao, Fue Lo**

Fue Lo Thao is an Assistant County Attorney in Ramsey County, Minnesota. He is currently assigned to the Human Services Division primarily working on all aspects of child support enforcement and establishment. Prior to his work as an Assistant County Attorney, Fue was a judicial law clerk to the Honorable Gail Chang Bohr who was assigned to the Family Court Division in the Second Judicial District of Minnesota. When Fue isn't working on legal issues affecting child support cases, you can find him going for walks with his wife and dog or playing sports.

### **Tripp, Charles**

Charles Tripp is a member of the Cherokee Nation; B.S.B.A., M.B.A., and J.D. all from the University of Tulsa; Founding Partner of Legal Advocates for Indian Country, LLP., a law firm devoted to providing legal services to tribes, their departments, and their members; Original Shareholder in Indian Collaborative Consultants, LLC., a consulting firm devoted to providing tribal governments and their citizens with training, human development, project coordination, and departmental or governmental wide consulting; Serves or has served as a Judge or Justice for 15 tribal courts in 4 states; Served as Prosecutor at 5 tribal courts and Public Defender at 4 tribal courts; Provides or has provided legal or consulting services for 9 tribal child support programs; Licensed in the State of Oklahoma, all tribal courts of Oklahoma and Kansas and with the Alabama-Coushatta Tribe of Texas.

### **Tucker, Alana**

Alana Tucker currently serves as the Intergovernmental Services Unit Supervisor at the Virginia Department of Social Services, Division of Child Support Enforcement. She has over 12 years of experience in serving the families of the Commonwealth of Virginia and has a Bachelor's Degree in Behavioral Science. She has a wealth of experience in various areas of the child support program and in-depth knowledge of best practices and strategies ranging from customer service, enforcement actions, as well as intergovernmental services. As the Intergovernmental Services Unit Supervisor, Alana oversees the agency's N-IVD and Central Registry teams and the agency's Federal Parent Locator Service (FPLS). She also coordinates with OCSE and other entities to ensure resolution of customers' concerns. Alana strives to bridge the gap between the agency's local offices and numerous entities to ensure continuity of services for families, nationally and internationally while working to improve the communication and interactions between states for intergovernmental cases.

### **Turetsky, Vicki**

In 2009, Vicki Turetsky was appointed Commissioner for the federal Office of Child Support. As Commissioner, her priorities include implementing family-centered strategies to support parental employment and involvement, modernizing federal and state technology to increase program efficiency, expanding the tribal child support program, and preparing for generational change.

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 is instrumental in efforts to boost child support payments to families and 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, and was a visiting lecturer at the Woodrow Wilson School of Public and International Affairs at Princeton University.

She also has held positions at the U.S. Corporation for National and Community Service, MDRC, Union County Legal Services in New Jersey, the Minnesota Attorney General's Office, and the Minnesota Department of Human Services. She received her B.A. from the University of Minnesota and her J.D. from the University of Chicago Law School.

She has received a number of honors, including the 2014 Burton Award for Government Service, 2006 NCSEA "Champion of Children" Award, and the 2000 OCSE "Lifelong Achievement" Award. In 2013, she was named by Newsweek as one of "30 Leaders in the Fight for Black Men." She also received one of first Minnesota "STEP" Awards in 1987 cited by Osborne and Gaebler, Reinventing Government.

### **Twiggs, Bo**

Bo Twiggs is the program director for UPNEXT, project of the Center for Court Innovation that is located at the Midtown Community Court. He joined the Midtown Community Court staff in 2009 as the Job Developer and Retention Specialist for the organization's Workforce Development department after completing his Master of Social Work degree at Fordham's Graduate School of Social Service. Bo has spoken nationally on a variety of fatherhood and workforce development topics, with an emphasis on how cognitive behavioral therapy and motivational interviewing can be used to empower fathers to be more successful as parents and individuals.

### **Vanderhyde, Sandra M.**

Sandra M. Vanderhyde has served as Deputy Circuit Court Administrator for Muskegon County in Michigan, since 2012. In this capacity, she also acts as the Assistant Friend of the Court, Assistant Family Division Director for the Juvenile Court and as a Referee-Attorney. Ms. Vanderhyde was in private practice for three years prior, practicing in the areas of family law, criminal defense, and as lawyer guardian ad-litem and representing respondent parents in neglect and abuse cases. Ms. Vanderhyde is the lead chair of several problem solving courts and grants, including the Specialty Establishment and Enforcement Docket (SEED) pilot program, a Juvenile Mental Health Court, a Swift and Sure Sanctions Probationary Program (SSSPP), and an Access and Visitation supervised parenting time program. She serves on statewide advisory boards for Juvenile Mental Health Courts and Swift and Sure Sanctions Probationary Programs (SSSPP). She also serves on the conference committee for the Michigan Friend of the Court Association.

Ms. Vanderhyde received her bachelor's degree in secondary education in history and social studies from Western Michigan University and her juris doctorate from Michigan State University College of

Law. Prior to attending law school, Ms. Vanderhyde was a high school social studies and history teacher. Sandra and her husband have an eight-year old daughter, Lila, and a one-year old son, Kamden.

### **Velcoff, Rob**

Rob Velcoff has worked for the New York State Division of Child Support Enforcement for over 26 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 over 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.

### **Watkins, Stacie**

Stacie Watkins began her career with the Tennessee Child Support Program on December 31, 2001. She served Tennesseans in the caseworker capacity for all child support functions as well as office manager and Administrator for various contractors until June 2013.

In June 2013 Stacie began with the Tennessee Department of Human Services as a Program Coordinator then in August 2014 as the Program Manager for Central Registry.

### **Webb, Dorothy R.**

Dorothy R. Webb began her child support career with the Marion County Prosecutor's Office located in Indianapolis Indiana shortly after graduating from Taylor University. She started in the Arrears Department and subsequently became the supervisor of the Arrears, Records and Initiating UIFSA departments. After more than ten years with the Marion County Prosecutor's Office, Dorothy began working at the Indiana Child Support Bureau in October of 2014. In March of 2016 Dorothy became the Senior Manager of Central Services, over the Employer Maintenance Unit (EMU), Intergovernmental Central Registry Unit (ICRU), and Parent Locate Services Unit (PLS).

### **Wellbank, Mary Ann**

Mary Ann Wellbank is Vice President of Marketing for YoungWilliams. She has over 25 years child support experience, and served as Montana's IV-D Director for 10 years prior to joining the private sector. During her tenure with the Montana IV-D program, Montana became the first state to achieve certification of its automated system under the Family Support Act, and first to implement a statewide customer service center in partnership with the private sector.

Mary Ann is a recipient of the OCSE Commissioner's Award for Distinguished Service, and is a past president of the National Child Support Enforcement Association (NCSEA) and the National Council of Child Support Directors (NCCSD). She is also an Honorary Life Member of both NCSEA and the Western Interstate Child Support Enforcement Council (WICSEC). She is known for her creative ideas and thinking outside the box, and has collaborated with her child support colleagues to develop innovative conference sessions and workshops. Mary Ann holds an M.B.A. in finance from DePaul University and a B.A. in English from Illinois State University.

### **West, Carla**

Carla West has 20 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, Inc. (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 the National Child Support Enforcement Association (NCSEA) Child Support CommuniQue (CSQ) 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), as chair and Editor-in-Chief of the CSQ committee for NCSEA, and as the Immediate Past President of 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 M.B.A. and B.S. in Business Management from Bellevue University.

### **White, John**

John White is a national leader in the field of Health and Human Services focusing on 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 14 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.

John has led technology projects in the states of Ohio, Pennsylvania, Massachusetts, Wisconsin, Indiana, and the Federal Office of Child Support Enforcement. John has experience in technology projects such as information technology strategy and replacement, maintenance and operations, business intelligence and data analytics, document generation, and statewide system replacement. John has spoken nationally at the National Child Support Enforcement Association (NCSEA), Eastern Regional Interstate Child Support Association (ERICSA), and the Western Interstate Child Support Association (WICSEC) conferences on topics such as analytics, project management, performance incentive maximization, case management tools, and statewide system replacement. John has co-authored to the national publications such as “Advanced Analytics for Child Support Programs – From Reactive Enforcement to Proactive Prevention,” The National Child Support Enforcement CommuniQue, July 2011.

John has a Bachelor of Science in Business Administration focusing on Management Information Systems and Marketing from the University of Maine. John is a certified Project Management Professional (PMP). John actively participates in the National Child Support Enforcement Association and has served on several NCSEA subcommittees including the Technology Sub-Committee (Co-Chair), the NCSEA Annual Conference Planning committee, and the NCSEA Policy Forum Planning committee.

### **Whitworth, Kara**

Kara Whitworth is the Director of Child Support Services at Cherokee Nation in Tahlequah, Oklahoma. She has been working at Cherokee Nation for over 23 years with the last 5.5 years specifically in the Child Support program. Previously, she worked in the child welfare field managing staff who worked directly with children and families. The Cherokee Nation Office of Child Support Services opened its doors to the public in 2007 and since that time staff has worked diligently to build a program that reflects the distinctive Cherokee values within the tribal communities.

Ms. Whitworth has previously served on the National Association of Tribal Child Support Directors board, the Oklahoma Indian Child Welfare Association board, and the Oklahoma State Child Review board. She also serves as an adjunct instructor at Northeastern State University in Tahlequah, OK. Ms. Whitworth’s educational background includes a Bachelor of Science degree in psychology and sociology and Masters work degree in Human Relations at the University of Oklahoma. Ms. Whitworth is a proud mother of two adult children and “adopted” 8 year old, and is a Cherokee citizen with tribal eligibility in a Paiute/Pit River band.

### **Wiedel, Joshua**

Joshua Wiedel has worked for the Cherokee Nation Office of Child Support Services for 5.5 years. He is the Supervisor for the Child Support Office’s Payment Center unit. He is a co-facilitator with the Cherokee Nation Building Blocks parenting class and brings a great perspective on child support and co-parenting. Mr. Wiedel graduated from Northeastern State University with his B.A. in Psychology in 2009 and is currently working on his M.B.A. at Northeastern State University. Mr. Wiedel is a Cherokee citizen who enjoys being a single father to his four year old daughter and coaching her soccer team.

## **Williams, John**

John Williams has been with SSA for 25 years as of 09/2016 as a Claims Representative. While his father was retired military, the family moved around a lot both in the US and abroad. However, John is proud to call SC home and refers to himself as a native of Myrtle Beach as it has been his home for 31 years. John is married with 5 children and one sweet granddaughter. His favorite hobbies are working in the yard and being on the beach. When he retires, his plan is to spend more time on the beach totally stress free from the daily grinds of life.

## **Witt, Marcia**

Marcia Witt is a Senior Consultant on the Courtland Consulting team and is currently assigned to the South Carolina SCF Project in the role of trainer and training developer for the new Palmetto Automated Child Support System (PACSS). She has worked for Courtland on child support training and implementation projects for the Michigan Child Support Enforcement System (MICSES) and the Delaware Child Support System (DECSS). Her writing and development tasks have focused on training presentations and materials, technical support documentation, online course development, and website materials.

Marcia has extensive consulting experience working with clients in higher education, government, K-12 and non-profits to design and implement both learning management systems and online courses. She has worked in online education since 1998. Marcia has received awards for training excellence, and has had courses recognized as national models. Prior to working in the field of education and child support, Marcia served as the automation program director for the Michigan Library Consortium.

Marcia has a Bachelor of Arts in Communications from the University of Missouri at Kansas City and a Masters of Library and Information Science from Indiana University. She has completed post-masters work in Digital Media Arts from Michigan State University.

## **Wix, Lana**

Lana Wix began her career with the Tennessee Child Support Program in November, 1991 as a Secretary through a contract with the District Attorney General's office. She continued her service to Tennessee's child support customers as a Caseworker, Court Specialist and Administrator. In July, 2005, Lana joined the Tennessee Department of Human Services as a User Acceptance Tester for the Tennessee Child Support Enforcement System (TCSES). Throughout her years of service with the State of Tennessee, she has served as a Program Manager for the TCSES Help Desk, a Business Analyst for TCSES Solutions Delivery, and now serves as a Director of Field Operations for West Tennessee child support offices since February, 2015.

## **Yarborough, Stephen**

Stephen Yarborough, is the Director of the Office of Policy and Training for the Child Support Services Division, SC Department of Social Services. He is a proud public servant and has been with the agency for twenty-two years and is a graduate of the University of South Carolina. He is also the father of two

adult children, and is married to Carol Wyatt Yarborough, Executive Director of a local child advocacy center. Mr. Yarborough oversees the office that develops policy for the Child Support Division and is also charged with the Division's Organizational Change Management process that will ensure that once the automated child support computer is developed, the staff and its offices will be prepared to maximize its application. He is also responsible for the continued integration of the child support program with the agency's Human and Economic Services Divisions. In addition, he manages the State's four regional Fatherhood contracts, the Child Support Non-Custodial Parent Employment Demonstration Grant, the Access & Visitation Grant (V.I.P.), and manages a program wherein the state's SNAP recipients who are also under an order to pay child support are enrolled in job training programs at the earliest possible date and are coached and monitored until their completion of the program. He also serves on the Governor's Domestic Violence Task Force.

## **Yost, Tina**

Tina Yost hails from the Battle Creek Michigan. She is married to Gerald Johnson. They have two children at home: Arianna, age 5, and Elayna, age 1 1/2 and a step-daughter, Chantilly, who is 23.

Tina graduated cum laude from Albion College and received her Juris Doctorate from Wayne State University. Since then she has dedicated her career to working with families and children.

Tina has a very diverse background. She worked at Legal Aid and in private practice from 1996 through 2003. In 2003, she was appointed to be a Family Court hearing Referee for the Calhoun County 37th Circuit Court, where she remained until January of 2015. In January of 2015 Tina was asked to take over the Cooperative Reimbursement Program division of the Calhoun County Prosecutor's Office as the Managing Attorney. She remains in that position today and is currently running to become the next Family Division Judge for the 37th Circuit Court in Calhoun County.

Tina is active in her legal community and has trained attorneys, legal professionals, and case workers both locally and for state conferences. She is one of only 21 family law attorneys in the State of Michigan to be elected to the prestigious Family Law Council of the State Bar of Michigan by her peers. On that council, she serves on both the legislative and court rules committees. She is also an Executive Board Member of the American Indian Law Section for the State Bar of Michigan and she serves on her local Calhoun County Bar Association Board of Directors and was their past president.

In addition to her work in the legal community, Tina believes in making her community better as a whole for families and children. She is on the boards of her local domestic violence shelter and the local Community Fatherhood program that promotes fathers being involved in the lives of their children from day one. She works with Relay for Life, Women of Impact of Greater Battle Creek, Battle Creek Junior League, the Battle Creek Rotary Club, and many other charitable organizations, events, and service clubs that promote the welfare of families and children.