



SPEAKER BIOGRAPHIES

Michael L. Adams

Mike has been leading the Tennessee Child Support Program for the past seven years as Assistant Commissioner for the Tennessee Department of Human Services. With over 26 years child support experience in both the public and private sector, he has been part of the evolution of Child Support from a welfare cost recovery program, to a full service program serving the child support needs of families.

During Mike's tenure Tennessee Child Support collections have increased from \$250 million per year to over \$500 million per year. The Child Support paternity establishment percentage has increased from 66% to 83%, the percentage of cases under order from 51% to 64% and the rate of collections for current support from 50% to 57%.

Prior to joining the Tennessee Department of Human Services, Mike served as Director of Government Relations for Service Design Associates. His child support career began in North Carolina in 1981, where he worked in a variety of positions, including IV-D Director for nine years.

Mike is a graduate of Wake Forest University and has been cited for numerous achievements for his Child Support work. Upon completion of his Child Support work in Tennessee, Mike plans to return to North Carolina and enjoy the cool breeze of the Atlantic Ocean at his beach retreat in Emerald Isle, North Carolina.

IV-D Directors Debate the Issues, Plenary, Wednesday, 8:30 – 10:00

James (Jim) Alford

James (Jim) Alford has been the District Manager of the Memphis District Office of the Social Security Administration since April 1996. He is a native of Holly Springs, Mississippi. Jim graduated from Rust College with a degree in mathematics. Shortly after starting a career with SSA he was drafted by the US Army, and he served two years before returning to work with the SSA.

Jim first served for the Social Security Administration as a Claims Representative, Technical Assistant and Operations Supervisor in Frankfort, Kentucky. From 1979 through 1986, Jim served as Assistant District Manager in Paducah Kentucky and Montgomery Alabama. In 1986, he moved to Cookeville, Tennessee where he served as District Manager. Jim next served as District Manager in Tupelo, Mississippi from 1988 until 1996 when he moved to Memphis and began his current service there as the District Manager.

Jim is married with two sons who are both graduates of Mississippi State University.

Social Security Administration and Child Support, Workshop B, Tuesday, 3:30 – 5:00

Julie Bagley

Julie Bagley is the Manager of the North Carolina Child Support Enforcement Central Registry / State Parent Locate Service. She has over 19 years of experience with NC CSE, including experience at the local office level to policy and training consultant at the state office. Julie is a board member of the Interstate Data Exchange Consortium (IDEC) and a member of the North Carolina Child Support Council. She is the editor of *The Child Support Advocate*, North Carolina CSE's quarterly newsletter. Julie is a graduate of the University of North Carolina at Chapel Hill, with a Bachelors Degree in Psychology.

Interstate Issues and Answers: Meet the Experts from the Southern States, Workshop E, Monday, 3:30 – 5:00

Gordon Bailey

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

Mr. Bailey has been a presenter for numerous conferences of the National Child Support Enforcement Association (NCSEA), Eastern Regional Interstate Child Support Association (ERICSA) and the Alabama Child Support Association and served as a consultant for the Center for the Support of Families. A past president of the Calhoun-Cleburne County Bar Association, past president of ERICSA (1986) and past chair of the URESA Interstate Forms Committee (Federal Office of Child Support Enforcement), he also chaired the Advisory Committee that drafted the Alabama Uniform Interstate Family Support Act as well as the Uniform Child Custody Jurisdiction and Enforcement Act.

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

In 1992, he received the Felix Infausto Award presented by ERICSA and in 1999 NCSEA honored him in Chicago with the presentation of the President's "Child Support Community Service Award". In 2002, the Alabama Child Support Association established the Gordon F. Bailey, Jr., "Attorney of the Year Award" honoring his 26 years of service and in 2006 he was named Lawyer of the Year by the Family Law Section of the Alabama State Bar.

IV-D Directors Debate the Issues, Wednesday, Plenary, 8:30 – 10:00

Keith Baker

Mr. Baker has 22 years of experience in the Child Support Enforcement arena with the last fifteen years being in Tennessee. His range of experience includes: project management, child support enforcement, quality assurance, training and staff development, policy and procedures development and implementation, and statistical and financial analysis. Mr. Baker began his career with the Marion County Prosecutor's Office in Indianapolis, Indiana as a Court Dispositions Clerk and worked his way up through Intake/Paternity Paralegal, Branch Manager for the Speedway office, and Supervisor of the Locate Unit.

He then went to Technology Management Resources and served as their Operations Manager for Locate and Policy in Nashville. He joined MAXIMUS in 1998 as the Project Manager/IV-D Administrator for the TN 28th Judicial District covering Gibson, Crockett, and Haywood Counties. In 2001, he became the Administrator for the 20th Judicial District and in July 2003 became the IV-D Administrator and Project Manager for the MAXIMUS Child Support Services TN 25th Judicial District covering Tipton, Lauderdale, Fayette, Hardeman and McNairy Counties. In March 2006, he was given the responsibilities of managing three projects/judicial districts that included the TN 28th Judicial District (Gibson, Crockett and Haywood counties) and the counties of Obion and Weakley in the TN 27th Judicial District along with the responsibilities of the five counties in the TN 25th Judicial District. In January 2007, he joined Young Williams, P.C. as the Project Manager/IV-D Administrator for the TN 6th Judicial District (Knox County). He has also served over six years in the US Army as a Legal Specialist and is a graduate of Purdue University. Mr. Baker has given numerous presentations on utilizing commercial credit collection techniques on skip tracing and collection calling for child support, interviewing techniques, and medical support enforcement at State conferences and District training seminars as well as being a speaker for Title IV-D services at county business expos, health fairs, IV-A agencies and contractors meetings, meetings of social organizations and advocacy groups and at the local schools.

TN Child Support Employment & Parenting Program, Workshop D, Tuesday, 10:30-12:00

Jeff Ball

Jeff is owner of and senior consultant at Support Consulting, LLC. Started in 2007, Support Consulting, LLC provides child support consulting services on a variety of issues to state and local governments, associations and child support firms. Jeff worked in the private sector for 10 years overseeing business development, state and county operations projects, 1115 and SIP grants, and consulting projects, including managing the Michigan medical support project. Prior to that Jeff worked for the federal Office of Child Support Enforcement as Technical Assistance Branch Chief and Senior Assistant to the Commissioner. Earlier, Jeff was General Counsel and Deputy Director of the U.S. Commission on Interstate Child Support, which produced recommendations that were the foundation for the PRWORA child support sections. Jeff was an official observer to the first two UIFSA drafting committees. He was also an assistant director of the American Bar Association's Child Support Project and a legal aid attorney in South Dakota and Maryland. Jeff received his B.A. in history from Miami University and his J.D. from the University of Virginia School of Law.

Medical Support Establishment, Workshop D, Wednesday, 1:30 – 3:00

Margot Bean

Margot Bean was appointed Commissioner for the Federal Office of Child Support Enforcement (OCSE) effective July 25, 2005. Margot leads an office whose primary mission is to serve children and families by assuring that assistance in obtaining financial and medical support is available to children through locating parents, establishing paternity and support obligations and enforcing those obligations.

Prior to becoming Commissioner of OCSE, Margot served the New York State Division of Child Support Enforcement (DCSE) as a senior policy advisor from 1998 until being appointed Deputy Commissioner and Director in 2000. Under her leadership, child support collections in the State reached record levels.

Before joining the DCSE, Ms. Bean was Director of the Guam Office of Child Support Enforcement within the Guam Attorney General's Office. She began her career in the Guam Attorney General's Office in 1980 and served as an Assistant Attorney General in several divisions, including the Prosecution, Civil Litigation and Family Divisions.

Ms. Bean is an attorney licensed in New York and Guam, and is a graduate of Lewis & Clark Northwestern School of Law and William Smith College. She is a former President of the National Child Support Enforcement Association.

Update from the Federal Office of Child Support Enforcement, Plenary, Monday, 10:30 – 12:00

Thelma Berry-Wilkerson

Thelma Berry-Wilkerson is a native Tennessean. She attended Tennessee Public Schools and graduated from the University of Tennessee at Knoxville. She started her career as a Home Economics Teacher for the Chattanooga Public Schools. For the past 27 years, she has worked at the Tennessee Department of Human Services. She has been an Eligibility Counselor, Supervisor, and Trainer on numerous subjects for Human Services staff and their Contractors.. Her current job duties include Child Support Trainer, Area Coordinator, Computer Access Lead, Compliance Officer, and "Techie Guru".

Using Technology to Improve Customer Service, Workshop D, Monday, 3:30 – 5:00

Barbara Broersma

Barbara Broersma received her undergraduate degree from the University of Tennessee at Chattanooga, did graduate work at Long Island University, and received a Juris Doctor from the Nashville School of Law. Admitted to practice in all Tennessee state courts, the Middle and Eastern District U.S. District Courts, the 6th Circuit Court of Appeals and the Eastern District Bankruptcy Court, Barbara worked as a Research Assistant to Justice Charles O'Brien for two years during his term on the Court of Criminal Appeals and as a staff attorney for the Tennessee Sentencing Commission during the re-working of Tennessee's criminal code. Barbara practiced insurance defense in Chattanooga and the surrounding counties. Barbara maintained a private practice in Nashville and in Chattanooga, Tennessee and was trained as a civil mediator. Beginning in 1999 Barbara served the Hamilton County Juvenile Court Office of Child Support Enforcement as a IV-D attorney. She joined the Department of Human Services Office of General Counsel in 2001, working almost exclusively in the child support arena. Barbara has served on all of the committees involved in Tennessee's Incomes Shares Guidelines, and was instrumental in drafting the Rules which evolved from the decisions of the Department of Human Services to move to the income shares methodology of child support guidelines.

Paternity Disestablishment, Workshop C, Monday, 3:30 – 5:00

Barry Brooks

Barry J. Brooks is an Assistant Attorney General with the Child Support Division, where he works closely with the Interstate Central Registry and field units on matters related to interstate and international cases. Since 1993, he has been a frequent presenter on interstate issues; in June 2003, he assumed agency responsibilities involving international issues; and, in September 2007, became the Managing Attorney of the Special Collections Unit which handles FIDM, Insurance, Real Property liens and QDROs. He also assists in developing policies and procedures for cases involving child protection issues. He has served on several national workgroups dealing with interstate issues such as direct income withholding, standard forms, and best practices recommendations. He was an Observer to the Drafting Committee for UIFSA[96] and UIFSA 2001 of the National Conference of Commissioners on Uniform State Laws. He is also an Observer to the developing UIFSA 2008. Prior to his interstate and international assignments,

he was the Managing Attorney of a child support office in Austin, Texas. Before joining the Office of the Attorney General, he spent several years with East Texas Legal Services, Inc., and in private practice. Mr.

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

Interstate Issues and Answers: Meet the Experts from the Southern States, Workshop E, Monday, 3:30 – 5:00

Complex UIFSA Hot Topics, Workshop A, Wednesday, 10:30 – 12:00

Charles Bryson

Charles Bryson has been with the Tennessee Department of Human Services for 18 years and is currently Director of Child Support Field Operations and Management. In addition to his role with the child support offices in Tennessee, Mr. Bryson oversees the training division for child support and the paternity acknowledgment program. Mr. Bryson began with the Department as a Child Protective Services Social Counselor and later worked as Eligibility Counselor, Quality Control Reviewer, Appeals Referee, Program Coordinator, Manager and Director of Program Accountability Review for Child Support. He received a BS Degree in Chemistry and Psychology from Middle Tennessee State University in 1987 and an MA in Organizational Psychology from that same institution in 1992.

Case Stratification and Predictive Modeling, Workshop B, Monday, 3:30 – 5:00

Mary Butler

Mary Butler works for the Federal Office of Child Support Enforcement (OCSE) as a Technical Manager. Mary has oversight responsibility for the FPLS systems. In addition, Mary has assumed responsibility for the daily operations of the Federal Offset and Passport Denial programs. Prior to joining the Federal workforce, Mary worked for Lockheed Martin Information Systems & Global Services as a consultant to OCSE.

Location, Location, Location, Workshop C, Wednesday, 10:30 – 12:00

Alyson Campbell

Alyson began her career with the child support enforcement in Missouri in 1985. She has served many roles, including front-line, supervisory, and systems/policy and training management positions throughout her tenure with the child support program. She is currently the Deputy Director of Child Support Field Operations for the Missouri Family Support Division. Most recently, Alyson led the Missouri child support program through a restructuring effort to change Missouri's approach to the enforcement of child support obligations.

Case Stratification and Predictive Modeling, Workshop B, Monday 3:30 – 5:00

Linda Chappell

Linda Chappell started her career with the state of Tennessee in 1980 as a social service counselor. She worked with Family Assurances from 1983-2000 as a Field Consultant on ACCENT project. From 2000-2002 she headed a program called UT Sworps for auditing Families First cases. Since 2002 she has been the Director in Child Support Field Services. She has a BS from Tennessee Tech.

TN Child Support Employment & Parenting Program, Tuesday, 10:30-12:00

John Clark

John Clark received a Bachelor's degree from Saint Joseph's University (Philadelphia, Pa.) and a Master's Degree from Temple University in Political Science. He worked as a Substitute Public School Teacher in Philadelphia's inner city for two years before going to work for the Social Security Administration. John worked as a Claims Authorizer and Quality Review Specialist for SSA. In 1988, he started working as the Administrative Officer for the Family Support Administration, which later became the Administration for Children and Families (ACF). In 1993, he became a Child Support Program Specialist for ACF, serving the states of Delaware and Maryland. In June, 2000, his assignment was changed and John is now the Program Specialist for Pennsylvania. In September 2005, he also became the Program Specialist for Maryland. John has participated as a lecturer/speaker at many child support enforcement conferences.

Interstate Issues and Answers: Meet the Experts from the Northern States, Workshop E, Monday, 1:30 – 3:30

Interstate Issues and Answers: Meet the Experts from the Southern States, Workshop E, Monday, 3:30 – 5:00

Elisabeth (Lisa) Clary

Elisabeth Clary is an Assistant County Attorney in Wake County assigned to Wake County Human Services, Child Support Enforcement where she has worked for 10 years. Prior to coming to work for child support enforcement, Lisa was in private practice specializing in juvenile law, mental health law and advocacy for the elderly. She received her undergraduate degree from Meredith College and her law degree from the University of North Carolina at Chapel Hill. Lisa and her husband, Allen, have one daughter, Katy.

Problem Solving Court, Workshop C, Wednesday, 3:30 – 5:00

Ann Coffin

Ann Coffin currently serves as the IV-D Director for the Florida Child Support Enforcement Program in the Department of Revenue, Tallahassee, Florida. Ms. Coffin has worked for the State of Florida for 17 years, holding various positions focusing on strategic and operational planning, state and federal legislation, business process analysis, workflow mapping, casework, and research projects.

IV-D Directors Debate the Issues, Wednesday, Plenary, 8:30 – 10:00

Sharon Crawford

Sharon Crawford started her 36 years of service with the Tennessee Department of Human Services, serving progressively as an eligibility counselor and field supervisor in the Food Stamp, TANF and Medicaid programs, then in Field Consultation for the Family Assistance Program. In 1995, during the development of the TCSES (the Tennessee Child Support enforcement System), she work with the Clerks of Court in the Child Support Division. In 2002, Sharon transferred to the Child Support Division as a Program Coordinator/Trainer. She retired from State government in April 2003, and entered into the private sector of child support as an Administrator. She subsequently returned to State government, and with the Tennessee Department of Human Services as a Program Coordinator/Trainer. She and her husband Jim have two children and four grandchildren.

Games for Gain: Making Learning Fun, Wednesday, Workshop B, 3:30 – 5:00

Mary Dahlberg

Mary Dahlberg is a California Deputy Attorney General with the Attorney General's Child Support Enforcement Unit, where her duties include appellate advocacy and providing legal advice to public child support enforcement agencies. She works closely with the California Department of Child Support Services and is the interstate and international legal liaison for the Department. Prior to joining the Attorney General's office, Ms. Dahlberg served as a Deputy District Attorney in the Child Support Division of Butte County and as Contract Counsel for San Diego County Bureau of Child Support Enforcement. Ms. Dahlberg began her career in child support enforcement as a legal clerk with Del Norte County. Ms. Dahlberg has provided instruction at various national and state conferences. She is currently a member of the NCSEA International Subcommittee, the California Department of Child Support Services Appellate Advisory Committee and the Regions IX & X Interstate Task Force. She is the executive editor for the Interstate Sourcebook, published by the California Child Support Director's Association. Ms. Dahlberg was on the planning committee for NCSEA's first international conference and serves on the planning committee for NCSEA's national conference. Ms. Dahlberg has attended two special commission meetings on the international recovery of child support and other forms of family maintenance at The Hague as a member of the United States delegation and continues to participate in these efforts toward a new multilateral treaty. Her other international activities include coordinating the California activities for a pilot project with Mexico to process a select few cases from California and Texas, assisting the Office of Child Support Enforcement in preparing country-specific caseworker's guides to processing cases with foreign reciprocating countries, and trouble-shooting problem cases. Ms. Dahlberg works closely with the Office of Child Support Enforcement, the California Central Registry, central registries in other states, and our foreign partners in a continuing effort to improve communication in all aspects of international child support enforcement case management.

International Case Processing, Workshop A, Wednesday, 1:30 – 3:00

Cindy Dean

Cindy Dean serves as a child support subject matter expert for Northrop Grumman Information Technology. She has supported OCSE's National Interstate Case Reconciliation (ICR) project since 2002. Ms. Dean has 18 years of experience with Child Support Enforcement. For ten years she worked for the state of Montana where she served as a Financial Unit Supervisor and trainer. She was involved in all aspects of PRWORA certification. After leaving the state of Montana, Ms. Dean served as a systems business analyst for the states of Nebraska, Michigan, and Oklahoma assisting with PRWORA system requirements. Prior to her years in Child Support Enforcement, Ms. Dean was employed in teaching and coaching in Montana and Alaska. She has a BA in Education and a Masters of Science in Psychology.

Federal Interstate Initiatives, Workshop A, Wednesday, 3:30 – 5:00

Larry Desbien

Larry Desbien is the Section Chief of the Policy and Evaluation Section of the Colorado Division of Child Support Enforcement. His team is responsible for the development and implementation of policies, procedures, regulations and legislation for the child support enforcement program; management of grants the division is involved with; and the monitoring, evaluation and improvement of Colorado's child support program.

Larry joined the Colorado Division of Child Support Enforcement in January 1999. Larry has 18 years of experience as a Legal Technician, Supervisor and Administrator in the Boulder and Denver County Child Support offices in Colorado. He is on the Board of Directors of the National Child Support Enforcement Association and serves on the National Judicial - Child Support Task Force. He has a Bachelor of Arts degree from Washburn University.

Child Support Arrears Issues, Workshop D, Tuesday, 3:30-5:00

Christine Brogdon Dingeldine

Christine Brogdon Dingeldine serves as Vice President and Principal Consultant for Policy Studies, Inc. Brogdon consults with PSI's full service child support offices to identify innovations in processes and systems to improve its service offering. Through the evaluation of existing standard operating procedures, as well as the limitations inherent in the state automated systems, she assists in the development of complementary technology to create operational efficiencies. She also works to integrate PSI's experience in workforce development into our child support operations through community partnerships and enhanced outreach. From 2001 through 2003, Ms. Brogdon assisted in the successful planning, development, and implementation of a federally certified child support system for the State of Michigan, where she directed a division of 240 staff. She also served as Project Manager for the Policy and Procedures Assessment and Organizational Assessment Tasks for PSI's evaluation of Connecticut's child support program.

Customer Service Outreach, Workshop C, Monday, 1:30 – 3:00

Susanne H. Dolin

Susanne H. Dolin is a senior attorney for the New York State Office of Temporary and Disability Assistance. Since March 2005, she has been assigned to work with the Division of Child Support Enforcement, now the Center for Child Well-Being, reviewing policy, legislative, and programmatic initiatives. Prior to state service, Ms. Dolin worked for the law firm of Deily, Mooney & Glastetter, LLP located in Albany, New York, engaging in contract litigation and providing bankruptcy advice for primarily commercial creditors. Ms. Dolin commenced her legal career as a litigation associate with the Albany law firm of DeGraff, Foy, Kunz & Devine, LLP where she practiced in the areas of matrimonial and family law, trusts and estates law, and general commercial litigation. Susanne received her BA cum laude from Mount Holyoke College in South Hadley, Massachusetts and received her JD cum laude from Albany Law School, where she was an editor for the Albany Law Review. In 2000, Ms. Dolin was admitted to practice in the State of New York. She is currently an officer of the Capital District Women's Bar Association and a member of the Advisory Board for the newly-created local affiliate of Dress for Success®.

Medical Support Enforcement, Workshop D, Wednesday, 3:30 – 5:00

Vernon Drew

Vernon Drew is the President of the Center for the Support of Families where he directs the Center's work with state and federal child support enforcement and human service agencies. The Center focuses on training, program improvement strategies, and policy work to improve the delivery of services to children. In his work for the Center he has worked with a number of States in the implementation of CSE automated systems, in the analysis of policy and practice alternatives, and in training. Vernon was previously the IV-D director in South Carolina, an analyst and Division Director in the federal Office of Child Support

Enforcement, and the Executive Director of the US Commission on Interstate Child Support where he was a co-author of the Commission's Report to Congress. Vernon is an Honorary Member of the Board of the Eastern Regional Interstate Child Support Association where he has served as President. He was awarded the ERICSA Felix Infausto Award in 1997. Vernon is the Immediate Past-President of the National Child Support Enforcement Association.

OCSE Update, Monday, Plenary, 10:30 – 12:00

Bill Duffey

Bill is the Director of Child Support Policy with the Tennessee Department of Human Services. He has worked for the department for 38 years and has served in the child support program for 27 of those years. Bill received his undergraduate degree in business administration and a masters degree in business education and office management from Memphis State University. He also earned a masters degree in public administration from Tennessee State University. Bill retired from the United States Army with a combined total of 21 years active duty and in the reserve components.

Access and Visitation and Child Support, Workshop D, Wednesday, 10:30 – 12:00

Debbie Edwards

Debbie Edwards is a Program Manager with Northrop Grumman working as the Deputy Project Manager for the Federal Office of Child Support Enforcement Quality Assurance and Support Services. She is responsible for oversight of a variety of Continuous Service Improvement (CSI) initiatives. The CSI initiatives are intended to provide new functionality and data for the Federal Parent Locator Service stakeholders at the state and federal levels, enhance the cost-effectiveness and usability of current systems, and upgrade current technologies.

Debbie has over 25 years of experience in public service agencies, with over 14 years of experience working with various areas of the child support program in five different states. Debbie received her BS in Business Administration from Auburn University and an MBA from The College of William and Mary and is a Certified Public Accountant.

Federal Assistance, Wednesday, Workshop C, 1:30 – 3:00

Michael Falatach

Michael Falatach is currently the Direct Services Manager of the Establishment/Outreach Division with the Cuyahoga Support Enforcement Agency (CSEA). Mike has been instrumental in developing an outreach program which services incarcerated parents at the local and state correctional facilities. In addition, Mike has designed programs that will target participants for early intervention or re-entry. He is actively involved with the Federal Child Support Office in Chicago, Healthy Fathering Program, Cuyahoga County Fatherhood Initiative Steering Committee, Help Me Grow Program, and the Building HOPE Task Force. Over the last several years, Mike has been appointed to the Transitional Jobs Program Advisory Board and the Family Planning Advisory Committee also. With over 30 years of public service experience, Mike continues to set a precedence to provide resources to the families/communities of Cuyahoga County.

Paternity Performance, Workshop D, Monday, 1:30 – 3:00

Paternity Disestablishment, Workshop C, Monday, 3:30 – 5:00

Katricia Finch

Katricia began her career with the State of Tennessee in 1989 with the Tennessee Department of Health. She transferred to the Tennessee Department of Human Services, Child Support Division in September, 2000. She is presently Coordinator of the Tennessee Voluntary Acknowledgment of Paternity Program (TN VAoP) and has served in that capacity since 2002.

Paternity Performance, Workshop D, Monday, 1:30 – 3:00

Joshua Fishbein

A graduate of Tulane University and Tulane Law School, Mr. Joshua Fishbein is Counsel for the Massachusetts Department of Revenue, Child Support Enforcement Division. He represents the Commonwealth of Massachusetts in child support establishment and enforcement cases in the Probate and Family Courts and has been highly successful in uncovering assets resulting in significant orders of restitution and payment in enforcement actions.

Hard to Enforce Cases, Tuesday, Workshop B, 10:30 – 12:00

Bob Fisler

Bob worked in the field of child support enforcement for over 29 years in the State of New Jersey. He served in the field and advanced to the position of IV-D Supervisor for the second largest county in the State. After leaving the State of New Jersey, he took the position of Project Director for Tier Technologies where he implemented the first SDU for the State of New Jersey. During his tenure with Tier Technologies, Bob also served as Project Manager for the NJ FIDM Project and as Operations Manager for the Alliance FIDM Project.

In 2002, Bob was employed by Policy Studies, Inc., where he served as Project Manager for the NJ NMSN Project and worked on the NJ Feasibility Study and the NJ Business Process Engineering Project. He also served as Lead Business Analyst on the QA Contract for the NJKiDS systems project.

In 2007, Mr. Fisler left PSI and formed his own consulting firm and is currently serving as the Deputy Project Manager for the new child support system being developed in New Jersey known as NJKiDS.

Bob serves on the New Jersey Child Support Council where he was a founding member and also serves as a Lifetime Member of the Honorary Board of ERICSA.

Child Support Arrears Issues, Workshop D, Tuesday, 3:30 – 5:00

Marcy Flatley

Marcy Flatley graduated from Western Illinois University with a Bachelor's degree in Sociology/Anthropology. She taught high school for 5 years then switched careers to begin work for State of Illinois. She has worked for the State of Illinois for 27 years with the last 13 at the Division Of Child Support Enforcement in Location Services Operations. I've been the Manager of the Unit for 5 years.

Interstate Issues and Answers: Meet the Experts from the Northern States, Monday, Workshop E, 1:30 – 3:00

Lara Webb Fors

Lara Webb Fors is the Senior Assistant Prosecuting Attorney in the Child Support Division of the Greene County Prosecuting Attorney's Office in Springfield, Missouri. She first began her career in the Jackson County Prosecuting Attorney's Office in the Family Support Division in Kansas City, Missouri. She then worked briefly in child support enforcement in Wyandotte County, Kansas for MAXIMUS, Inc. before coming to Springfield. She has been working in the area of child support establishment and enforcement since 1994. She is a member of the Board of Directors of the Missouri Child Support Enforcement Association (MCSEA) where she served as Director of Region VI in 2003-2004. In the fall of 2005, MCSEA elected her to a three-year presidential term, and she serves as Immediate Past President of MCSEA in 2008. She is also a member of the Eastern Regional Interstate Child Support Association, where she was appointed to the ERICSA Board of Directors since 2006 where she serves on the conference planning committee and several others. Lara has also presented as a speaker at various conferences for organizations such as MCSEA, Missouri Bar Family Law Conference, the Western Interstate Child Support Enforcement Council (WICSEC) and ERICSA. Lara graduated magna cum laude from Central Methodist College in Fayette, Missouri, in May 1992 with a Bachelor's of Arts degree in Psychology, German and Business. She graduated from the University of Missouri-Kansas City with a Juris Doctorate degree in May 1995. She is a member of both the Missouri and Kansas Bars.

Hard to Enforce Cases, Tuesday, Workshop B, 10:30 – 12:00

Alex Garnes

Alex Garnes serves as manager of Corporate Analytics for Policy Studies, Inc. In this role he oversees corporate strategic data and analysis needs and conducts or supports predictive analytics projects for operations. Mr. Garnes began working for PSI in 2004 as a Senior Operations Analyst focusing on site-level operational improvement projects. Prior to becoming the manager for Corporate Analytics, he managed the operational data acquisition & reporting process and the operational performance team, responsible for improving performance in PSI's child support, workforce and government health operations. Prior to joining PSI, Mr. Garnes served as a research fellow for the private Washington, DC based consulting firm, LMI; as a senior research analyst for the American Red Cross; and spent two years as a budget analyst with the federal government's Office of Management and Budget.

Case Stratification and Predictive Modeling, Workshop B, Monday, 3:30 – 5:00

Lisa Garrett

Ms. Garrett currently serves as the Chief Deputy Director of the Los Angeles County Child Support Services Division (CSSD), the largest locally operated child support agency in the nation. CSSD manages approximately 475,000 child support cases and employs over 1,970 individuals. Lisa Garrett began her employment with Los Angeles County in 1994, as a Deputy District Attorney in the District Attorney's Bureau of Family Support Operations. She has served as an assistant head attorney in two of the Department's large public contact offices, managing legal operations and division staff. In 2001, she accepted the position as executive assistant to the Director of the newly created Child Support Service Department. Currently she oversees the Policy, Criminal Prosecution and Court Operations Divisions. Further, she is intricately involved in giving leadership to the Department's transition to CCSAS, the statewide automation system scheduled for implementation in Los Angeles by October 2008. Ms. Garrett previously managed the Department's Community, Outreach and Marketing Division, which has won numerous national and local awards for its outreach events, such as its Employer Forum and Child

Support Awareness Month. Ms. Garrett received her Bachelor of Art degree from the University of California, at Los Angeles and her Juris Doctorate from Southwestern University School of Law.

Customer Service Outreach, Workshop C, Monday, 1:30 – 3:00

Amy Gober

Amy Gober, an attorney with more than 25 years of child support enforcement and family law experience, has expertise in child support policy and training as well as practical experience as a courtroom lawyer and mediator. She works for the Center for the Support of Families (CSF) providing training and technical assistance to states, courts, and employers on child support enforcement procedures and program development, interstate child support enforcement, medical support and federal criminal nonsupport. Ms. Gober has developed training materials and drafted policy guidance on many aspects of child support including medical support and interstate law. As a member of the federal Office of Child Support Enforcement's (OCSE) training center, Ms. Gober developed and delivered UIFSA training in over 20 states after the passage of PRWORA. Ms. Gober also authored an OCSE training curriculum for interstate case processing and updated the OCSE handbook for child support attorneys. In 2006, she was named "Government Partner of the Year" by the American Payroll Association for her work in the Employer Outreach Division of the Federal Parent Locator Service (FPLS).

UIFSA 101: The Fundamentals, Workshop A, Tuesday, 10:30 -12:00

Wendy Gray

Wendy Gray joined the Center for the Support of Families as a Senior Associate in March 1994. Currently a member of the PAID steering committee and the Medical Support Task Lead, she has worked with the Federal Office of Child Support Enforcement on numerous projects including strategic planning and performance measurement, facilitation and documentation of workgroup meetings, development of outreach and training materials, and creation of a technical assistance strategy to help states improve performance in critical program areas. A graduate of Harvard College, she has a Master of Public Policy degree from the John F. Kennedy School of Government at Harvard University.

Arrears Avoidance, Workshop D, Tuesday, 1:30 – 3:00

Child Support and Child Welfare, Workshop C, Tuesday, 3:30 – 5:00

Alisha Griffin

Alisha Griffin is an Assistant Director with the Division of Family Development in the Department of Human Services responsible for the Office of Child Support Services. She serves as the State IV-D Director for the New Jersey Child Support Program. She has been with the child support program for more than ten years and came to child support with over 20 years in the public and private child welfare and child protection services. From that background, Ms. Griffin brings a broad, substantial and successful track record in direct programming and service delivery to children and families.

She has worked on many national workgroups, designed several model programs both in the child support and child welfare arenas. She is a Past President of the National Child Support Enforcement Association (NCSEA) and serves currently on the Policy and Government Relations Committee and is Chair of the Legislation Analysis and Tracking Subcommittee. She has represented NCSEA as a member of the delegation to the Hague Private law convention on Child Maintenance for the past five years. She is currently serving as Immediate Past President of the National Council of Child Support Directors (NCCSD).

Ms Griffin continues her dedication to families and community on several other levels. This year after 6 years as president she became Immediate Past President and Senior Advisor for the National Family Preservation Network There she provides leadership on media relations and fatherhood services and has helped NFPN acquire numerous grants to further the work of preserving and strengthening families. She also served for ten years as a Commissioner for the New Jersey Executive Commission on Ethical Standards. Ms. Griffin is a clinical psychologist; experienced in child, family and community practice.

IV-D Directors Debate the Issues, Plenary, Wednesday, 8:30 – 10:00

Sherri Grigsby

Sherri Grigsby is the Manager of Employer Services and External Interfaces for the Federal Office of Child Support Enforcement (OCSE). Sherri manages the daily operations of the Employer Services program and is also responsible for leading the National Insurance Match Initiative. Sherri oversees the operations of Multistate Financial Institution Data Match (MSFIDM) which allows OCSE to act as a conduit for the quarterly data exchange between states and the Nation's multistate financial institutions. Prior to joining the Federal workforce, Sherri worked for Lockheed Martin Information Systems & Global Services as a consultant to OCSE.

Federal Assistance, Workshop C, Wednesday, 1:30 – 3:00

Scott Hale

Scott Hale serves as the Team Lead for OCSE's Federal Collections and Enforcement Programs. His responsibilities include oversight and day-to-day management of the Federal Offset and Passport Denial programs. Scott works closely with states, OCSE staff and other Federal agencies to implement new initiatives within these programs and to maintain daily operations. Prior to joining OCSE, Scott worked for the Commonwealth of Virginia's Division of Child Support Enforcement as a fiscal unit supervisor. He received his BS in Finance from Virginia Polytechnic Institute and State University.

Using Technology to Improve Customer Service, Monday, Workshop D, 3:30 – 5:00

Location, Location, Location, Wednesday, Workshop C, 10:30 – 12:00

Federal Assistance, Wednesday, Workshop C, 1:30 – 3:00

Ken Hannifin

Ken Hannifin has been with Department of Human Services for 23 years. From 1981 through 1993, he was an Eligibility counselor and Field Supervisor with Family Assistance. Mr. Hannifin moved to Child Support as Clerk Coordinator from 1994-1998 and has been Area Coordinator since 1999. Mr. Hannifin received his BS degree from the University of Tennessee.

TN Child Support Employment and Parenting Program, Workshop D, Tuesday, 10:30 - 12

Carrie Hargis

Carrie Hargis is the State Coordinator for the Child Support Demonstration Project Grant with the Administrative Office of the Courts. With a Bachelors and Masters of Science in Social Work degrees from the University of Tennessee she has an array of experience from childhood development, healthcare and geriatrics. She is dedicated to assisting parents with achieving access and visitation privileges with their children.

Access, Visitation and Child Support, Wednesday, Workshop D, 10:30 – 12:00

Margaret Campbell Haynes, Esq.

Ms. Haynes has 23 years of experience with legal issues related to child support. Her focus is the Title IV-D program, with demonstrated expertise in policy development, legal writing, and training on issues such as federal child support legislation, courts and child support, interstate child support, international child support, tribal and state court jurisdiction in child support cases, and child support guidelines.

Ms. Haynes previously served as Director of State and Local Government for Tier Technologies. Tier is a single-source solution for business problems that require both highly advanced technical skills and unique, in-depth knowledge of the child support program. Ms. Haynes is the former Director of the American Bar Association 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 1996 to 1999 Ms. Haynes was an owner of the consulting firm Service Design Associates.

From 2004 – 2007 Ms. Haynes served as a member of the United State delegation to the Hague Convention on International Recovery of Maintenance. She also represented the United State on the Forms Working Group and the Country Profile subcommittee, and served as a member of the Administrative Cooperation Workgroup for the Hague Convention.

Ms. Haynes served as an official observer to the UIFSA Drafting Committee of the National Conference of Commissioners on Uniform State Laws from 1990 to 2001. She has developed judicial, attorney, and caseworker curriculum on UIFSA, including a computer-based training, and has conducted UIFSA training in more than 35 states. She is the author of numerous publications on child support.

In 1999 Ms. Haynes received the Commissioner's Distinguished Service Award from the Federal Office of Child Support Enforcement 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. She is a Past President and honorary lifetime member of ERICSA. In 2001 NCSEA made Ms. Haynes an honorary lifetime member, and in 2005 presented her with its Child Support Community Service Award.

She received her B.A. degree cum laude from Davidson College and her J.D. degree from the University of North Carolina at Chapel Hill. She is admitted to practice in the District of Columbia, Massachusetts, and North Carolina. She is married with three children.

Moving from a Judicial to an Administrative World, Workshop C, Tuesday, 10:30 – 12:00
International Child Support and the Hague Convention, Workshop C, Tuesday, 1:30 – 3:00

Gina Higginbotham

Gina serves as the Deputy Executive Director for Programs in the Maryland Child Support Enforcement Administration (CSEA). Current responsibilities include: Policy, Legislation, Regulations, Paternity Acknowledgment Program, Training Academy, Customer Service/Call Center, Field Services; and Special Projects such as Grants, Privatization Pilots, Incarcerated Obligor, Maryland's WebSite updates, and Employment Programs. Gina's prior experience with MD's CSEA includes serving as the Acting Director of Legislation, Assistant Director of Policy and Planning, and Legislative Liaison. Gina also served as Project Manager for the Professional License Suspension Program and the New Hire Registry. Gina began her child support career in 1993. Prior to her employment with CSEA, Gina was the legislative assistant for the Apartment and Office Building Association in Washington, DC. She has a BA in Government & Politics and a Minor in Journalism from the University of Maryland at College Park.

Using Technology to Improve Customer Service, Monday, Workshop D, 3:30 – 5:00
Moving from a Judicial to an Administrative World, Tuesday, Workshop C, 10:30 – 12:00

Sara Hollowell

Sara Hollowell is a Training Officer/Program Coordinator for the Child Support Division of the Tennessee Department of Human Services. She has worked for the Department for 27 years. When Tennessee's automated system was being implemented in 1995, she was reassigned from her Family Assistance position to be a lead trainer, working with enforcement staff, court clerks and attorneys. She returned to her Family Assistance role after training was completed and joined the child support division full time in 2000. In her current role, she serves as a manager/supervisor to child support contract staff, designs and conducts workshops for Child Support staff and serves a liaison to other agencies including courts, state, local and federal officials. She holds a B.S. degree from East Tennessee State University.

Interstate Issues and Answers: Southern States, Monday, Workshop E, 3:30 – 5:00

Linda Hudson

Linda Hudson is a Business Analyst with Northrop Grumman Information Systems working as a State Technical Support Liaison on the OCSE effort to expand usage of the Federal Parent Locator Service (FPLS). She interacts with State IV-D agencies to help them submit data to the National Directory of New Hires (NDNH) and the Federal Case Registry (FCR) and to develop effective ways to use the data, maximizing automation's capabilities to increase collections and paternity establishment percentages, and reducing manual activities. Linda is the lead for the federal Unreported/ Underground Income workgroup and she provides technical support for other federal initiatives, including multi-State Financial Institution Data Matching (MSFIDM) and TANF data matching. Linda was an Alabama State employee for more than 27 years, with over 17 years of experience in the Child Support program. Linda was the Project Manager for the transfer, modification, and installation of the FSA '88 certified statewide automated system - ALECS. Before that, she was the statewide child support trainer, a field supervisor, Business Analyst and core team member for the first automated Child Support system in the State and for the FAMIS certified IV-A system. Linda received her BA in Social Work from the University of Montevallo in Alabama.

Social Security Administration and Child Support, Workshop B, Tuesday, 3:30 – 5:00
Child Support and the Military, Workshop B, Tuesday, 1:30 – 3:00

Thomas W. Hudson

Mr. Hudson is the Chief of Vicinage Support Services, Child Support Enforcement Services in the Probation Division of the Administrative Office of the New Jersey Courts. He is responsible for program development, automated systems, technical support, program compliance and operational support of the local child support enforcement offices. Prior to his current position, he was the Administrative Supervisor of the New Jersey Interstate Central Registry. He has also served as a Child Support Hearing Officer in the New Jersey Family Court. Mr. Hudson is a graduate of Muskingum College.

Interstate Issues and Answers: Northern States, Monday, Workshop E, 1:30 – 3:00
UIFSA 201, Tuesday, Workshop A, 1:30 – 3:00

Christine A. Jennings

Christine A. Jennings is the Project Manager for Northrop Grumman under the OCSE project for the expanded Federal Parent Locator Service (FPLS). She leads the State Technical Support (State TS) team, which provides guidance and software tools to states to facilitate the use of FPLS data and implement new initiatives. This data includes employment data from the National Directory of New Hires (NDNH), case

and participant data from the Federal Case Registry (FCR), asset information from Multi-State Financial Institution Data Matching (MSFIDM), and information from external locate sources. Christine provided oversight responsibilities as the Program Manager for the National Interstate Case Reconciliation (ICR) project, and wrote the technical proposal used for the matching process. Christine began working on state child support enforcement system development projects in 1989. Previously, she worked on projects with the Department of Labor, Employment and Training Administration (ETA), the Department of Agriculture, Food and Nutrition Service (FNS), and on international projects. Christine received her BA with honors from Virginia Tech and was elected to Phi Kappa Phi, a National Honors Society.

Federal Interstate Initiatives, Workshop A, Wednesday, 3:30 – 5:00

Noel Johnson

Magistrate Judge Johnson is a graduate of The Catholic University of America and the Tulane University School of Law. During his 14 year tenure with the District of Columbia Office of the Attorney General Child Support Section, he served as a Trial Attorney, Assistant Section Chief, and Section Chief. In those positions, Magistrate Judge Johnson crafted paternity and support legislation and participated in the design of the District's automated child support data processing system. He wrote policies and procedures for the integration of child support services into the District's state-of-the-art domestic violence intake center and when the Center opened its doors in November 1996, he assumed direction of the Center's child support operations. Since his appointment to the bench in April 2002, Judge Johnson has heard a variety of Family Court matters including child abuse and neglect, custody, child support, and domestic violence. He is also one of two judicial officers now serving on the District of Columbia Child Support Guideline Commission and chairs the Court's Child Support Advisory Rules Subcommittee.

Child Support and Child Welfare, Tuesday, Workshop C, 3:30 – 5:00

Matthew Keller

Matthew Keller, CSEPP Coordinator with the University of Tennessee College of Social Work Office of Research and Public Service (SWORPS), has a Bachelor of Science from Middle Tennessee State University and over 9 years of experience working in social/community services. He has worked as a Recreational Therapist, with the mentally ill and homeless as a case manager and is a Certified Career Development Facilitator. Matt was employed with the Tennessee Career Centers before becoming CSEPP Coordinator in 2004.

TN Child Support Employment and Parenting Program, Workshop D, Tuesday, 10:30 - 12:00

Coessa A. Kenney

Coessa A. Kenney is a Paralegal for the Calhoun County Prosecutor's Office with a caseload in Interstate initiating and responding, Long Arm, and Instate paternity and child support cases along with Interstate responding registrations. 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 thirteen years of experience in child support, she actively serves on the Case Management Worker Improvement Team, and 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 is the facilitator of the Prosecutor's Interstate User Group to assist, and support other Interstate workers. She is the first Vice-President of the Eastern Regional Child Support Enforcement Association, Chairman of the onsite committee, and is also responsible for the evaluation process of the workshops and conference.

Caseworker Ethics, Workshop A, Monday 3:30 – 5:00

Joseph Kenney

Joseph Kenney is a Vice President of Sales for RedMane Technology focusing on expanding RedMane's market presence in the Health and Human Services segment as well as the Chicago area. Prior to joining RedMane, Mr. Kenney was most recently Director of Business Development with Virginia based Tier Technologies where he focused on the State and Local Government market. Earlier in his career, Mr. Kenney held a variety of sales and management positions with technology industry leaders including, Computer Associates, Peregrine Systems, Ariba and JD Edwards.

Medical Support Establishment, Wednesday, Workshop D, 1:30 – 3:00

Alicia G. Key

Alicia G. Key was named Deputy Attorney General for Child Support for the Texas Office of the Attorney General in January 2007, where she has served as the IV-D Director since her appointment in December 1, 2004. Alicia returned to the OAG from the Office of Court Administration, where she served as Administrative Director from 2002-2004. Prior to that, she worked for over twelve years in the Title IV-D program in Texas, beginning as Title IV-D Master for the Eighth and Ninth Administrative Judicial Regions in 1989. Joining the Attorney General's Office in 1992, she served as the managing attorney an Austin field office, then as General Counsel of the Child Support Division, from 1999 to 2002.

Alicia has been a frequent writer and speaker on family law and child support issues. She has been a guest commentator for Sampson & Tindall's Family Code Annotated each year since 1997, and has been a member of the State Bar of Texas Family Law Section Formbook Committee since 1999.

Moving from a Judicial to an Administrative World, Workshop C, Tuesday, 10:30 – 12:00

IV-D Director's Debate the Issues, Plenary, Wednesday, 8:30 – 10:00

Cynthia Lucas

Cyndy Lucas has recently returned to the position of supervisor of the Ohio Interstate Central Registry. She additionally serves as the manager of the Performance Improvement Team in the Ohio Office of Child Support, Bureau of Program Services. Previously, she served as the Supervisor of the Ohio Interstate Central Registry, Acting Bureau Chief of the Bureau of Training and Technical Assistance, Special Projects Coordinator, including program specialist on the team that implemented CSENet in Ohio, and as Senior Policy Analyst. Prior to joining OCS in 1988, she was an Assistant Prosecuting Attorney for Child Support in Stark County, Ohio. She earned a JD from Capital University Law School in 1980. She also earned degrees in 1976 and 1977 from Capital University. She currently serves as Immediate Past-President of the Eastern Regional Interstate Child Support Association (ERICSA).

Advanced UIFSA Scenarios, Workshop A, Tuesday, 3:30 – 5:00

Elizabeth C. Matheson

Elizabeth C. Matheson is the Director of the Policy Division for the Federal Office of Child Support Enforcement. In this position, she is responsible for development and implementation of Federal legislation, regulations and program policy for state and tribal IV-D agencies, as well as negotiating international bi-lateral child support agreements. She has a BA from Mary Baldwin College and is a Senior Executive Fellow, Harvard University's John F. Kennedy School of Government.

International Child Support and the Hague Convention, Workshop C, Tuesday, 1:30 – 3:00

Thomas J. Mato

Tom Mato has been Chief Counsel for the Florida Department of Revenue, Child Support Enforcement Program since August 1997. From 1991-1997, he was Legal Counsel for the State of Maine's Child Support Enforcement Program. He has drafted and implemented numerous child support enforcement laws, including laws for administrative establishment of support obligations. He received his B.A. degree from the University of Vermont and J.D. from the University of Maine School of Law.

Paternity Disestablishment, Monday, Workshop C, 3:30 – 5:00

Moving from a Judicial to an Administrative World, Tuesday, Workshop C, 10:30-12:00

Sara E. McCollum

Sara E. McCollum is presently the Regional Counsel for the Department of Revenue Child Support Enforcement Division's Western Region. Attorney McCollum was in private practice in Greenfield, Massachusetts. She is past president of ERICSA and has served on its Board of Directors for the past 10 years and is currently serves on its' Honorary Board. Sara is an active member of ERICSA's conference planning committee, on site activities committee and the nominations committee. Sara is also a member of the OCSE National Training Workgroup and a member of it's conference training committee. She is co-chair of the National Child Support Enforcement Association's Tele - Talk planning committee. Sara also participates in local outreach programs and various other child support work groups. Attorney McCollum has a B.A. degree from the University of Wyoming, a M.ED from the University of Wyoming, a C.A.G.S. from American International College, and holds a J.D.degree from Western New England School of Law. She is admitted to practice in Massachusetts.

Professional Ethics and Legal Practices in the IV-D World, Workshop B, Monday, 1:30 – 3:00

Rosemary C. McFee, M.Ed.

Rosemary has been the Director of the Lehigh County Domestic Relations Section in Allentown, PA since 1996. Over the last eleven years, she has piloted the Domestic Relations Section through the implementation of the PA Automated Child Support System (PACSES) and has instituted the use of tele-video conferencing and telephonic testimony. Lehigh County DRS has also sponsored Interstate Conferences for the states of PA, New York and New Jersey child support agencies. She has also been a member of the Board of Directors of the Domestic Relations Association of Pennsylvania (DRAP) since October 2000, working on the public relations and the conference committees.

In addition, Rosemary is an instructor at Alvernia College, Reading, PA where she teaches criminal justice courses, specifically Probation and Parole, Multicultural Issues, Domestic Violence and Corrections and Rehabilitation.

Rosemary has been employed by the Lehigh County Courts since 1977, working as a Juvenile Probation Officer, Adult Probation Officer, Deputy Chief Adult Probation Officer and currently as Director of the Domestic Relations Section. As an Adult Probation Officer, she was instrumental in developing and implementing intermediate punishment/restorative justice programs within the department.

Rosemary has presented at NCSEA, ERICSA, Eastern DRAP, and the American Probation and Parole Association in Arizona.

In addition, Rosemary is active in community service, serving terms as president and secretary of the Kiwanis Club of Southern Lehigh.

Rosemary received her Bachelor of Science degree in Law Enforcement and Corrections from the Pennsylvania State University and her Masters in Education with an emphasis on Social Restoration from Lehigh University.

UIFSA 101: The Fundamentals, Workshop A, Tuesday, 10:30 – 12:00

The Honorable Prudence (Beth) McGregor

Judge Prudence (Beth) McGregor was appointed in 1993 as a Circuit Judge of the Probate and Family Court of Massachusetts and in 1996 to the Bristol Division of the Probate and Family Court in Massachusetts.

Prior to her appointment, she had practiced law as a sole practitioner from 1990 to 1993, concentrating in estate planning and administration and elderly law.

Prior to that she had practiced law with Friedman, Briggs, & McGregor from 1978 to 1990 and with McGregor & McGregor from 1973 until 1978. In these firms she concentrated in estate planning and administration.

Judge McGregor has been an instructor at Stonehill College and has participated in continuing education programs for MCLE, the Massachusetts Bar Association, Southern New England School of Law, and Southeastern Massachusetts Legal Assistance Association.

Judge McGregor has been honored by the Committee for Social Justice and the Bristol County Estate Planning Council.

Judge McGregor received her undergraduate degree from the University of Virginia and her Juris Doctor from Georgetown University.

She is a member of the Massachusetts Bar Association and the Bristol County Bar Association and is a former member of the Inns of Courts.

Access and Visitation and Child Support, Workshop D, Wednesday, 10:30 – 12:00

Joel McManus

Joel McManus is an Account Executive with Health Management Systems. Mr. McManus has worked with several public sector clients including the States of Louisiana, Ohio, New Hampshire, Rhode Island, Texas, Arkansas, Massachusetts and Sacramento County, CA. Mr. McManus has experience in all facets of medical support enforcement activities including data mining, systems design, , process improvement, quality control procedures and generation of the National Medical Support Notice (NMSN). Mr. McManus received his B.A. degree from Rollins College and his MBA from Clark University.

Medical Support Enforcement, Wednesday, Workshop D, 3:30 – 5:00

Kathy J. Miller

Kathy Miller is currently a member of OCSE's FPLS Interstate Team as a consultant employed by Lockheed Martin Enterprise Solutions and Services (LMES & S). IV-D program and systems experience at multiple levels includes coordinating all local office IV-D activities in Madison County, New York, assisting in the implementation of the New York State centralized collection and disbursement processing center along with holding positions in the State program and systems units as a Child Support Specialist. She began her employment with OCSE as a member of the CSENet End User Support team and has

worked on the FPLS Continuous Service Improvement Initiative. Her education includes Human Services and Business Management studies at Onondaga Community College, Hudson Valley Community College and University College at Syracuse University.

Federal Interstate Initiatives, Workshop A, Wednesday, 3:30 – 5:00

Jerry Milner

Jerry Milner serves as the Vice President for Child Welfare Practice for the Center for the Support of Families (CSF). He has worked for 34 years in the public child welfare system on the local, state and federal level. He served as the director of adoption, director of quality assurance and as State child welfare director for the Alabama Department of Human Resources. Most recently, he worked with the Children's Bureau in the U.S. Department of Health and Human Services to implement and manage the Child and Family Service Reviews (CFSR) of all state child welfare services programs.

Child Support and Child Welfare, Tuesday, Workshop C, 3:30 – 5:00

Gordon Moseley

Gordon Moseley is the Assistant Director in the Child Support Enforcement Division within the South Carolina Department of Social Services. As the Director of Regional Operations, he is responsible for the oversight of legal and administrative services provided by the state's five regional offices. He has also served as a project administrator for compliance and planning, policy administrator, a child support investigator and caseworker, a trainer and as a financial services manager during his 26 years with South Carolina's program. He is the state contact for interstate case processing and is a noted speaker on the Uniform Interstate Family Support Act (UIFSA) on both the state and national levels. He was named DSS's first employee of the year in 1994 for outstanding service to the Child Support Program. He has served on the Board of Directors of the Eastern Regional Interstate Child Support Association since 2000, and was President in 2005 in Portland, Maine.

Interstate Issues and Answers: Meet the Experts from the Southern States, Monday, Workshop E, 3:30 – 5:00

Carolyn Muzzi

Carolyn Muzzi is presently an attorney with the Massachusetts Department of Revenue's Child Support Enforcement Division. She has been with the Department since 1988. She also serves as the Domestic Violence specialist for her regional office. Attorney Muzzi has provided training to the local domestic violence advocates in her region. She has also participated in many local bar association seminars. She is a member of the Hampden County Bar Association and the Massachusetts Bar Association as the DOR/CSE representative to the Family Law Council. She has a B.S. in Political Science from Southern Connecticut State University and a J.D. from Western New England College School of Law.

CSE 101: The Fundamentals, Workshop A, Monday, 1:30 -3:00

Kerry Newcombe

Kerry Newcombe is a Senior Functional Analyst with Northrop Grumman Information Technology. Currently, she is the Program Lead on the Federal Office of Child Support Enforcement (OCSE) Continuous Service Improvement (CSI) Locate Sources Initiative. The objectives of the CSI Locate Sources Initiative include exploring the possibility of adding new Federal and private sources to the

Federal Parent Locator Service (FPLS), providing new data elements to the existing Federal sources, filtering redundant data, and proactively matching Social Security Administration (SSA) data. Prior to working on the CSI Initiative, Kerry was a State Technical Support Liaison for the FPLS. Before joining the FPLS project, Kerry worked with the Division of Child Support Enforcement in Virginia as an interstate caseworker before moving into various management positions. Kerry also worked as a business analyst for NGIT on the Michigan Child Support Enforcement State system development effort. Kerry has 18 years of child support program and system experience.

Location, Location, Location, Workshop C, Wednesday, 10:30 – 12:00

Terri Nickel

Terri Nickel is a senior associate member of CSF (Center for the Support of Families), a human services consulting firm based in Silver Spring, Maryland. She serves as the director of implementation and training on a federal demonstration grant in Virginia on arrears prevention, and a training consultant to the New York City Office of Child Support Enforcement and the City university of New York. Ms. Nickel managed the fast-track comprehensive training for the customer service call center in Virginia and served on the Federal Office of Child Support Enforcement's Employer Services Team, where she was responsible for developing and delivering outreach and training to the national business community. Over the past seventeen years she has worked on a number of training, technical assistance and research projects for federal and state child support programs. She is a contributing author to numerous publications and website resources on child support, paternity establishment, and programs for young families, including The Employer's Desk Guide to Child Support. Terri works from the Norfolk, Virginia office of CSF, where she lives with her husband, three kids and one very large Lab.

Arrears Avoidance, Workshop D, Tuesday, 1:30 – 3:00

Ann Marie Oldani

Ann Marie Oldani has been employed in the child support program for 15 years. She presently serves as the Director of the Centre County Domestic Relations Section for the Centre County Court of Common Pleas in her ninth year. She supervises a staff of 17 and oversees all facets of the operation from budget to performance. Prior to child support, Ms. Oldani served as the Assistant Chief of McKean County Adult Probation and Parole where she developed and taught an experientially learning-based class for multiple DUI offenders in addition to management duties of the department.

Ms. Oldani has been a member of the Board of Directors of the Domestic Relations Association of Pennsylvania (DRAP) since October 2000, serving as chair of the Title IV-D Advisory Committee for the past six years. Ms. Oldani served as the chair of the DRAP state-wide conference committee in 2001 and currently has that responsibility for the 2008 conference also.

Ms. Oldani has presented at the state-wide DRAP conference, regional interstate conferences and lectures regularly in Crime, Law and Justice classes at the Pennsylvania State University. In addition, Ann Marie has been active in community service, serving on the Board of Directors of the AIDS Project of Centre County and various positions with the State College Area YMCA and the State College Area Jaycees.

She graduated with Honors and Distinction from the Pennsylvania State University in 1991. We are.....Penn State!

Arrears Avoidance, Workshop D, Tuesday 1:30 – 3:00

Managing for Performance, Workshop B, Wednesday, 10:30 – 12:00

Delores O'Neill

Delores O'Neill has been an attorney with the Child Support Enforcement Division of the Massachusetts Department of Revenue since 1998 and currently is Director of Special Litigation. One of her main responsibilities is overseeing the development of policy and procedures relating to enforcement, including web-based insurance and public pension intercepts. She also is responsible for DOR's arrears management program. Prior to joining DOR, Dolores had her own law practice. She received a B.A. in Mathematics from Regis College in 1981 and her J.D. from the Indiana University School of Law in 1989.

Arrears Avoidance, Workshop D, Tuesday, 1:30 – 3:00

Professional Ethics and Legal Practices in the IV-D World, Workshop B, Monday 1:30 – 3:00

Kelly Peiper

Kelly Peiper is a Senior Consultant for PSI, a child support operations and consulting firm based in Denver, Colorado. She is a 1994 graduate of the University of Tennessee College of Law. Ms. Peiper began her career as the child support enforcement attorney in PSI's privatized office in Tennessee's 27th Judicial District. Since 1996, she has worked on the PSI operations support, consulting and systems development staff.

Ms. Peiper has presented on the issues of UIFSA and legal ethics at numerous state, regional and national conferences, including three NCSEA tele-talks. She has also been instrumental in developing statewide computer systems for the States of Iowa and Michigan. Ms. Peiper has delivered UIFSA training to state staff in the States of New Jersey, Nebraska, Wyoming, West Virginia, Michigan, Colorado, North Carolina and Tennessee. Expanding her focus into the Medicaid program, Ms. Peiper has worked as Implementation Manager for the new Iowa Medicaid Enterprise.

Complex UIFSA Hot Topics, Workshop A, Wednesday, 10:30 – 12:00

Susan F. Paikin

Susan is a Senior Associate with the Center for the Support of Families and works with the federal OCSE, on policy issues surrounding interstate, international and medical support issues related to the expanded Federal Parent Locator Service. She was also a lead investigator for a research project from HHS/ASPE on Emerging Issues in Paternity Disestablishment and a member of the Center's team engaged in a program evaluation of Louisiana's IV-D program. She has served as faculty for the National Council of Juvenile and Family Court Judges and is a consultant to NCJFCJ's State Improvement Project Grant. Ms. Paikin was an official observer to the NCCUSL Drafting committees for UIFSA (all versions) and the UPA (2002). She has written and lectured extensively on a wide range of child support, paternity and custody issues. Previously, Ms. Paikin served as a Master for more than 15 years in the Family Court of Delaware. Ms. Paikin was President of the Eastern Regional Interstate Child Support Association (ERICSA) and Secretary of the National Child Support Enforcement Association (NCSEA). She has served on the Board of Editors for Delaware Lawyer for 15 years. She earned a B.A. in Journalism from the University of Michigan (1970), a M.Ed. in College Counseling Psychology (1971) and a J.D. from Delaware Law School of Widener University (1978, cum laude). She is a member of the Bar of the Supreme Court of the State of Delaware and the Commonwealth of Pennsylvania.

Paternity Disestablishment, Workshop C, Monday, 3:30 – 5:00

Caselaw Update, Workshop B, Wednesday, 1:30 – 3:00

Laurie Pettry

Laurie Pettry is employed by the Gaston County Department of Health and Human Services as a child support enforcement agent. She has worked in child support for 9 years and specializes in responding interstate child support. Laurie's most recent accomplishment was receiving the "Volunteer of the Year" award for her participation in numerous projects within Gaston County Child Support Enforcement. She has served on the Gaston County Head Start Advisory Board for the past 3 years. She is the committee chairperson for the Legalization Partnership Committee in Head Start. Prior to working in child support Laurie worked as a juvenile counselor for 5 years where she impacted the lives of incarcerated juveniles through counseling and intervention. During her tenure at the Gaston County Juvenile Detention Center she was also responsible for establishing and coordinating the volunteer program. She has her Associate in Arts Degree in Criminal Justice. Laurie was also awarded the coveted E.R.I.C.S.A. Rising Star Scholarship in 2007.

Problem Solving Court, Workshop C, Wednesday, 3:30 – 5:00

Frances Powell

Francis Powell is a Senior Business Analyst for Protech Solutions, a global information technology company founded in 1995. Ms. Powell's primary duties include coordinating the IT activities for the Arkansas Child Support State Disbursement Unit. Francis has been involved in Child Support for sixteen years including over 7 years experience in casework, and 9 years in project management and system design. She has a strong history in creating web solutions for Arkansas, Maine and Michigan Child Support.

Using Technology to Improve Customer Service, Workshop D, Monday, 3:30 – 5:00

Dennis Putze

Dennis Putze is currently employed as a Statistician in the Federal Office of Child Support Enforcement (OCSE). He has been with OCSE since December 2002. He is currently working in the Office of Automation and Program Operations and is involved in research and evaluation for the Federal Parent Locator Service. Prior to coming to OCSE, he was the Director of the Division of Statistical Analysis for the Pennsylvania Department of Public Welfare. Dennis started his career as a welfare caseworker with the Allegheny County Assistance Office in Pittsburgh, Pennsylvania. He has a Master of Arts degree in Government Administration from the University of Pennsylvania, and a Bachelor of Science degree in Mathematics from the University of Pittsburgh.

Hard to Enforce Cases, Tuesday, Workshop B, 10:30 – 12:00

Patrick Quinn

Mr. Quinn is presently the Administrator of the Family Division, Adult Section of the Court of Common Pleas of Allegheny County where he has served since March 2003.

Previously he served in the Allegheny County Solicitor's Office as Manager of the Department of Human Services Legal Unit and Child Support Legal Services Unit (1992 – 2003). From 1989 – 1992, Mr. Quinn was the Deputy Administrator of the Allegheny County Family Division. He had been with the Child Support Unit of the Allegheny County Solicitor's Office from 1984 through 1989.

He received his B.A. in 1977 and his J.D. in 1984, both from Duquesne University in Pittsburgh, Pennsylvania.

Mr. Quinn has been a speaker at a variety of regional and national workshops regarding various aspects of child support enforcement including union employees, interstate and inter-county issues, parent locate, worker's compensation and the child support lien network. He has testified before the Congressionally-mandated Commission on Interstate Child Support and the Drafting Committee of the National Conference of Commissioners on Uniform State Laws pertaining to the proposed revisions to U.R.E.S.A. He has also served on the Federal Committee which standardized mandated interstate forms.

Mr. Quinn currently serves as a Board Member and Past-President of the Domestic Relations Association of Pennsylvania. Mr. Quinn was instrumental in the development and passage of the Pennsylvania Intrastate Family Support Act. As Chairman of DRAP's Supreme Court Rules Comment Committee, Mr. Quinn has been invited by the Rules Committee and in the past has actively participated in the development and review of the Statewide Child Support Guidelines.

Interstate Issues and Answers: Meet the Experts from the Northern States, Workshop E, Monday 1:30 – 3:00

Child Support Arrears Issues, Workshop D, Tuesday, 3:30 – 5:00

Geraldine Redic

Ms. 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. While a practicing attorney, Ms. Redic worked exclusively in the area of family law from 1994 until 1998, prior to becoming the law clerk to the Honorable Eugene F. Scanlon, Jr.

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 serves as a Board Member of the Domestic Relations Association of Pennsylvania, and is Chair of the Medical Issues Committee. Ms. Redic is currently co-president of the Women's Bar Association of Western Pennsylvania, in which she has been an active member since 1994. She is also active in the Allegheny County Bar Association, both in the Family Law Section and on the Unauthorized Practice of Law Committee.

Managing for Performance, Workshop B, Wednesday, 10:30 – 12:00

Medical Support Establishment, Workshop D, Wednesday, 1:30 – 3:00

William L. Reynolds

Professor Reynolds is the Jacob A. France Professor of Judicial Process at the University of Maryland School of Law, where he has taught since 1971. He is a graduate of Harvard Law School and Dartmouth College. At Maryland, Professor Reynolds has taught many courses, including Antitrust, Civil Procedure, Contracts, Constitutional Law, Conflict of Laws, Legal Process, and European Union Law. He has written extensively in the areas of judicial administration, judicial decision-making, and conflict of laws, and he is a frequent speaker on child support enforcement. Professor Reynolds has long been active in law reform and bar association activities, and he has been a board member of the Maryland Judicial Institute since 1985. He is a former Chair of the MSBA Section on Judicial Administration. Professor Reynolds is a member of the American Law Institute and the American and Maryland Bar Foundations. He is of Counsel to the law firm of Piper Rudnick LLP.

Caslaw Update: UIFSA & International, Workshop B, Wednesday, 1:30 – 3:00

Amy Roehrenbeck

Amy Roehrenbeck is the Senior Policy Analyst for the Ohio Child Support Directors' Association (OCDA). Prior to joining OCDA in November, 2007, Amy was the Attorney/Assistant Prosecutor for the Morrow County Child Support Enforcement Agency for 7 years. Amy handled all court matters for the Agency, ranging from paternity establishment to civil support enforcement to felony prosecution. Amy also handled the Family and Children Services caseload at various times in her years with the county, prosecuting abuse, neglect and dependency cases.

Currently, Amy participates on the Administrative Rules Work Group, Legislative Committee, Public Education Committee and Department of Rehabilitation and Corrections/Office of Child Support Collaborative Group.

Amy is a graduate of Indiana University with a Bachelors of Arts degree in a double major of History and Slavic Languages & Literature. Amy is also a graduate of Capital University Law School.

Medical Support Establishment, Workshop D, Wednesday, 1:30 – 3:00

Shannon R. Romain

Shannon R. Romain founded The Law Office of Shannon R. Romain, in 2007. She is a general practitioner who focuses in criminal defense, family law, domestic relations and government relations. Ms. Romain has a background in legislative policy research. She served as a Legislative Research Analyst for the Tennessee House of Representatives from 2000 to 2005, assisting the Children and Family Affairs Committee and its requisite Domestic Relations and Family Justice subcommittees. Prior to going into private practice, she served as the Deputy Legislative Liaison to the Tennessee Department of Health. She is a member of the Lawyers' Association for Women, Marion Griffin Chapter (LAW), Nashville, TN., and the Urban League Young Professionals of Middle Tennessee. Miss Romain is a proud veteran of Operation Desert Shield/Desert Storm, United States Air Force, Honorably Discharged.

Problem Solving Court, Workshop C, Wednesday, 3:30 – 5:00

Scott Rosenberg

Scott is a 1990 graduate of the Nashville School of Law. He began his legal career with the District Attorney General's office in Davidson County in the Child Support Division. In 1993, he was hired by the law firm of Joyce, Meredith, Flitcroft and Normand to handle child support cases. In his role as a child support prosecutor Scott had primary responsibility for URESA and Bankruptcy cases. Scott began private practice in 1997. His practice focused mainly on Domestic Relation cases. In 1998 Scott was appointed as the first Special Prosecutor for Domestic Relations cases by General Victor S. "Torry" Johnson. In 1998, Scott was also appointed as a Referee by Judge Betty Adams Green, Judge of the Juvenile Court of Davidson County. Today Scott is still with the Juvenile Court of Davidson County and hears primarily parentage cases.

Access and Visitation and Child Support, Workshop D, Wednesday, 10:30 – 12:00

Problem Solving Court, Workshop C, Wednesday, 3:30 – 5:00

Dorris J. Sample

Dorris Sample has been employed with the State of Tennessee for 25 years. She has worked in various capacities including Families First, Food Stamps, Medicaid/TennCare and Nursing Homes. Currently, she is a Program Specialist with the Child Support Program, assigned to the Tennessee Voluntary Acknowledgment of Paternity Program. Dorris has a Bachelor of Arts degree in Social Work, a Master of

Education and is now pursuing Doctorate studies at the University of Memphis, focusing on Leadership and Policies Studies. In her spare time, she loves to read.

Paternity Performance, Workshop D, Monday, 1:30 – 3:00

Lee Sapienza

Lee Sapienza is the Chief of the Bureau of Policy, Planning, and Data Analysis for the New York State Division of Child Support Enforcement. He has over 30 years of experience in the New York State child support enforcement program at the state and local level.

Lee is a frequent presenter/moderator regarding child support program and policy at state and national conferences that have included: medical support, administrative enforcement, paternity establishment, child support guidelines, program management/performance, interstate case processing, cost-of-living adjustment and community collaboration.

Lee is an Honorary Member of the Board of Directors of the Eastern Regional Interstate Child Support Association and serves on a number of policy-related committees of the National Child Support Enforcement Association.

Social Security Administration and Child Support, Workshop B, Tuesday, 3:30 – 5:00

Barbara Saunders

Barbara Saunders currently works for Health Management Systems as the Director for marketing and business development for IV-D services to government agencies. Ms. Saunders also acts as the contract manager for the Arkansas Medical Support Services Consortium members including marketing, sales, contract implementation and start up.

Ms. Saunders has 20 years experience as a child support professional working at the state, county, federal level and in the private sector. Ms. Saunders is a former for IVD Director and is a NCSEA board member.

Medical Support Enforcement, Workshop D, Wednesday, 3:30 – 5:00

Fredrica Schmidt

Fredrica Schmidt is a Revenue Administrator II with the Florida Department of Revenue. Ms. Schmidt has been the supervisor of Florida's Central Registry since September 2007. She started her child support career in 1995 in Washington State where she worked as a Support Enforcement Officer in the Olympia field office and later, in the Central Registry. She has also worked in the Wake County, NC child support establishment unit as a Senior Case Manager. In 2003, Ms. Schmidt began working for Florida's child support program in the Fort Lauderdale office. Prior to starting with the Central Registry, Ms. Schmidt was a supervisor in the Statewide Processing Center responsible for establishing Administrative Support orders. Ms. Schmidt is a graduate of St. Martin's University in Olympia WA.

Interstate Issues and Answers: Meet the Experts from the Southern States, Workshop E, Monday, 3:30 -5:00

Amy Keys Shaw

Amy Keys Shaw is the Legal Specialist for the New Jersey Office of Child Support Services, a position she has held since June, 2002. In that capacity, she oversees the Policy and Parent Locate units of the

OCSS. She has fourteen years of child support experience, beginning in West Virginia, where she served as Policy Counsel. She has also worked with the OCSE Policy Unit for several years, where she concentrated on PRWORA implementation, specifically on the State Disbursement Units and the Financial Institution Data Match program. As a policy specialist with Tier, she had responsibility for OCSE projects including the safeguarding workgroup and the Essentials for Attorneys handbook (2nd edition). Immediately prior to beginning her work in New Jersey, she developed the draft of NCSEA's child support worker certification program. She has been a presenter for OCSE, NCSEA, ERICSA, and other continuing legal education programs. She is a member of the ERICSA Board of Directors and of NCSEA. She holds an A.B. from Franklin and Marshall College and a J.D. from the Marshall-Wythe School of Law at the College of William and Mary.

Child Support and the Military, Tuesday, Workshop B, 1:30 – 3:00

Child Support and Child Welfare, Tuesday, Workshop C, 3:30 – 5:00

Patsy Simmons

Patsy Simmons has been with the Tennessee Department of Human Services for 36 short years and has served as the Program Coordinator in the 30th Judicial District for the past nine years. In addition to her role as Shelby County's Coordinator, Ms. Simmons also manages the coordination of the TN Voluntary Acknowledgment of Paternity Program, the TN VAoP Specialist assigned to the Med in Memphis, and the Security Administrator for West Tennessee. During her tenure with the Department, Ms. Simmons has worked as a caseworker, Field Supervisor and Program Supervisor in all Family Assistance Programs. Although not a native Tennessean, Ms. Simmons grew up in Shelby County, graduated from Memphis State University, and has worked in Shelby County all these years!

Paternity Performance, Workshop D, Monday, 1:30 – 3:00

Diane Sinkus

Diane Sinkus is an instructor with the Pennsylvania Child Support Enforcement Training Institute (PAC-SETI). Prior to her present position, she worked with the Pennsylvania Child Support Enforcement System (PACSES) for one and a half years. Additionally, Ms. Sinkus worked in the Centre County Domestic Relations Section for 10 years. She has presented at several regional and national conferences on topics such as CSENet, international issues, manual locate, UIFSA and intrastate procedures. Ms. Sinkus has a Bachelor of Arts Degree in Psychology from Lock Haven University.

UIFSA 201, Workshop A, Tuesday, 1:30 – 3:00

Managing for Performance, Workshop B, Wednesday, 10:30 – 12:00

Games for Gain: Making Learning Fun, Workshop B, Wednesday, 3:30 – 5:00

Carla Smith

Ms Smith has been employed in the child support program for 18 years. She presently serves as the Director of Crawford County, Pennsylvania Domestic Relations Section for the IVD Crawford County Court of Common Pleas. She supervises a staff of 23 and oversees all facets of the program from budget to performance compliance. Ms. Smith began her employment in Clarion County, Pennsylvania as a Caseworker/Enforcement Officer and became Assistant Director in 1994. She was promoted to Director in 2001.

Ms Smith was directly involved with the design and implementation of the state wide computer system, Pennsylvania Child Support Enforcement System (PACSES). Ms. Smith is a member of the Board of

Directors of the Domestic Relations Association of Pennsylvania (DRAP) and serves on various committees including co-chairing the Medical Support Committee and IVA-IVD Committee. Ms. Smith received her associate degree in business from Robert Morris University, Pittsburgh.

Managing for Performance, Workshop B, Wednesday, 10:30 – 12:00

Medical Support Establishment, Workshop D, Wednesday, 1:30 – 3:00

Patti Spear

Patti Spear has 34 years experience in the human services arena in both the private and public sectors with 30 years in child support enforcement. During her 30 years in child support, she has worked in all aspects of the program including front line case worker, training development and delivery, policy development and systems design and implementation. She is employed by Deloitte Consulting as an Associate 7 Manager. She provides consulting services on system development projects to state and local government CSE agencies. She is currently working on a Deloitte Consulting project developing a new automated system for the State of Florida's child support program.

CSE 101: The Fundamentals, Workshop A, Monday, 1:30 – 3:00

William K. Stuart

Mr. Stuart has been working in child support for over 37 years. From 1971 through 1981 he was the Child Support Coordinator in Schenectady County, New York. As the Coordinator he attended all Family Court hearings, related to child support matters and filed petitions to establish support and paternity obligations. From 1981 to 1998 he was the Director of Systems Operations for the New York State Office of Child Support Enforcement. As the Director he was responsible for the design, development and implementation of New York's statewide child support system as well as the efforts to have the system successfully certified in 1987 and 1997. He is currently working with the Federal Office of Child Support Enforcement on the nationwide development and implementation of the electronic income withholding order (e-IWO) project, automating the National Medical Support Notice and the "QUICK" project as well as other inter-state initiatives. Mr. Stuart holds bachelor's degree from the University of Miami and a Masters degree in Public Administration from the State University of New York at Albany.

Federal Assistance, Workshop C, Wednesday, 1:30 – 3:00

Jerry L. Sweet

Jerry L. Sweet, a tribal member of the Chickasaw Nation is the director of the Office of Child Support Enforcement for Cherokee Nation in Tahlequah, Oklahoma. He began his child support enforcement career in Tucson, Arizona; and has over 20 years experience in child support enforcement ranging from working cases as a case specialist, child support court room experience, investigation/locate and enforcement. His drive for the care of all Indian children, allowed the Cherokee Nation to officially open up its child support services on July 09, 2007, under his direction.

Mr. Sweet is credited with establishing the first tribal child support enforcement program bringing tribal child support to Indian Country. His expertise allowed him to be able to negotiate an agreement with the State of Oklahoma and the Chickasaw Nation to bring child support services for Indian children.

For the protection of Indian sovereignty, Mr. Sweet was instrumental, past and present, in working with various tribal, state and federal workgroups in developing succinct regulations and guidelines to allow for the operation of tribal child support programs within American Indians/Alaska Native entities. He has collaborated and consulted with other tribes to assist in the establishment of a child support enforcement unit within these other respective tribes.

He has formerly served as President of The National Tribal Child Support Association; past member for the Eastern Regional Child Support Association; National Child Support Enforcement Association, and the Western Interstate Child Support Association.

Hard to Enforce Cases, Tuesday, Workshop B, 10:30 – 12:00

Rhonda Tamulonis

Rhonda I. Tamulonis helps organizations incite performance and ignite learning. She co-founded Auctor Corporation, which has developed and supported automated child support enforcement systems for more than eighteen years. Rhonda's specialty is "the people side of technology", consulting with organizations on needs analysis, workflow procedures, systems design, and performance improvement. She has extensive experience in creating custom training programs, including development of curriculum, methodology, and materials. Rhonda is a graduate of Butler University and holds an MBA from Indiana University.

Games for Gain: Making Learning Fun, Wednesday, Workshop B, 3:30 – 5:00

Kevin Teffeteller

Kevin is a graduate of East Tennessee State University and Widener University School of Law. After spending four years in private practice, Kevin joined the 10th Judicial District as an IV-D attorney in 1999. He is presently the Lead Attorney for the 6th Judicial District (Knox County), a position he has held since March 2002 as Legal Director for Young Williams P.C., Knox County Child Support Enforcement. Kevin has lead child support training sessions for the Knoxville Bar Association, Tennessee Bar Association, Tennessee District Attorney General's Conference and the PSI Southeastern Attorneys Symposium.

Caseworker Ethics, Workshop A, Monday, 3:30 – 5:00

Dr. Jerry V. Teplitz

Dr. Jerry V. Teplitz' background is as unique as the techniques and approaches he teaches. He is a graduate of Hunter College and Northwestern University School of Law. He practiced as an attorney for the Illinois Environmental Protection Agency.

At that point, Jerry's career took a dramatic change of direction. Jerry studied and received a Masters and Doctorate Degree in Wholistic Health Sciences. Additionally, he was on the faculty of the U.S. Chamber of Commerce Institute for Organization Management for eight years.

Dr. Teplitz has been a field manager for Inscape Publishing Company since 1979 and President of his own speaking and consulting firm since 1974. Jerry conducts seminars in the areas of stress management, leadership and sales development.

The list of clients Dr. Teplitz has spoken and consulted for includes such organizations as the Illinois Education Association, Calgary City Teachers Convention and New York Teachers Association. In addition he has spoken to Century 21, Holiday Inns, International Management Council, Sales and Marketing Executives, EDS, American Bankers Association, American Society of Association Executives, plus over four hundred colleges and universities across the United States and Canada.

Jerry is the author of the book *Managing Your Stress: How To Relax and Enjoy*, and his two latest books are *Switched-On Living* and *Brain Gym for Business*.

Articles on Jerry have appeared in such publications as Successful Meetings, Prevention, and Travel & Leisure Golf Magazine. He has also been listed in several editions of Who's Who in America.

As a professional speaker, he has spoken to over one million people. Dr. Teplitz has also been honored by his peers in the National Speakers Association by receiving the title of "Certified Speaking Professional" and has been selected as "Top Rated Speaker" by the International Platform Association.

Motivational Inspiration, Plenary, Tuesday, 8:30 – 10:00

Erica Thornton

Erica Thornton is a Policy Specialist with the Georgia Department of Human Resources (DHR) Office of Child Support Services (OCSS). She began her career with OCSS in March of 2000 as an enforcement agent and was appointed to the role of Lead Agent the following year. Ms. Thornton was promoted to the role of Personal Advocate in the Director's Communication Group in November of 2004 where she served as a liaison to other state Child Support agencies, the Federal Department of Health and Human Services, and other external agencies. She was also tasked with reviewing and responding to Child Support inquiries and concerns for or on behalf of the Governor of Georgia, the DHR Commissioner, and the Child Support Director and Deputy Director. In her current role as a Policy Specialist, Ms. Thornton manages one of six Access and Visitation Grants, assists with reviewing federal policy directives and proposed statutes, assists with coordinating policy changes needed to comply with federal regulations, and she monitors new legislation to review its impact on the Georgia Child Support Program.

Interstate Issues and Answers: Meet the Experts from the Southern States, Monday, Workshop E, 3:30 – 5:00

Elaine Tuttle

Elaine Tuttle is an instructor with the Pennsylvania Child Support Enforcement Training Institute (PAC-SETI). Prior to her present position, she worked with York County Domestic Relations Section in Pennsylvania for 20 years. Ms. Tuttle has a Bachelor of Arts Degree in Psychology and Speech and Hearing Science from Thiel College and a Master of Science Degree in Human Organization Science from Villanova University.

Games for Gain: Making Learning Fun, Workshop B, Wednesday, 3:30 – 5:00

Andina van Isschot

Andina van Isschot is Legal Counsel with the Support Enforcement Policy and implementation Unit at the Department of Justice Canada. Ms. van Isschot is a graduate of McGill University with degrees in Common and Civil Law. She has also completed graduate studies and field work in the area of gender and international development.

Ms. van Isschot is co-chair of a federal, provincial and territorial sub-committee dealing with the reciprocal enforcement of support orders in Canada and internationally. In 2007, she participated in *The Hague Diplomatic Session on the International Recovery of Child Support and Other Forms of Family Maintenance* as a member of the Delegation of Canada.

International Child Support and the Hague Convention, Tuesday, Workshop C, 1:30 – 3:00

International Case Processing, Wednesday, Workshop A, 1:30 – 3:00

Rob Velcoff

Rob Velcoff has worked for the New York State Division of Child Support Enforcement for over 18 years, the last 12 being in the Interstate Central Registry. He became the Manager of Interstate Operations at the beginning of 1999. In addition to being in charge of one of the busiest central registries in the country, Mr. Velcoff also 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, including chairing the Eastern Regional Interstate Child Support Association (ERICSA) Interstate Improvement Committee. He is also New York's international child support liaison. Mr. Velcoff has presented at over 150 workshops at dozens of state, regional, federal, national, and even international child support conferences on a wide range of topics. He oversees two local NYS counties and supervises staff from the county operations unit, and he runs one of three Program Operations teams. He also supervises most of the clerical support staff in the office. 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.

Interstate Issues and Answers: Meet the Experts from the Northern States, Workshop E, Monday, 1:30 – 3:00

Advanced UIFSA Scenarios,, Workshop A, Tuesday, 3:30 – 5:00

Carla West

Carla West serves as the Program Manager for the Young Williams, P.C. operated office in New Hanover County North Carolina and has over 12 years of experience in child support. Carla has worked in virtually all levels of child support operations from line staff to supervision to training and quality control. She is currently the chair of the New Hanover County Partnership for Fatherhood; the 2nd Vice President of the North Carolina Child Support Council and a former executive board member of the Nebraska Child Support Enforcement Association. Carla serves on a variety of committees in North Carolina, NCSEA and ERICSA, and is a frequent presenter at regional and national conferences. Carla authored an article, Electronic Monitoring as an Enforcement Tool, which was published in the Winter 2007 NCSEA Child Support Quarterly. Carla has a B.A. in Business Management from Bellevue University.

Caseworker Ethics, Workshop A, Monday, 3:30 – 5:00

Mike Williams

Mike Williams has been working in child support since 1993 in various counties in Wyoming both as a caseworker and as an attorney. Mike is now the Director and attorney for the Fourth Judicial District Child Support Authority in Sheridan, Wyoming. He has done interstate training for several other offices within Wyoming and participated as a speaker at a number of national conferences, including WICSEC, ERICSA and NCSEA conferences.

Mike has also spoken at the Nebraska Child Support Enforcement Association annual conference and the South Dakota Training conference. Mike is a Past President of WICSEC and has been an officer and on the WICSEC board for the five years. He is a 1990 graduate from the University of Wyoming College of Law.

Complex UIFSA Hot Topics, Workshop A, Wednesday, 10:30 – 12:00

Lieutenant Colonel Thomas R. Williams II

Lieutenant Colonel Williams is the Deputy Director, Office of Legal Policy, Office of the Under Secretary of Defense for Program Integration. The Office of Legal Policy develops policy for the Under Secretary of Defense (Personnel and Readiness) in military corrections, legal assistance, victim and witness assistance, desertion and unauthorized absence, DNA collection from convicted offenders, political activities by active duty personnel, boards for the correction of military records, discharge review boards, military whistle blower appeals, child support enforcement and paternity, indebtedness of military personnel, protest and dissent by military members, service on local juries by member of the Armed Forces, and attempts to organize military members in negotiation or collective bargaining. The Office of Legal Policy is the DoD's subject matter expert on the Servicemembers' Civil Relief Act and the Lautenberg Amendment to the Gun Control Act. The office supports other Personnel and Readiness policy areas, especially domestic violence, law enforcement, and on-installation commercial solicitation.

Lt Col Williams entered the Air Force by direct appointment on 23 January 1990. He has served as a Staff Judge Advocate for the 9th Reconnaissance Wing, Beale Air Force Base, Deputy Division Chief and Chief of the Compliance and International Law Branch for the Air Force Environmental Law and Litigation Division, Deputy Staff Judge Advocate, Program Attorney, and an assistant staff judge advocate. He attended the Master of Laws program at the University of Utah receiving an LL.M in Environmental and Resource Law in 2002.

Lt Col Williams is admitted to practice before the bars of the Supreme Court of Oklahoma, and the United States Court of Appeals for the Armed Forces. He is married to the former Laura Melody and has one stepson, Dan.

Child Support and the Military, Workshop B, Tuesday, 1:30 – 3:00

Rodney L. Winn

Rodney L. Winn is the Assistant General Counsel of the Garnishment Operations at the Defense Finance and Accounting Service - Cleveland Center (DFAS-CL). He serves as the principal advisor to the Director, DFAS, in matters relating to all areas of Department of Defense (DoD) garnishment operations. His operation is responsible for the monthly review of over 22,000 child support, alimony and commercial garnishments, against DoD civilians and military members, and applications under the Former Spouses' Protection Act.

His education includes a Bachelor of Arts degree in Political Science from Brigham Young University in 1970 and his Doctor of Jurisprudence from the San Diego School of Law in 1973. Mr. Winn was an active duty Judge Advocate for 5 years and was judge advocate in the Air Force Reserves for over 23 years and retired this year as a Lieutenant Colonel.

Child Support and the Military, Workshop B, Tuesday, 1:30 – 3:00

Ella Lawson Wood

Ella Wood is Chief of the Federal Parent Locator Service Branch (FPLS) in the Federal Office of Child Support Enforcement's (OCSE) Division of Federal Systems (DFS). She has served over 33 years as a public servant in the Federal Government. For the last twenty-nine years she has worked with federal programs that provide benefits and services to children and families, 19 years in the TANF program (formally AFDC), and the last 10 years with OCSE. Ms. Wood is responsible for various initiatives within the DFS such as the National Directory of New Hires (NDNH) operations, FPLS operations, the online Interstate Roster and Referral Guide (IRG), Data Quality for all DFS system applications, the FPLS web site, the FPLS Hotline, and her most recent initiative, Federal Manager for Continuous Service

Improvement (CSI) for Employment data. Ms. Lawson has received numerous departmental and agency awards and attended Strayer University in Washington, D.C.

Federal Interstate Initiatives, Workshop A, Wednesday, 3:30 – 5:00

Essey Workie

Essey Workie is a Policy Program Specialist with the Federal Office of Child Support Enforcement, Division of Policy. Her areas of responsibility include the International Child Support Enforcement, Tribal Child Support Enforcement, and Distribution of child support collections. Prior to joining OCSE, Essey provided seven years of direct-service delivery to families in crisis. Through her experience in assisting families she accessed and navigated through various social service systems including child support services, child welfare programs, as well as domestic violence and child protection resources. Essey has a BS degree in Psychology and Family Issues from James Madison University and a MSW in Social Work from Temple University.

International Case Processing, Wednesday, Workshop A, 1:30 – 3:00