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2013 BIOGRAPHIES



Speaker & Moderator Biographies

Barbara Addison

Barb Addison is a Lead Policy Specialist with the U.S. Federal Office of Child Support Enforcement (OCSE), Division of Policy. She is part of the U.S. Central Authority team that handles the 2007 Family Maintenance Convention implementation, bilateral agreements, international policy, and customer inquiries. Prior to being reassigned to the Division of Policy, Barb was a Supervisory Auditor for the Office of Audit within OCSE for over 30 years. She was a Regional Audit Manager responsible for planning, coordinating, and directing all audit activities for one of the audit regions (approximately 18 states). She also served as the Chief, Audit Support, providing technical assistance and audit support services to the audit staff in resolving audit related and child support issues. Prior to OCSE, Barb was a management auditor with the General Accounting Office for 5 years. Barb received her MBA in Information Systems Management from George Washington University and her BS degree in Economics from West Virginia University.

International Child Support: *Where are We Now?*, Workshop A, Wednesday, 1:30 – 3:00 PM

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. Mr. Bailey was a DHR child support contract attorney for Calhoun and Cleburne Counties from 1977 to 2003; in 2004 he was appointed Child Support Referee for Calhoun County hearing cases through 2012. He has been a presenter for numerous conferences of the National Child Support Enforcement Association (NCSEA), Eastern Regional Interstate Child Support Association (ERICSA) and the Alabama Child Support Association. A past president of the Calhoun-Cleburne County Bar Association, past president of ERICSA (1986) and past chair of the URESA Interstate Forms Committee (Federal Office of Child Support Enforcement), he also chaired the Advisory Committee which drafted the Alabama Uniform Interstate Family Support Act as well as the Uniform Child Custody Jurisdiction and Enforcement Act. Mr. Bailey also served as member of the committee that redrafted Alabama's Uniform Parentage Act.

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

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

Plenary, Child Support Game, Thursday, 10:30 - Noon

Jeff Ball

Jeff Ball is the Project Manager for the El Paso and Teller County Child Support Services Colorado offices for Young Williams, PC. He has worked in the child support field for 26 years and as an attorney for 31 years. Previously, Jeff consulted for the states of Florida, Minnesota, Indiana, Kentucky, Ohio, North Dakota, Nevada, and Louisiana on a variety of topics, from performance improvement to early intervention techniques. He also oversaw the operations of the Michigan medical support unit and an Ohio establishment backlog administrative process unit. Earlier, Jeff was senior advisor to the OCSE Commissioner, Technical Assistance Branch Chief, and Welfare Reform Liaison. He was general counsel and deputy director to the U.S. Commission on Interstate Child Support and helped write the report to Congress: *A Blueprint for Reform*.

He was an official observer to the 1992 and 1996 UIFSA drafting committees, actively participating in the original UIFSA drafting decisions. Jeff also worked for the American Bar Association Child Support Project in Washington, DC, and for Legal Aid in Maryland and South Dakota. He has a B.A. in history from Miami University, and a J.D. from the University of Virginia School of Law. He is a past president of ERICSA and its 2010 winner of the Felix Infausto Award, and a current member of the ERICSA Policy Committee and the NCSEA Legislative Education and Communications Committees.

Modifications Pursuant to UIFSA: Handling the Twists and Turns of Modifying Support Orders in Intergovernmental Cases. Workshop D, Tuesday, 3:30 – 5:00 PM

Chelare Baykal-Allen

Chelare Baykal-Allen has been a Manager with the New Jersey Department of Human Services, Division of Family Development, Office of Child Support Services (OCSS) as a member of the NJKiDS (New Jersey Kids Deserve Support) team since its inception in 2006. Her current management responsibilities include the oversight of the NJKiDS Systems Support Unit (NSSU) which is comprised of Employer Services, State Parent Locate, and day-to-day systems support including oversight of all automated system related interface/batch processing and the processing of table maintenance, user access, member/employer merge, and caseload assignment requests.

Hello, Is Anybody Out There? Best Practices for Employers and States, Workshop A, Tuesday, 1:30 – 3:00 PM

Margot Bean

Margot Bean has been a Specialist Leader in Deloitte Consulting's Public Sector Practice since July 2009, focusing on helping state, tribal and local government child support enforcement programs improve their performance by providing effective and efficient data driven customer-focused services. In this role, she has helped child support programs examine and improve business processes, analyze their caseload through the use of data including predictive analytics, and create strategies, such as early intervention, that are based on case characteristics. Margot has a holistic view of child support challenges and opportunities, having served as the Commissioner of the federal Office of Child Support Enforcement from 2005 to 2009, the IV-D Director of the NYS Child Support program from 2001 – 2005, and the IV-D Director of the Guam Office of Child Support Enforcement within the Guam Attorney General's Office. In these roles she promoted process analysis initiatives that led to performance improvements. She began her career in the Guam Attorney General's Office in 1980 as a child support attorney and served as an Assistant Attorney General in several divisions, including the Prosecution, Civil Litigation and Family Divisions. Ms. Bean is a non-practicing attorney licensed in New York and Guam. She is the Vice-President of the Eastern Regional Interstate Child Support Association (ERICSA) Board, chairing the Policy and Legislation Committee, and a Past President and Honorary Life Member of the National Child Support Enforcement Association, currently serving the NCSEA Past Presidents Council representative to the Board. She also serves as an advisor to the Western Interstate Child Support Enforcement Council (WICSEC).

Plenary: The Future of Child Support and the Next 50 Years, Plenary, Wednesday, 3:30 – 4:30 PM

Angela Bellamy

Angela Bellamy has been with Durham County (Durham, NC) Child Support since August 1997. She is supervisor of both the Intergovernmental and Enforcement Units. Prior to working in Durham County, she worked at the Miami-Dade County State Attorney's Office Division of Child Support, from 1989-1997 as a Case Analyst, Lead worker/trainer and eventually Supervisor of the Enforcement Unit.

As a demonstration of her dedication to child support, Angela serves on the Board of the North Carolina Child Support Council as the Secretary as well as Co-Chair of the Scholarship Committee. She has served as Interim Program Manager, has been a member of the J2E Collections Committee, IV-D Director's Committee, Work-first Planning Committee, the Information Systems Committee and a Security Officer.

A veteran of Operation Desert Storm, Angela served in the US Army Reserve and held the rank of Major. She holds a Bachelor of Arts in Human Services from Elon University and a Masters of Public Administration from North Carolina Central University. Her proudest moments are when North Carolina's children receive their much needed funds through Child Support efforts. She considers the work we do honorable, vital and necessary.

Collaborative Relationships with IV-A and IV-E, Workshop C, Wednesday, 10:30 - Noon

Lisa Bender

Lisa began her career in the Judiciary with Family Court, Camden County, NJ in March 1989. Lisa joined Rutgers, School of Social Work as a Training Coordinator for the New Jersey Child Support Institute in January 2007. In this position, Lisa has delivered hundreds of training sessions on IV-D-related topics. In 2008, she delivered train-the-trainer sessions for the 8th Annual Region II and Region III Interstate Child Support Training conference. Lisa was also a guest speaker for the New Jersey Association of County Welfare Attorneys in December 2009, and, in 2011, she made two presentations at the ERICSA Eastern Regional Child Support Association Conference, and in 2012 created and delivered by request a Military course for the Child Support Hearing Officer's. Lisa has also created and delivered, on request, specialized training sessions for Family Division and CWA local offices. Her background makes her one of the lead trainers for Family, Intergovernmental, and CWA topics. Lisa also enjoys conducting sessions on all topics related to New Jersey's Child Support Guidelines.

Establishing Paternity in an Evolving Legal and Social World, Workshop B, Tuesday, 1:30 – 3:00 PM

Legal Dis-Establishment of Paternity: How IV-D Orders can be Undone and How to Prevent It, Workshop B, Tuesday, 3:30 – 5:00 PM

Carl Blanchette, PMP

Carl has over 22 years of child support enforcement experience in a variety of roles within the public and private sectors. Carl's Health and Human Services expertise has been provided to 13 states. Carl is recognized for his broad knowledge of all aspects of the child support program, his ability to develop and implement creative solutions and as a problem solver. Specific areas of expertise include detailed knowledge of federal regulations and child support system certification requirements, business process analysis and improvement, testing, training, change management, quality assurance, team leadership, strategic planning, staff management and project management.

Carl is currently employed as a Sr. Project Manager for Capital Technology Partners and manages the Denver, Colorado office. He enjoys the outdoor recreational activities that Colorado has to offer. Carl recently completed an item on his bucket list: removing the training wheels from his Harley.

Best Practices: Automated Review for Modification Actions and New Legal Approaches, Workshop B, Tuesday, 8:30 – 10:00 AM

Enforcing Support Orders with Civil Contempt, Workshop B, Wednesday, 10:30 - Noon

Barry Bloomgren

Barry Bloomgren is the Child Support Service Area Manager with the Hennepin County Human Services & Health Department in Minneapolis, Minnesota. He has served in this role since 1985. He has been involved with the Hennepin County Child Support Program in various leadership capacities since 1975. He presently has leadership responsibilities for Minnesota's largest county child support program consisting of over 250 staff with annual collections in excess of \$104 million and 55,000 cases. Mr. Bloomgren has served on many statewide child support enforcement committees ranging from computer system design and development to program operations and legislative development. He also served on the Federal Office of Child Support Enforcement's Strategic Planning and Performance Incentive Measures Work Group, the Cost Effectiveness Work Group and the Customer Satisfaction Work Group. He has prior management experience as the Acting Director of the Hennepin County Economic Assistance Department with 1,000 staff with responsibility for the county TANF, Child Care Assistance, Work Support, Employment Services and Adult Assistance programs.

Millennials: The Next Working Generation, Workshop C, Tuesday, 3:30 – 5:00 PM

Kim Newsome Bridges

Kim has been a child support professional for over 20 years. She recently served as President for the National Child Support Enforcement Association (NCSEA) and has previously served as the Policy & Government Relations Chair for NCSEA. Daily, she serves as the Executive Director for the Ohio CSEA Directors' Association (OCDA). In her role for OCDA she provides leadership in policy and legislation development, training for other child support professionals, judges and private attorneys, collaborates with a variety of organizations and other professionals to promote and strengthen the Ohio Child Support Program. She has served on four child support guidelines councils and many other broad based groups.

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

The BIAS Project: Using Behavioral Economics to Improve Performance and Effectiveness, Workshop C , Monday, 3:30 – 5:00 PM

Susan Brown

Susan has worked in the field of Child Support Enforcement for over fifteen (15) years. Her career with child support began in May 1997 when she took the position as Director of a fairly small child support program, the the Lawrence County Child Support Enforcement Agency in Ironton, Ohio. Since that time, she has been the Director of Athens County Child Support Enforcement Agency, Delaware County Child Support Enforcement Agency and finally, in October 2007, she accepted the position of Franklin County Child Support Enforcement Agency, a metro size agency in Columbus, Ohio with 268 employees and a caseload size of approximately 80,000. She has a degree in Legal Studies from Marshall University, a JD Degree from Capital Law School in Columbus, OH and was admitted to the Ohio Bar in 1993. Prior to her career in public administration, she operated a law practice specializing in domestic and criminal law.

The BIAS Project: Using Behavioral Economics to Improve Performance and Effectiveness, Workshop C, Monday 3:30 – 5:00 PM

Charles Bryson

Charles Bryson is the Deputy IVD Director for the State of Tennessee serving as the Director of Child Support Field Operations Management. In this capacity, he is charged with providing management oversight for 43 child support offices in Tennessee. Additionally, he spearheads the effort to test innovative business practices prior to implementation through the State's incubator test site. Charles is responsible for oversight of Federal grants awarded to the State of Tennessee Child Support Program. He has been instrumental in implementing demonstration projects such as case stratification, early intervention and employment, access to visitation, building assets for families, prisoner reentry initiatives and family centered services. Charles began his career with the Department of Human Services as a Child Protective Services Social Counselor and later worked as Quality Control Reviewer, Appeals Referee, Child Support Area Coordinator and Director of Program Accountability Review. 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. During his tenure, he has been accepted and graduated from: the Tennessee Government Management Institute in 2004, the Tennessee Government Executive Institute in 2008, and LEAD Tennessee in 2010. Mr. Bryson has been a frequent presenter at state and national conferences including National Child Support Enforcement Association (NCSEA), Eastern Regional Interstate Child Support Association (ERICSA), National Conference of Child Support Directors (NCCSD), Bi-Regional Child Support Conference, OCSE Training Conference and the Tennessee Child Support Conference. He has presented on child support topics such as case stratification, employing early intervention techniques, laboratory initiatives, family centered services, reducing adversarial relationships and increasing parental support, and access and visitation. Mr. Bryson serves on the ERICSA board and is currently a member of the Policy and Legislation Committee. He has served on the NCSEA Webinar Committee and the Training Session Committee for 2011 Conference and is a current member of the NCSEA Child Support CommuniQue Committee.

Venus and Mars? Bridging Communication Gaps Between Information Technology and CSE Program Staffs, Workshop C, Monday, 1:30 – 3:00 PM

Donna Buchanan

Donna Buchanan is a Program Consultant with the North Carolina Child Support Services Policy & Training Unit. She has over 27 years of experience in state and county government. As a Program Consultant, she is responsible for developing and delivering statewide training in all aspects of the CSS program as well as writing and implementing child support policy. Her prior job duties include serving as a Child Support Agent at the county level; Agent with the NC CSS Client Services Unit, Program Consultant with the NC CSS ACTS Project. Donna is a graduate of Peace College & North Carolina State University.

Interstate Roundtable: Southern States and Large Northern States, Workshop D, Wednesday, 8:30 – 10:00 AM

Scott Cade

Scott is Regional Vice President for Operations within the Child Support Solutions group of Xerox State & Local Solutions, Inc. In this role, Scott manages Xerox child support projects, including SDUs, child support systems and Customer Care Centers across the country.

Prior to joining Xerox, Scott served as New York State's IV-D Director from 2005-2010. During his tenure, New York's child support collections reached record levels each year, and important program bills involving low-income parents, support modification and guidelines were signed into law. In addition to his child support responsibilities, Scott also oversaw New York's Access and Visitation program as well as several Responsible Fatherhood programs, including the nation's first Earned Income Tax Credit for Noncustodial Parents.

Scott was recipient of the 2010 National Child Support Enforcement Association (NCSEA) Outstanding Manager of the Year Award. Under his leadership, New York State also earned the 2009 NCSEA Program Awareness Award and the OCSE Commissioner's Award for Innovative Technology in 2008.

Scott is an attorney licensed in the State of New York. He is a graduate of Albany Law School and the Johns Hopkins University. He is currently President-Elect of the National Child Support Enforcement Association.

Focusing Front Line Staff on Performance Goals, Workshop C, Tuesday, 10:30 – Noon

Small Projects- Big Successes: County Level Enforcement, Workshop E, Wednesday, 1:30 – 3:00 PM

Hal Carl

Mr. Carl is a Senior Solutions Architect for the Xerox Child Support Solutions group. He has been providing consulting services to Human Services agencies for over 19 years and has been focused specifically on child support information systems for the last 16 years. Mr. Carl has worked in many roles on the implementation of several child support systems including the new technology systems currently being implemented in states. As a solutions architect, Mr. Carl is responsible for developing new child support products and services offered by Xerox. He also works with the Xerox Innovation Group to identify new technologies and practices from around the world that can be implemented for the child support program.

Venus and Mars? Bridging Communication Gaps Between Information Technology and CSE Program Staffs, Workshop C, Monday, 1:30 – 3:00 PM

Mark Carlson

Mr. Carlson has been working with SDU operations at Systems & Methods since 1999. As Vice President of IT, he drives the systems and infrastructure direction for 12 SDU operations responsible for processing over 30 million annual transactions worth over \$4 billion. Mr. Carlson ensures that SMI remains a technology leader through continuous early adoption of new technologies such as Windows 2012 Server and next-generation firewalls in addition to directing the security, IT service management, and business continuity programs.

Prior to joining SMI, Mr. Carlson came from a human services background serving as a counselor and premier manager of Georgia's first mental health assisted living complex. Mr. Carlson holds a Microsoft Certified Systems Engineer certification, Certified Document Imaging Architect certification, as well as a MBA in Technology Management from CTU at Boulder.

Physical Disasters: Preventative Planning and Recovery, Workshop E, Wednesday, 8:30 – 10:00 AM

Amanda Chew

Amanda Chew is a Program Attorney for Child Support Enforcement in Manatee County. Her practice has been dedicated to child support issues, including establishing, modifying and enforcing child support orders in the State of Florida. Amanda earned her Juris Doctorate degree at Florida A&M University College of Law, where she was Law Review Senior Editor. Amanda is a member of the Support Issues Committee of the Family Law Section of the Florida Bar and a member of the Manatee County Bar Association.

Best Practices: Automated Review for Modification Actions and New Legal Approaches, Workshop B, Tuesday, 8:30 – 10:00 AM

Susan Clapp

Susan is a business analyst with Northrop Grumman Information Systems. She is a state technical support liaison for the Federal Office of Child Support Enforcement (OCSE) and works with states to expand the use of the Federal Parent Locator Service (FPLS) by maximizing automation and developing effective methods for using data. After ten years of varied child support experience with the State of Alabama Child Support Program, she moved to Kentucky to serve as Project Director for implementation and ongoing operations of the Kentucky SDU. In 2000, she returned to Alabama where she provided oversight for SDU implementation and ongoing operations management until September of 2011. Susan currently resides in Prattville, Alabama.

FPLS State Services Portal--It's a Whole New World, Workshop A, Monday, 1:30 – 3:00 PM

Working with Veterans and the Military, Workshop A, Tuesday, 3:30 – 5:00 PM

Locate 2013: What's New and What's Best, Workshop D, Wednesday, 1:30 – 3:30 PM

John Clark

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

Interstate Roundtable: Southern States and Large Northern States, Workshop D, Wednesday, 8:30 – 10:00 AM

Sean Clark

Sean Clark is the National Coordinator for Veterans Justice Outreach in the U.S. Department of Veterans Affairs. The Veterans Justice Outreach program provides outreach and linkage to VA services for Veterans involved with the "front end" of the criminal justice system (police, courts, and jails). The program's primary goal is preventing justice-involved Veterans from becoming homeless; the program is a component of Secretary Shinseki's Plan to End Homelessness Among Veterans.

In 2008 and 2009, Mr. Clark served as a Special Assistant United States Attorney in Washington, DC, handling both general misdemeanors and mental health court cases. He has been with the VA since 2007, and is a former Presidential Management Fellow. Mr. Clark earned his J.D. from William & Mary School of Law.

Working with Veterans and the Military, Workshop A, Tuesday, 3:30 – 5:00 PM

Ann Coffin

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

Tools for Magical Customer Interactions: Webchat, E-self Service and Walk-in Service Delivery, Workshop E, Wednesday, 10:30 – Noon
Plenary: The Future of Child Support and the Next 50 Years, Plenary, Wednesday, 3:30 – 4:30 PM

Brenda Cummings

Brenda Cummings is a Human Service Coordinator II Supervisor at the Department of Social Services – Child Support Enforcement Division (SCDSS/CSED). She has worked for SCDSS/CSED since August 1989, and she currently assists with training and developing the careers of Human Service Specialists and creating ways of working efficiently and productively. In addition to these responsibilities, she oversees the Human Service Coordinator I/Team Supervisors while managing a case-load. Brenda has also worked as a Clerk for the Dorchester County Family Court, where she received extensive knowledge and training that she currently uses today. She has a Bachelor's degree from the University of South Carolina in Business Administration. Brenda can be reached at 803-898-9279 or by email at: Brenda.Cummings@dss.sc.gov.

Interstate Roundtable: Southern States and Large Northern States, Workshop D, Wednesday, 8:30 – 10:00 AM

Rachel Dawkins

Rachel Dawkins has worked in the field of child support and social services for over 20 years. She has worked in the public and private sector, with experience in all aspects of child support enforcement, welfare-to-work self-sufficiency programs, outreach assistance for non-custodial parents, and employer services programs. She is currently the Community Outreach Coordinator with the State of Virginia Division of Child Support Enforcement Chesapeake and Hampton District offices where she manages an outreach program designed to assist non-custodial parents seek community services and overcome barriers so that they are able to pay their support obligation. She previously supported the Federal Office of Child Support Enforcement on outreach to the national business community.

Providing Excellent Customer Service to Mothers and Fathers, Workshop E, Tuesday, 10:30 - Noon

Vernon Drew

Vernon has worked in human services since 1970 and the Child Support program since 1975 when he was named the first Director of the Division of Child Support in SC. During his tenure, he has worked in the public and private sectors in the areas of administration and management, policy formulation and analysis, technical assistance and training, data conversion, and systems implementation. Vernon is a veteran operations analyst with experience on local, state, and national levels. He has served as President of the Center for the Support of Families (CSF) since its beginning in 1991. In this capacity, he directs CSF's child support enforcement practice with federal, state and local customers. He has management responsibility and works directly on projects assessing organizational structure and business process; investigating public policy questions concerning children and families, welfare, children's rights (including support and visitation); and privatization. He has assisted states in the strategic planning; development of automated child support systems, quality assurance and program standards, identification of opportunities for policy and procedural changes in human services; delivery and development of training including training plans; and in privatization pursuits. Vernon served as a senior manager in the federal OCSE and was the Executive Director of the US Commission on Interstate Child Support. He is active in child support professional organizations and has served as President of both ERICSA and NCSEA. He is an Honorary Life Member of NCSEA and has received the ERICSA Felix Infausto Award. Vernon is married to Leslie Aucoin and they have one son, Thomas.

Millennials: The Next Working Generation, Workshop C, Tuesday, 3:30 – 5:00 PM

Plenary: The Future of Child Support and the Next 50 Years, Plenary, Wednesday, 3:30 – 4:30 PM

Debbie Edwards

Debbie Edwards is a Program Manager with SRA International working as the Project Manager for the Federal Office of Child Support Enforcement Program 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.

Establishing Parenting Time Orders in Initial Child Support Orders, Workshop A, Tuesday, 10:30 - Noon

Raymond Eibel

Ray Eibel is the Director of Business Development for EDSI, a Dearborn, Michigan based Employment and Training Consulting firm. Prior to joining EDSI in 1997, Mr. Eibel was involved in the criminal justice field. Over the past eleven years, he has assisted in the design and implementation of numerous workforce development programs. During his tenure as Director of Business Development, EDSI has grown from a company with three offices in two states to a firm with over 32 offices in 16 states. Mr. Eibel was instrumental in the original design and implementation of the highly successful Non-Custodial Parent Placement & Retention Program in Pennsylvania (NEON) that has served over 7,000 clients to date.

Working with Incarcerated NCPs, Workshop E, Monday, 1:30 – 3:00 PM

Hon. Linda Fidnick

Hon. Linda S. Fidnick is First Justice of the Hampshire Division of the Probate and Family Court. Prior to her appointment to the bench in 2008, Judge Fidnick was a partner in the Amherst law firm of Burres, Fidnick & Booth LLP, where she concentrated her practice in all areas of family law, including mediation and collaborative law. Judge Fidnick is a graduate of Smith College and the University of Connecticut Law School, and she has been a member of the Massachusetts Bar for over thirty years. Judge Fidnick is past president of the Massachusetts Chapter of AFCC, and recently served on the national board of directors of AFCC. She served on the board and as secretary of the Massachusetts chapter of the American Academy of Matrimonial Lawyers before her appointment to the bench. Judge Fidnick serves on the SJC Committee to Study the Code of Judicial Conduct, the Probate Court Rules Committee, Forms Committee and Judicial Education Committee. She is also past chair of the MBA Family Law Section Council and past president of the Hampshire County Bar Association.

Ethics for Child Support Attorneys, Workshop B, Wednesday, 1:30 – 3:00 PM

Deb Ortiz-Flores

Ms. Ortiz-Flores has served as the Executive Director of the Department of Job and Family Services in Lucas County Ohio since 2006. She was the Assistant Director of this organization from 2002-2006. She oversees a department that distributes state and federal assistance such as food stamps, Medicaid, child-care programs, employment contracts and other programs. A 1990 graduate of the University of Toledo, she earned her degree in social work and then went on to earn a Masters degree in public administration. She worked at the university for almost 10 years in Hispanic outreach before joining the Department of Job and Family services in 1999 as the Director of Casework Services in Lucas County.

The BIAS Project: Using Behavioral Economics to Improve Performance and Effectiveness, Workshop C , Monday, 3:30 – 5:00 PM

Lara Fors

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

Plenary, 2013 Federal OCSE Update, Monday, 10:30 – 12:00

Social Media: *You Found Me at "Hello"* - *How Accessing Electronic Communications Can Help You Do Your Job*, Workshop B, Tuesday, 10:30 - Noon

Social Security and Child Support: Making Sure Our Families Have those Bare Necessities, Workshop B, Wednesday, 8:30 – 10:00 AM

Amy Franklin

Amy Franklin is the Process Manager for Florida's child support assistance and education process. This process is responsible for timely and accurately communicating general information about child support program services and specific case-related information to custodial parents, noncustodial parents, other states' and countries' child support agencies, external partners, and the public. The purpose of this process is to increase awareness of and facilitate compliance with child support laws and regulations.

Amy started her child support career in 2005 as a temporary, part-time call specialist in the centralized customer contact center. Amy's genuine enthusiasm for quality customer service and natural leadership skills led to management positions within the customer contact center. She developed and implemented innovations such as the creation of a specialized unit within the contact center to update certain customer and employment data, eliminating an unnecessary hand-off.

After three years providing customer service to child support customers, in 2008 Amy took on a new challenge as the Regulatory Program Administrator in the customer contact center at the Florida Department of Business and Professional Regulation. Here she further developed her management skills in the field of customer service.

In 2011, Amy returned to the Florida Department of Revenue as the Process Manager for child support assistance and education. She led the effort to implement a more efficient and customer-friendly, walk-in office model in some of our local offices around the state. She has also implemented a 'web-chat' pilot as another option to provide customer assistance.

Tools for Magical Customer Interactions: Webchat, E-self service and walk-in service delivery, Workshop E, Wednesday, 10:30 - Noon

Hon. Anne M. Geoffrion

Hon. Anne M. Geoffrion was appointed as an Associate Justice (circuit) of the Probate and Family Court Department of the Massachusetts Trial Court in September 1998. In November 2007, Judge Geoffrion was appointed to the Hampden Division of the Probate and Family Court and currently serves as First Justice of that division. Judge Geoffrion obtained her J.D. from Western New England College School of Law and her B.A. from Le Moyne College.

Prior to her appointment to the bench, she specialized in civil litigation, with her practice concentrating in family law. She continues to participate in continuing legal education programs for lawyers and judges alike. Presently Judge Geoffrion is a member of several committees of the Probate and Family Court including its Education Committee. She has served as a Massachusetts Bar Foundation Fellow since 1995, and has served as a Trustee for the Foundation since 2006.

Establishing Paternity in an Evolving Legal and Social World, Workshop B, Tuesday, 1:30 – 3:00 PM

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David Gillen

For the past 14 years Mr. Gillen has served as a Revenue Service Center Manager with the Florida Department of Revenue overseeing daily operations of the Orlando Area Child Support Enforcement Office located in Downtown Orlando. His office is responsible for establishing and enforcing child support orders for more than 120,000 children in the Central Florida area. Mr. Gillen leads a team of 180 staff who last year helped to collect over \$140 million in child support. Mr. Gillen is a veteran of the U.S. Army where he served as a military paralegal in the Army JAG Corps. Mr. Gillen received a Bachelor of General Studies degree from the University of Nebraska.

Tools for Magical Customer Interactions: Webchat, E-self Service and Walk-in Service Delivery, Workshop E, Wednesday, 10:30 - Noon

Steven J. Golightly

Dr. Steven Golightly currently serves as Director of the Los Angeles County Child Support Services Department, one of the largest locally-administered child support programs in the nation. He was appointed to this position by the Los Angeles County Board of Supervisors on February 23, 2007. As Director, he oversees the day-to-day operations of the County's Child Support agency with an annual budget of \$168 million and a workforce of over 1,500 individuals.

Prior to joining the County, Dr. Golightly was a career member of the Federal government's Senior Executive Service, and was Regional Administrator for Children and Families in Federal Region IV (Atlanta) for the U.S. Department of Health and Human Services. Before that he worked with the National Alliance of Business, in Washington DC, where he served as Vice President for Human Service Programs. He also served as Chief Deputy Director and Acting Director at the Los Angeles County Department of Public Social Services. Dr. Golightly has an undergraduate degree in Business Management, a Master's Degree in Public Administration from California State University at Dominguez Hills and a Doctor of Philosophy degree in Public Policy and Administration from Walden University.

Best Practices: Large Jurisdictions, Workshop E, Tuesday, 3:30 – 5:00 PM

Alisha Griffin

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

Physical Disasters: Preventative Planning and Recovery, Workshop E, Wednesday, 8:30 – 10:00 AM

Toby Hallows

Toby Hallows has been working for Oklahoma Child Support Services for six years. For the past four and a half years, Toby has been working as the Income and Wage Coordinator for the Center for Coordinated Programs. Currently he is the lead for the Employer Compliance Process Improvement Team (PIT), the Social Security Automation PIT and the NOIA PIT. He also speaks periodically at the quarterly meetings of the Oklahoma Employer Council. Toby is involved with several different national workgroups, including the Employer Services Team, the Electronic IWO workgroup and soon the Lump Sum workgroup. Mr. Hallows recently became a Certified Public Manager.

Increase Collections Using e-IWO and the Debit Inquiry Service, Workshop A, Tuesday, 8:30 – 10:00 AM

Hello, Is Anybody Out There? Best Practices for Employers and States, Workshop A, Tuesday, 1:30 – 3:00 PM

Madonna Hammond

Madonna graduated from Lindsey Wilson College located in Columbia, KY with a bachelor's degree in Human Services and shortly afterwards began her career in child support. In 2000, she became a caseworker in the Adair County (Kentucky) child support enforcement office where she remained for twelve (12) years before assuming a role within the Kentucky state government in 2012. While at the local level Madonna performed all aspects of child support case work and played a key role in bringing Adair county performance up to become a top ten performing child support office in Kentucky each year thereafter. Madonna currently serves the Commonwealth of Kentucky as a Public Assistance Program Specialist for the Department of Income Support, where she is a child support trainer providing guidance and years of experience to those who are new to the world of child support.

Best Practices: A Tale of Two States' Locate Best Practices, Workshop E, Monday, 3:30 – 5:00 PM

Alyssa Harrell

Alyssa Harrell began her Child Support career in 1996. During the last 16 years, she has worked in almost all areas of child support including case management, training, supervision and project management. Alyssa has worked in child support in both the public and private sectors. Alyssa is currently employed with YoungWilliams, P.C. as the New Hanover County Project Manager. She has served on the North Carolina Journey 2 Excellence committees and currently serves on the boards of the North Carolina Child Support Council and New Hanover County Partnership for Fatherhood. Alyssa has a B.A. in Psychology from the University of North Carolina at Wilmington.

Arrears Management: Two States, Two Ways (FL and PA), Workshop E, Tuesday, 8:30 - 10:00 a.m.

Margaret Campbell Haynes

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

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

Working with Veterans and the Military, Workshop A, Tuesday, 3:30 – 5:00 PM

International Child Support: Where are We Now?, Workshop A, Wednesday, 1:30 – 3:00 PM

Renee Higgs

Ms Higgs has 10 years experience with the Federal Parent Locator Service. She has worked on multiple projects to improve the Federal Government's role in Child Support Enforcement and Collections. She has provided technical guidance and management for the design, development and implementation of the Electronic Income Withholding Order Portal. Ms Higgs holds a B.S. from Towson University and a M.S. from University of Maryland University College.

Increase Collections Using e-IWO and the Debit Inquiry Service, Workshop A, Tuesday, 8:30 – 10:00 AM

Yvette Hilderson-Riddick

Yvette Hilderson Riddick is the Director of the Federal Office of Child Support Enforcement's (OCSE) Division of Policy. In this position, she is responsible for development and implementation of federal legislation, regulations, and program policy for state and tribal child support programs. She has also served as the Chief of OCSE's National Training Center where she initiated many training activities that required distance learning technology. She has more than 30 years of management experience in the child support program, has worked at the county level (Wicomico County, MD), the state level (Missouri), and the federal level. She received a BA from Salisbury State College and an MPA from the University of Missouri. She is a recipient of ERICSA's Felix Infausto Award.

Every Comment Counts: Public Participation and the Regulatory Process, Workshop A, 10:30 - Noon

Diane Hogan

Diane Hogan is a Senior Manager of Data Match Services with Informatix, Inc. She has a BA in Communications from Texas Tech University, and has worked in Business Development of FIDM Services for Informatix for 12 years. Diane works with 33 child support agencies across the country to further best practices among state FIDM units, and to facilitate inter-state collections. Diane is currently a business development manager for the Interstate Data Exchange Consortium (IDEC) which offers Financial Institution Data Match (FIDM), Automated Enforcement of Interstate (AEI) cases, and Parent Locate Services.

Collecting Hard to Collect Earnings: Finding the Right Tool for the Job, Workshop B, Monday, 1:30 – 3:00 PM

Jeff Horner

Mr. Horner has 28 years of experience in the financial services industry holding positions in operations management, sales & marketing, administration, private firm equity partner, and C-level executive. Currently, Mr. Horner is responsible for internal and external company development necessary to achieve aggressive growth in the areas of service development and new markets. Additionally, he leads the company's Government Services Division business unit, providing collection services to state, county and municipal government offices and agencies nationwide. Mr. Horner is a Certified Fraud Examiner, Certified Risk and Compliance Management Professional, and member of several industry professional associations.

Blood from a Turnip: Collection Tips, Workshop E, Tuesday, 1:30 – 3:00 PM

Angela Ingram-Jones

Angela Ingram-Jones is a Lead Program Management Analyst in the Division of Planning, Research and Evaluation of the Federal Office of Child Support Enforcement (OCSE). Her responsibilities include analyzing and reporting child support statistical and performance data. She is the Project Officer for the Data Analytics and Technical Support Project and has served as the Project Officer for the Child Support Demographic Survey Study. In addition, she was the Chair of the Child Support Incentive Workgroup. She is also the Child Support Program's performance management liaison. Prior to joining OCSE, she was a Research Associate in the private sector evaluating early-childhood education programs. She received her bachelor's degree in psychology from Oberlin College and her master's degree in developmental psychology from the University of Pittsburgh.

Predictive Analytics--From Math to Action: How It is Changing Child Support Case Management, Workshop A, Wednesday, 8:30 – 10:00 AM

Christine Jennings

Christine Jennings is the project manager for Northrop Grumman on the OCSE Federal Parent Locator Service (FPLS) project and serves as the task lead for state technical support in using the FPLS and the Interstate Case Reconciliation (ICR). Prior to her work in support of the FPLS, Christine worked on child support projects in Virginia, Kentucky, Ohio, Indiana and Oklahoma. She also worked on a New York child abuse project, Louisiana WIC project, and national SNAP and UI projects. Christine joined the ERICSA Board in 2005 and served as the Vice-President of Policy and Legislation from May 2009 until May 2012. She crafted "The Child Support Program: A Key Pillar of Family Support," posted to the ERICSA P&L webpage and would love for members to give it a look!

Enhancing Safety for Intergovernmental Family Violence Victims, Workshop A, Monday, 3:30 – 5:00 PM

Hon. Susan Roux Keith

Susan Roux Keith is a General Magistrate for the Fifth Judicial Circuit of the State of Florida. She earned a Bachelor of Arts in English from Florida State University in 1977; a Master of Science in Library Science from Florida State University in 1978, and a Juris Doctorate from the University of Florida in 1991. She was admitted to The Florida Bar in October of 1991. Currently, Magistrate Keith hears family law cases with a particular emphasis on those cases with self represented parties. Prior to her appointment as a General Magistrate, Magistrate Keith served as a Judicial Hearing Officer from 1998 through 2004, and as a Staff Attorney for the Fifth Circuit from 1992 through 1998. As a Judicial Hearing Officer, she handled the Department of Revenue IV-D child support cases in all five counties of the circuit. She is also a Supreme Court Certified Family, Dependency, and County Mediator. Throughout her legal career, Magistrate Keith has been an active participant in various committees and organizations, both locally and statewide, whose goal is to advance family law issues. She has made multiple local presentations and taught at such venues as the Florida Association of Family and Conciliation Courts and Phase I of the Florida Judicial College. Magistrate Keith is the Chair of the Florida Supreme Court Forms Advisory Workgroup and a member of the Families and Children in the Courts Steering Committee.

Ethics for Child Support Attorneys, Workshop B, Wednesday, 1:30 – 3:00 PM

Coessa 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 registration cases. She has a Bachelor's Degree in Psychology/Behavioral Science, double major, and an Associate's Degree in Applied Science in an ABA approved paralegal program. With over eighteen years of experience in child support, she served on the Communication Workgroup, participating in the design and improvement of the child support computer system MICSES, 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 designs and participates in training sessions for the Prosecutor's Support Conference to assist, and support other interstate workers. She is the Vice-President of Conference Operations for the Eastern Regional Child Support Enforcement Association, Chairman of the onsite committee. She moonlights as a pharmacy technician on her off hours.

Legal Dis-Establishment of Paternity: How IV-D Orders can be Undone and How to Prevent It, Workshop B, Tuesday, 3:30 – 5:00 PM

Sharon Keri

Sharon Keri is currently the Compliance Process Manager for the Department of Revenue, Child Support Program. Sharon has worked for the Child Support Program since 1996. She has served in a number of positions within the program with the majority of her time spent in the Compliance Process for the Child Support Program Office. Sharon is a graduate of Florida State University.

Social Media: *You Found Me at "Hello"* - How Accessing Electronic Communications Can Help You Do Your Job, Workshop B, Tuesday, 10:30 - Noon

Arrears Management: Two States, Two Ways (FL and PA), Workshop E, Tuesday, 8:30 - 10:00 a.m.

David Kilgore

David Kilgore is a proud graduate of the University of California at Fresno where he received his B.A. in English and currently serves as Chief Deputy Director of the Los Angeles County Child Support Services Department (CSSD), one of the largest locally administered child support programs in the nation. As Chief Deputy Director, he assists CSSD's Director with the day-to-day oversight of the CSSD operation, including oversight of the development and implementation of department-wide policy and procedure. David works closely with CSSD's Deputy Director and other Executive Staff to manage CSSD's operations, fiscal, and administrative functions.

David previously served as a Deputy Director who supervised the support divisions including the Central Intake, Call Center, Policy, Training and Evaluation, Technology and Analysis, Customer Financial Services, and the Special Enforcement divisions. David was the designer of the Case Management Tool (CMT) used by Child Support Officers statewide to assist them with managing their casework. His work in child support and specifically on the CMT was recognized in 2010 by CSDA for an Outstanding Positive Collaboration Award, from WICSEC for an Outstanding Individual Achievement Award, and from LA as one of their LA County STARS. He has nine years' experience in child support program management. Prior to joining CSSD, he worked for five years as an Analyst and then Program Manager for the Tulare County Department of Child Support Services. Immediately prior to joining Los Angeles County, Mr. Kilgore spent two years as a Deputy Director for the San Bernardino County Department of Child Support Services.

David's hobbies include travelling and reading the books on his iPad, and after a long day at the office he relaxes by playing with his son Zev.

Best Practices: Large Jurisdictions, Workshop E, Tuesday, 3:30 – 5:00 PM

Robyn Large

Robyn Large works for CSF (Center for the Support of Families) and has worked in the area of child support enforcement for over twenty years. Robyn currently works as the Training Manager on the South Carolina statewide system project. She has worked in the public and private sectors, having over twenty-five years of child support and eligibility field experience. She has experience managing child support projects as well as delivering training for child support and child welfare professionals. She is an Past President of the Eastern Regional Interstate Child Support Association (ERICSA), and currently serves on the Honorary Board. ERICSA recognized and honored her as a recipient of the Felix Infausto Award.

Social Media: *You Found Me at "Hello" - How Accessing Electronic Communications Can Help You Do Your Job*, Workshop B, Tuesday, 10:30 - Noon

Julie Lavin-Flaherty

Julie Lavin Flaherty has been the Domestic Violence Attorney at the Child Support Enforcement Division of the Massachusetts Department of Revenue (DOR) since 2002. Her responsibilities include consulting with parents on safety concerns related to child support, writing policy and training DOR staff, and providing outreach to community organizations and domestic violence advocates. Recently, she has provided leadership for an extensive project to enhance DOR's system to improve services for customers with safety concerns. Prior to joining DOR, Ms. Flaherty was a prosecutor in Norfolk and Plymouth Counties in Massachusetts for eight years.

Arrears Management: Two States, Two Ways (FL and PA), Workshop E, Tuesday, 8:30 – 10:00 AM

Edward Lehmann

Ed, a native Philadelphian, graduated from Penn State University in 1980. He began his tenure in the Philadelphia Domestic Relations Division (DRD) in 1986 and has served as an Establishment Officer, Custody Investigator, Unit Supervisor and Manager. In 2008, Ed was named Director of Case Processing and Data Management and is responsible to oversee numerous operational units within the DRD. Ed also serves as the Pennsylvania Child Support Enforcement System (PACSES) Administrator for Philadelphia County and is actively involved in many statewide committees and workgroups, including Chairman of the PACSES Advisory Committee. Ed is a long standing member of the Domestic Relations Association of Pennsylvania (DRAP) and served as Chairman of DRAP's Annual Training Conferences in 2011 and 2012. In 2012, Ed was appointed to the DRAP Board of Directors and is presently DRAP's 2nd Vice President.

Best Practices: Large Jurisdictions, Workshop E, Tuesday, 3:30 – 5:00 PM

Cynthia Lucas

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

Interjurisdictional Case Law Update, Workshop D, Tuesday, 1:30 – 3:00 PM

International Child Support: Where are We Now?, Workshop A, Wednesday, 1:30 – 3:00 PM

Michaelene Machowiak

Micki Machowiak has been a Deputy Prosecuting Attorney in the Child Support Division of the St. Joseph County Prosecutor's Office since January 2003. She has served as Chief Legal Counsel for that division since August 2004. Prior to joining the St. Joseph County Prosecutor's Office for a second time, Micki was a staff attorney for the Domestic Violence Advocacy Project through Indiana Legal Services. While employed at Indiana Legal Services, Micki represented clients in family law cases where domestic violence was at issue.

Micki was employed with the Child Support Division of the St. Joseph County Prosecutor's Office from July 1990 through December 1998. During her tenure with the office, she had the opportunity to serve as an intern, caseworker, legal intern and Deputy Prosecuting Attorney.

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

Blood from a Turnip: Collection Tips, Workshop E, Tuesday, 1:30 – 3:00 PM

Joe Mamlin

Joe Mamlin serves as a Principal Consultant with CSG Government Solutions. In this role, Mr. Mamlin provides consulting services and leadership to the Human Services practice with CSG. Joe has more than 20 years of experience in the public and private sector in Human Services programs. His experience includes work in Child Welfare, TANF, Food Stamps, Medicaid and Child Support. Through most of his career, he has led and participated in projects providing services related to Child Support, Child Support Systems, New Initiatives and bringing new technology and efficiencies to the program. Mr. Mamlin currently serves on the Board of Directors of the National Child Support Enforcement Association, where he has been awarded both the Public Sector Individual of the Year and an Honorary Life Member. Joe Mamlin lives in Dublin, Ohio with his family.

Venus and Mars? Bridging Communication Gaps Between Information Technology and CSE Program Staffs, Workshop C, Monday, 1:30 – 3:00 PM

Matt Marsolais

Matt has been an Analyst with the Federal Office of Child Support since 2005. His responsibilities include the oversight of the day to day operations of the Multistate Financial Institution Data Match program. In addition, he has assisted in the implementation of the National Insurance Match Program, and the Thrift Savings Plan Match. In his spare time he enjoys watching the New York Yankees win world championships.

Collecting Hard to Collect Earnings: Finding the Right Tool for the Job, Workshop B, Monday, 1:30 – 3:00 PM

Bruce Martin

Bruce Martin has worked in Lancaster County, PA Office of Domestic Relations (DRS) since 1985. He began his child support career as a conference officer; he has been in management since 1996; and has been deputy director since 2007. During his tenure, he has been fortunate to participate in multiple statewide workgroups formed to address various statewide issues including system design and enhancement; policy development and implementation; and statewide training for child support workers. Because of this involvement, Lancaster County DRS has participated in multiple pilot programs to test new systems or processes prior to statewide rollout. He is currently serving as a subject matter expert for the PACSES Advisory Committee and the PACSES Visioning Workgroup. He is also an active member of the Domestic Relations Association of PA (DRAP).

Arrears Management: Two States, Two Ways (FL and PA), Workshop E, Tuesday, 8:30 – 10:00 AM

Sara McCollum

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

Ethics for Child Support Attorneys, Workshop B, Wednesday, 1:30 – 3:00 PM

Cassandra McGilbray

Cassandra McGilbray is the Director for the Chickasaw Nation Department of Child Support and Drug Court Support Services in Ada, OK. She began her career with the Chickasaw Nation in July of 2002 and has worked with the Child Support Service team for 11 years. Cassandra is an advocate for children and families and enjoys her career in the family support services field. She has been requested to attend, speak and serve as an ambassador at many state, tribal, and federal child support enforcement conferences and tele-talks across the nation. Cassandra currently serves as the President of the National Association of Child Support Directors and the Oklahoma Child Support Enforcement Association.

She serves on the Board of Directors for the National Tribal Child Support Association and is a member of the National Child Support Enforcement Association (NCSEA) and Western Interstate Child Support Enforcement Council (WICSEC). Cassandra is married with three children, Taylor, Alyssa and Brayden. Cassandra and her children are enrolled members of the Chickasaw Nation and lives in Ada, Oklahoma. Cassandra holds an Associate in Science from Seminole State College and a Bachelor in Science from East Central University.

Interviewing Skills used by Effective Case Workers, Workshop C, Tuesday, 1:30 – 3:00 PM

Leslie McGrew

Leslie McGrew is the Supervisor of the Evaluation Unit with the Colorado Division of CSE. After spending 10 years with the program at the county level, Leslie joined the State office in 1998 as a Financial Trainer/Operations Analyst. She moved into her current position in May 2000. She and her team are responsible for Colorado's multi-pronged self-assessment process. Leslie was awarded the Meritorious Achievement Award by the Colorado Family Support Council in 1998 and the Outstanding Individual Achievement for a Manager/Supervisor by WICSEC in 2007. She holds a Bachelor's degree in Business Administration/ Accounting from the University of Northern Colorado, and a Master's degree in Organizational Leadership with an emphasis in Business Strategy Design.

Collaborative Relationships with IV-A and IV-E, Workshop C, Wednesday, 10:30 - Noon

Michael McGuire

Mr. McGuire is a Deputy Prosecuting Attorney in the Child Support Division of the Marion County Prosecutor's Office and has been with the Prosecutor's Office since 1997. He is currently serving as the Supervisor of the UIFSA and Branch Manager Sections of the office. Mr. McGuire has been a presenter at previous Indiana State Child Support Conferences. Prior to his current position as a deputy prosecutor, Mr. McGuire was an attorney in private practice in Indianapolis. A graduate of Indiana University School of Law- Indianapolis, Mr. McGuire is licensed to practice law in Indiana.

Establishing Paternity in an Evolving Legal and Social World, Workshop B, Tuesday, 1:30 – 3:00 PM

Ethan McKinney

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

Ethan has been a Deputy Prosecuting Attorney in the Child Support Division of the St. Joseph County Prosecuting Attorney's Office since 2005 and was promoted to Director of the Child Support Division in 2012.

Prior to joining the St. Joseph County Prosecutor's Office, Ethan worked as an associate attorney whose practice consisted primarily of small business representation and civil litigation. Ethan has presented at numerous Indiana State Child Support Conferences. Ethan administers a jail outreach program at the St. Joseph County Jail educating inmates on child support related issues.

Focusing Front Line Staff on Performance Goals, Workshop C, Tuesday, 10:30 – Noon
Enforcing Support Orders with Civil Contempt, Workshop B, Wednesday, 10:30 – Noon

Kevin McNamara

Kevin McNamara graduated from Florida State University College of Law in 2001. He has been an Assistant Attorney General with the Florida Office of the Attorney General Child Support Enforcement Section for nine years and has practiced in the child support enforcement area for eleven years. Kevin has presented on the subject of child support for Gulf Coast Legal Services, Bay Area Legal Services, and the Hillsborough County Bar Association's Bench Bar Conference.

Enforcing Support Orders with Civil Contempt, Workshop B, Wednesday, 10:30 - Noon

Monique Miles

Monique Miles is a Program Specialist with the federal Office of Child Support Enforcement (OCSE) in the Division of Policy. Her areas of responsibility include audit resolution, child support distribution, and training. Prior to joining OCSE, Ms. Miles worked for the Department of Health and Human Services' Office of General Counsel. Monique holds a Master of Public Administration from Bowie State University and a Certificate in Legislative Studies from the Government Affairs Institute at Georgetown University.

Every Comment Counts: Public Participation and the Regulatory Process, Workshop A, Wednesday, 10:30 - Noon

Latesha Moorer

Latesha has been a member of the child support community for 13 years. She is currently serving as the Local and Interstate Enforcement Manager of the El Paso County Child Support Enforcement Office in beautiful Colorado Springs, CO. She also manages the fatherhood program for the county, the Parent Opportunity Program. During her tenure in child support, she has had the role of case manager, lead worker, trainer and manager. Her journey has taken her to management in several departments: Intake, Establishment, Modification, Interstate and Enforcement. Latesha is a member of several current state task forces and has served on several child support committees within Colorado. She is currently the Valley Regional Vice President for the Colorado Family Support Council. She has a degree in Business Administration.

Providing Excellent Customer Service to Mothers and Fathers, Workshop E, Tuesday, 10:30 - Noon

David Morris

Mr. Morris is the Senior Deputy Prosecutor with the Marion County Prosecutor's Office, Child Support Division and has been with the Prosecutor's Office since 1994. Mr. Morris manages both civil and criminal child support cases and is responsible for training child support prosecutors and staff. He is also an adjunct law professor who instructs Family Law, Juvenile Law and Juvenile Justice at the Indiana University Robert H. McKinney School of Law. He is the author of "Selected Topics in Family Law, Cases and Materials," and numerous other publications. Prior to his current position as a deputy prosecutor, Mr. Morris served one year as a judicial clerk for a federal magistrate and eight years as a trooper with the New Mexico State Police. A graduate of Indiana University of Law-Bloomington, Mr. Morris is licensed to practice law in Indiana and Illinois.

Interjurisdictional Case Law Update, Workshop D, Tuesday, 1:30 – 3:00 PM

Kerry Newcombe

Kerry Newcombe is a Senior Functional Analyst with Northrop Grumman Information Technology. For the past 6 years Kerry has served as the Continuous Service Improvement (CSI) Team Lead for the Federal Office of Child Support Enforcement (OCSE). As the CSI team lead, Kerry is responsible for researching ways of expanding and improving the FPLS; this effort includes investigating the possibility of adding private and federal locate sources to the FPLS. Prior to working on the CSI Locate Source and Employment Initiative, Kerry served as a technical support liaison for 6 years on behalf of OCSE. Previous to joining the FPLS team, Kerry worked for the Virginia Division of Child Support Enforcement for 8 years as a Program Supervisor, Sr. Specialist and interstate caseworker.

FPLS State Services Portal--It's a Whole New World, Workshop A, Monday, 1:30 – 3:00 PM

Locate 2013: What's New and What's Best, Workshop D, Wednesday, 1:30 – 3:00 PM

Adrienne Noti

Adrienne Noti is a Senior Program Analyst with the Division of State, Tribal, and Local Assistance at the Federal Office of Child Support Enforcement. At OCSE, Adrienne focuses on reentry and incarceration issues for incarcerated parents, domestic violence issues to help ensure that domestic violence victims have the proper safeguards in place to safely obtain child support orders, and access to justice issues. Adrienne is an attorney with more than a decade of experience as a public interest lawyer and has practiced in family courts in DC, New York, and New Jersey. Adrienne has directed the Domestic Violence Advocacy Project at Rutgers School of Law – Newark and was a clinical law professor at American University's Washington College of Law where she directed the Women and the Law Clinic. Adrienne has taught undergraduate, social work, and law school classes focusing on family law, legal ethics, and domestic violence, and has written about these topics. Prior to joining the child support community, Adrienne was a Managing Attorney at the D.C. Bar Pro Bono Program.

Enhancing Safety for Intergovernmental Family Violence Victims, Workshop A, Monday, 3:30 – 5:00 PM
Establishing Parenting Time Orders in Initial Child Support Orders, Workshop A, Tuesday, 10:30 - Noon

Karen Oehme

Karen Oehme was named the Director of the Institute for Family Violence Studies at the Florida State University in 2007, after serving as the Director of the Florida Clearinghouse on Supervised Visitation, within the Institute, for nine years. In 2011, she was named a Distinguished University Scholar at FSU for her work at the Institute. Since 2007, Oehme's team has continued the work of the Clearinghouse on Supervised Visitation and has developed the Institute's new projects, including the Law Enforcement Families Partnership, the Alliance for Faith-Based Efforts to End Domestic Violence, and the Project on Financial Literacy and Community Sustainability, to combat domestic violence and child maltreatment on multiple fronts.

Oehme received her law degree from Florida State University in 1987. Formerly a staff attorney at Legal Services of North Florida and the Guardian ad Litem Program of the Second Judicial Circuit, Oehme's professional focus is family law and child protection.

Establishing Parenting Time Orders in Initial Child Support Orders, Workshop A, Tuesday, 10:30 - Noon

Jim Owen

Jim Owen is the Director Payroll Services for North America for Siemens. Siemens is a Global Company with over 450,000 employees in 190 countries.

Prior to joining Siemens, Jim worked as Payroll Operations and Services Manager for Meijer Stores, a retailing company in the Midwest with about 80,000 Team Members. He has an undergraduate degree from the University of Michigan and a Masters in Management from Aquinas College in Grand Rapids, Michigan. He also worked for the American Payroll Association. An active member of the American Payroll Association since 1989, Jim has served on the Automated Clearing House Committee and has chaired the Government Affairs Task Force Subcommittee on Child Support. He received an APA Meritorious Service Award in 1995, a Special Recognition Award in 2001, and was named 2004 "Payroll Man of the Year." He is a member of the APAs National Speakers Bureau.

Over the past few years, Jim has been involved in EFT/EDI, Centralized Collections, Child Support Enforcement, and other related federal and state legislation. He was one of three non-governmental individuals to receive the HHS Secretary's Award for distinguished service for his work with the Federal Parent Locator Systems work group.

He is a member of the National Child Support Enforcement Association, served as a Director on the Board and was awarded a Lifetime Membership, in 2011, in honor for his service to the organization.

Hello, Is Anybody Out There? Best Practices for Employers and States, Workshop A, Tuesday, 1:30 – 3:00 PM

Hon. Nick Palos

Mr. Palos graduated from Fordham College in 1984 with a B.A. in Theology with a Classical Languages minor. While in college, he participated in the Honor's program and his degree was awarded Magna Cum Laude. After taking a year off, he enrolled in the night program at Fordham University School of Law and graduated in May, 1989. He passed the July 2989 New York State Bar Examination and was ultimately admitted to practice in New York in April 1990. He was admitted to practice before the Supreme Court of the United States in March 1996.

In August 1989, Mr. Palos was hired by the City of New York, Human Resources Administration. He was assigned to the Family Law Litigation Unit and worked out of the Bronx Family Court office, where he litigated cases under Article 10 of the Family Court Act. He represented the City of New York in civil child neglect/abuse proceedings. He also appeared whenever the Commissioner was a party to a Family Court proceeding involving children in his care or supervision.

In September 1992, Mr. Palos became the Court Attorney (Law Clerk) assigned to the Hon. Susan Larabee. In this position, he did research and writing for the Judge on any of the various issues which came before her. These issues included all aspects of juvenile delinquency cases (including cases involving designated felonies), custody and visitation cases, family offense proceedings, adoptions, termination of parental rights cases and child protective proceedings. He also drafted decisions when a parent objected to a support order entered by a Hearing Examiner.

In November 1997, Mr. Palos was appointed to his first term as a Support Magistrate (the title at the time was Hearing Examiner). Initially assigned to the City-wide Child Support Enforcement Term (CSET) where all New York City public assistance cases were heard. He was reassigned to sit in New York (Manhattan) Family County in March, 1998, and subsequently re-assigned to Kings County (Brooklyn) Family Court in June 2009. Within the county, he hears the full spectrum of support cases, including cases brought under the Uniform Interstate Family Support Act ("UIFSA"). He was reappointed to a second three year term in November, 2000. In November 2003, he was reappointed to a five year term, and in November, 2008, he was reappointed for another five year term. In this position, he has had several published decisions concerning interjurisdictional support matters decided under UIFSA, the Uniform Support of Dependents Law and the Full Faith and Credit for Child Support Orders Act. He has also published an article in the Child Support Quarterly about the use of electronic "remote" court appearances in interstate cases.

Mr. Palos was a member of the Advisory Committee to the Child Support subcommittee of the Family Court Rules Committee. He now serves on the Child Support and Paternity Advisory Committee formed by the Administrative Judge of the Family Court in the City of New York. He has served on the curriculum committee for several state-wide Support Magistrates training programs, and has presented on various topics, including ethics, interpreting tax returns, and dealing with parents in the military. Mr. Palos is a member of the National Child Support Enforcement Association ("NCSEA") and the Eastern Regional Interstate Child Support Association ("ERICSA") and has served on and chaired several committees and sub-committees. He is a member of the editorial board of the Child Support CommuniQue (formerly the Child Support Quarterly), and has had two articles published. He served on the planning committees for several NCSEA annual and mid-year conferences. In August 2007, he was elected to a three year term on the NCSEA Board of Directors, and he was re-elected to a second term in August 2010.

Mr. Palos served as President of the New York State Support Magistrate's Association ("NYSSMA") from December 2003 until May 31, 2005. He has had the opportunity to lobby the New York State Legislature and helped pass legislation increasing the re-appointment term for Support Magistrates from three years to five years, in obtaining the change of the position's official title from Hearing Examiner to Support Magistrate, and in expanding the authority of the Support Magistrates to permit the determination of contested paternity matters and default paternity matters, thereby streamlining the support establishment process in New York State.

Mr. Palos has spoken at the last three Family Court Practice Institutes presented by the New York County Lawyer's Association. He has also presented to various bar and professional associations on the issue of child support and have presented at several NCSEA annual and mid-year training conferences, where he participated on panels covering UIFSA, legal and judicial ethics, international child support issues, dealing with unrepresented litigants and issues involving the inability of individuals to make payments towards large arrears bills and potential solutions to this growing problem. He has also spoken at ERICSA conferences, participating in panels covering difficult fact patterns, hard to enforce cases, cases involving multiple families and the complications caused by changes in the children's living arrangements.

Legal Dis-Establishment of Paternity: How IV-D Orders can be Undone and How to Prevent It, Workshop B, Tuesday, 3:30 – 5:00 PM

Frances Pardus-Abbadessa

Frances Pardus-Abbadessa is the Executive Deputy Commissioner of the New York City Human Resources Administration Office of Child Support Enforcement (OCSE). OCSE manages the child support program in NYC, working to ensure that non-custodial parents share in the responsibility of supporting their children. The approximately 850 staff in this department provides an array of services, including locating parents, establishing paternity, collecting support, and modifying and enforcing child support orders. In addition, they develop and oversee programs that raise awareness of the benefits of formal child support for both custodial and noncustodial parents and increase compliance with the program.

Before coming to OCSE in 2004, Ms. Pardus-Abbadessa began her career at NYC HRA in 1986 as a budget analyst and worked her way up to the position of Executive Deputy Administrator of the HRA Finance Office where she ensured the integrity of the Agency's finances and its annual budget of more than \$5 billion. Ms. Pardus-Abbadessa received a Bachelor of Arts degree from Syracuse University where she majored in Political Science and American Studies. In June of 1986 she was awarded a Master's Degree in Public Administration from New York University's Robert F. Wagner School of Public Services.

Best Practices: Large Jurisdictions, Workshop E, Tuesday, 3:30 – 5:00 PM

Predictive Analytics--From Math to Action: How It is Changing Child Support Case Management, Workshop A, Wednesday, 8:30 – 10:00 AM

JoAnn Pearson

JoAnn Pearson has served the information technology needs of child support enforcement organizations for more than twenty years, specializing in project management, business analysis, and systems analysis. She is a Senior Child Support Consultant with Auctor Corporation, a provider of software development and consulting services. Currently, JoAnn is the lead business analyst for the migration of the Jefferson County (Louisville) Child Support Enforcement Division to the modernized State of Kentucky Child Support System. Recently, she led a project for the State of Connecticut that enabled 100 end users, working under tight timelines, to efficiently and enthusiastically participate in design meetings for complex system modifications. Concurrently, she led the design of a project collaboration web site for stakeholder communications, project management, and documentation of functional and technical requirements. JoAnn also managed the State of Connecticut system enhancements required to meet the 1988 and 1996 Federal CSE certifications.

She holds a B. S. degree in Mathematics and Computer Science from St Joseph's College, and received a Master of Project Management degree from ITT Technical Institute.

Venus and Mars? Bridging Communication Gaps Between Information Technology and CSE Program Staffs, Workshop C, Monday, 1:30 – 3:00 PM

Tammy Pearson

Tammy Pearson has worked in the North Carolina Child Support program for over 14 years. She has worked in virtually all levels of child support from customer service to supervising establishment and enforcement teams.

Tammy became the Program Manager for YoungWilliams in 2010, and currently supervises the Union County Child Support office located in Monroe North Carolina. Tammy served on the Planned Parenthood committee while working in Buncombe County office in Asheville NC and the board for the New Hanover County Partnership for Fatherhood located in New Hanover County North Carolina.

Tammy has served on a variety of committees in North Carolina and is currently a member of the Union County JobLink Management Team in Monroe, NC. Tammy is on the board of the North Carolina Child Support Council and was recently elected 1st Vice President of the organization.

Tammy has been married 25 years and is the proud mother of twin sons, 23 years of age. Tammy is dedicated to improving the quality of lives for children and parents.

Collaborative Relationships with IV-A and IV-E, Workshop C, Wednesday, 10:30 - Noon

Kelly Peiper

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

Modifications Pursuant to UIFSA: Handling the Twists and Turns of Modifying Support Orders in Intergovernmental Cases, Workshop D, Tuesday, 3:30 – 5:00 PM

Physical Disasters: Preventative Planning and Recovery, Workshop E, Wednesday, 8:30 – 10:00 AM

John Polk

John Polk is the Senior Vice President of XEROX's Child Support Solutions business group. He has served the child support program in the public and private sectors for 38 years. In his public sector career Mr. Polk was the regional administrator for the Texas Office of the Attorney General's child support program in Dallas Ft. Worth for 9 years. Mr. Polk has been with XEROX State and Local Solutions for 21 years and currently serves as the managing director of the company's child support business. Mr. Polk's focus over his tenure has been the support processes that provide effective operations to child support programs. These include payments and disbursements, banking, document management and call center operations. XEROX supplies transaction based services, systems development and operations and business process outsourcing to the IV-D program.

Centralization Specialization of Services: Multiple States in a Consortium, Workshop C, Wednesday, 8:30 – 10:00 AM

Elaine Poole

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

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

The BIAS Project: Using Behavioral Economics to Improve Performance and Effectiveness, Workshop C, Monday, 3:30 – 5:00 PM

Tribal Child Support: Basics and Beyond, Workshop D, Tuesday, 10:30 - Noon

Extreme Makeover: Presenters Edition, Workshop C, Wednesday, 1:30 – 3:00 PM

Ganapathy Pooranalingam

Ganapathy Pooranalingam (GP) is a Senior Manager at Deloitte Consulting. GP has over 12 years of experience working in 6 six states where he managed large system development efforts as well as business process re-design efforts for child support systems. GP has extensive experience is building systems using various technologies. He also has experience in managing the development of all functional modules for the child support systems including locate portals. He was involved in the design and development of locate portals for states of Arkansas and New Jersey. Currently GP is managing a data analytics project for the Federal Office Child Support.

Best Practices: A Tale of Two States' Locate Best Practices, Workshop E, Monday, 3:30 – 5:00 PM

John Popa

Mr. Popa has had overall responsibility for operations at the PA SCDU since 2002. PA SCDU operations include mail opening, payment processing, payment disbursements, customer service operations, check and notice printing and mailing, banking services, and outreach programs on behalf of the Commonwealth of Pennsylvania child support program. The PA SCDU processes more than \$1.5 billion in collections annually. Mr. Popa is responsible for project financials, and directs all auditable daily processes to ensure compliance with contractual obligations. He also manages all facility and security issues. Corporately, Mr. Popa operates the National Print Service Center and the Disaster Recovery Center in support of various Xerox programs and functions.

Prior to joining Xerox, Mr. Popa was a project management consultant with a variety of major corporations such as Ford, General Motors, NASA, Lockheed, Westinghouse, and Eastman Kodak. Mr. Popa was instrumental in new product development, defense systems development, and The Return to Space program at NASA after the Challenger Accident.

Physical Disasters: Preventative Planning and Recovery, Workshop E, Wednesday, 8:30 – 10:00 AM

Kimberly Pope

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

Interstate Roundtable: Southern States and Large Northern States, Workshop D, Wednesday, 8:30 – 10:00 AM

Cristol Porter

Cristol Porter is a Computer Analyst with Northrop Grumman Information Systems. She works as a State Technical Support Liaison for the Federal Parent Locator Service (FPLS). She provides technical support to state child support agencies, assists states to best use FPLS data through review of management information reports and Best Practices, and presents at State and national conferences. Before joining Northrop Grumman, Cristol was employed for ten years with the Commonwealth of Virginia, Division of Child Support Enforcement. While there, she worked as a Customer Service Representative, Intake Lead, Interstate Specialist and a Support Enforcement Specialist for the Establishment Unit.

FPLS State Services Portal--It's a Whole New World, Workshop X, Monday, 1:30 – 3:00 PM

Working with Veterans and the Military, Workshop A, Tuesday, 3:30 – 5:00 PM

Social Security and Child Support: Making Sure Our Families Have those Bare Necessities, Workshop B, Wednesday, 8:30 – 10:00 AM

Patterson Poulson

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

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

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

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

Best Practices: Automated Review for Modification Actions and New Legal Approaches, Workshop B, Tuesday, 8:30 – 10:00 AM

Collaborative Relationships with IV-A and IV-E, Workshop C, Wednesday, 10:30 - Noon

Dennis Putze

Dennis Putze has been the Director of the Division of Planning, Research, and Evaluation in the Federal Office of Child Support Enforcement (OCSE) since March 2011. As division director, he provides guidance, analysis, and technical assistance to states and tribal child support programs regarding performance measurement. He also oversees the collection, compilation, analysis, and dissemination of state and tribal data to Congress and the general public. He promotes public access and understanding of the data, and provides support for researchers. Before this he was employed as a Statistician in the OCSE Division of Federal Systems where he was responsible for statistical analysis, and promoting understanding of the data for the Federal Parent Locator Service. Prior to coming to OCSE in December 2002, he was the Director of the Division of Statistical Analysis for the Pennsylvania Department of Public Welfare. Dennis started his career as a welfare caseworker with the Allegheny County Assistance Office in Pittsburgh, Pennsylvania. He has a Master of Arts degree in Government Administration from the University of Pennsylvania, and a Bachelor of Science degree in Mathematics from the University of Pittsburgh.

Predictive Analytics--From Math to Action: How It is Changing Child Support Case Management, Workshop A, Wednesday, 8:30 – 10:00 AM

Patrick Quinn

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

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

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

Mr. Quinn currently serves as an adjunct instructor for the Pennsylvania Child Support Enforcement Training Institute of Penn State University where he conducts various classes and workshops on Interstate, Intrastate and Paternity issues. Mr. Quinn has been a speaker at a variety of regional and national workshops regarding various aspects of child support enforcement including union employees, interstate and intercounty issues, parent locate, worker's compensation and the child support lien network.

Mr. Quinn currently serves as a Board Member and Past-President of the Domestic Relations Association of Pennsylvania and as Board Member of the Eastern Regional Interstate Child Support Association (ERICSA). He is Chair of the conference scholarship committee and is a member of the Interstate Improvement and Policy and Legislation committees.

Establishing Paternity in an Evolving Legal and Social World, Workshop BX, Tuesday, 1:30 – 3:00 PM

Legal Dis-Establishment of Paternity: How IV-D Orders can be Undone and How to Prevent It, Workshop B, Tuesday, 3:30 – 5:00 PM

Interstate Roundtable: Southern States and Large Northern States, Workshop D, Wednesday, 8:30 – 10:00 AM

Crystal Rodriguez

Crystal Rodriguez works in the Communications Branch of the federal Office of Child Support. Over the past few years Crystal has been heavily involved in the transition from the old OCSE site to the newly redesigned website. She assisted in the migration of thousands of documents, provided input in the design and layout of the new site, and provided trainings and technical assistance to facilitate this transition. Crystal serves on an internal OCSE social media team that's currently developing a social media strategy for the federal Office of Child Support. The team is exploring platforms for engaging with OCSE customers, partners, and other stakeholders. Crystal manages the Families page on the OCSE website and ensures important initiatives, messages, and information is provided to families. Crystal's main objective is to develop messages and content for families that relay the Commissioner's vision for the national child support program. She's also looking at ways to engage families through storybooks, infographics, videos, and social media.

Social Media: You Had Me at "Hello" - How Accessing Electronic Communications Can Help You Do Your Job!, Workshop B, Tuesday, 10:30 - Noon

Kesha Rodriguez

Kesha Rodriguez received a Bachelor's degree from Bernard M. Baruch College (CUNY). She worked as an Unemployment Insurance Claims Adjudicator for the NYS Department of Labor, in New York City for seven years before going to work for the US Department of Labor's, Employment & Training Administration in 1998 as Workforce Development Specialist. In 2004, she began working as a Child Support Program Specialist for the Administration for Children and Families (ACF) serving the states of New Jersey and New York. In August 2010, she assisted her Region in acquiring their very first Start-Up Grant for a Tribal Child Support Program with the St. Regis Mohawk Tribe. In 2004, she received the Commissioner's Teamwork Award for Exemplary Bi-Regional Collaboration and since then has continued to receive countless nominations and awards for her service and dedication to the Children & Families served by the Child Support Program, nationally as well as internationally.

Interviewing Skills used by Effective Case Workers, Workshop C, Tuesday, 1:30 – 3:00 PM

Centralization Specialization of Services: Multiple States in a Consortium, Workshop C, Wednesday, 8:30 – 10:00 AM

Best Practices: Case Closure, Workshop D, Wednesday, 10:30 - Noon

Melissa Rossow

Melissa Rossow is an Assistant County Attorney and an Assistant Director for the Human Services Division, Child Support Enforcement Section of the Ramsey County Attorney's Office in Minnesota. She has worked in the area of family law and child support for about 18 years in a variety of capacities. Since graduating from William Mitchell College of Law in St. Paul, Minnesota, she has worked as a Judicial Law Clerk for the First Judicial District in Minnesota, an Associate Attorney with Grannis & Grannis, P.A., an Assistant Carver County Attorney, the Supervisor of the Pro Se Litigant Self-Help Center for the Hennepin County Family Court, and a Staff Attorney for the Minnesota County Attorney's Association, the Board of Directors for the Minnesota Family Support and Recovery Council, the Minnesota Bar Association, the Ramsey County Bar Association, the Dakota County Bar Association, the National Child Support Enforcement Association, for which she has presented at conferences and webinars, and is on the Board of Directors of Legal Assistance of Dakota County.

Focusing Front Line Staff on Performance Goals, Workshop C, Tuesday, 10:30 - Noon

Monica Roush

Monica Roush has worked in the Child Support field for eight years. She started her Child Support career as an enforcement case manager and lead specialist. For the last 3rd years, she has managed the Tennessee Partnership for Ongoing Parental Support grant program (TPOPS). Through this program, she works with male non-custodial parents who are incarcerated in one of Tennessee's State Prisons. Prior to Monica's Child Support career, she spent nine years teaching parenting education to new parents. With this experience came the introduction of Parenting and Child Support Education classes, for inmates prior to release from the prison facility, which works to support the intensive child support case management of the non-custodial parent's cases. In her spare time, she enjoys hiking the mountains of East Tennessee with friends and family, running and spending time with her new granddaughter, Peyton.

Working with Incarcerated NCPs, Workshop E, Monday, 1:30 – 3:00 PM

Fred Rudzik

Frederick F. (Fred) Rudzik is Chief Assistant General Counsel with the Florida Department of Revenue's office of the General Counsel's Bankruptcy Unit. He has held that position since November 1996. The Department of Revenue is responsible for collecting all Florida state taxes as well as collecting child support obligations for the children of Florida under Title IV-D of the Social Security Act. Mr. Rudzik has represented the state in numerous bankruptcy courts, and appellate matters at both the District Court and Circuit Court level. In 2008, Mr. Rudzik was instrumental in the briefing of and second chaired the argument before the United States Supreme Court in the Case of Florida Department of Revenue v. Piccadilly Cafeterias, Inc. 554 U.S. 33 (2008).

Mr. Rudzik has argued numerous cases involving domestic support issues in bankruptcy before bankruptcy courts throughout the country and has briefed and argued numerous appeals involving the intersection of domestic support and bankruptcy. Most recently, Mr. Rudzik presented two cases to the Eleventh Circuit Court of Appeals in the reported case of *In re Diaz*, 647 F.3d 1073 (11th Cir. 2011), and the unreported case of *In re Davis*, 481 Fed.Appx. 492 (11th Cir. 2012), and submitted an Amicus Brief in support of New Hampshire's Child Support Office in the case of *In re McGrahan*, 459, B.R. 869 (1st Cir. BAP, 2011). Mr. Rudzik has also authored articles on the topic of collecting domestic support during a bankruptcy case which have been published in the American Bankruptcy Institute Journal and the National Child Support Association's Child Support Quarterly. Prior to his position with the Florida Department of Revenue, Mr. Rudzik was in private practice in St. Petersburg, Florida representing debtors in Chapter 7, 11 and 13 cases. He also litigated a variety of civil and criminal cases in the state and federal courts and served as a Criminal Justice Act Attorney defending criminal cases in the Middle District of Florida, Tampa Division. Mr. Rudzik is a member of the American Bankruptcy Institute and of the States' Association of Bankruptcy Attorneys, (SABA), having served on SABA's Board of Directors since 2000, and as SABA's Vice President since 2012. Mr. Rudzik is a regular speaker at SABA's annual bankruptcy seminar on a variety of topics.

Bankruptcy: What Does Bankruptcy Mean for the Collection of Support Obligations?, Workshop B, Monday, 3:30 – 5:00 PM

Tracy Rumans

Tracy Rumans is an attorney for Child Support Services of El Paso and Teller Counties administered by Young Williams, P.C., in Colorado Springs, Colorado, and has been practicing in the areas of child support and domestic relations law for 10 years. Tracy is a board member for the Colorado Family Support Council, and a past president of the El Paso County Women Lawyers Association.

Tracy earned a B.A. from the University of Kansas, and a J.D. from the University of Colorado School of Law.

Working with Incarcerated NCPs, Workshop E, Monday, 1:30 – 3:00 PM

Pam Sala

Pam Sala has been involved in the Michigan Child Support program for over 23 years and has been the Chief Assistant Friend of the Court (child support office) in Oakland County, Michigan since April 2006. This position brings together her joy as a trainer along with her passion for helping children and families get the emotional and financial support they deserve. Her duties include managing staff to ensure the enforcement of orders related to custody, support and parenting time; providing in-service training to staff to address federal or local changes to the program; and recommending procedural changes to office operations to improve efficiency.

Pam also serves numerous committees at the state level relating to improving the child support program throughout the Michigan. Pam is a Past President of the board of the Michigan Family Support Council and the Program Coordinator for this year's annual conference and is a member of the board of directors for ERICSA.

Establishing Parenting Time Orders in Initial Child Support Orders, Workshop A, Tuesday, 10:30 – Noon
Best Practices: Case Closure, Workshop D, Wednesday, 10:30 - Noon

Fredrica Schmidt

Fredrica (Fredi) Schmidt is a Government Analyst with the Florida Department of Revenue. As the Interstate Business Process Owner, she is responsible for interstate policy and procedures. Ms. Schmidt is the Interstate Referral Guide administrator and policy contact for Florida as well as the business process owner for Child Support Enforcement Network (CSENet) and the National Interstate Case Reconciliation (NICR) project, working closely with the technical teams who maintain those interfaces. She started her child support career in 1995 in Washington State.

She has also worked with the Wake County, NC child support establishment unit as a Senior Case Manager until moving to Florida in 2002. Ms. Schmidt has worked for Florida's child support program since January 2003 during which time she managed the Statewide Processing Center establishment process, overseeing the establishment of Administrative support orders for the state. She also supervised Florida's Central Registry from September 2007 through March 2009 prior to becoming Florida's Interstate Business Process Owner. Ms. Schmidt is a graduate of St. Martin's University in Olympia, WA.

Interstate Roundtable: Southern States and Large Northern States, Workshop D, Wednesday, 8:30 – 10:00 AM

Susan Schroeder

Susan Schroeder is the Administrative Director, Civil Division, of the Allen County Prosecutor's Office in Fort Wayne, Indiana. She has been with that office since 1988 in a variety of positions. Susan is currently the President of ERICSA and has served on various committees while on their Board of Directors. Susan is very active in the Indiana Child Support Alliance. She has served as Secretary, Vice President, President Elect and President of that organization and is currently on the Board of Directors. Susan served as the chairperson of the Indiana State Child Support Enforcement Conference for twelve years. Susan has presented workshops at local, regional and national conferences on child support issues and other related matters. She has also served on various committees for the State of Indiana Child Support Bureau. She attended Saint Francis College, Fort Wayne, Indiana.

Small Projects- Big Successes: County Level Enforcement, Workshop E, Wednesday, 1:30 – 3:00 PM

Lisa Schwartz

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

Tribal Child Support: Basics and Beyond, Workshop D, Tuesday, 10:30 - Noon

Andrew Schweller

Andrew Schweller graduated from Miami University where he majored in Political Science and History in 1994. He graduated from the University of Dayton School of Law in 1997. In 1997, he began his legal career with the Allen County Prosecutors Office in Fort Wayne, Indiana where he was assigned to the child support division. He later moved to the felony division where he spent three years as a trial deputy. He 2003, he moved back to the Child Support Division and assumed the title and responsibilities of Section Chief. He was a two term President of the Indiana Child Support Alliance from 2010-2012. He has served as a presenter at both the Indiana State Child Support Conference and ERICSA on the topics of UIFSA, Ethics, and Paternity. He currently is a member of the ERICSA Interstate Improvement Committee. Andrew resides in Huntington, Indiana with his wife and three sons.

Rise to the Challenge: Advanced UIFSA Scenarios, Workshop D, Monday, 3:30 – 5:00 PM

Modifications Pursuant to UIFSA: Handling the Twists and Turns of Modifying Support Orders in Intergovernmental Cases, Workshop D, Tuesday, 3:30 – 5:00 PM

LaShawn Scroggins

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

Enhancing Safety for Intergovernmental Family Violence Victims, Workshop A, Monday, 3:30 – 5:00 PM

Every Comment Counts: Public Participation and the Regulatory Process, Workshop A, Wednesday, 8:30 - Noon

Mia Sena

Mia Sena is the Program Manager for the New Jersey Child Support Institute (NJCSI) at the Institute for Families, School of Social Work at Rutgers, The State University of New Jersey. NJCSI is the first comprehensive training institute for over 2500 child support professionals in New Jersey. Ms. Sena brings over 20 years of experience delivering training to audiences of all levels across various industries and organizations to the Institute. Her experiences ranging from being a systems coordinator and trainer, a curriculum development specialist, and an operations manager, has molded her to be an asset to the Institute promoting education and training for child support professionals. As Program Manager for NJCSI, Ms. Sena manages a team of 27 professionals among three remote training facilities and an array of specialized courses that focus on specific job functions and topics in child support ensuring that children and families receive the financial and medical support they deserve. She has represented NJCSI at various conferences, including the New Jersey Child Support Conference, the Eastern Regional Interstate Child Support Association (ERICSA), and the National Child Support Enforcement Association (NCSEA). Ms. Sena obtained a Bachelor of Arts degree from Montclair State University, with a major in Consumer Affairs and a minor in Psychology. She also holds certifications in Project Management Critical Skills and Help Desk Management.

UIFSA: Basics and Beyond, Workshop D, Monday, 1:30 – 3:00 PM

Shelley Septer

Shelley Septer is the Vice President of Governmental Accounts, Eagle Accounts Group/ CCB Child Support Enforcement, Indianapolis, Indiana. She has been with them since 2006.

Shelley's has 22 years of experience in Indiana's Child Support program which includes the Prosecutor's Offices in Fort Wayne and Huntington and the Huntington County Clerk's Office.

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

Skills for Effective Staff Management: It Takes a Little Magic, Workshop C, Tuesday, 8:30 – 10:00 AM

Diane Sinkus

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

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

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

UIFSA: Basics and Beyond, Workshop D, Monday, 1:30 – 3:00 PM

Trish Skophammer

Trish Skophammer is currently serving as the Assistant Director of the Child Support Enforcement Program of the Human Services Division of the Ramsey County Attorney's Office located in St. Paul, Minnesota. She has 15 years of child support experience and previously worked as a supervisor and a Support Enforcement Agent. Trish holds a master's degree in Organizational Leadership and is working on a doctorate degree in Public Administration.

Small Projects- Big Successes: County Level Enforcement, Workshop E, Wednesday, 1:30 – 3:00 PM

Emma Smithson

Emma is the Corporate Payroll Accountant for SeaWorld Parks & Entertainment. She started with SeaWorld in 2008 as a Financial Analyst. In June 2010, the company formed its own payroll department after being sold-off from Anheuser-Busch. During the transition, Emma joined the Corporate Office team. In her current role she is responsible for developing internal payroll processes, coordinating staff training, and identifying efficiencies. She was instrumental in the implementation of e-IWO for the company. As of 2012, SeaWorld Parks & Entertainment operates 12 theme parks across the United States and conducts payroll for approximately 32,000 employees.

Hello, Is Anybody Out There? Best Practices for Employers and States, Workshop A, Tuesday, 1:30 – 3:00 PM

Patti Spear

Patti Spear has 39 years' experience in the human services arena in both the private and public sectors with 37 years in child support enforcement. During her 37 years in child support, she has worked in all aspects of the program including front line case worker, training development and delivery, policy development and systems design and implementation. She is employed by Deloitte Consulting as Manager. She provides consulting services on system development projects to state and local government CSE agencies. She is currently working on a Deloitte Consulting project assisting the State of Indiana develop requirements for a new child support automated system.

Skills for Effective Staff Management: It Takes a Little Magic, Workshop C, Tuesday, 8:30 – 10:00 AM

Extreme Makeover: Presenters Edition, Workshop C, Wednesday, 1:30 – 3:00 PM

Laura Stafford

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

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

Ms. Stafford has presented at numerous Indiana State Child Support Conferences and other conferences throughout the State of Indiana.

Bankruptcy: What Does Bankruptcy Mean for the Collection of Support Obligations?, Workshop B, Monday, 3:30 – 5:00 PM

Best Practices: Automated Review for Modification Actions and New Legal Approaches, Workshop B, Tuesday, 8:30 – 10:00 AM

Enforcing Support Orders with Civil Contempt, Workshop B, Wednesday, 10:30 - Noon

Norris A. Stevenson

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

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

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

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

Millennials: The Next Working Generation, Workshop C, Tuesday, 3:30 – 5:00 PM

Bill Stuart

Mr. Stuart has been working in child support for over 40 years. He was the Coordinator of a county Child Support Office in New York, then was the Director of the New York State Child Support Computer System and, for the last 13 years, has been working on several initiatives for the Federal Office of Child Support Enforcement including the electronic Income Withholding Order, e-IWO, project. Mr. Stuart holds a B.A from the University of Miami and a M.P.A from the State University at Albany.

Increase Collections Using e-IWO and the Debit Inquiry Service, Workshop A, Tuesday, 8:30 – 10:00 AM

Jerry Sweet

Mr. Sweet is a member of the Chickasaw Nation of Oklahoma. He began his career with child support enforcement in 1988 when he began working with the Pima County Child Support Office in Tucson, Arizona. While working with the State of Arizona, Mr. Sweet recognized the native population was being underserved, or in some instances, not served at all. After nearly 10 years of advocating on behalf of native children's right to receive the same benefits afforded non-natives, Mr. Sweet developed the first Tribal IV-D Child Support Program with the Chickasaw Nation of Oklahoma in 1997. For the last two decades, Mr. Sweet has worked closely with the Office of Child Support Enforcement in Washington, DC, and in fact, served on the original workgroup to establish federal codes to provide funding for the operation of Tribal IV-D services as well as the Model Tribal System. He is president of the National Tribal Child Support Association and past board member for NCSEA and ERICSA. He currently serves as the division administrator for the Eastern Band of Cherokee Indians in North Carolina overseeing their child support and tribal TANF programs and continues to oversee the completion of the Model Tribal System (MTS) for Modoc tribe and developing a MTS consortium.

Tribal Child Support: Basics and Beyond, Workshop D, Tuesday, 10:30 - Noon

Andy Szymak

Andrew (Andy) Szymak is the Financial Institution Data Match (FIDM) and Automated Enforcement in Interstate Cases (AEI) Coordinator for the Oklahoma Department of Human Services Office of Child Support Services. He is also the Oklahoma representative to the Interstate Data Exchange Consortium (IDEC) Governing Board. He has been with child support since June of 1998 and has been the FIDM Coordinator since 2001. He earned a BA with a major in Political Science from the University of California at Irvine and a JD from Oklahoma City University School of Law.

Collecting Hard to Collect Earnings: Finding the Right Tool for the Job, Workshop B, Monday, 1:30 – 3:00 PM

Rhonda Tamulonis

Rhonda Tamulonis is a specialist in “the people side of technology”, consulting with organizations on needs analysis, systems design, workflow procedures, performance improvement, and training program development and delivery. She co-founded Auctor Corporation, which has developed and supported automated child support enforcement systems for more than eighteen years. Rhonda serves on the Board of Directors for the Eastern Regional Interstate Child Support Association (ERICSA), as well as various committees of the National Child Support Enforcement Association (NCSEA). She has published articles, conducted seminars, coached trainers, developed change management programs, and presents frequently at industry conferences.

Rhonda is a graduate of Butler University and holds an MBA from Indiana University.
Focusing Front Line Staff on Performance Goals, Workshop C, Tuesday, 10:30 – Noon
Extreme Makeover: Presenters Edition, Workshop C, Wednesday, 1:30 – 3:00 PM

Lynnetta Thompson

Lynnetta Thompson is a Program Specialist with the Federal Office of Child Support Enforcement (OCSE) and has been since November 1999. She serves as a member of the Employer Services team where her primary duties are to lead Employer Services initiatives and to assist employers in carrying out their child support responsibilities. She is the lead on new hire reporting and medical support issues and manages the team's website. She serves as a liaison between state child support enforcement agencies and employers to resolve various issues.

Employer Services initiatives include information campaigns, conferences, and special projects aimed at encouraging best practices in child support for employers and state agencies.

Hello, Is Anybody Out There? Best Practices for Employers and States, Workshop A, Tuesday, 1:30 – 3:00 PM

Helene Tunstall

Helene Tunstall is currently Chief of Customer Service Operations for the New Jersey Department of Human Services, Division of Family Development, Office of Child Support Services. She has been with this Office for over 25 years, working primarily in the area of Child Support Customer Services. Hired in 1985 as a customer service representative Helene has been at the forefront of several customer service transitions for the State's Child Support Program. In her current role, Helene oversees more than 45 staff assigned to the Office's various customer service units including the Administrative Enforcement Unit which includes the Financial Institution Data Match, Child Support Lien Network, Tax Offsets and Passport Denial Programs, as well as, the Customer Service Units which include call handling and correspondence resolution. Additionally, Helene is responsible for oversight of the implementation of the statewide financial and customer services business models being accomplished through the state's new State Disbursement Unit Contract.

Prior to working for the Office of Child Support Services, Helene worked as a local child support worker which introduced her to the needs on child support customers and the program in its entirety. This frontline experience was the beginning of the development of her compassion for the children and families served by the child support program. Her current mission is to utilize her experience to continue to improve the services the state of New Jersey provides to those that are in need of the program's services.

Providing Excellent Customer Service to Mothers and Fathers, Workshop E, Tuesday, 10:30 - Noon

Vicki Turetsky

Commissioner, OCSE US DHHS/ACF/ Office of Child Support Enforcement

Vicki Turetsky was appointed as the Commissioner for the Office of Child Support Enforcement in the U.S. Department of Health and Human Services Administration for Children and Families. As Commissioner, she oversees the child support program operated by each state and by many tribes. Ms. Turetsky brings more than 25 years of experience as a public administrator and advocate for low-income families. She is a nationally recognized expert in family policy, and has been instrumental in efforts to boost child support payments to families and to establish realistic child support policies that encourage fathers to work and play an active parenting role.

Prior to her appointment, she served as the Director of Family Policy at the Center for Law and Social Policy, where she specialized in child support, responsible fatherhood, and prisoner reentry policies. The author of numerous publications, she was a visiting lecturer at the Woodrow Wilson School of Public and International Affairs at Princeton University and has received several national awards. She also has held positions at the U.S. Corporation for National and Community Service, MDRC, Union County Legal Services in New Jersey, and the Minnesota Attorney General's Office. As a division director at the Minnesota Department of Human Services, she received one of the state's first "reinventing government" awards. She received her B.A. from the University of Minnesota and her J.D. from the University of Chicago Law School.

Plenary, 2013 Federal OCSE Update, Monday, 10:30 – 12:00

Angie Tutwiler

Angie Tutwiler is an analyst with the Federal Collections and Enforcement team of the Office of Child Support Enforcement's (OCSE) Federal Parent Locator Service (FPLS), coming to OCSE in 2010. As a member of the Federal Collections and Enforcement team, she works on the federal offset, administrative offset, and passport denial programs, as well as IRS Safeguarding. Before coming to OCSE, Ms. Tutwiler worked for Virginia's Division of Child Support Enforcement for seventeen years.

FPLS State Services Portal--It's a Whole New World, Workshop A, Monday, 1:30 – 3:00 PM

Rob Velcoff

Rob Velcoff has worked for the New York State Division of Child Support Enforcement for over 23 years. He became Manager of Interstate Operations at the beginning of 1999, and supervised the Interstate Central Registry until November 2008. Mr. Velcoff handles all interstate issues for New York State, both policy and programmatic, including being part of a team responsible for implementing UIFSA in January of 1998. He is New York's representative in several federal, national and international workgroups. In May 2011 he became the President of the Eastern Regional Interstate Child Support Association (ERICSA). He is also New York's international child support liaison. Mr. Velcoff has presented at close to 200 workshops at dozens of state, regional, federal, national, and even international child support conferences on a wide range of topics. He worked in child support at the local level for three years before moving up to the state level. Mr. Velcoff received a BS in Criminal Justice from the State University College of New York at Brockport and an MA in Criminal Justice from the State University of New York at Albany.

Rise to the Challenge: Advanced UIFSA Scenarios, Workshop D, Monday, 3:30 – 5:00 PM

Success With Interstate: "Why Does That Other State Keep Messing Up My Case?!" , Workshop D, Tuesday, 8:30 – 10:00 AM

Interstate Roundtable: Southern States and Large Northern States, Workshop D, Wednesday, 8:30 – 10:00 AM

International Child Support: Where are We Now?, Workshop A, Wednesday, 1:30 – 3:00 PM

Mary Whitacre

Best Practices: A Tale of Two States' Locate Best Practices, Workshop E, Monday, 3:30 – 5:00 PM

John White

Ed, a native Philadelphian, graduated from Penn State University in 1980. He began his tenure in the Philadelphia Domestic Relations Division (DRD) in 1986 and has served as an Establishment Officer, Custody Investigator, Unit Supervisor and Manager. In 2008, Ed was named Director of Case Processing and Data Management and is responsible to oversee numerous operational units within the DRD. Ed also serves as the Pennsylvania Child Support Enforcement System (PACSES) Administrator for Philadelphia County and is actively involved in many statewide committees and workgroups, including Chairman of the PACSES Advisory Committee. Ed is a long standing member of the Domestic Relations Association of Pennsylvania (DRAP) and served as Chairman of DRAP's Annual Training Conferences in 2011 and 2012. In 2012, Ed was appointed to the DRAP Board of Director's and is presently DRAP's 2nd Vice President.

Predictive Analytics--From Math to Action: How It is Changing Child Support Case Management, Workshop A, Wednesday, 8:30 – 10:00 AM

China Widener

China Widener is a State Child Support IV-D Director and Chief Inspector (Risk Offer.) During her tenure in state government she led multiple re-engineering efforts covering several state-wide programs: Child Support, Child Care/Early Learning, Medicaid (administration and related Program Integrity/ Audit) and developed a prescription drug program.

At the local level she has served as an Assistant County Prosecutor pursuing abuse, neglect and dependency prosecutions, criminal non-payment of child support, and juvenile and adult felony and misdemeanor criminal prosecution; Widener also served for seven years as both Policy Advisor and Senior Agency Attorney for the Child Welfare agency in Ohio's largest metropolitan county; she performed the role of agency administrative and appeals counsel and was Director of the Juvenile Court Liaison program.

Widener is a requested speaker, moderator and trainer at national and regional conferences. She has co-authored a white

paper on re-engineering HHS business processes into reusable services and the implications for technology development using Service Oriented Architecture as well as developed a Service Delivery Model Assessment Methodology which guides the analysis of service delivery and performance improvement in HHS programs.

Widener received her BS from Eastern Michigan University, her JD from the University of Maryland and attended Harvard University's State and Local Senior Executives Program; she is a certified PMP and is licensed to practice law in the State of Ohio.

Best Practices: Large Jurisdictions, Workshop E, Tuesday, 3:30 – 5:00 PM

Jennifer Woods

Jennifer Woods is the Associate Program Manager, Training, for the New Jersey Child Support Institute (NJCSI). Jennifer joined NJCSI in February 2009 and is currently responsible for managing the design, development and implementation of training statewide for child support staff . She also manages the institute's training coordinators. Jennifer has more than twenty years of experience in training and development and has worked in both the private and public sectors. Her professional background includes managing training development projects; conducting training needs assessments; and facilitating, designing, and developing training in many delivery methods to meet organizational needs. Jennifer holds a Bachelor of Arts degree in English from Douglass College, Rutgers, The State University of New Jersey, and a Master of Arts degree in Administration and Supervision of Education and Training Programs from Montclair State University. Jennifer recently presented at the 2010 NNSWM conference, 2011 NASDTA conference, and has currently been invited to serve on the 2013 National Child Support Enforcement Association (NCSEA) Web-Talk Committee.

Success With Interstate: "Why Does That Other State Keep Messing Up My Case?!" , Workshop D, Tuesday, 8:30 – 10:00 AM

Bev Wooten

Throughout her career, Beverly has worked within payroll and human resources in various capacities performing numerous job functions. Beverly joined Coca-Cola Refreshments USA, Inc . in March 2003 and was promoted to the Payroll Garnishment Supervisor in Feb 2004. Her responsibilities include the processing of all types of garnishments for the facilities located in the US and Canada. The largest volume of garnishments processed is that of child support. Annually, over \$25M is remitted to SDUs across the US in partnership with the various agencies and courts. The legal attributes of garnishments has become a passion of hers which inspired her to become a Certified Paralegal in 2006. Coupling the knowledge of payroll and legal has served her well in her current position. She is an active member of NCSEA and she continues to explore and expand her knowledge in the field of her expertise by serving on two subcommittees through the American Payroll Association (APA) Government Affairs Task Force solely dedicated to garnishments. She has also been selected by the Office of The Attorney General in the state of Texas to serve on the OAG's Employer Task Force Committee and is also a committee member of the MISDU Employer Advisory Committee.

Increase Collections Using e-IWO and the Debit Inquiry Service, Workshop A, Tuesday, 8:30 – 10:00 AM