

## **Angela Anton**

Angela Anton has over 20 years of experience in the field of child support enforcement services and is currently serving as the Assistant Director of the Jefferson County Attorney Child Support Division in Louisville, Kentucky. She received her J. D. from the University of Louisville in May, 1992, and was admitted to practice law in October, 1992. In 2008, she was named the Kentucky Child Support Enforcement Attorney of the Year. Angela serves on the Child Support Guidelines Review Commission, is a member of the Jefferson Family Court paternity subcommittee and is active in speaking engagements at conferences, single-parent group meetings and local high schools.

**Child Support 101: *The Fundamentals of IV-D (CLE), Workshop B, Monday, 1:00-2:15***

## **Aaron Arnold**

Aaron Arnold serves as director of the Center for Court Innovation's Upstate New York office, located in Syracuse, where he is responsible for developing problem-solving court programs and providing technical assistance to existing problem-solving courts. In addition, Mr. Arnold serves as director of the Center's Tribal Justice Exchange, which seeks to promote the sharing of information between state and tribal courts, assist tribal communities in enhancing their justice systems, and explore ways in which state courts can benefit from traditional tribal justice practices. Before joining the Center, Mr. Arnold served as a prosecutor with the Maricopa County Attorney's Office in Phoenix, Arizona, where he worked in several problem-solving courts. He has also worked as a litigation associate at Fennemore Craig, one of Arizona's oldest law firms. Mr. Arnold is a native of Syracuse and a graduate of Cornell University and the University of Arizona College of Law.

The Center for Court Innovation is a unique public-private partnership with the New York State Unified Court System. The Center's goals are to reduce crime, aid victims, and strengthen communities. Acting as the court system's "research and development" arm, the Center develops new approaches to justice, tests new ideas through real-world demonstration projects, conducts original research, and publishes academic and practitioner-focused literature on problem-solving courts. More information is available at [www.courtinnovation.org](http://www.courtinnovation.org).

**No Scratches in this Race: *Building and Sustaining Family Friendly Programs* , Plenary, Tuesday, 8:30- 9:45**

## **Gordon Bailey**

Mr. Bailey earned his undergraduate degree from Birmingham-Southern College and his law degree from the University of Alabama School of Law. He served as Project Director for the Alabama Interstate Paternity Project and as an Advisor to the Drafting Committee of the National Commissioners on Uniform State Laws in its revision of URESA, now UIFSA. As an original member of the Alabama Child Support Enforcement Committee he co-authored the Alabama Uniform Parentage Act of 1984. Serving as a DHR child support contract attorney for Calhoun and Cleburne Counties from 1977 to 2003 and in 2004 he was appointed Child Support Referee for Calhoun County. Mr. Bailey has been a presenter for numerous conferences of the National Child Support Enforcement Association (NCSEA), Eastern Regional Interstate Child Support Association (ERICSA) and the Alabama Child Support Association and served as a consultant for the Center for the Support of Families. A past president of the Calhoun-Cleburne County Bar Association, past president of ERICSA (1986) and past chair of the URESA Interstate Forms Committee (Federal Office of Child Support Enforcement), he also chaired the Advisory Committee that drafted the Alabama Uniform Interstate Family Support Act as well as the Uniform Child Custody Jurisdiction and Enforcement Act. Mr. Bailey also served as member of the committee that redrafted Alabama's Uniform Parentage Act.

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

In 1992, he received the Felix Infausto Award presented by ERICSA and in 1999 NCSEA honored him in Chicago with the presentation of the President's "Child Support Community Service Award". In 2002, the Alabama Child Support Association established the Gordon F. Bailey, Jr., "Attorney of the Year Award" honoring his 26 years of service and in 2006 he was named Lawyer of the Year by the Family Law Section of the Alabama State Bar. 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. Currently, Mr. Bailey is a consultant for the Federal Office of Child Support Enforcement (OCSE) drafting the proposed court/judicial website for the National Judicial – Child Support Enforcement Task Force.

**Expanding the Mission of the Child Support Enforcement Program, Plenary, Wednesday, 8:30-9:45**

**Jeff Ball**

Jeff Ball is an attorney and child support consultant, specializing in agency performance improvement, policy review, streamlining, and reorganization. Jeff started Support Consulting, LLC in 2007. Since then, he has consulted with several state governments, consulting firms, and attorney associations. Jeff has been working in the private sector for the past 12 years overseeing and working on state and county specialized operations projects, 1115 and SIP grants, and performance improvement and reorganization projects.

Jeff earlier worked for the federal Office of Child Support Enforcement as liaison to the Welfare Reform Task Force, Technical Assistance Branch Chief, and Senior Assistant to the Commissioner. Before that Jeff was General Counsel and Deputy Director of the U.S. Commission on Interstate Child Support, which produced recommendations that were the foundation for the PRWORA child support sections. Jeff was an official observer to the first two UIFSA drafting committees. He was also an assistant director of the American Bar Association's Child Support Project and a legal aid attorney in South Dakota and Maryland.

Jeff received his B.A. in history from Miami University and his J.D. from the University of Virginia School of Law. He is a former president of ERICSA. Jeff has presented on child support topics since 1987.

**Healthy Start: Ensuring Children Receive Medical Support (CLE), Workshop C, Tuesday, 10:15-11:30**

**Business Practice Reengineering: What Can You Do to Improve Outcomes?, Workshop B, Monday, 2:45-4:00**

**An Ounce of Prevention: How Early Intervention Yields Results (CLE), Workshop E, Wednesday, 1:00-2:15**

**Margot Bean**

Margot Bean is a consultant in Deloitte Consulting LLP's Public Sector Practice, focusing on helping state government child support enforcement programs provide effective and efficient customer-focused services that are compliant with federal laws, regulations, and reporting requirements. Prior to joining Deloitte, Ms. Bean was the appointed Commissioner for the Federal Office of Child Support Enforcement (OCSE) from 2005 to 2009. She lead an office whose primary mission was to serve children and families by assuring that assistance in obtaining financial and medical support was available to children through locating parents, establishing paternity and support obligations, and enforcing those obligations. In her role as Federal Commissioner, she actively participated in successful negotiations on the Hague Convention on the International Recovery of Child Support and other Forms of Family Maintenance, and in November, 2007, signed it on behalf of the United States

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

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

Ms. Bean is an attorney licensed in New York and Guam. She is a former President of the National Child Support Enforcement Association, and an advisor to the WICSEC Board of Directors.

**Running Effective Meetings: Don't Forget the Donuts, Workshop E, Wednesday, 10:15-11:30**

**Guy E. Bowling**

Guy Bowling is a Workforce Development Manager within the Mission Services Division at Goodwill/Easter Seals Minnesota. In this role he manages the FATHER Project, overseeing staff supervision, program development, community development, and leadership of collaborative partners since January of 2007. Guy has more than 15 years of experience working with low-income, non-custodial fathers, and their children.

**Fatherhood Matters: Innovative Initiatives on the Fatherhood Front, Workshop E, Tuesday, 1:00-2:15**

## **Kenneth Braswell**

Mr. Braswell is a national expert, frequent speaker, trainer and father of four beautiful children. He is also the Director of the New York State Fatherhood Initiative ( [www.dads.ny.gov](http://www.dads.ny.gov) ) where since 2006 he has managed over \$11 million in programs and the NYS Noncustodial Earned Income Tax Credit.

Braswell is a board member of the National Fatherhood Leaders Group and the Fathers and Families Coalition of America. With over 20 years of community development experience, Braswell serves as the Executive Director of Fathers Incorporated (FI) ( [www.fathersincorporated.com](http://www.fathersincorporated.com) ). At Fathers, Incorporated he focuses on the need to reaffirm the benefit of fathers within the family service paradigm.

Since 2004 the agencies' main focus has been on the development of support and services for fathers. FI, a not-for-profit organization, will serve as a leader in the promotion of Responsible Fatherhood and Mentoring.

This International, National, and local focus raises the awareness about, and combats the impact of father absence. We do this through the use of innovative social marketing and multi-media platforms, traditional communications, and product development. We seek to expand the range of work in the fields of comprehensive and non-traditional family service models. FI will work to change the current societal and cultural definition of family to include fathers.

As the field of Responsible Fatherhood expands, it is imperative that we examine the full scope of service capacity and consumer need. Recently, the economic stability of non-custodial parents has been increasingly affected by the lack of employment opportunities and increasing debt. In the past, service providers have focused almost exclusively on reducing poverty for mothers and children.

Today, research and practice tells us that we must do the same for fathers in order to ensure that they can provide for the well-being of their children - both emotionally and financially. The field continues to make strides in the traditional areas of service for fathers, for example, in the areas of child support, employment and training, re-entry and domestic violence. There are, however, additional areas of service needs which must be explored in order to fully provide low-income fathers with the tools necessary to be better fathers and men.

Braswell is the author of “When The Tear Won’t Fall\*,” and recently released workbook, “Gentle Warriors\*.” He has also published “What you should know about Teen Parenting Period,” and a report entitled “Teenagers and their Attitudes towards Fatherhood.” Braswell has been featured/mentioned in Essence, Gospel Today, Capital Region Parent Pages, BSI International’s IN SEARCH OF FATHERHOOD®, Philadelphia Inquirer, Times Union and various other media forums

**No Scratches in this Race: *Building and Sustaining Family Friendly Programs* , Plenary, Tuesday, 8:30- 9:45**

## **Kim Newsome Bridges**

Kim Newsome Bridges has been a child support professional for 20 years. Currently she serves as President-Elect for NCSEA and has previously served as its Policy & Government Relations Chair. 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.

**Arrears Management: *Addressing the Crisis of Past-Due Support (CLE), Workshop A, Monday, 2:45-4:00***

## **Jennifer Burnszynski**

Jennifer Burnszynski is Senior Advisor to the Commissioner of the federal Office of Child Support Enforcement. In this position she is implementing a variety of planning, policy development, and coordination activities to synchronize medical support policies with health reform, and advising on the child support legislative agenda. Ms. Burnszynski also serves as a Senior Social Science Analyst in the Office of the Assistant Secretary for Planning and Evaluation in the U.S. Department of Health and Human Services. In her more than 10 years at HHS she has worked on developing national child support legislation and managed major research on child support arrears, health care coverage among child support-eligible children, and child support distribution policy as well as evaluations of fatherhood and family strengthening initiatives. She guided the establishment of the National Center for Family and Marriage Research, currently located at Bowling Green State University,

and served as its first program officer. She also staffed the HHS/Department of Labor Medical Child Support Working Group. Her prior experience includes working for the Minnesota Legislative Commission on the Economic Status of Women, the Minnesota House of Representatives Research Department, and the U.S. Department of Justice Office of Community Oriented Policing Services. She holds a B.A. from Gettysburg College and a M.A. from the Hubert H. Humphrey Institute of Public Affairs at the University of Minnesota.

**Healthy Start: *Ensuring Children Receive Medical Support (CLE), Workshop C, Tuesday, 10:15-11:30***

### **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. From September 2005 to June, 2008, he also served as the Program Specialist for Maryland. In 2009, John received the Robert S. Stewart Award from the Domestic Relations Association of Pennsylvania.

**Interstate Case Processing: *What States Do (and Don't Do, But Should!), Workshop B, Tuesday, 10:15-11:30***

### **Bob Clifford**

Bob Clifford is from the National Technical Assistance and Training Center in OCSE. In the Center, he is responsible for Collaboration, Early Intervention, Interstate, Management Performance, and Large Urban Jurisdictions. He has over 30 years of Federal Service and 20 years in the Child Support Program. Bob has received numerous awards. In 2000, he was named the Office of Child Support Enforcement's Regional Employee of the Year and received the Secretary's Award for Distinguished Service. In 2005, he received the Commissioner's Award for Continuous Superior Service. Bob has a Bachelor Degree from the University of Pittsburgh and a Masters Degree from the University of Pennsylvania.

**Fatherhood Matters: *Innovative Initiatives on the Fatherhood Front, Workshop E, Tuesday, 1:00-2:15***

### **Pat Conrad**

Pat Conrad serves as Northrop Grumman's Project Manager for the Interstate Case Reconciliation (ICR) project on behalf of the federal Office of Child Support Enforcement (OCSE). Pat is in her seventh year in this position. She retired from the North Dakota child support program, where she spent 14 years working toward the implementation of that state's child support system. Prior to her work in child support, Pat served as Secretary of the Senate for one session of the North Dakota State Legislature, served as Executive Director of the North Dakota Easter Seal Society, and had 11 years experience with other Divisions of North Dakota's Department of Human Services. Pat has a B.A. in English, a B.S. in Education, and an M.S. in Social Work.

**Keeping the Lines of Communication Open: *The Key to Resolving Interstate Challenges, Workshop C, Wednesday, 1:00-2:15***

### **Maura D. Corrigan**

Justice Maura Corrigan was first elected to the Michigan Supreme Court in 1998 and reelected in 2006. She served two terms as Chief Justice from 2001-2004. In practice, she was an assistant prosecuting attorney in Wayne County, Michigan from 1974 to 1979; in 1979, she became chief of appeals in the United States Attorney's Office in Detroit; in 1986, she became the first woman to be Chief Assistant United States Attorney in Detroit; and in 1989, she entered private practice as a partner in the firm of Plunkett & Cooney. She was appointed to the Michigan Court of Appeals in 1992 and became its chief judge in 1997. Ms. Corrigan graduated magna cum laude from Marygrove College in Detroit in 1969 and cum laude from the University of Detroit Law School in 1973.

**How to Bring the Underground Economy to the Surface and Work the Hard-to-Enforce Cases (CLE), Workshop B, Wednesday, 1:00-2:15**

## **Debra Davis**

Debra Davis, M.B.A., Ph.D. is the Laboratory Director for the Paternity Laboratory for Orchid Cellmark in Dayton. She joined Orchid in 1998 as an Associate Laboratory Director and has over 10 years of professional experience in genetic testing. She has a Bachelor of Science degree in Biology and a Master's degree Business Administration, both from the University of Cincinnati, and a Ph.D. in Molecular Genetics from Wright State University. Dr. Davis has personally evaluated over 100,000 paternity cases and has testified as an expert for numerous cases of disputed paternity. Dr. Davis has been a member of the AABB since 1998 and serves on the Relationship Testing Standards Program Unit and has been part of the AABB Assessor Program for Relationship Testing since 2007.

**Who's My Daddy? An Update on Paternity Issues (CLE), Workshop C, Tuesday, 1:00-2:15**

## **Linda Deimeke**

Linda Deimeke serves as the Director of the Division of Federal Systems within the Federal Office of Child Support Enforcement. In this role, she provides programmatic and technical management for the Federal Parent Locator Service (FPLS) information systems. These systems include, but are not limited to, the Federal Case Registry (FCR), the National Directory of New Hires (NDNH), the Federal Tax Offset System, and the Multistate Financial Institution Data Match (MSFIDM). Linda is also responsible for programmatic and technical oversight of Federal telecommunications services and Federal and State agency data access initiatives. Prior to joining OCSE in 1990, Linda worked as a management consultant. From 1978 to 1984, Linda served in a variety of capacities for the Missouri Division of Child Support Enforcement.

**The Balancing Act: Measures to Improve Caseload Management, Workshop D, Tuesday, 10:15-11:45**

## **Chrissy Brogdon Dingeldine**

Christine Brogdon Dingeldine serves as Principal Consultant for Policy Studies, Inc. Brogdon consults with PSI's child support enforcement offices to identify innovations in processes and systems to improve its service offering. She also works to integrate PSI's experience in workforce development into PSI's child support operations through community partnerships and enhanced outreach.

From 2001 through 2003, Ms. Dingeldine assisted in the successful planning, development, and implementation of a federally certified child support system for the State of Michigan, where she directed a division of 240 staff.

Prior to joining PSI in 1999, Ms. Dingeldine served as Assistant Director for the South Carolina Child Support Enforcement Division where she directly managed the new hire reporting, license revocation, and program evaluation functions for the Division. Ms. Dingeldine served on the Board of Directors of the Eastern Regional Interstate Child Support Association (ERICSA) from 1996 to 2006, and was awarded the Association's Felix Infausto Award in 2007. Ms. Dingeldine has also served on the Board of Directors for the South Carolina Center for Fathers and Families since 2004.

**No Scratches in this Race: Building and Sustaining Family Friendly Programs , Plenary, Tuesday, 8:30- 9:45**  
**Case Stratification: Tailoring Next Steps to Yield the Best Results for Children, Workshop D, Tuesday 2:45-4:00**

## **Vernon Drew**

Vernon has worked in human services since 1970. 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 investigating public policy questions concerning children and families, welfare, children's rights (including support and visitation), and privatization. He has assisted states in the development of automated child support systems, quality assurance and program standards, identification of opportunities for policy and procedural changes in human services delivery, training development and delivery, and in privatization pursuits. Prior to joining CSF, he was the Executive Director of the U. S. Commission on Interstate Child Support. He started his child support career as the Director of the South Carolina Child Support Enforcement program and was a senior staff person of the federal Office of Child Support Enforcement, U. S. Department of Health and Human Services. Vernon represented NCSEA as a delegate to the Hague Conference on International Private Law during the negotiations on the international convention regarding child support and family support. He is a past president of both ERICSA and NCSEA.

**Conversation with the Commissioner, Plenary, Monday, 10:30-11:30**

## **Debbie Edwards**

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

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

**Achieving Our Mission: *What's Happening on the Federal Front*, Workshop C, Monday, 1:00-2:15**

## **Jennifer Elkins**

Jennifer began working for Kentucky state government in 1995 as a secretary for the Department of Social Services. She was later promoted to a Family Support Specialist with the Department for Community Based Services Division of Family Support where she took applications for public assistance programs until September 2006. At that time, she began working for the Social Security Administration as a Service Representative. In February 2009, she was promoted to the position of Claims Representative. She enjoys spending time with her two beautiful children and husband of 21 years.

**A Vital Partnership: *Working with the Social Security Administration (CLE)*, Workshop A, Wednesday, 10:15-11:30**

## **James Fleming**

James C. Fleming is the deputy director and chief legal counsel of the North Dakota Child Support Enforcement Program. He has provided legal advice to state agencies for over 15 years, the last seven years with the Department of Human Services. Mr. Fleming is a frequent speaker on child support topics, and was the recipient of the 2004 Freedom Award from the North Dakota Newspaper Association. He received his B.A. degree from the University of North Dakota in 1989 and his J.D. from Notre Dame Law School in 1993. Jim and his wife Terri live in Bismarck with their four daughters, ages 14 to 6.

**Arrears Management: *Addressing the Crisis of Past-Due Support (CLE)*, Workshop A, Monday, 2:45-4:00**

## **Lara Webb Fors**

Lara currently serves as a Deputy Director of the Missouri Family Support Division as administrator of the Child Support Enforcement Program. She has also served as an assistant prosecuting attorney for the Missouri counties of Jackson in Kansas City from June 1994-July 1998 and Greene in Springfield from February 1999-January 2010. She is a current member of the Board of Directors and Executive Committee of ERICSA. She served on the Board of Directors of the Missouri Child Support Enforcement Association from 2003-2004 and again 2006-2008, serving as President in 2007.

Lara received her Bachelor of Arts degree in Psychology, Business Administration and German from Central Methodist College, now Central Methodist University, Fayette, Missouri, in 1992, and her Juris Doctorate from the University of Missouri-Kansas City in 1995. She is a member of both the Missouri and Kansas state Bars.

Lara lives in Jefferson City, Missouri, with her husband Eric.

**Case Stratification: *Tailoring Next Steps to Yield the Best Results for Children*, Workshop D, Tuesday, 2:45-4:00**

**A Vital Partnership: *Working with the Social Security Administration (CLE)*, Workshop A, Wednesday, 10:15-11:30**

**Expanding the Mission of the Child Support Enforcement Program, Plenary, Wednesday, 8:30-9:45**

## **Steve Fox**

Stephen R. Fox, MSW, a forty one year veteran of public human services, is the Director of Learning Development for the University Training Consortium (UTC) in the Commonwealth of Kentucky. This eight-university consortium partners with the Kentucky Cabinet for Health and Family Services for the development, support, and delivery of training and professional development in the areas of child welfare, income maintenance, and child support. Prior to his position with the UTC, he spent 27 years with the Commonwealth of Kentucky's public human service agency. He held positions as front line child welfare worker and numerous administrative positions including Deputy Commissioner of the Kentucky Department for Social Services and Executive Assistant to two Cabinet Secretaries. Fox has also been an adjunct professor for seventeen years at the University of Kentucky's College of Social Work. Fox has presented information on the Kentucky learning system in numerous states and at national conferences.

Fox is a member of the American Public Human Services Association, National Staff Development and Training Association, Council on Social Work Education, Child Welfare League of America, and The American Society for Training and Development.

**More Training with Fewer Resources: *Innovative CSE Staff Developments, Workshop A, Tuesday, 1:00-2:15***

## **Pam Gasper**

Pam Gasper began working in 1988 for Brown & Root, which is now known as KBR (Kellogg Brown and Root), headquartered in Houston, Texas. She has worked in HR, Labor, Employee Benefits, Legal, SAP implementation teams, and Payroll. She was promoted to Manager of Garnishments in 2006, and to Payroll Manager in 2009. The garnishment team at KBR administers wage withholding orders, NMSN's, and QDRO's. KBR was the first employer to utilize the fillable .pdf option for receiving E-IWO's from the federal portal. Pam is a member of the APA and serves on two subcommittees for garnishments. Projects include working with federal, state and local child support agencies to standardize practices associated with the withholding of child support payments. She is a member of the Texas OAG Employer Task Force and NCSEA. Based on her efforts in the child support field, she was awarded NCSEA's Private Sector Individual of the Year Award for 2009.

**Lump Sum Collections: *When to Do it, Why to Do it and How to Do it, Workshop E, Monday, 1:00-2:15***

**Employers Weigh In: *What Are Their Top Ten Complaints?, Workshop D, Wednesday, 10:15-11:30***

## **Amy Gober**

Amy Gober, an attorney with more than 25 years of child support enforcement and family law experience, has expertise in child support policy and training as well as practical experience as a courtroom lawyer and mediator. She works for the Center for the Support of Families (CSF) providing training and technical assistance to states and local governments, courts, and employers on child support policy and procedures, program improvement, interstate child support enforcement, medical support and federal criminal nonsupport. Amy has developed training materials and drafted policy guidance on many aspects of child support including medical support, income withholding, new hire reporting, and interstate law. Currently Amy is assisting Louisiana and Maryland on 1115 Grants that focus on Early Intervention strategies. She is also working with New York City to develop policy and procedures and training on interstate case processing. Amy is the author of Federal OCSE's training curriculum for interstate case processing and updated the OCSE handbook for child support attorneys. She has delivered interstate training in over twenty states.

**UIFSA: *The Fundamentals and More (CLE), Workshop E, Monday, 2:45-4:00***

**An Ounce of Prevention: *How Early Intervention Yields Results (CLE), Workshop E, Wednesday, 1:00-2:15***

## **Steven J. Golightly**

Steven J. Golightly currently serves as Director of the Los Angeles County Child Support Services Department, the largest local child support program in the nation. He was appointed to this position by the Los Angeles County Board of Supervisors on February 23, 2007. As Director, he currently oversees the day-to-day operations of the County's Child Support agency with 415,000 cases, an annual budget of \$175 million, and a workforce of over 1,700 individuals.

Prior to joining the County, Mr. Golightly was a career member of the Federal Government Senior Executive Service, and served as 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 (NAB), in Washington DC, where he served as Vice President for Human Service Programs. He was also Chief Deputy Director and Acting Director at the Los Angeles County Department of Public Social Services.

He has an undergraduate degree in Business Management and a Masters Degree in Public Administration. Mr. Golightly is currently a doctoral candidate and expects to complete his Ph.D. studies in Public Policy and Administration in the summer of 2010.

**Stop Teaching to the Test: *How Creative Training Achieves Success, Workshop E, Tuesday, 2:45-4:00***

## **Beth Gravett**

Beth Gravett currently works for the Kentucky Child Support Enforcement Program. Beth began her career 21 years ago as a Child Support Caseworker in the Fayette County Area Office. She later worked as the KASES (Kentucky Automated Support and Enforcement System) specialist where she assisted over half of the state's area office staff and contracting official staff with

the conversion to KASES. Beth just recently returned home, to the Child Support Enforcement Program after several years in technology, most recently holding the Director's position in the Division of Systems Management. This division was responsible for the development and maintenance of the Cabinet's 200+ systems, including KASES and most recently an eligibility system modernization project that included scanning and imaging.

**Going Green: *Doing Our Part to Make the World a Better Place*, Workshop E, Tuesday, 10:15-11:30**

## **Wendy Gray**

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

**Arrears Management: *Addressing the Crisis of Past-Due Support (CLE)*, Workshop A, Monday, 2:45-4:00**

## **Sherri Grigsby**

Sherri Grigsby is the Manager of Employer Services and Special Matching Programs at the Federal Office of Child Support Enforcement (OCSE). Along with members of the Employer Services team, Sherri's primary duty is to provide information to the employer community on issues related to child support enforcement, including new hire reporting, income-withholding, electronic payments, and medical support coverage for children. Employer services initiatives include information campaigns, conferences, and special projects aimed at encouraging best practices in child support for employers and State agencies. Sherri is also responsible for leading the National Insurance Match Initiative and manages the operations of Multistate Financial Institution Data Match (MSFIDM) which allows OCSE to act as a conduit for the quarterly data exchange between States and the Nation's multistate financial institutions. Sherri has over fourteen years of experience working in the child support program.

Sherri began her social services career working for the State of Virginia's Division of Child Support Enforcement. She holds a B.A. degree from James Madison University (VA).

**Lump Sum Collections: *When to Do it, Why to do it and How to do it*, Workshop E, Monday, 1:00-2:15**

## **Michelle Haab**

Michelle M. Haab has over ten years program management and coordination experience. She served as the Program Coordinator for the Parent Success Initiative from 2001 until 2004. Under her leadership, the program was recognized and given a best practice award by the NYS Department of Labor for The Family Law Manual: a free resource and informational guide written by local attorneys. Ms. Haab was awarded a "Commitment to Excellence" award by Greater Syracuse Works in 2003 for her work with PSI. The Parent Success Initiative served as a successful model among those pilots selected for funding by the federal and NYS Departments of Labor, and helped to generate over 2 million dollars in new child support revenues in Onondaga County. Ms. Haab returned to coordinate the Parent Success Initiative in November 2006 after the program was awarded funding through the NY State Office of Temporary and Disability Assistance. In 2008 Ms. Haab assumed the role of Director of Programs for Greater Syracuse Works. In this capacity, she oversee and Directs the Parent Success Initiative, The Industry Certification and Training Program and the SHA Works program; all employment and training programs serving low-income residents in Onondaga County. Ms. Haab has also served as Director of Prevention Services at AIDS Community Resources and was the Coordinator of the Rural Health Network in Oswego County. Ms. Haab received her Bachelors degree from Le Moyne College in 1998, and her Masters Degree in Management from Keuka College in 2006.

**No Scratches in this Race: *Building and Sustaining Family Friendly Programs* , Plenary, Tuesday, 8:30- 9:45**

## **Scott Hale**

Scott Hale is a Manager with the Federal Office of Child Support Enforcement's. As manager, Scott is responsible for the management and oversight of the Federal Offset and Passport Denial programs which includes more than 5 million



non-custodial parents owing past-due child support. He also works closely with states and Federal agencies on security, safeguarding and disclosure guidance. The Federal Offset program collected more than \$2 billion in 2009 and the Passport Denial program continues to deny about 80-100 passports daily.

Scott has over fifteen years of experience working in the child support program including more than ten years with the offset and passport denial programs. Prior to joining OCSE, he worked for the Commonwealth of Virginia's Division of Child Support Enforcement. Scott has a BS degree from Virginia Tech.

**Achieving Our Mission: *What's Happening on the Federal Front*, Workshop C, Monday, 1:00-2:15**

**Marsha Harlan**

Marsha Harlan, JD, is a contract attorney representing numerous Oklahoma tribal entities in the area of child support enforcement. Ms. Harlan received her Juris Doctor in 1999 from the University of Tulsa. She is currently an associate justice on the Pawnee Nation Supreme Court and Associate District Judge for the Ponca Tribe of Oklahoma. She is also a former District Judge for the Osage Nation, having served in that position from 2000-2006. Prior to becoming an attorney, Ms. Harlan was employed by the Cherokee Nation of Oklahoma as the Deputy Director of Public Affairs. She has spent her entire career working on behalf of tribal people.

**Meeting the Child Support Needs of Tribal Families (CLE), Workshop C, Wednesday, 10:15-11:30**

**Kirk Harris, M.P.A., J.D., Ph.D., Esq.**

Dr. Kirk E. Harris has been working on issues related to fathers and families for over 15 years. Dr. Harris is considered a national expert on fathers and families, and is a national keynote speaker on issues related to fatherhood, family support and community development.

As a lawyer and advocate, Dr. Harris has worked on a variety of public policy and community issues related to responsible fatherhood, family support practice, community building, parent-engagement and leadership and anti-poverty strategies.

Dr. Harris served as a consultant to the Paternal Involvement Demonstration Project (PIP), which was a collaborative partnership between local foundations, the Illinois Department of Public Aid and local nonprofit agencies. PIP was design to promote opportunities and remove barriers confronting low-income fathers, so that low-income fathers could be involved financially and emotionally in the lives of their children. In his capacity as consultant to PIP, Dr. Harris worked on evaluation issues, program design, and legislative matters.

Dr. Harris went on to co-found the Center on Fathers Families and Public Policy (CFFPP). The Center served as the policy arm of the Strengthening Fragile Family Initiative, which was a well-known, Ford Foundation funded, national demonstration focused on the intersection between welfare reform, family support, and father involvement.

Dr. Harris' work at CFFPP addressed how public policy and social service practice impeded the involvement of low-income fathers in the lives of their children and families. As an executive for Family Support America, a national organization that promoted family strengthening, Dr. Harris provided leadership for the introduction and cultivation of father involvement practices within the national network of family support providers. At Family Support America, Dr. Harris also created the shared leadership process as a practice standard for building a family support policy and practice agenda at the local and state level.

Dr. Harris served as chairman of the Board for the National Practitioner Network for Fathers and Families. Dr. Harris is also a national consultant working on projects that sustain and advance national efforts to promote "father-supportive" practice and policy. Dr. Harris is a contributor to a book on the Hope VI project, published by the Urban Institute. Dr. Harris' chapter addresses the issue of low-income fathers and housing.

Dr. Harris possesses a master of public administration from the Martins School of Public Administration, University of Kentucky, a law degree from Thomas Jefferson Law School and a Ph.D. from Cornell University. Dr Harris is a member of the Georgia, Washington, DC and US Supreme Court Bars.

**No Scratches in this Race: *Building and Sustaining Family Friendly Programs* , Plenary, Tuesday, 8:30- 9:45**

**Margaret Campbell Haynes, Esq.**

Ms. Haynes has 25 years of experience with legal issues related to child support. Her focus is on policy and procedures development, legal writing, and training on issues such as interstate support, international child support, and child support

guidelines. Ms. Haynes is the former Director of the American Bar Association Child Support Project. From 1990 - 1992 she served as Chair of the U.S. Commission on Interstate Child Support. Its report to Congress was the basis for the child support title of welfare reform legislation enacted in 1996. From 2004 – 2007 Ms. Haynes served as a member of the United States delegation to the Hague Convention on International Recovery of Maintenance. Ms. Haynes served as an official observer to the 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 the Federal Office of Child Support Enforcement for her work on behalf of children. In 2000 ERICSA presented her with its Felix Infausto Award for outstanding contributions in the area of interstate child support. 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.

**Going Global: *International Child Support Issues*, Workshop A, Monday, 1:00-2:15**

## **Jeff Henry**

Jeff Henry is a graduate of the University of Kentucky earning a Bachelor's Degree in Sociology with a minor in Political Science. He has worked for the Child Support Division of the Jefferson County Attorney's office in Louisville, Kentucky for four years and is currently a Senior Enforcement Caseworker in the Paternity Enforcement Department. His main duties include enforcing court orders for child support and health insurance involving parties who have children but have never been married. In the course of his duties, he interviews walk-in customers (both custodial and non-custodial parents) on a daily basis and answers any questions they may have involving their cases. When not interviewing customers, he reviews cases for administrative and judicial enforcement remedies and prepares appropriate motions to be reviewed and processed by our Assistant County Attorneys.

**Child Support 101: *The Fundamentals of IV-D (CLE)*, Workshop B, Monday, 1:00-2:15**

## **Michael Henry**

Mike Henry has more than 30 years of experience in child support as an attorney and manager, the last 13 of which have been with Policy Studies Inc. Before joining PSI, Henry directed the IV-D programs for the states of Missouri and Virginia, and served as president of the National Child Support Enforcement Association (NCSEA) and the National Council of State Child Support Enforcement Administrators [currently known as the National Council of Child Support Directors (NCCSD)]. As a member of the faculty of the National Institute of Child Support Enforcement, he authored or co-authored national publications on child support legal issues and delivered training to judges and attorneys. He is often called upon to present at national and regional child support conferences. Henry has a J.D. and a B.A. in economics from the University of Missouri.

**Expanding the Mission of the Child Support Enforcement Program, Plenary, Wednesday, 8:30-9:45**

## **Cindy Holdren**

Cindy Holdren joined the Employer Services Team, Office of Child Support Enforcement (OCSE) in the Administration for Children and Families, Department of Health and Human Services in 2008. The Employer Services Team provides information to the employer community on issues related to child support enforcement. Cindy performs a wide range of tasks for the team, including staffing the Employer Services Workgroup, researching and answering questions, assisting employers with income withholding order problems, training federal agencies, and court outreach.

Prior to her work with OCSE, Cindy worked as a Program Manager with oversight of tasks associated with policy, legislation, and research for the Virginia Child Support Enforcement Program. Other positions held included director of a county social services department, manager of a Child Support Enforcement field office, and manager of two employment security offices. Cindy holds a Bachelor of Arts degree from Mary Washington College in Fredericksburg, VA and a Master of Public Administration degree from Old Dominion University in Norfolk, VA.

**Focused on Families: *Outreach to OUR Hispanic Community*, Workshop C, Monday, 2:45-4:00**

## **Linda Hudson**

Linda Hudson is an ERICSA Board Member and Team Lead with Northrop Grumman Information Systems working as a State Technical Support Liaison on the OCSE effort to expand usage of the Federal Parent Locator Service (FPLS). She interacts

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

**Working with the Military: *Legal Challenges and Solutions (CLE), Workshop A, Tuesday, 2:45-4:00***

**Location, Location, Location: *The Keys to Locating Parents and Their Assets, Workshop B, Wednesday, 10:15-11:30***

## **Christine A. Jennings**

Christine A. Jennings is the Northrop Grumman Project Manager on the Office for Child Support Enforcement project to expand the Federal Parent Locator Service, and serves as the Technical Support Manager overseeing assistance to the 54 states and territories in using the FPLS. Ms. Jennings began working on State child support system development projects in 1989, and has worked on the Virginia, Oklahoma, Indiana, Kentucky, and Ohio systems. Previously, she worked on workload validation projects for the Department of Labor Unemployment Insurance Service, work evaluation tasks for the Department of Agriculture Food and Nutrition Service, and on international IT projects.

**Keeping the Lines of Communication Open: *The Key to Resolving Interstate Challenges, Workshop C, Wednesday, 1:00-2:15***

## **Tammie S. Johnson**

Tammie Johnson is a Data Analyst with the Allen County Prosecutor's Office. She has over 14 years of experience in the Child Support field as a Paralegal, Supervisor and Data Analyst. Tammie obtained her Paralegal Certificate from the Institute of Paralegal Studies in 1992. She received a B.S. in Criminal Justice from Indiana University in 2003. In May of 2005 Tammie graduated from Indiana Wesleyan University with a Masters in Management. Tammie resides in Fort Wayne, Indiana with her husband Joe.

**Legal Ethics: *Get Reel! (CLE), Workshop A, Wednesday, 2:45-4:00***

## **Gina LeTrice Jones**

Gina L. Jones is the current Director of the Child Support Division in Lake County, Indiana. Lake County is the northernmost area of Indiana and encompasses numerous cities and towns, including Gary, which is the second largest city in the state. A graduate of Indiana University –Bloomington ('93), Gina has a B.S. in Public Affairs Management and a J.D. from Valparaiso School of Law – Valparaiso, Indiana ('97). Prior to becoming Director in 2003, Gina was a partner in Taylor and Green Law Offices. Gina is married to Attorney Daryl D. Jones and they have three sons: Daryl Tyler (9); Micah Jacobi (4); Gavin Collin (1).

**Child Support 101: *The Fundamentals of IV-D (CLE), Workshop B, Monday, 1:00-2:15***

## **Diane Jordan**

As Sr. Site Manager for Policy Studies, Inc (PSI), Jordan has direct management over the Hampton, VA office and oversees the management of the Chesapeake office. She also oversaw the management of six PSI New Hire and Paternity Establishment projects in Richmond, VA until their consolidation in May 2008 to TX and GA. Jordan is responsible for establishing operational objectives for the Chesapeake and Hampton offices that are aligned with the goals and objectives of the State. She assesses the performance of the offices and develops strategies to ensure continuous process and performance improvement. Previously, Jordan also directed the program and operations management in the Alexandria and Arlington offices from 2000 to 2001, and oversaw all aspects of the management of the Baltimore and Queen Anne's County, Maryland offices. In 2003, within two weeks of contract award, she directed the transition and start-up of the Baltimore and Queen Anne's County operations. In 2002, Jordan directed the start-up of the PSI operated Conway, South Carolina child support office. In addition to her work in child support operations, Jordan oversaw projects in Michigan for PSI consulting. Prior to joining PSI, Jordan served as project director for Lockheed Martin, IMS. She was a member of the management team responsible for transitioning the Baltimore City and Queen Anne's County child support program to Lockheed Martin, IMS. During her four years with

Lockheed Martin, IMS, Jordan also oversaw the operations of the Chesapeake and Hampton, Virginia, Child Support Enforcement Offices. Jordan provided on-site leadership, managed programs and operations, oversaw staffing, training, evaluation, and employee development activities necessary to ensure a productive work environment; and managed office facilities and equipment.

With over 20 years of child support enforcement experience, Diane is intimately familiar with the field's rigorous federal and state requirements. She is the Immediate Past President of ERICSA. She has a B.S. in business administration.

**Can You Hear Me? *Communication Measures to Get Your Message Across*, Workshop B, Wednesday, 2:45-4:00**

## **Judy Jordan**

Judy Jordan has more than 30 years experience in government operations including experience in government policy, operations, and consulting to State Human Services programs. Ms. Jordan is a former IV-D Director for the State of Arkansas, a Past President of NCSEA, and was awarded the NCSEA Life Time Achievement Award. Ms. Jordan has managed large scale federally funded program operations at the statewide and county level. Ms. Jordan has played a significant role in the child support community in addressing statewide CSE system issues and is experienced in consulting with numerous state child support agencies and their partners to utilize and implement new technologies to improve the delivery of child support services. Currently, Ms. Jordan is a Market Leader Specialist with Deloitte Consulting providing consulting services for State CSE and Health and Human Services agencies, including providing services in areas of service delivery, business process reengineering, system planning, integration, and implementation.

**How Dealing with Stress Can Enhance Your Performance on the Job, Workshop B, Tuesday, 1:00-2:15**

## **Coessa A. Kenney**

Coessa A. Kenney is a Paralegal for the Calhoun County Prosecutor's Office with a caseload in interstate initiating and responding, long arm, and instate paternity and child support cases along with interstate responding 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 sixteen years of experience in child support, she actively serves on the Communication Workgroup, the Case Management Worker Improvement's Team, and the Prosecutor's Forum Committee in partnership with the Office of Child Support for the improvement and success of the Child Support Programs in Michigan. She designs and participates in training sessions for the Prosecutor's Support Conference to assist, and support other interstate workers. She is the first Vice-President of the Eastern Regional Child Support Enforcement Association, Chairman of the onsite committee. She moonlights as a pharmacy technician on her off hours.

**Location, Location, Location: *The Keys to Locating Parents and Their Assets*, Workshop B, Wednesday, 10:15-11:30**

## **Betty LaCross**

Betty LaCross works for Northrop Grumman Information Systems as a State Technical Support Liaison on the Federal Office of Child Support Enforcement (OCSE) effort to expand usage of the Federal Parent Locator Service (FPLS). She assists State IV-D agencies to submit data to the Federal Case Registry and to develop effective ways to use the data, automate collections and reduce manual effort. Ms. LaCross has 20 years of child support experience, including training, customer and technical support in addition to being a site and regional coordinator for multiple county system implementations on the Michigan Child Support Enforcement System (MiCSES) Project.

**Achieving Our Mission: *What's Happening on the Federal Front*, Workshop C, Monday, 1:00-2:15**

**The Balancing Act: *Measures to Improve Caseload Management*, Workshop D, Tuesday, 10:15-11:45**

**Location, Location, Location: *The Keys to Locating Parents and Their Assets*, Workshop B, Wednesday, 10:15-11:30**

## **Robert L. Lafer**

Robert L. Lafer is the Chief Legal Counsel for the San Diego Dept. of Child Support Services. He was a Deputy District Attorney in child support enforcement for over eleven years before transitioning to his current position in October, 2001. He received his BA from UCLA and his law degree from the University of San Diego where he served on the Law Review. Since about 1997, he has taught classes for the California District Attorneys Association (CDAA), the California Family Support Council, the California Child Support Directors Association (CSDA), the Western Interstate Child Support Enforcement Council (WICSEC), the Eastern Regional Interstate Child Support Enforcement Association (ERICSA), the National Child Support Enforcement

Association (NCSEA), the Federal Office of Child Support Enforcement (OCSE), the San Diego County Public Defenders Office, and the San Diego County Superior Courts on issues related to Child Support Enforcement, Parentage Establishment, Legislation, Confidentiality, Contempt, Trial Advocacy, Caselaw, UIFSA, and Advanced Income Determination. He has served as a Judge Pro Tem on the San Diego County Superior Court and received San Diego County's Public Safety Group Quality Service Award in 2004. He also won WICSEC's Outstanding Individual Achievement Award for Manager in 2005 and NCSEA's Outstanding Individual Achievement Award for 2006. He is the President of WICSEC and a NCSEA Board Member. He is also the chairperson of the California Child Support Directors Association's Appellate Committee.

**Get Your Hands Off My Data! *Safeguarding the Information Entrusted to Us* (CLE), Workshop D, Wednesday, 2:45-4:00**

## **Robyn Large**

Robyn Large is a Senior Associate with the Center for the Support of Families. Robyn Large has worked in the area of child support enforcement and child welfare for over twenty years. She has worked in the public and private sectors, having over ten years of child support and eligibility field experience. Ms. Large is currently working in South Carolina on the SC statewide automated system development project as the Training Manager. Robyn Large is the current President of the Eastern Regional Interstate Child Support Association (ERICSA) and a member of NCSEA and WICSEC.

**Service with a Smile: *Enhancing Customer Service to Parents and Children*, Workshop C, Tuesday, 2:45-4:00  
*Who Did That? Name the State*, Plenary, Thursday, 9:45-11:00**

## **Joseph D. Leavell, Sr.**

Mr. Leavell has over 19 years of child support experience, having worked for The Jefferson County Attorney Child Support Division since 1991. He has worked in a number of different capacities ranging from location, garnishment & paternity establishment/enforcement. Mr. Leavell currently serves as the Ombudsman/Troubleshooter for the Jefferson County Attorney and received the 2009 Time Olds Customer Service Award (the highest customer service honor for the child support program in Kentucky). In addition to his child support career, Mr. Leavell is also a national recording artist and was fortunate enough to have received 2 Grammy & 2 Stellar Award nominations in 2009.

**Service with a Smile: *Enhancing Customer Service to Parents and Children*, Workshop C, Tuesday, 2:45-4:00**

## **Maria Lewis**

Ms. Lewis is a Branch Manager for the Field Management and Services Branch of the Kentucky Child Support Enforcement Program. She began her career in child support in 1994 as a caseworker in the Fayette County Attorney's office. From 1998 to 2001, she also handled child support services in Harrison, Gallatin, and Adair counties. In 2001, she came to work for the state child support program. In her 8 years in Central Office she has been involved in many different aspects of the program including but not limited to budget, contractual issues, providing assistance to local officials, constituent services, training, policy, and program performance. Currently as the Branch Manager for the Field Management and Services Branch she oversees the work of approximately 80 staff most of which are housed in various locations across the state. The Branch is responsible for developing program policy and procedures, creating and providing training to child support staff, receiving and responding to all customer complaints, providing technical assistance to Contracting Official offices, and working special projects related to performance and data reliability.

**Who's My Daddy? *An Update on Paternity Issues* (CLE), Workshop C, Tuesday, 1:00-2:15**

## **Michael McAlexander**

Michael McAlexander is the Chief Deputy Prosecuting Attorney for Allen County, Indiana. He was previously the Chief Counsel of the Civil Division, which included Allen County's Child Support Operations. He has been involved in child support since 1992 and has actively been involved with the Indiana Child Support Alliance since 1997, serving as President in 2005-2006. He currently serves as a Board Member of the Alliance. He is a graduate of Indiana University School of Law, in Indianapolis, Indiana.

**Legal Ethics: *Get Reel!* (CLE), Workshop A, Wednesday, 2:45-4:00**

## **Tim McClain**

Tim has been with the Kentucky Child Support program for 21 years and currently serves as Branch Manager of the Program Services Branch. Prior to being appointed as Branch Manager in August 2005, Tim held the positions of Interstate Central Registry Supervisor, Administrative Specialist III, and Accountant Principal in the Kentucky CSE program. Tim's experience in

the CSE program is varied and extensive, with a background in accounting, the distribution of monies, automated child support interfaces, interstate issues, as well as his current duties of managing the Interstate, State Parent Locate, and Administrative Enforcement Sections.

**Civil vs. Criminal Enforcement: Prosecutor and Judge Perspective (CLE), Workshop D, Monday, 1:00-2:15**

**Going Green: *Doing Our Part to Make the World a Better Place*, Workshop E, Tuesday, 10:15-11:30**

**Keeping the Lines of Communication Open: *The Key to Resolving Interstate Challenges*, Workshop C, Wednesday, 1:00-2:15**

## **Sara McCollum**

Sara E. McCollum is the Regional Counsel for the Massachusetts Department of Revenue/Child Support Enforcement Division's Western Region. Attorney McCollum was in private practice in Greenfield Massachusetts before joining the Department in 1988. She is past president of ERICSA and has served on its Board of Directors for the past 11 years and is currently serving on its Honorary Board. Sara received ERICSA's Felix Infausto Award in 2008. She is an active member of several ERICSA subcommittees: program planning, site activities and nominations. She is also a member of the OCSE National Training Workgroup, and two subgroups: NTWG Training Workplace and Targeted Training Calls. She has been a member of NCSEA's Awards subcommittee. Sara is a frequent speaker in local outreach programs and is a member of various other community workgroups and legal associations in Massachusetts.

**Rise to the Challenge: *Advanced UIFSA Scenarios Roundtable* (CLE), Workshop D, Tuesday, 1:00-2:15**

**Bankruptcy: *Protecting Families in Troubled Times* (CLE), Workshop C, Wednesday, 2:45-4:00**

## **Rose McFee**

Rosemary has been the Director of the Lehigh County Domestic Relations Section in Allentown, PA since 1996. Over the last twelve years, she has piloted the Domestic Relations Section through the implementation of the PA Automated Child Support System (PACSES) and has instituted the use of tele-video conferencing and telephonic testimony. Lehigh County DRS has also sponsored Interstate Conferences for the states of Pennsylvania, New York and New Jersey child support agencies. She has also been a member of the Board of Directors of the Domestic Relations Association of Pennsylvania (DRAP) since October 2000, and she is the association's secretary. In addition, Rosemary is an instructor at Alvernia College, Reading, PA where she teaches criminal justice courses. Rosemary has been employed by the Lehigh County Courts since 1977, working as a Juvenile Probation Officer, Adult Probation Officer, Deputy Chief Adult Probation Officer, and currently as Director of the Domestic Relations Section. As an Adult Probation Officer, she was instrumental in developing and implementing intermediate punishment/restorative justice programs within the department. Rosemary has presented at NCSEA, ERICSA, Eastern DRAP, and the American Probation and Parole Association. In addition, Rosemary is active in community service, serving terms as president and secretary of the Kiwanis Club of Southern Lehigh. She is currently Lt. Governor of Kiwanis International, Division 18. Rosemary received her Bachelor of Science degree in Law Enforcement and Corrections from the Pennsylvania State University and her Masters in Education with an emphasis on Social Restoration from Lehigh University.

**UIFSA: *The Fundamentals and More* (CLE), Workshop E, Monday, 2:45-4:00**

## **Anne Miller**

Anne Miller is a Senior Program Specialist in the Federal Office of Child Support Enforcement (OCSE), Division of Policy. Ms. Miller works on a variety of child support policy issues, including international child support enforcement. She was a recipient of an Atlantic Fellowship in Public Policy from the United Kingdom Foreign and Commonwealth Office in 2000. Prior to joining OCSE, Ms. Miller served as a Program Analyst at the Office of the Assistant Secretary for Planning and Evaluation, US Department of Health and Human Services, from 1993-1996. She holds an MSW from the University of Minnesota, an MA from the Humphrey Institute of Public Affairs, and a BA in Economics/Business from Bethany College, Kansas.

**Going Global: *International Child Support Issues*, Workshop A, Monday, 1:00-2:15**

## **Shana Miller**

Shana Miller has worked in the Tennessee Child Support Enforcement program since 2002. She began her career in the Knox County, TN 6th Judicial District as a case manager, eventually promoted to team leader. She was an integral part of the document imaging project and case stratification 1115 demonstration grant. For two years she served as the child support curriculum instructor for the court mandated paternity course. In 2009 she relocated to Nashville, to serve as the team leader for the 20th Judicial district, operated by Policy Studies, Inc. In this capacity she supervises a team of 15 case managers.

Through her efforts, the office implemented an outbound automated calling component to remind customers of appointments, hearings and upcoming payments. She is a key leader in the case stratification efforts within the enforcement team, developing standard operating procedures, quality assurance and workflow processes.

**Case Stratification: *Tailoring Next Steps to Yield the Best Results for Children*, Workshop D, Tuesday, 2:45-4:00**

## **Mary Morrow**

Mary Morrow has worked in the Illinois IV-D Child Support program for 21 years. She currently serves as Assistant Deputy Administrator with the Illinois Department of Healthcare and Family Services, Division of Child Support Enforcement. In that capacity she heads up Northern Field Operations and the Cook County Account Maintenance Section. Ms. Morrow is an active member of ERICSA and NCSEA. She also served as President and is currently on the Board of Directors for the Illinois Child Support Enforcement Association.

**Arrears Management: *Addressing the Crisis of Past-Due Support (CLE)*, Workshop A, Monday, 2:45-4:00**

## **Barry L. Moss**

Barry currently is the Deputy Clerk/Office Manager of the Clerk of Court, Family Court Division in York County, SC. Barry graduated from York Technical College with a degree in Engineering Technologies and has since furthered his education at Liberty University. Barry is retired from active duty with the SC Army National Guard after 26 years. Barry has been the supervisor of Family Court the last four years. He is married and has two children and one grandchild. In his spare time he enjoys singing and acting in Christian Theatre with his wife and daughter as well as riding his motorcycle with friends on the weekends.

**Succession Planning: *Grooming Tomorrow's Leaders Today*, Workshop D, Wednesday, 1:00-2:15**

**The Tools of the Trade: *Successful Use of Automation - Doing More with Less Resources*, Workshop E, Wednesday, 2:45-4:00**

## **Cindy Moss**

With over 30 years of operations and project management experience, Cindy Moss is a seasoned professional in the human services community. Her rich background includes experience in all components of child support with an emphasis on information systems management, process improvement and problem solving. Currently she is the Chief Marketing Officer of Systems & Methods, Inc. where she has oversight for business development, and marketing. She was the Director of the Georgia Child Support Services Division until her retirement in 2007. She graduated magna cum laude from the University of Georgia with a BBA in Management of Information Systems and received her MBA from the University of West Georgia.

**Going Green: *Doing Our Part to Make the World a Better Place*, Workshop E, Tuesday, 10:15-11:30**

## **Neal W. Nelson**

Neal W. Nelson is the Assistant General Counsel and Director of Garnishment Operations at the Defense Finance and Accounting Service (DFAS). Garnishment Operations is a Department of Defense consolidated operation and has approximately 70 employees. They are responsible for the monthly legal review and implementation of over 20,000 child support, alimony and commercial garnishments against Department of Defense civilian employees and military members. They also review applications for divisions of military retired pay under the Uniformed Services Former Spouses' Protection Act. DFAS has recently begun processing garnishments against civilian employees of the Department of Energy, the Department of Health and Human Services, the Environmental Protection Agency and the Department of Veterans Affairs.

Mr. Nelson has been with DFAS for over fifteen years and served as the Deputy Director of Garnishment Operations for twelve years prior to assuming the Director position. Prior to coming to DFAS, he served on active duty as a Judge Advocate in the U.S. Air Force and also worked in private practice. He recently retired from the U.S Air Force Reserve after serving over 26 years. His last assignment was as the Staff Judge Advocate for the 911th Airlift Wing at Pittsburgh, PA.

Mr. Nelson's civilian education includes a Bachelor of Arts degree from Northeastern Illinois University in 1985 and a Juris Doctorate from Southern Illinois University School of Law in 1989. He is licensed to practice law in the State of Illinois.

**Working with the Military: *Legal Challenges and Solutions (CLE)*, Workshop A, Tuesday, 2:45-4:00**

## **Terri J. Nickel**

Ms. Nickel has twenty years' experience in the public and private sectors in technical assistance and training to child support professionals and social service providers; program assessment; curriculum development and training for systems, social service programs, and customer services; management information systems design and development; facilitation of strategic planning and consensus-building forums; contract administration; conference planning; budgeting and financial management; and research, writing, and editing. Ms. Nickel has worked with the Center for the Support of Families since its inception in 1991. She is currently the Director of Child Support Operations for CSF.

**More Training with Fewer Resources: *Innovative CSE Staff Developments, Workshop A, Tuesday, 1:00-2:15***

**Stop Teaching to the Test: *How Creative Training Achieves Success, Workshop E, Tuesday, 2:45-4:00***

**Can You Hear Me? *Communication Measures to Get Your Message Across, Workshop B, Wednesday, 2:45-4:00***

## **Jim Owen**

Jim Owen is the American Payroll Association's Senior Director of Administration. Prior to joining the APA staff, Jim worked as Payroll Operations and Services Manager for over 20 years for Meijer Stores, a retailing company in the Midwest with about 80,000 Team Members and over 10,000 garnishments processed weekly. He has an undergraduate degree from the University of Michigan and a Masters in Management from Aquinas College in Grand Rapids, Michigan.

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. 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 currently serving on the Board of the National Child Support Enforcement Association.

**Employers Weigh In: *What Are Their Top Ten Complaints?, Workshop D, Wednesday, 10:15-11:30***

## **Susan Paikin**

Susan F. Paikin joined the Center for the Support of Families (CSF) as a Senior Associate in 1994, after having served as a Master for the Family Court of Delaware for over 15 years. Currently, she works with OCSE, primarily on policy, legal and training issues surrounding medical support, paternity, interstate and international child support, and privacy and data access issues related to the expanded Federal Parent Locator Service. She provides advice at the intersection of the law, technology, and security, including drafting agreements for OCSE involving sharing of FPLS data for research and program purposes as authorized by Congress. Recently, she served as a consultant to the National Council of Juvenile and Family Court Judges' SIP Grant to improve judicial child support enforcement processes, creating a bench card for child support orders and writing a technical assistance bulletin on medical child support. She was a lead investigator for an HHS/ASPE research project on Emerging Issues in Paternity Disestablishment. Ms. Paikin served on the NCCUSL Drafting committees for all four iterations of UIFSA (most recently UIFSA 2008) and for the Uniform Parentage Act (UPA 2002), and has written and lectured extensively on a wide range of child support issues. Ms. Paikin served as President of the ERICSA and Secretary of NCSEA. She received the Felix Infausto Award (ERICSA) in 1993, for her work to improve interstate child support, and the President's Community Service Award from NCSEA in 2002. She is admitted to practice law in Delaware and Pennsylvania (inactive).

**The Court Has Spoken: *2010 Intergovernmental Case Law Update (CLE), Workshop A, Tuesday, 1:00-2:15***

**Healthy Start: *Ensuring Children Receive Medical Support (CLE), Workshop C, Tuesday, 10:15-11:30***

**Paternity Disestablishment: *What Constitutes a "Parent" in the Eyes of the Court, the State, and the Family? (CLE), Workshop B, Tuesday, 2:45-4:00***

**Get Your Hands Off My Data! *Safeguarding the Information Entrusted to Us (CLE), Workshop D, Wednesday, 2:45-4:00***

## **Kelly Peiper**

Kelly Peiper has been working in child support for 14 years. She started her career as a IV-D attorney in a local child support office in Tennessee and is now a senior consultant for PSI. Peiper has presented on the issues of IV-D legal ethics and interstate child support enforcement at numerous NCSEA, ERICSA, and WICSEC annual conferences, as well as at numerous state conferences and for PSI staff. Peiper has also designed components of child support computer systems for the States of Iowa and Michigan. Peiper also has experience in all eligibility programs, having managed a Business Process Review



of all of Iowa's eligibility programs. Peiper has also served as the Project Manager for various projects at the Iowa Medicaid Enterprise.

**Change of Custody, Relative Payee, and Other Adjustments to Family Composition (CLE), Workshop A, Wednesday, 1:00-2:15**

### **Joe Perry**

Joe Perry is a past president of the ERICSA and has served the child support enforcement community for over 35 years at the local, state and federal levels in both public and private sectors. His work in the public sector includes directing CSE programs for the District of Columbia and the State of Maryland. In the private sector, he has led CSE program system implementations, provided executive oversight to CSE operations for large human service centric companies, and consulted with state and federal CSE agencies on child support enforcement program problem solving. He is currently serving as a Health and Human Services Principal with SRA International, a company who has been providing program management, information technology oversight, subject matter expertise, and daily operations to the federal Office of Child Support Enforcement since 1996.

**Business Practice Reengineering: *What Can You Do to Improve Outcomes?*, Workshop B, Monday, 2:45-4:00**

### **Peggy Pfeifer**

Peggy Pfeifer is an Associate of Deloitte Consulting, LLP, maintaining, improving, and working on the FLORIDA system project. Florida is currently redesigning its state computer system, and Peggy is involved with many tasks on the project, including acting as liaison for Florida's ICR project. Peggy has been in this position for four years. Prior to working for Deloitte, she worked for the Florida Department of Revenue Child Support Enforcement for seven years. Peggy has also been involved with a family-run real estate business for 13 years. She does work in the community, including volunteering with the Girl Scouts and acting as a facilitator for Project Wild with the Florida Freshwater Game and Fish Commission. She has an A.S. degree in Pre-computer Science and an A.S. degree in Data Processing.

**Keeping the Lines of Communication Open: *The Key to Resolving Interstate Challenges*, Workshop C, Wednesday, 1:00-2:15**

### **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.

**The Balancing Act: *Measures to Improve Caseload Management*, Workshop D, Tuesday, 10:15-11:45**

**A Vital Partnership: *Working with the Social Security Administration (CLE)*, Workshop A, Wednesday, 10:15-11:30**

### **Pat Quinn**

Mr. Quinn is presently the Administrator of the Family Division, Adult Section of The Court of Common Pleas of Allegheny County where he has served since March 2003. Previously he served in the Allegheny County Solicitor's Office as Manager of the Department of Human Services Legal Unit and Child Support Legal Services Unit (1992 – 2003). From 1989 - 1992, Mr. Quinn was the Deputy Administrator of the Allegheny County Family Division. He had been with the Child Support Unit of the Allegheny County Solicitor's Office from 1984 through 1989. He received his B.A. in 1977 and his J.D. in 1984, both from Duquesne University in Pittsburgh, Pennsylvania. Mr. Quinn has been a speaker at a variety of regional and national workshops regarding various aspects of child support enforcement including union employees, interstate and inter-county issues, parent locate, worker's compensation and the child support lien network. He has testified before the Congressionally mandated Commission on Interstate Child Support and the Drafting Committee of the National Conference of Commissioners on Uniform State Laws pertaining to the proposed revisions to URESA. He has also served on the Federal Committee which standardized mandated interstate forms. Mr. Quinn currently serves as a Board Member and Past-President of the Domestic Relations Association of Pennsylvania. Mr. Quinn was instrumental in the development and passage of the Pennsylvania Intrastate Family Support Act. As Chairman of DRAP's Supreme Court Rules Comment Committee, Mr. Quinn has been

invited by the Rules Committee and in the past has actively participated in the development and review of the Statewide Child Support Guidelines.

**Interstate Case Processing: *What States Do (and Don't Do, But Should!)*, Workshop B, Tuesday, 10:15-11:30**

## **Bill Reynolds**

Professor Reynolds is the Jacob A. France Professor of Judicial Process at the University of Maryland School of Law, where he has taught since 1971. He is a graduate of Harvard Law School and Dartmouth College. At Maryland, Professor Reynolds has taught many courses, including Antitrust, Art Law, Civil Procedure, Contracts, Constitutional Law, Conflict of Laws, and Electronic Commerce. He has written extensively in the areas of judicial administration, judicial decision-making, and conflict of laws, and he is a frequent speaker on child support enforcement. Prof. Reynolds was the recipient of the 2004 NCSEA President's Award for Public Service in child support. Professor Reynolds has long been active in law reform and bar association activities, and he has been a board member of the Maryland Judicial Institute since 1985. He is a former Chair of the MSBA Section on Judicial Administration. Professor Reynolds is a Life Member of the American Law Institute and of the American and Maryland Bar Foundations. He also is Of Counsel to the law firm of DLA Piper USA LLP.

**The Court Has Spoken: *2010 Intergovernmental Case Law Update (CLE)*, Workshop A, Tuesday, 1:00-2:15**

**Paternity Disestablishment: *What Constitutes a "Parent" in the Eyes of the Court, the State, and the Family? (CLE)*, Workshop B, Tuesday, 2:45-4:00**

## **Yvette Hilderson Riddick**

Yvette Hilderson Riddick is the Director of the Federal Office of Child Support Enforcement's Division of Policy. She has also served as the Chief of OCSE's National Training Center (NTC) 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.

**Expanding the Mission of the Child Support Enforcement Program, Plenary, Wednesday, 8:30-9:45**

**Get Your Hands Off My Data! *Safeguarding the Information Entrusted to Us (CLE)*, Workshop D, Wednesday, 2:45-4:00**

## **Tex Ritter**

Tex Ritter is the Director of the Sierra Nevada Regional Department of Child Support Services in California. Tex Ritter has presented classes on Introduction of Documentary Evidence, Criminal Prosecution of Child Support Cases, Substance Abuse, Cracking the hard Cases, Ethics, and Elimination of Bias. Tex Ritter is a presenter for NCSEA, CSDA, CDAA, Nevada Child Support Enforcement Training Association, and regional and local DCSS agencies, bar organizations, and judges and commissioners for Marin and Riverside counties.

Tex Ritter has been in the Child Support Program since 1991. Tex Ritter has been in the Child Support Program since 1991, first as a Deputy District Attorney with Riverside County, then with Marin County DCSS as a supervising attorney, and now as the Director of a regional child support office. He has handled all types of enforcement including invasion of a spendthrift trust, successful convictions in criminal jury trials for failure to provide support, bankruptcy matters, and over a dozen appeals (lead attorney at trial and on appeal County of Shasta v. Twig Smith (1995) 38 Cal.App.4th 185).

Tex Ritter received his baccalaureate from Université de Bretagne Occidentale, Academie de Rennes (France) and graduated from St. Mary's College of California. He graduated from the University of Houston Law School with honors. Tex Ritter was a bankruptcy clerk for the Honorable R.F. Wheless, Jr., Southern District of Texas.

Tex is a contributing editor for the Cases of Interest and Child Support Interstate Sourcebook CSDA publications. Tex is on the Judicial Council Child Support Forms Committee of the Administrative Office of the Court.

Tex is an Ironman Triathlete and has run over 30 marathons (including Boston and Berlin and L.A. marathons) and 4 Ironman Triathlons, dozens of smaller Triathlons (including the Malibu Triathlon and the Escape from Alcatraz Triathlon).

**Bankruptcy: *Protecting Families in Troubled Times (CLE)*, Workshop C, Wednesday, 2:45-4:00**

## **Crystal Rodriguez**

Crystal Rodríguez is a Program Specialist with the Federal Office of Child Support Enforcement in the Division of Policy. Crystal is a member of the OCSE Hispanic Workgroup and assisted in the development of the outreach materials available on the

Hispanic toolkit DVD and the OCSE Hispanic Resource Center. Crystal has completed six rotational assignments within the Department of Health and Human Services (HHS) including the Centers for Medicare and Medicaid Services, the Office of the Secretary, and the Administration for Children and Families. Prior to joining HHS, Crystal provided social services to children and families in Los Angeles County and assisted non-profit organizations with grant development and community organizing. Crystal received her BA in Psychology from California State University of Long Beach and earned her Master's in Social Work from the University of Southern California.

**Focused on Families: *Outreach to OUR Hispanic Community, Workshop C, Monday, 2:45-4:00***

### **Kristin H. Ruth**

The Honorable Kristin H. Ruth is a district court judge in Wake County, Raleigh, North Carolina. Judge Ruth is now currently in her third term and has concentrated the majority of her time presiding in the courtroom designated for the enforcement of child support. Judge Ruth has been instrumental in implementing alternatives to incarceration and promotes employment resources, electronic house arrest and mediation in the disposition of her cases. In July 2008, Judge Ruth was awarded a three-year Federal Special Improvement Project (SIP) grant - one of only four SIP grants awarded in 2008 to focus on collaborations between child support enforcement and the courts. Office of Child Support Enforcement (OCSE) selected the 10th Judicial District's Wake County, NC problem-solving court, Judge Kristin Ruth presiding, as a replicable model for family courts hearing child support cases. In 2000, Judge Ruth was awarded the North Carolina Child Support Council's Distinguished Service of Excellence Award, in 2003 she received the national American Business Woman of the Year for 2003 by the American Business Women's Association, and in 2004, Judge Ruth was awarded the Commissioner's Judge of the Year Award presented by the Federal Office of Child Support Enforcement in Washington, DC. She currently serves on the board for Carolina Dispute Settlement Services, Carolina Correctional Services, and as member of the National Council for Juvenile and Family Court Judges, the Federal Child Support Task Force, and recently completed a three-year term on the Chief Justice's Commission on Professionalism. Judge Ruth grew up on a wheat farm in Kansas, graduated from Kansas State University and worked her way through law school at Campbell University. Judge Ruth was the senior partner in her law firm before being elected to the bench. She is married to Lt. Col. John Preston Ruth, USMCR retired, and they have one son, Kenan, age 16.

**How to Bring the Underground Economy to the Surface and Work the Hard to Enforce Cases, Wednesday, 1:00-2:15**

### **Susan Schroeder**

Susan is the Administrative Director, Civil Division, of the Allen County Prosecutor's Office, Fort Wayne, Indiana. Susan has been with that office since 1988 in a variety of positions. She has been very active in the Indiana Child Support Alliance. She has served as Board Member, Secretary, President Elect and was President of the organization in 2000. She currently is the Vice President of the Alliance. She held the position of Regional Director of the Alliance from 1995 to 2004.

She is currently serving as her 12th year as chairperson of the Indiana Child Support Enforcement Conference. 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 at the Indiana State level. She has served on the Board of ERICSA for 3 years and is currently the Vice President of Sponsors and Exhibitors for that organization.

**Escape Information Overload: *Therapy for the Obsessive and Overworked, Workshop D, Monday, 2:45-4:00***

### **Andrew Schweller**

Andrew Schweller is the Section Chief of the Allen County Prosecuting Attorney's Child Support Division in Allen County, Indiana. He is a graduate of Miami University of Ohio, earning a B.S. in Political Science and History in 1994. He graduated from the University of Dayton School of Law in 1997. He has over eleven years of experience in Child Support and oversees the daily operations of the office as well as the felony non-support division. He is the President of the Indiana Child Support Alliance.

Andrew Schweller is a graduate of Miami University of Ohio, earning a B.S. in Political Science and History in 1994. He graduated from the University of Dayton School of Law in 1997. In June 1997, he joined the Child Support Division of the Allen County Prosecuting Attorney's Office. From May 2000 to January 2003, he worked in the Criminal Division of the office. He returned to the Child Support Division in 2003, and in May of 2003, he was promoted to Section Chief. He currently serves as President of the Indiana Child Support Alliance. He has served as a speaker at the Indiana Child Support Conference and with the Indiana Continuing Education Forum.

**Interstate Case Processing: *What States Do (and Don't Do, But Should!)*, Workshop B, Tuesday, 10:15-11:30**  
**Who's My Daddy? *An Update on Paternity Issues (CLE)*, Workshop C, Tuesday, 1:00-2:15**  
**Legal Ethics: *Get Reel!* (CLE), Workshop A, Wednesday, 2:45-4:00**

## **Christin Lahiff Semprebon**

Christin Lahiff Semprebon joined the Vermont State Office of Child Support in 1995. As Staff Attorney for the Southeast region of Vermont, she litigates the more complex child support cases involving paternity, contempt and interstate issues in Family Court on behalf of the State IV-D agency, and is responsible for briefing and arguing appellate issues to the Vermont Supreme Court. She also provides ongoing legal training for both new employee orientation and legal refresher courses at the Office of Child Support, where under Vermont law paralegals are responsible for litigating the less complex child support cases before Family Court Magistrates. The State of Vermont named Ms. Semprebon as an Employee of the Year in 2001. Ms. Semprebon is a current ERICSA Board member, and has presented as a speaker at annual training conference workshops for both ERICSA and the National Child Support Enforcement Association (NCSEA). She is a graduate of Brown University and the University of Miami School of Law.

**Healthy Start: *Ensuring Children Receive Medical Support (CLE)*, Workshop C, Tuesday, 10:15-11:30**  
**Paternity Disestablishment: *What Constitutes a "Parent" in the Eyes of the Court, the State, and the Family?* (CLE), Workshop B, Tuesday, 2:45-4:00**

## **Charles Smith**

Charles Smith has more than 21 years of experience in the CSD. He began as a volunteer in September 1988. In January 1989, he was hired a child support officer. Since December 1990, he has served in a variety of managerial and leadership positions at the local, regional and state levels. Charles has been recognized for streamlining processes and increasing the efficiency and effectiveness of operations. His work in this area has earned him awards from the state and the Western Interstate Child Support Enforcement Council (WICSEC).

In May 2004, he was appointed to the position of Deputy Director of the Child Support Division. In this capacity, Charles oversees the daily operations of the Field Operations Division comprised of more than 2,100 dedicated employees. In August 2008, Charles was elected to the NCSEA Board of Directors. He is a proud supporter of NCSEA and currently serves on several committees.

Charles is a graduate of Texas Tech University and the Lyndon B. Johnson School of Public Affairs, "Governor's Executive Development Program".

**Succession Planning: *Grooming Tomorrow's Leaders Today*, Workshop D, Wednesday, 1:00-2:15**  
**The Tools of the Trade: *Successful Use of Automation - Doing More with Less Resources*, Workshop E, Wednesday, 2:45-4:00**

## **Rick Sparks**

Mr. Sparks is the Franklin County Attorney. He has served as County Attorney since being appointed in 2005 and was elected to office in 2006. Prior to taking office, he was an Assistant Franklin County Attorney for ten years. He has focused his practice in the areas of criminal law and child and family services, including child support. He sits on several local community boards and committees directed toward family services and providing resources in Frankfort, Kentucky. Mr. Sparks received his undergraduate degree in Psychology from the University of Kentucky in 1989 and his law degree from the University of Louisville in 1995.

**Civil vs. Criminal Enforcement: *Prosecutor and Judge Perspective (CLE)*, Workshop D, Monday, 1:00-2:15**

## **Patti Spear**

Patti Spear graduated from the University of West Florida with a BA in Political Science and has over 35 years experience in the social services arena. She began her career as a social worker with the State of Florida in 1974 and started working in the Child Support Enforcement program in that state in 1976. In 1993 she left state government to work in the private sector as a consultant to state and local governments. She is employed by Deloitte Consulting, LLP and is working on the Florida CAMS project which is a new automated system for the Florida Child Support Enforcement program.

Patti's primary area of work for the last 34 years has been in the Child Support Enforcement Program. During her career in child support, she has worked in all aspects of the program including front line case worker, training development and delivery, policy development and, organizational design, business process redesign, and systems design and implementation.

Ms Spear lives in Tallahassee, FL and is a frequent speaker at national and regional child support conferences.

**How Dealing with Stress Can Enhance Your Performance on the Job, Workshop B, Tuesday, 1:00-2:15**

**Running Effective Meetings: *Don't Forget the Donuts*, Workshop E, Wednesday, 10:15-11:30**

**Succession Planning: *Grooming Tomorrow's Leaders Today*, Workshop D, Wednesday, 1:00-2:15**

## **Pat Stone-Smith**

Pat has been a principal in Child Support Enforcement for over 30 years. She began her career in Health and Human Service programs in 1979 where she started as an eligibility specialist. By 1981 Ms. Stone-Smith had moved to the Child Support Program where she continues her work and involvement to this day. Her years of service from enforcement officer to training and policy specialist provide her true insight into the issues confronting today's child support specialist. She thoroughly understands the needs from the local field staff to state program management.

After leaving the State of North Carolina, Ms. Stone-Smith became a principal with SDA (Service Design Associates). Upon the sale of SDA to Tier Technologies she served as the Director of Marketing and Business Development for the Child Support practice. In 2002 she began her own firm, Child Support Innovations. Her career focus has been on Training, FIDM, SDU Implementation and Outreach. In 2009 she joined RCM Technologies as Vice-President of their Health and Human Services practice. Through RCM she continues to focus on and craft solutions for the elements she believes are core needs of the program. Pat serves on the North Carolina Child Support Council where she is the second vice-president. She is a member of NCCSC, NCSEA, ERICSA, APHSA, and NSDTA.

She is a native of North Carolina (where her heart still resides) but currently resides in Ponte Vedra Beach, Florida.

**Service with a Smile: *Enhancing Customer Service to Parents and Children*, Workshop C, Tuesday, 2:45-4:00**

## **Andrew 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.

**Lump Sum Collections: *When to Do it, Why to Do It and How to Do It*, Workshop E, Monday, 1:00-2:15**

**How to Bring the Underground Economy to the Surface and Work the Hard-to-Enforce Cases (CLE), Workshop B, Wednesday, 1:00-2:15**

**The Tools of the Trade: *Successful Use of Automation - Doing More with Less Resources*, Workshop E, Wednesday, 2:45-4:00**

## **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 ERICSA, as well as several NCSEA committees. She has published articles, conducted seminars, coached trainers, developed change management programs, and presented frequently at industry conferences. Rhonda is a graduate of Butler University and holds an MBA from Indiana University. A native Hoosier and championship debater in her youth, she steadfastly refuses to text message with her four children.

**Escape Information Overload: *Therapy for the Obsessive and Overworked*, Workshop D, Monday, 2:45-4:00**

**More Training with Fewer Resources: *Innovative CSE Staff Developments*, Workshop A, Tuesday, 1:00-2:15**

## **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 provide information to the employer community on issues related to child support enforcement;

including new hire reporting, income-withholding, electronic payments, eIWO, and medical support coverage for children. Employer Services initiatives include information campaigns, conferences, and special projects aimed at encouraging best practices in child support for employers and state agencies. She has worked as an Information Technology Specialist with OCSE, Division of State and Tribal Systems, prior to joining the Employer Services team. There, she conducted system certification reviews/audits of state child support systems. She worked as a Staffing and Classification Specialist with the Department of Health and Human Services for six years managing classification, staffing, position management, benefits, and advisory actions for large program areas.

**Employers Weigh In: *What Are Their Top Ten Complaints?* , Workshop D, Wednesday, 10:15-11:30**

## **Vicki Turetsky**

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

Ms. Turetsky brings more than 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.

**Conversation with the Commissioner, Plenary, Monday, 10:30-11:30**

## **Robert Velcoff**

Rob Velcoff has worked for the New York State Division of Child Support Enforcement for over 20 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, including chairing the Eastern Regional Interstate Child Support Association (ERICSA) Interstate Improvement Committee. He is also New York's international child support liaison. Mr. Velcoff has presented at over 150 workshops at dozens of state, regional, federal, national, and even international child support conferences on a wide range of topics. He is currently at the processing center, working on a variety of issues for the State of New York. 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.

**Going Global: *International Child Support Issues*, Workshop A, Monday, 1:00-2:15**

**Rise to the Challenge: *Advanced UIFSA Scenarios Roundtable (CLE)*, Workshop D, Tuesday, 1:00-2:15**

## **Steven P. Veno**

Steven P. Veno was appointed Director of the Kentucky Child Support Enforcement Program on April 1st, 2008. When the program was moved to the newly created Department of Income Support, effective June 16th, 2008, he was appointed Deputy Commissioner. Prior to his appointment he served as the Director of the Child Support Enforcement Program from August 1994 to August 2004. He has held several high level positions within the program including serving as the Assistant Director for field operations, contract and personnel from April 1991 to August 1994. After retiring from State Government in August 2004, Mr. Veno worked as a consultant for the Texas Attorney General's Child Support Enforcement Program and most recently worked three years as a consultant for the Jefferson County Attorney's Office.

Mr. Veno has served on numerous national organizations including serving on the National Child Support Enforcement Association (NCSEA) Board of Directors from 1995 to 1996 at which time he was the Vice President and the site chairman for the national conference that year. He also was elected to the Board of Directors for NCSEA from 1999 to 2003 and chaired the legislation committee, the public awareness committee and, was co-chair of the National Policy Briefing in Washington, DC in 2001. Additionally he served on the National Council of Child Support Directors (NCCSD) and chaired the National Most Wanted Campaign. In 1999, 2000, and 2003 Mr. Veno was elected to the NCCSD Executive Committee where he represented state child support enforcement program interests for Regional IV.

Mr. Veno received the national Distinguished Service Award from the Commissioner of the Federal Office of Child Support Enforcement in 2000. In 2009, he received the Kentucky County Attorneys Association Child Support Award. He was the first non-county attorney to receive the award since its inception. He graduated from Kentucky State University with a Bachelor's of Science Degree in 1979 and has completed graduate work in social work at the University of Kentucky.

Mr. Veno, his wife Donna, and their daughter Ashton live in Frankfort. Ashton is a freshman at Lexington Catholic High School.

**Stop Teaching to the Test: *How Creative Training Achieves Success*, Workshop E, Tuesday, 2:45-4:00**  
**Expanding the Mission of the Child Support Enforcement Program, Plenary, Wednesday, 8:30-9:45**

## **Joe Vicini**

Joe Vicini, a Senior Trainer with the Center for the Support of Families, has twenty years in the field of child support. Joe began his career as a caseworker in Covington, KY, and worked as a DCSE Trainer for Kentucky's child support program from 1990-1993. He joined PSI in Atlanta in 1994, and became PSI's first site trainer there. In 1997, Joe moved to Denver as a Corporate Trainer. From 2000-2009, Joe served as Regional Trainer for PSI's offices in TN, NC, and WV. He attended the University of Kentucky where his major was journalism, received a bachelor in philosophy from St. Pius X Seminary in Erlanger, KY, and obtained a Masters in Divinity from The Catholic University of America in Washington, DC. Joe joined the Center in October 2009, and currently works on the South Carolina CSES training development team in Columbia. Joe is a certified KASET customer service trainer.

**Can You Hear Me Now? Communication Measures to Get Your Message Across, Workshop B, Wednesday, 2:45-4:00**  
**Who Did That? Name the State, Plenary, Thursday, 9:45-11:00**

## **Kent Walden**

Mr. Walden started his career in Child Support Enforcement in November of 2003 with the Chickasaw Nation Child Support Enforcement division in Ada, OK. In May of 2008 he became the STEPP Coordinator/Investigator for the Modoc Tribe of Oklahoma, Tribal Child Support Enforcement office in Seminole, OK. The STEPP program is an alternative to incarceration for parents who have failed to meet their child support obligations. As the Investigator, Mr. Walden's duties are to ensure all court papers are served. Also, Mr. Walden is responsible for coordinating, and assisting, local law enforcement agencies with the execution of child support warrants. Mr. Walden has a Bachelor's of Arts degree in Rehabilitation Counseling, with a minor in Criminology from East Central University in Ada, Oklahoma. For the past 8 years he has worked as a Reserve Deputy for the Pontotoc County Sheriff's office in Ada, Oklahoma. Mr. Walden is also a Reserve Police Officer for the Seminole Nation Lighthorse Police Department in Seminole, Oklahoma.

**Meeting the Child Support Needs of Tribal Families (CLE), Workshop C, Wednesday, 10:15-11:30**

## **Honorable Rebecca Ward**

Judge Rebecca S. Ward received her Undergraduate degree from U of L in 1983. She graduated from law school in 1986 from U of L and was a prosecutor for three years in the Bullitt County Attorney's Office, as well as having a private practice for almost a decade. She was elected to the Bullitt District Court in 1998 and took the bench on January 1, 1999. She still serves in that capacity as Chief District Court Judge for the 55th Judicial District. In her tenure, she has been instrumental in taking Bullitt County Child Support from #77 in the state to being in the top 25 percentile. She has handled both civil and criminal aspects of Child Support, and is an advocate for the children that we all work to serve. She is again running for the seat that she currently holds.

**Civil vs. Criminal Enforcement: Prosecutor and Judge Perspective (CLE), Workshop D, Monday, 1:00-2:15**

## **Carla West**

Carla West serves as the Program Manager for the YoungWilliams, P.C. operated office in New Hanover County North Carolina and has over 12 years of experience in child support. Carla has worked in virtually all levels of child support operations from line staff to supervision to training and quality control. She is currently the chair of the New Hanover County Partnership for Fatherhood, the 1st Vice President of the North Carolina Child Support Council, and a former executive board member of the Nebraska Child Support Enforcement Association. Carla serves on a variety of committees in North Carolina, NCSEA, ERICSA, and is a frequent presenter at regional and national conferences. Carla authored an article, *Electronic Monitoring as an Enforcement Tool*, which was published in the Winter 2007 *NCSEA Child Support Quarterly*. Carla has a B.A. in Business.

**Management from Bellevue University. Location, Location, Location: *The Keys to Locating Parents and Their Assets*, Workshop B, Wednesday, 10:15-11:30**

## **China Widener**

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

Widener has nearly 15 years of varied public service experience. While serving the state of Ohio's 14B dollar HHS agency, Widener has served in many capacities including Chief of Staff; State Child Support IVD Director; Chief Inspector; Chief of the HHS division (leading Medicaid, child care, child welfare, Child Support, TANF and SNAP (Food Stamps); and Chief of Operations (leading IT, Fiscal, Contracts/Procurement, Legal, Human Resources and Facilities).

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 discount prescription drug program. At the local level she has served as an Assistant County Prosecutor pursuing criminal non-support, juvenile and adult criminal prosecution; Widener also served 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 routinely acts as a trainer /facilitator at national and regional conferences. She has co-authored a white paper on HHS services and the implications of SOA as well as co-developed a Service Delivery Model Assessment Methodology.

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 licensed to practice law in the State of Ohio.

**Business Practice Reengineering: *What Can You Do to Improve Outcomes?*, Workshop B, Monday, 2:45-4:00  
An Ounce of Prevention: *How Early Intervention Yields Results* (CLE), Workshop E, Wednesday, 1:00-2:15**

## **Mike Williams**

Mike has been working in child support since 1993 in various counties in Wyoming both as a caseworker and as an attorney. Mike is now the Director and attorney for the Fourth Judicial District Child Support Authority in Sheridan, Wyoming. Mike has done interstate training for several other offices within Wyoming and participated as a speaker at a number of national conferences, including WICSEC, ERICSA and NCSEA conferences. Mike has also spoken at the Nebraska Child Support Enforcement Association annual conference and the South Dakota Training conference. Mike is a Past-President of the WICSEC Board and has been a member of the WICSEC board since 1998. He is a member of the National Child Support Enforcement Association board of directors. Mike is a founding member of the Wyoming Child Support Association board of Directors and was the first ever President of that organization. He is a 1990 graduate from the University of Wyoming College of Law.

**Change of Custody, Relative Payee, and Other Adjustments to Family Composition (CLE), Workshop A, Wednesday, 1:00-2:15**



## **Lieutenant Colonel Thomas R. Williams, III**

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

Lt Col Williams entered the Air Force by direct appointment on 23 January 1990. He has served as a Staff Judge Advocate for the 9th Reconnaissance Wing, Beale Air Force Base, Deputy Division Chief and Chief of the Compliance and International Law Branch for the Air Force Environmental Law and Litigation Division, Deputy Staff Judge Advocate, Program Attorney, and an assistant staff judge advocate.

He attended the Master of Laws program at the University of Utah receiving an LL.M in Environmental and Resource Law in 2002. Lt Col Williams is admitted to practice before the bars of the Supreme Court of Oklahoma, and the United States Court of Appeals for the Armed Forces. He is married to Heather Garvey.

**Working with the Military: *Legal Challenges and Solutions* (CLE), Workshop A, Tuesday, 2:45-4:00**