

Linda Ahlenius

Linda Ahlenius is the Project Manager of Interstate Data Exchange Consortium (IDEC). IDEC, which is state owned and operated, is made up of a group of 15 states whose common objective is to pool resources to provide cost-effective solutions for interstate and intrastate child support issues. Over the past five years Linda has seen the program grow to include not only FIDM (Financial Institution Data Match) and Parent Locate services but also an Automated Enforcement of Interstate (AEI) component. Recently she has also overseen the implementation of a Limited Partners component of IDEC that allows non-member states to take advantage of the consortiums ability to share FIDM resources.

Reach Into Your Toolbox: Using Limited Services and Other Tools of the Trade for Interstate Enforcement, Workshop D, Tuesday, 2:45-4:00

Julie J. Armstrong

Charleston County Clerk of Court Julie J. Armstrong was first elected in 1992 and is currently serving in her fifth term. Prior to being elected for her first term, she served as an Administrator in the 9th Judicial Circuit Solicitor's office. Julie has a bachelor's degree from the College of Charleston and serves on several political and civic organizations. Among those organizations she is President of the South Carolina Association of Clerks of Court and Registers of Deeds, a Board member with the South Carolina Association of Counties, and a member of various committees appointed by the Chief Justice of South Carolina. She is also involved with the Charleston County School District as a member of their Achieving Excellence Advisory Committee and Charleston Area Leaders for Literacy program. Most recently, Julie was selected to serve as a Board of Trustees member for The Charleston Museum.

Opening Ceremony, Plenary, Monday, 8:30-10:00

Gordon Bailey

Mr. Bailey earned his undergraduate degree from Birmingham-Southern College and his law degree from the University of Alabama School of Law. He served as Project Director for the Alabama Interstate Paternity Project and as an Advisor to the Drafting Committee of the National Commissioners on Uniform State Laws in its revision of URESA, now UIFSA. As an original member of the Alabama Child Support Enforcement Committee he co-authored the Alabama Uniform Parentage Act of 1984. 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.

Plenary: If You Can't Pay a Dime, Don't Do the Crime: The Trial (CLE), Wednesday, 8:30-10:00

ERICSA Family Feud, Thursday, 9:45-11:00

Barry Bloomgren

Barry Bloomgren is the Child Support Service Area Manager with the Hennepin County Human Services & Health Department in Minneapolis, Minnesota. He has served in this role since 1985. He has been involved with the Hennepin County Child Support Program in various leadership capacities since 1975. He presently has leadership responsibilities for Minnesota's largest county child support program consisting of over 250 staff with annual collections in excess of \$112 million and 59,000 cases. Mr. Bloomgren has served on many statewide child support enforcement committees ranging from computer system design and development to program operations and legislative development. He also served on the Federal Office of Child Support Enforcement's Strategic Planning and Performance Incentive Measures Work Group, the Cost Effectiveness Work Group and the Customer Satisfaction Work Group. Most recently he's been working on an Ad Hoc work group comprised of child support practitioners, advocates, employer association representatives and labor organizations, to get Congress to restore lost federal child support incentive funding to sustain an effective national child support program. He has prior management experience as the Acting Director of the Hennepin County Economic Assistance Department with 1,000 staff, and the Human Resources Manager of the Hennepin County Human Services Department with 3,000 staff.

Get PAID! Strategies for Managing and Decreasing Child Support Arrears, Workshop B, Tuesday, 1:00-2:15

Collaboration: What's In It for Me? Workshop D, 2:45-4:00

Donna J. Bonar

**Deputy Commissioner
Office of Child Support Enforcement
Administration for Children and Families
U.S. Department of Health and Human Services**

Ms. Donna J. Bonar is the Acting Commissioner and also the Deputy Commissioner for the Federal Office of Child Support Enforcement (OCSE). In this position Donna provides oversight to the eight Divisions and ten Regional Offices in the Office of Child Support Enforcement. In her prior position as Associate Commissioner of Automation and Program Operations, Ms. Bonar carried out the vision embodied in Welfare Reform by harnessing the power of technology to improve the lives of children and families. Ms. Bonar oversaw the expansion of the Federal Parent Locator Service to include the development of the National Directory of New Hires and the Federal Case Registry of Child Support Orders. These new resources have had a profound impact on our nation's children by increasing the collection of support by hundreds of millions of dollars. Ms. Bonar began her career in child support as the Director of the Paternity Division within the Indianapolis Prosecutor's Office. Ms. Bonar's public service career spans over three decades with a life-long belief that strong families are the foundation of a strong nation.

Opening Ceremony, Plenary, Monday, 8:30-10:00

Child Support Sandcastles: An Interactive Federal Update, Plenary, Monday, 10:15-11:30

Linda Boyer

As Data Access and Security Manager, within the Federal OCSE, Linda Boyer has oversight responsibility for FPLS data access and security activities in support of the federal and state IV-D program. She is directly responsible for analyzing legislation, regulations and guidance, determining program and security impacts related to existing and new users of the Federal Parent Locator Service (FPLS) information systems. The use of such information is restricted to authorized persons and authorized purposes in accordance with the Social Security Act, the Federal Privacy Act of 1974, and other federal laws and OMB Circulars governing the protection of data. Linda has over 13 years of child support experience at the local, state and federal parts of the program and in both the public and private sector. In addition to policy, her experience encompasses team leadership, supervision and management, strategic planning, conflict resolution and mediation, and meeting facilitation.

**Protecting Personal Information: An Overview of the Safeguarding Regulation (CLE),
Workshop B, Wednesday, 1:00-2:15**

Sue Boyer

Susan Boyer has been an instructor for the Pennsylvania Child Support Training Institute (PACSETI), Penn State University since 2003. She received her B.A. in Political Science and French from Ursinus College, Collegeville, PA, and a paralegal certification from Villanova University, Villanova, PA. Ms. Boyer is working towards her teacher certification (in progress) from West Chester University, West Chester, PA. Previous to joining PACSETI, Ms. Boyer began her work in the child support enforcement field in 1998 as a Conference Officer with Montgomery County, PA. In this capacity, Ms. Boyer worked directly with Domestic Relations Section (DRS) staff, clients, attorneys, master, and judges to establish paternity and child/spousal support orders.

Engaging the Adult Learner: A 'How-To' Guide, Workshop E, Monday, 2:45-4:00

Computer Lab: Computer Lab for the Techno-Challenged Or Techno-Savvy, Tuesday, 1:00-4:00

Chrissy Brogdon Dingeldine

Christine Brogdon Dingeldine serves as Principal Consultant for Policy Studies, Inc. Brogdon consults with PSI's full service child support offices to identify innovations in processes and systems to improve its service offering. 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. Brogdon assisted in the successful planning, development, and implementation of a federally certified child support system for the State of Michigan, where she directed a division of 240 staff. Prior to joining PSI in 1999, Ms. Brogdon 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. Brogdon 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. The award is presented each year to the ERICSA member who has demonstrated the highest level of outstanding leadership and contribution to the child support community.

Stratification: Improving Results by Grouping Noncustodial Parents By Characteristics Instead of the Alphabet, Workshop C, Wednesday, 10:15-11:30

Plenary: If You Can't Pay a Dime, Don't Do the Crime: The Trial (CLE), Wednesday, 8:30-9:45

Barry Brooks

Barry J. Brooks is an Assistant Attorney General with the Child Support Division, where he works closely with the Interstate Central Registry and field units on matters related to interstate and international cases. Since 1993, he has been a frequent presenter on interstate issues; in June 2003, he assumed agency responsibilities involving international issues. In September 2007, he became the Managing Attorney of the Special Collections Unit which handles FIDM, Insurance, and Real Property liens along with QDRO and other collection remedies. He also assists in developing policies and procedures for cases involving child protection issues. He has served on several national workgroups dealing with interstate issues such as direct income withholding, standard forms, and best practices recommendations. He was an Observer to the Drafting Committee for UIFSA[96], UIFSA 2001, and UIFSA 2008 of the National Conference of Commissioners on Uniform State Laws. Prior to his interstate and international assignments, he was the Managing Attorney of a child support office in Austin, Texas. Before joining the Office of the Attorney General, he spent several years with East Texas Legal Services, Inc., and in private practice. Mr. Brooks attended Tulane University and received a BA from Southern Methodist University in 1970. He received his JD from the University of Texas School of Law in 1974.

Brown Bag Lunch Session: Interstate Issues and Answers Roundtable: Meet the Experts from the Southern States, Monday, 11:30-1:00

Gazing into the Crystal Ball: What's in Your Future?, Plenary, Tuesday, 8:30-10:00

Turning Innovative Compensation into Increased Child Support Collections: Lump Sums, Workshop D, Tuesday, 1:00-2:15

Reach into Your Toolbox: Using Limited Services and Other Tools Of The Trade For Interstate Enforcement, Workshop D, Tuesday, 2:45-4:00

Brown Bag Lunch Session: Complex Interstate Hot Topics, Wednesday, 11:30-1:00

Cynthia Bryant

Cynthia Bryant is Clinical Professor of Law at the University of Texas School of Law, teaching courses in mediation and dispute resolution and directing the Law School's Mediation Clinic. In addition to her academic responsibilities, she engages in consulting, training, research, and writing in the fields of child support and dispute resolution. Since 2004, she has served on Board of Directors of the National Child Support Enforcement Association. Cynthia graduated from the University of Texas School of Law in 1976. Much of her career as a lawyer, teacher, and agency executive has focused on the legal rights of children. With Professor John J. Sampson, in 1980 she founded the Children's Right Clinic at the University of Texas School of Law. From 1984 to 1990, she served as an Assistant Attorney General in the Child Support Division, as Director of Litigation and Director of Field Operations in the Texas IV-D program. She returned to the Children's Rights Clinic in 1991, for another 10 years of teaching, writing, and practicing law. In July 2001, she rejoined the Texas Attorney General's Child Support Division as Deputy Attorney General and IV-D Director for Texas, where she continued to serve until July 2004. Her work on behalf of children has been recognized by Texas CASA, and she received the Forshey Award from the State Bar of Texas Child Abuse and Neglect Committee. In 2002, she received the Commissioner's Award from the federal Office of Child Support Enforcement and, in 2003, the Regional Administrator's Leadership Award from the federal Administration for Children and Families.

Leadership For Performance: Inspiring Others To Be Their Best, Workshop D, Monday, 1:00-2:15

The Gavel vs. The Pencil: The Impact of the Judicial Versus Administrative Process (CLE), Workshop C, Monday, 2:45-4:00

Rose M. Bynum

Rose M. Bynum serves as a Program Specialist in the Federal OCSE, Region III located in Philadelphia, Pennsylvania. In 2008, she received Commissioner Margot Bean's Gold Star for coordinating the Region III national "Guidance Sessions for New CSE Program Specialists", and conducting a session on the Overview of the Child Support Process. She has collaborated on the Urban Jurisdiction PAID initiative with other colleagues and has been involved with the Arrears Management Workgroup. She has 20 plus years child support experience stemming from her tenure with Philadelphia Family Court. While employed with the court, she received the OCSE Exemplary Customer Service Award from OCSE in September 2007. She served in diverse administrative and supervisory positions, including the Pennsylvania Child Support Enforcement System Liaison, the Subject Matter Expert for Medical Support, and Conference Officer for Custody, Establishment, and Enforcement. She developed and assisted with several case closure projects which helped to increase the performance measures for the county and subsequently the state. She has presented at local, state and national conferences and has been requested for Fatherhood collaboration meetings and teleconferences. She is currently the Program Specialist assigned to the State of Maryland. She has a B.A. in Criminal Justice/Sociology from LaSalle University.

A Death In The Family: What Is The Impact On Child Support Matters? (CLE), Workshop C, Tuesday, 1:00-2:15

Michelle Budde

Michelle Budde currently works for The Center for the Support of Families (CSF) on the South Carolina Statewide System project (CFS). She brings experience in database management and software development, along with training and user documentation. She has two beautiful daughters and works alongside her husband on the CFS project in Columbia, SC. Before working with CSF, Michelle held a Florida Real Estate License and worked for a broker on Siesta Key in Sarasota, Florida.

Beyond The Basics: Pointers for Top-Notch Presentations, Workshop E, Monday, 1:00-2:15

The ABC's of Child Support and Family Court for "Newbies", Workshop A, Tuesday, 10:15-11:30

Alyson Campbell

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

Get PAID! Strategies for Managing and Decreasing Child Support Arrears, Workshop B, Tuesday, 1:00-2:15

Lisa Cauthorne

Lisa is the Training and Outreach Director for CSF, Inc. and has worked in the training and outreach arena for more than 10 years. She currently leads training and outreach for Virginia's Paternity Establishment Program (PEP). Her experience began in the health insurance industry working tirelessly with patients, physicians, hospitals and the general public. She conducted strategic plan initiatives, grassroots marketing campaigns, community public service projects, and implemented numerous community health programs with great success.

Over the past 10 years Lisa has devoted much of her time to the children of Virginia through the Boy Scouts of America. She is currently the Eagle Scout Committee Chairperson for her area and is very committed to this important program for young men. Lisa has been married for 26 years and has one son, who yes, is an Eagle Scout.

Paternity Showcase: Strategies for Boosting Paternity Establishment Rates, Workshop D, Monday, 2:45-4:00

Patsy Chappell

Patsy Chappell is a program analyst for the Maryland Child Support Enforcement Administration. Over the past 20 years, Ms. Chappell has worked in the areas of policy, program development and training. In her current role as a program analyst, she is responsible for analyzing State and federal law, developing policy, planning and developing new programs, troubleshooting policy and program issues, and providing technical assistance to local and central staff. Ms. Chappell was involved in the planning, development and implementation of Maryland's Driver's License Suspension program, the Business, Occupational and Professional License Suspension Program, the Payment Incentive Program (PIP) and currently working on the Administrative Garnishment of Accounts process.

Designed To Tell: Policy and Procedure Makeovers, Workshop E, Tuesday, 10:15-11:00

John Clark

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

Brown Bag Lunch Session: Interstate Issues and Answers Roundtable: Meet the Experts from the Southern States, Monday, 11:30-1:00

Brown Bag Lunch Session: Interstate Issues and Answers Roundtable: Meet the Experts from the Northern States, Tuesday, 11:30-1:00

Reaching Across State Lines: Multi-State Collaboration Best Practices, Workshop E, Wednesday, 10:15-11:30

Carrie "Ann" Clements

Ann Clements, Senior Associate with the Center for the Support of Families has over 15 years in the field of Child Support. She is presently working in Columbia, SC with the CSES/FCCMS project as a Subject Matter Expert. Previously she was the Operational Manager and District Manager with the Hampton District Office. She worked with Policy Studies, Inc. from May of 2002 to July of 2008 in the states of South Carolina, Maryland, and Virginia. Prior to May 2002, she worked with MAXIMUS as Project Manager of the Horry Regional Child Support Office in Conway, SC. She began her career in Child Support in the Regional Office in Florence, SC. She also taught school for 10 years before working in the area of Child Support.

The "ABCs" of Child Support and Family Court for "Newbies", Workshop A, 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 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 Bachelors Degree from the University of Pittsburgh and a Masters Degree from the University of Pennsylvania.

Collaboration: What's In It for Me?, Workshop D, Wednesday, 2:45-4:00

Doug Cooper

Doug has extensive experience in the realm of child support enforcement and was employed in the Bucks County Domestic Relations Section for a total of 14 years. He has served as an Enforcement Officer, Conference Officer, PACSES Administrator, and Supervisor of Domestic Relations Services. Doug was employed as a Child-Support Enforcement Training Specialist with PACSETI from July 2002 through June 2004 and continued on as an adjunct instructor until his return to full-time employment in May 2007.

Engaging the Adult Learner: A 'How-To' Guide, Workshop E, Monday, 2:45-4:00

Computer Lab: Computer Lab for the Techno-Challenged or Techno-Savvy, Tuesday, 1:00-4:00

Tom Dalik

Tom is a Senior Outreach Representative for Policy Studies, Inc. and has been working in paternity establishment for two years. He oversees the South Carolina Parenting Opportunity Program (SCPOP) for the South Carolina Child Support Enforcement Division. In the past 21 months SCPOP has seen a 9% increase in the in-hospital paternity acknowledgment percentage and a 12% increase in statewide paternity acknowledgment percentage. Tom has been married for almost eight years and has two boys, Teddy who is four, and Tyler who is two. Previously, Tom spent seven years on staff at two local churches working primarily with teenagers. He has a B.S. in Electronics Engineering from Rutgers University and a M.A. in Leadership from Columbia International University. He enjoys serving the Columbia, SC community by volunteering at the Family Shelter of Columbia, the Salvation Army, and with the homeless through his church.

Paternity Showcase: Strategies for Boosting Paternity Establishment Rates, Workshop D, Tuesday, 2:45-4:00

Laura Davidson

Laura Davidson is the Senior Site Manager for Policies Studies Inc. for child support enforcement offices in Colorado and Oklahoma. Laura has managed the CSE operations in El Paso and Teller counties in Colorado since joining PSI over seven years ago. Under her leadership, both programs have made significant improvements in customer service and meeting state performance goals. In both 2007 and 2008, El Paso CSE collected the highest amount of child support in the state. In addition to these projects, Laura also provides senior leadership to PSI's CSE office in McAlester, Oklahoma and the Colorado Directory of New Hires. Prior to joining PSI, she spent over 10 years in human resources management with Bank of America. She has a MBA from California State University, Fullerton and a Bachelor's degree in Business Administration from Nebraska Wesleyan University.

Getting Results: Employing Negotiation Skills to Increase Child Support Payments, Workshop E, Wednesday, 2:45-4:00

Cindy Dean

Cindy Dean is a child support Subject Matter Expert for Northrop Grumman Information Systems. She has supported OCSE's National Interstate Case Reconciliation project since 2002, and has served as a State Technical Support Liaison for the Federal Parent Locator Service since 2008. Ms Dean has 18 years of experience with child support enforcement. For ten years, she worked for the State of Montana as Financial Unit Supervisor and trainer, and was involved in all aspects of the State's PRWORA certification. After leaving Montana, Ms. Dean worked as a Systems Business Analyst in Nebraska, Michigan, and Oklahoma assisting those States with their PRWORA system requirements. Prior to her work in child support enforcement, Ms. Dean was employed in teaching and coaching in Montana and Alaska. Ms Dean has a BS in Education and an MS in Psychology.

Hello, Can You Help Me? Tips for Improving Interstate Communications, Workshop C, Monday, 10:15-11:30

QUICK: Are We There Yet?, Workshop E, Tuesday, 2:45-4:00

Regina deChabert Petersen

Regina deChabert Petersen is a native of the island of St. Croix in the United States Virgin Islands. Upon completion of a Juris Doctor from Notre Dame University, she joined the staff of the Virgin Islands' Attorney General's office in 1998, as the child support program manager for the District of St. Croix. In September of 2001, Regina, assumed the responsibilities of IV-D Director, to lead and manage the Territory's effort to achieve full federal certification of its system, for the requirements of both the Family Support Act of 1988, and the Personal Work Responsibility and Opportunity Reconciliation Act of 1996. Under Regina's leadership, the Virgin Islands finally, received full federal certification for both FSA '88 and PWRORA '96 requirements in April of 2004, and the program received the Commissioner's Award in September of the same year for Innovation in Automation.

Leadership For Performance: Inspiring Others To Be Their Best, Workshop D, Monday, 1:00-2:15

Linda Dippel

Linda has worked in the child support field since 1972. Linda has worked her way through the ranks and reached her current position, Director of the Department of Child Support Services, in Contra Costa County. Her career started in Ventura County, then she moved to Marin County in 1990 and in 2000 went to Contra Costa County. In 1997 she served as President of the California Family Support Council. In 1996, Linda was named "Outstanding Manager of the Year" by the California Department of Social Services. She was awarded the 2007 Best of California award in "Leadership in Solving Business & Policy Problems through Technology." In 2008 the California Child Support Director's Association presented Linda with the "Outstanding Positive Collaboration" award and the "Truly B. Knox Achievement" award. Linda's passions outside of the job are traveling and shopping....preferably at the same time.

Moving At The Speed Of "Tech": Improving The Delivery Of Services To Your Customers, Workshop B, Monday, 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.

Plenary: Child Support Sandcastles: An Interactive Federal Update, Monday, 10:15-11:30

Lara Webb Fors

Lara Webb Fors is a Senior Assistant Prosecuting Attorney in the Child Support Division of the Greene County Prosecuting Attorney's Office in Springfield, Missouri. She first began her career in the Jackson County Prosecuting Attorney's Office in the Family Support Division in Kansas City, Missouri. She then worked briefly in child support enforcement in Wyandotte County, Kansas for MAXIMUS, Inc. before coming to Springfield. She has been working in the area of child support establishment and enforcement since 1994. She is a member of the Missouri Child Support Enforcement Association (MCSEA) where she has served as both the Director of Region VI and its President in 2007. She is also a member of the Eastern Regional Interstate Child Support Association and has served on the ERICSA Board of Directors since 2006. She currently serves as Secretary of ERICSA on the Executive Committee in addition to being a member of several committees. Lara has presented as a speaker at various conferences for organizations such as MCSEA, Missouri Bar Family Law Conference, the Western Interstate Child Support Enforcement Council (WICSEC) and ERICSA. Lara graduated magna cum laude from Central Methodist College in Fayette, Missouri, in May 1992 with a Bachelor's of Arts degree in Psychology, German and Business. She graduated from the University of Missouri-Kansas City with a Juris Doctorate degree in May 1995. She is a member of both the Missouri and Kansas Bars.

The Gavel vs. The Pencil: The Impact of the Judicial Versus Administrative Process (CLE), Workshop C, Monday, 2:45-4:00

Social Security: How Do the Pieces Fit Together? (CLE), Workshop D, Wednesday, 10:15-11:30

Jennifer Francis

Jennifer has worked as an analyst for the Federal Office of Child Support Enforcement for the past eight years. She currently manages the FPLS Economics Analysis team, and is a contractor employed by SRA International, Inc. The Economics Analysis team is responsible for conducting cost benefit analysis and analyzing and reporting management information for OCSE, in addition to studying States use of NDNH W-4 data. She has a Bachelor of Arts degree in Biology, with a concentration in Environmental Studies from St. Mary's College of Maryland.

Sailing High! The Proof Is In Performance: Improving Performance Measures Using The FPLS, Workshop D, Wednesday 1:00-2:15

Gary Gamble

Gary Gamble is a 1987 graduate of the University of South Carolina College of Pharmacy. After serving six years as an officer in the U.S. Army, he began his child support career in 1992 as a lineworker in the Greenville, South Carolina Regional Office. In 1997 he became the Chief Child Support Investigator in the Columbia II, Columbia South Carolina Regional Office, where he has also served as Interim Director of that office. In 2008 he took a position as the Chief Child Support Specialist in the Columbia I, Columbia, South Carolina Regional Office where he serves today. He currently resides in Columbia, South Carolina.

Brown Bag Lunch Session: Interstate Issues and Answers Roundtable: Meet the Experts From The Southern States, Monday, 11:30-1:00

Amy Gober

Amy Gober, Senior Associate, an attorney with more than 25 years of child support enforcement and family law experience, has expertise in drafting and interpreting policy as well as practical experience as a courtroom lawyer and mediator. During her CSF career, she has provided training and technical assistance to states, courts, and employers on child support enforcement procedures pursuant to welfare reform, interstate child support enforcement, and federal criminal nonsupport. Ms. Gober has developed training materials and policy guidance on many aspects of child support including medical support and interstate law. Ms. Gober authored a training curriculum for interstate case processing and updated the handbook for child support attorneys. Ms. Gober is a member of the Board of Directors of the National Child Support Enforcement Association.

UIFSA: The Fundamentals and More (CLE), Workshop A, Monday, 1:00-2:15

Wendy Gray

Ms. Gray brings more than 30 years of public policy experience to her work at the Center for the Support of Families. She has worked in the public, private and non-profit sectors, primarily in the areas of management, finance, and personnel. Ms. Gray is currently working with the Federal Office of Child Support Enforcement on its new national initiative – the Project to Avoid Increasing Delinquencies (PAID) and on medical child support. She has worked on several initiatives in the child support enforcement community that address innovations in such areas as incentives and performance measures for child support agencies, strategic planning and certification of child support enforcement workers. She has also developed leadership and management training for OCSE and the State of Colorado. In addition, Ms. Gray has produced outreach and informational media in video and written form for people working with various human service agencies.

Designed To Tell: Policy And Procedure Makeovers, Workshop E, Monday, 10:15-11:30

Alisha Griffin

Alisha Griffin is an Assistant Director with the Division of Family Development in the Department of Human Services responsible for the Office of Child Support Services. She serves as the State IV-D Director for the New Jersey Child Support Program. She has been with the child support program for more than ten years and came to child support with over 20 years in the public and private child welfare and child protection services. From that background, Ms. Griffin brings a broad, substantial and successful track record in direct programming and service delivery to children and families. She has worked on many national workgroups, designed several model programs both in the child support and child welfare arenas. She is a Past President of the National Child Support Enforcement Association (NCSEA) and serves currently on the Policy and Government Relations Committee and is Chair of the Legislation Analysis and Tracking Subcommittee.

She has represented NCSEA as a member of the delegation to the Hague Private law convention on Child Maintenance for the past five years. She is currently serving as Immediate Past President of the National Council of Child Support Directors (NCCSD). Ms Griffin continues her dedication to families and community on several other levels. This year after 6 years as president she became Immediate Past President and Senior Advisor for the National Family Preservation Network. There she provides leadership on media relations and fatherhood services and has helped NFPN acquire numerous grants to further the work of preserving and strengthening families. She also served for ten years as a Commissioner for the New Jersey Executive Commission on Ethical Standards. Ms. Griffin is a clinical psychologist; experienced in child, family and community practice.

Plenary: “Gazing Into the Crystal Ball: What’s in Your Future?”, Tuesday, 8:30-9:45

Third Time’s The Charm: UIFSA 2008 and The Hague Convention (CLE), Workshop C, Wednesday, 1:00-2:15

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).

Turning Innovative Compensation Into Increased Child Support Collections: Lump Sums, Workshop D, Tuesday, 1:00-2:15

Reach into Your Toolbox: Using Limited Services and Other Tools of the Trade for Interstate Enforcement, Tuesday, 2:45-4:00

Jan Grinnell

Jan Grinnell is the founder and President of Grinnell Appreciative Consulting. She has an MBA from Fairleigh Dickinson University and over 30 years of application software development life cycle management experience. Her experience spans both Federal and State Government projects as an employee and a consultant. Ms. Grinnell has been trained in Appreciative Inquiry and has incorporated this organizational development process into each of her areas of consulting expertise - business development, proposal management/development, system test management, client relationships, project management, training, quality assurance, and problem resolution. Ms. Grinnell developed a Structured Testing Methodology™ and presented at several national conferences including Government Technology Conferences (GTC) West and East 2002, Southwest and West 2003, the National Child Support Enforcement conferences, and Quality Week 2002. She offers practical and cost effective solutions to complex systems testing. Ms. Grinnell is on the Board of Directors for NCSEA and WICSEC and has been involved with child support since 1993.

Moving At The Speed Of “Tech”: Improving The Delivery Of Services To Your Customers, Workshop B, Monday, 2:45-4:00

Kathleen M. Hayes, Ph.D.

Dr. Kathleen Hayes possesses significant experience, in-depth knowledge, and a career-long commitment to addressing the needs of vulnerable children as Director of the SC Department of Social Services. Dr. Hayes has dedicated her professional career to improving the wellbeing of the state's most vulnerable citizens, especially at risk children – in child protective services, foster care, adoption, and to those in the custody of the juvenile justice system. One of her major priorities has been to prevent children in the child welfare system from languishing in foster care – to finding good adoptive homes, and to creating improved responsiveness for children involved in the child welfare system.

Dr. Hayes earned her doctorate in psychology with honors from the University of New Mexico. Following nine years as director of Adoption Services for the SC Department of Social Services, Dr. Hayes served as Director of SC Families for Kids, a national Kellogg Foundation initiative to reform practices that delayed permanency for abused and neglected children. Dr. Hayes then took the helm of the Nexuskids program, a joint initiative of the USC Children's Law Center and the SC Department of Social Services. The goal of Nexuskids was to promote adoption, educational success and job readiness for abused children in South Carolina.

Continuing her efforts to improve the lives of vulnerable children, in 2003 she became Chief of Staff of the SC Department of Juvenile Justice. She served in that position until her appointment as State Director of the SC Department of Social Services in 2007.

As director of DSS, Dr. Hayes oversees an agency of 4400 employees which serves more than 800,000 citizens in South Carolina, with an annual budget of \$1.2 billion. The DSS programs she supervises includes: child welfare services, including adoption, foster care, child protective services, family preservation and case management; adult protective services, protecting and maintaining the safety of vulnerable adults from abuse and financial exploitation; child support enforcement, including the establishing of child support orders, collection from non-custodial parents, paternity establishment and parent locate services; child care regulatory and licensing services; and temporary assistance to needy families in the form of food stamps, and monetary assistance.

Dr. Hayes is a member or past member of many professional associations, such as the American Psychological Association; the American Public Human Services Association (APHSA); the American Corrections Association; and the South Carolina Workforce Improvement Board. She has held positions on the advisory boards of the Child Welfare League of America on adoption, and the National Center on Special Needs Adoptions. She is a life-long member of Sigma Xi, the National Honorary Research Society and enjoys writing articles and conducting presentations on behalf of vulnerable children.

Opening Ceremony, Plenary, Monday, 8:30-10:00

Margaret Campbell Haynes

Ms. Haynes has 24 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 the Uniform Interstate Family Support Act, international child support, tribal and state court jurisdiction in child support cases, and child support guidelines. Ms. Haynes recently joined the Center for the Support of Families. Her prior position was Director of State and Local Government for Tier Technologies. 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. She also represented the United States on the Forms Working Group and the Country Profile subcommittee, and served as a member of the Administrative Cooperation Workgroup for the Hague Convention.

Ms. Haynes served as an official observer to the UIFSA Drafting Committee of the 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. She is a Past President and honorary lifetime member of ERICSA. In 2001 NCSEA made Ms. Haynes an honorary lifetime member, and in 2005 presented her with its Child Support Community Service Award.

She received 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. She is married with three children.

**The Gavel vs. The Pencil: The Impact of the Judicial Versus Administrative Process (CLE),
Workshop C, Monday, 2:45-4:00**

**Third Time's The Charm: UIFSA 2008 and The Hague Convention (CLE), Workshop C,
Wednesday, 1:00-2:15**

Mike 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.

**Child Support Strategies for Low Income and Incarcerated Fathers (CLE), Workshop D,
Tuesday, 10:15-11:30**

Janet (Jan) Hodges

Jan began her career with the Social Security Administration in October 1976. She transferred from Pennsylvania to Conway, SC in 1993. Jan is also a South Carolina State Constable working with the Horry County Police Department.

Social Security: How Do the Pieces Fit Together? (CLE), Workshop D, Wednesday, 10:15-11:30

P. Lawrence Hoffman

P. Lawrence Hoffman graduated from Furman University in Greenville, South Carolina in 1978 with a degree in Theatre; and received his Juris Doctorate from the University of South Carolina in Columbia in 1982.

He is a member of Green Hill Baptist Church in Cayce, South Carolina, and has one daughter, Audrey Hoffman. He began his legal career in private real estate practice in Columbia and was the Assistant County Attorney for Richland County, South Carolina from 1988 to 1998.

Mr. Hoffman has been Chief State Attorney for the Columbia Region II Office, Child Support Enforcement Division of the South Carolina Department of Social Services from 1998 until the present, and practices primarily in the South Carolina counties of Union, Lancaster, Laurens and Richland.

**Rise to The Challenge: Advanced UIFSA Scenarios Roundtable (CLE), Workshop A,
Monday, 2:45-4:00**

**Stratification: Improving Results by Grouping Noncustodial Parents By Characteristics Instead
of the Alphabet, Workshop C, Wednesday, 10:15-11:30**

**Protecting Personal Information: An Overview of the Safeguarding Regulation (CLE),
Workshop B, Wednesday, 1:00-2:15**

Cindy Holdren

Cindy has 35 years of experience in government services, in both the human services and employment security sectors. After an early career in direct provision of human services as a social worker and supervisor in programs such as child welfare, day care, and adult services, she moved into the administration and management areas. She has served as a local director of social services, manager of a Child Support Enforcement field office, as manager of two employment security offices which were also One Stops under the Workforce Investment Act, and as a state policy/legislation/research manager for the Virginia Child Support Enforcement Program. Her most recent experience has been with child support policy on the Employer Services Team at the federal Office of Child Support Enforcement. Cindy holds a Bachelor of Arts degree from Mary Washington College with a major in Sociology and a Master of Public Administration degree from Old Dominion University. She has experience in local, state, and federal levels of government.

**Paternity Showcase: Strategies for Boosting Paternity Establishment Rates, Workshop D,
Monday, 2:45-4:00**

Linda Hudson

Linda Hudson is an ERICSA Board Member and Team Lead with Northrop Grumman Information Systems. She works as a State Technical Support Liaison on the OCSE effort to expand usage of the Federal Parent Locator Service. Linda is the lead for the federal Unreported/ Underground Income workgroup, and she provides technical support for other federal initiatives, including Multistate Financial Institution Data Matching and SNAP data matching. Ms. Hudson was an Alabama State employee for 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, called 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.

**At Your Fingertips: Using Your Desktop to Enhance Location Efforts, Workshop F,
Monday 2:45-4:00**

**Sailing High! The Proof is in Performance: Improving Performance Measures Using the FPLS,
Workshop D, Wednesday, 1:00-2:15**

**Working With the Military: Valuable Tips for the Child Support Caseworker (CLE),
Workshop B, Wednesday 2:45-4:00**

Christine A. Jennings

Christine A. Jennings is the Northrop Grumman Project Manager for the expansion of the Federal Parent Locator Service for the Office of Child Support Enforcement (OCSE). She currently oversees the technical support services provided to all 54 States and Territories on behalf of OCSE. 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 had worked on projects for the Department of Labor Unemployment Insurance Service, work evaluation tasks for the Department of Agriculture Food and Nutrition Service, and on international projects.

Playing It Safe: Whose Data Do We Receive and Whose Whereabouts Require Protection?, Workshop B, Monday, 1:00-2:15

Hello, Can You Help Me? Tips for Improving Interstate Communications, Workshop C, Tuesday, 10:15-11:30

Noel Johnson

Magistrate Judge Johnson is a graduate of The Catholic University of America and the Tulane University School of Law. During his 14 year tenure with the District of Columbia Office of the Attorney General Child Support Section, he served as a Trial Attorney, Assistant Section Chief, and Section Chief. In those positions, Magistrate Judge Johnson crafted paternity and support legislation and participated in the design of the District's automated child support data processing system. He wrote policies and procedures for the integration of child support services into the District's state-of-the-art domestic violence intake center and when the Center opened its doors in November 1996, he assumed direction of the Center's child support operations.

Since his appointment to the bench in April 2002, Judge Johnson has heard a variety of Family Court matters including child abuse and neglect, custody, child support, and domestic violence. He is also one of two judicial officers now serving on the District of Columbia Child Support Guideline Commission and chairs the Court's Child Support Advisory Rules Subcommittee.

Plenary: If You Can't Pay a Dime, Don't Do the Crime: The Trial (CLE), Wednesday, 8:30-8:45

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.

Stratification: Improving Results by Grouping Noncustodial Parents By Characteristics Instead of the Alphabet, Workshop C, Wednesday, 10:15-11:30

Coessa A. Kenney

Coessa A. Kenney is a Paralegal for the Calhoun County Prosecutor's Office with a caseload in Interstate initiating and responding, long arm, and instate paternity and child support cases along with interstate responding registrations. She has a Bachelor's Degree in psychology/Behavioral Science, double major, and an Associate's Degree in Applied Science in an ABA approved Paralegal program. With over fifteen years of experience in child support, she actively serves on the Communication Workgroup, former member of 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 is the facilitator of the Prosecutor's Interstate User Group to assist, and support other Interstate workers. She is the first Vice-President of the Eastern Regional Child Support Enforcement Association, Chairman of the onsite committee, and is also responsible for the evaluation process of the workshops and conference.

At Your Fingertips: Using Your Desktop to Enhance Location Efforts, Workshop F, Monday, 2:45-4:00

Mary Kunkel

Mary Kunkel is the Director of the Carbon County Domestic Relations Office in Jim Thorpe, PA. Mary worked in child support in Northampton County, PA from 1977-1980. She was appointed Assistant Administrator for the Child Support Office of Jefferson Parish, Marrero, LA under District Attorney John Mamoulides in 1983 and then served as Administrator from 1984-1986. In 1987, Mary returned to Pennsylvania and was hired as an Establishment/Enforcement Officer for the Carbon County Domestic Relations office. She was appointed director in 2002. In 2006, Mary was elected to the Board of Domestic Relations Association of Pennsylvania and is currently serving as a DRAP Board member. Mary has a B.A. degree in Sociology from Bloomsburg University.

Get PAID! Strategies for Managing and Decreasing Child Support Arrears, Workshop B, Tuesday, 1:00-2:15

Betty LaCross

Betty LaCross is a Business Analyst with Northrop Grumman Information Systems. She works as a State Technical Support Liaison on the OCSE effort to expand usage of the Federal Parent Locator Service (FPLS). She assists State IV-D agencies submit data to the National Directory of New Hires and the Federal Case Registry and to develop effective ways to use the data, automate collections and paternity establishment, and reduce manual effort. Betty provides in-house training on the basics of child support and the FPLS. Ms. LaCross has 19 years of child support experience, including eight years in Michigan's Friend of the Court office, and seven years on the Michigan Child Support Enforcement MiCSES Project. In Michigan, she provided training, customer and technical support, and was a site and regional coordinator for multiple county system implementations.

Playing It Safe: Whose Data do we Receive and Whose Whereabouts Require Protection?, Workshop B, Monday, 1:00-2:15

Social Security: How Do the Pieces Fit Together? (CLE), Workshop D, Wednesday, 10:15-11:30

Joe Landers

Joe Landers has over twenty-five years experience in Child Support. He was a Probation Investigator with a Child Support caseload early in his career and has held various positions since then. He is currently the Chief of Client and Central Operations, Child Support Enforcement Services, in the Probation Division of the Administrative Office of the Courts. As such, responsibilities include Customer Service, the Interstate Central Registry, the Child Support Call Center, statistics, liaison of financial issues, and general administration. Activities include serving on the Executive Board of the New Jersey Child Support Council.

Brown Bag Lunch Session: Interstate Issues and Answers Roundtable: Meet the Experts From the Northern States, Tuesday, 11:30-1:00

Reaching Across State Lines: Multi-State Collaboration Best Practices, Workshop E, Wednesday, 10:15-11:30

John “Chuck” Magera

John Magera has been a State attorney for South Carolina DSS CSE since 1984, and with the agency since 1982. He deals exclusively with establishment and enforcement of child support case including UIFSA cases. John Magera has presented at local and state conferences on various child support topics. BA from Miami University (Ohio) 1977 and JD from Salmon P Chase College of Law 1980.

A Death in the Family: What is the Impact on Child Support Matters? (CLE), Workshop C, Tuesday, 1:00-2:15

Tales From The Courtroom: Case Studies and Legal Analyses of Contested Child Support Courtroom Dramas (CLE), Workshop C, Wednesday, 2:45-4:00

Joe Mamlin

Joe Mamlin serves as Director of Business Development for Systems & Methods, Inc. (SMI). Prior to joining the private sector, Mr. Mamlin served in various roles for the State of Indiana's Child Support Program including Title IV-D Director from 1997 – 2001. Joe Mamlin has been involved in human services from the beginning of his career and has worked in Child Welfare, TANF, Medicaid, Food Stamps, and Child Support. Mr. Mamlin makes his home in Dublin Ohio where he lives with his wife, and their two children.

I Can't Believe They Said That! Keys to Communicating with Your Co-Workers, Workshop B, Tuesday, 10:15-11:30

How Do I Motivate My Staff When I Ain't So Motivated Myself?, Workshop E, Wednesday, 1:00-2:15

Sara E. 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 for outstanding contributions to child support. 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 its subgroup NTWG Training Workplace and a member of NCSEA's Awards subcommittee. Sara also participates in local outreach programs and is a member of various other community workgroups.

Attorney McCollum has a B.A. degree from the University of Wyoming, a M.Ed from the University of Massachusetts, a C.A.G.S. from American International College, and holds a J.D. degree from Western New England School of Law. She is admitted to practice in Massachusetts.

**Do The Right Thing: Professional Ethics and Legal Practices in the Iv-D World (CLE),
Workshop A, Tuesday, 2:45-4:00**

**Bankruptcy: How Can We Protect The Interests of the Children We Serve? (CLE),
Workshop A, Wednesday, 10:15-11:30**

Rosemary C. McFee, M.Ed.

Rosemary has been the Director of the Lehigh County Domestic Relations Section in Allentown, PA since 1996. Over the last 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 PA, New York and New Jersey child support agencies. She has also been a member of the Board of Directors of the Domestic Relations Association of Pennsylvania (DRAP) since October 2000, 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 A, Monday, 1:00-2:15

Larry McKeown

Mr. Larry McKeown is the Director for the Child Support Enforcement Program for the State of South Carolina. Mr. McKeown earned his Masters Degree in Business Administration from the University of South Carolina. He has worked with the Child Support Enforcement Program since 1976, and has served as South Carolina's IV-D Director since 1984. He is a charter member of the National Council of Child Support Directors and served as the organization's Secretary/Treasurer in 1987. He is also a past member of the Board of the National Child Support Enforcement Association.

Mr. McKeown's work with the Child Support Enforcement Program earned him recognition as Statewide Fatherhood Advocate of the Year for 2002 by the South Carolina Fatherhood Practitioners Network. In addition to Mr. McKeown's work with the Child Support Enforcement Program, he also served as a member of the Board of the Columbia Urban League. Mr. McKeown is very involved in the education of his daughters, and currently is the chairman of the Dreher High School Improvement Council. In his spare time, he enjoys coaching recreational sports. Mr. McKeown is married and resides in Columbia, South Carolina, with his wife and two daughters.

Opening Ceremony, Plenary, Monday, 8:30-10:00

Anne Miller

Anne Miller is a 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.

Third Time's The Charm: UIFSA 2008 and The Hague Convention (CLE), Workshop C, Wednesday, 1:00-2:15

Barry Miller

Barry has been employed with North Carolina Child Support Enforcement for 30 years. He served as Assistant Chief of Local Operations for 5 ½ years and has been Chief of the North Carolina Child Support Enforcement Agency since November 1998. Barry has extensive experience in all aspects of Child Support Enforcement. He has served on numerous OCSE work groups including Performance Measurement Work Group and the Native American Work Group. Prior to his work with the North Carolina Child Support Enforcement Program, Barry worked in the capacity of County Manager for a number of years. Barry also has private sector experience in the field of industrial engineering. Barry is currently a member of the National Child Support Enforcement Association (NCSEA) and serves on numerous NCSEA workgroups including the Child Support Enforcement Professional Certification subcommittee. Barry is also active in the National Council of Child Support Directors and is the past president of that organization.

The Quest for The "Shore" Answer: How Early Intervention Techniques Can Assist Your Office in Improving Your Performance in All Incentive Areas, Workshop C, Monday, 1:00-2:15

Plenary: "Gazing Into the Crystal Ball: What's in Your Future?", Plenary, Tuesday, 8:30-9:45

Kathy J. Miller

Kathy Miller is currently a member of the Federal Office of Child Support Enforcement's FPLS Team. Her experience in the IV-D program began in New York State as the manager of a rural county IV-D office and then worked with New York State to implement the centralized collection and disbursement processing center and providing guidance in the State program and systems units. She began working with OCSE as a member of the CSENet End User Support team and moved into the FPLS Continuous Service Improvement Initiative as a member of the Interstate Team and is currently working with the Insurance Match and e-IWO programs. Her education includes Human Services and Business Management studies at Onondaga Community College, Hudson Valley Community College and University College at Syracuse University.

Hello, Can You Help Me? Tips for Improving Interstate Communications, Workshop C, Tuesday, 10:15-11:30

QUICK: Are We There Yet?, Workshop E, Tuesday, 2:45-4:00

Elizabeth Morgan

Ms. Morgan has been involved in child support programs in both the public and private sectors since 1987, from providing direct services to the public, to writing policy, preparing agency budgets, and administering statewide programs. Beginning in 1987, Ms. Morgan worked for Washington State's child support program, where she first worked in the field, and later managed the program's Legal and Policy section.

In 2000, Ms. Morgan joined the Center for the Support of Families (CSF) where she has specialized in program policy and fiscal issues, including: program funding, performance measurement, undistributed collections, and child support distribution and disbursement. Since joining CSF, Ms. Morgan has served as a subject matter expert to the Office of Child Support Enforcement (OCSE) on undistributed collections and distribution issues, including issues relating to the new distribution options and requirements contained under the Deficit Reduction Act of 2005. In addition to her consulting work with OCSE, Ms. Morgan has also served on federal and state projects analyzing child support policy, performance and fiscal issues in Colorado, Alaska, Georgia, Missouri, Philadelphia, Delaware, District of Columbia, Louisiana, Michigan, Massachusetts, South Carolina, Tennessee and Washington State. Ms. Morgan has also developed web-based presentations and training for OCSE and for Louisiana.

Moving At The Speed Of “Tech”: Improving the Delivery of Services To Your Customers, Workshop B, Monday, 2:45-4:00

Mary Morrow

Mary Morrow has worked in the Illinois IV-D Child Support program for 20 years. She currently serves as Assistant Deputy Administrator with the Illinois Department of Healthcare and Family Services, Division of Child Support Enforcement in Chicago. In that capacity she heads up Cook County Administrative Operations, the Cook County Early Intervention - Delinquency Avoidance Project, and Cook County Interstate Services. Mary is Past President of the Illinois Child Support Enforcement Association and serves as a director of that organization.

The Quest For The “Shore” Answer: How Early Intervention Techniques Can Assist Your Office In Improving Your Performance In All Incentive Areas, Workshop C, Monday, 1:00-2:15

Brian Neal

Brian Neal is an Assistant Prosecuting Attorney in the Child Support Division of the Christian, Greene, and Taney County Prosecutors' Regional Child Support Office located in Springfield, Missouri. He graduated from Missouri State University in 2001 with a degree in history. He is a 2006 graduate of the University of Missouri-Columbia School of Law. Brian has worked as a prosecutor since January of 2007.

Plenary: If You Can't Pay a Dime, Don't Do the Crime: The Trial (CLE), Wednesday, 8:30-9:45

Janice Neal

Janice is an employee of The Center For The Support of Families, (CSF). Her background includes nearly twenty years experience in child support with experience in system testing and training, curriculum development and state wide on site support. She has a concentration in locate with more than ten years experience as project manager for the largest county in Indiana. Janice helped design proprietary software aimed at streamlining the locate process as well as developing more efficient ways to locate non-custodial parents. Her experience and expertise in the location of custodial and non-custodial parents has helped improve collections in Indiana significantly since 1999. Managing a locate project with the sole intent of finding non-custodial parents has been challenging and rewarding. Janice continues to work toward enhancing the lives of children by helping to increase collections through the location of non-custodial parents.

At Your Fingertips: Using Your Desktop to Enhance Location Efforts, Workshop F, Monday, 2:45-4:00

Honorable Anthony Nesi

Justice Nesi is an Associate Justice of the Massachusetts Probate and Family Court in the Bristol County Division. He has been a judge since 1995. He currently serves as a member of the Massachusetts Probate Code Implementation Committee and recently concluded service as a member of the Child Support Guidelines Task Force. He is the past chair of the Bench/Bar Rules Committee and was a member of the Executive Committee of the Massachusetts Judges Conference for many years. Before taking the bench he was the Court Administrator for the Probate and Family Courts for 14 years. He is a graduate of the New England School of Law and Lehigh University.

2009 Case Law Update: How Judicial Decisions May Impact Your Job (CLE), Workshop A, Tuesday, 1:00-2:15

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.

The Upshot on Interstate: What the Proposed Intergovernmental Regulations Mean for You (CLE), Workshop C, Tuesday, 2:45-4:00

Anne Marie Oldani

Ann Marie Oldani has been employed in the child support program for 16 years. She currently is serving in her 10th year as the Director of the Centre County Domestic Relations Section for the Centre County Court of Common Pleas. She supervises a staff of 17 and oversees all facets of the operation from budget to performance. Prior to child support, Ms. Oldani served as the Assistant Chief of McKean County Adult Probation and Parole where she developed and taught an experientially learning-based class for multiple DUI offenders in addition to client supervision and management duties of the department.

Ms. Oldani has been a member of the Board of Directors of the Domestic Relations Association of Pennsylvania (DRAP) since October 2000. She currently holds the positions of 2nd Vice-President and IV-D Advisory committee chair. Ms. Oldani also served as the chair of the DRAP state-wide conference committee in 2001 and 2008.

Ms. Oldani has presented at state-wide DRAP conferences, regional interstate conferences, at ERICSA, and lectures regularly in Crime, Law and Justice classes at the Pennsylvania State University. In addition, Ann Marie has been active in community service, serving on the Board of Directors of the AIDS Project of Centre County and various positions with the State College Area YMCA and the State College Area Jaycees. She currently is a member of the Penn State Justice and Safety Institute (JASI) Advisory Board. She graduated with Honors and Distinction from the Pennsylvania State University in 1991. We are.....Penn State!

Child Support Strategies for Low Income and Incarcerated Fathers (CLE), Workshop D, Tuesday, 10:15-11:30

Jim Owen

Jim Owen is the American Payroll Association's Senior Director of Administration. His responsibilities include oversight of various course materials, speaker evaluations and new course development. He is also responsible for assisting in strategic decision making, technology and other administrative areas for APA. 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 has recently served an appointed two-year term on the Board of the National Child Support Enforcement Association.

Turning Innovative Compensation Into Increased Child Support Collections: Lump Sums, Workshop D, Tuesday, 1:00-2:15

Susan F. Paikin

Susan F. Paikin has been a Senior Associate with the Center for the Support of Families since 1994, after having served as a Master in the Family Court of Delaware for over 15 years. Currently, Ms. Paikin 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, Susan served as a consultant to the National Council of Juvenile and Family Court Judges' (NCJFCJ) State Improvement Project 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 a research project from ASPE on Emerging Issues in Paternity Disestablishment. She was a member of the national Advisory Panel on Child Support Guidelines (1984). She served on the NCCUSL Drafting committees for UIFSA (all versions) and the UPA, and has written and lectured extensively on a wide range of child support issues. Ms. Paikin served as President of the Eastern Regional Interstate Child Support Association (ERICSA) and Secretary of the National Child Support Enforcement Association (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.

2009 Case Law Update: How Judicial Decisions May Impact Your Job (CLE), Workshop A, Tuesday, 1:00-2:15

The Upshot on Interstate: What the Proposed Intergovernmental Regulations Mean for You (CLE), Workshop C, Tuesday, 2:45-4:00

Nick Palos

Nick Palos graduated Magna Cum Laude from Fordham College in 1984, with a B.A. in Theology. In 1989, he graduated from Fordham University School of Law, and was hired by the City of New York, to litigate civil child abuse and neglect cases. In 1992, he became a Court Attorney, researching and writing on juvenile delinquency cases; custody and visitation cases; family offense proceedings; adoptions; termination of parental rights cases; and child protective proceedings.

In 1997, Nick was appointed Support Magistrate, assigned to the citywide Child Support Enforcement Team, hearing public assistance cases. He was reassigned to sit in New York County in 1998, hearing the full spectrum of support cases, and was reappointed in 2000, 2003 and 2008. Nick has published several decisions on interstate matters, and published an article in the Child Support Quarterly on electronic remote court appearances. He has spoken at several NCSEA conferences, as well as several other local child support related conferences. Nick is on the Advisory Committee to the Child Support Subcommittee of the Family Court Rules Committee and has served on the Curriculum Committee for Support Magistrate training programs. A member of NCSEA, Nick has served on -- and chaired -- the Judiciary and Judicial Services Subcommittee, and is a member of the Child Support Quarterly editorial board. He served on the Interstate Subcommittee of the Policy and Government Relations Committee and on the Membership Committee. Nick also served on the 2006 and 2007 NCSEA Conference Planning committees, and the 2008 mid-year Policy Forum Planning Committee. He is also serving on each conference planning committee for 2009 and is chair of the Membership Development Committee.

Tales from The Courtroom: Case Studies and Legal Analyses of Contested Child Support Courtroom Dramas (CLE), Workshop C, 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.

A Death In The Family: What is the Impact on Child Support Matters? (CLE), Workshop C, Tuesday, 1:00-2:15

Brown Bag Lunch Session: Complex Interstate Hot Topics, Wednesday, 11:30-1:00

Richard (Rick) Pierce

Richard (Rick) Pierce graduated from the University of Missouri, Columbia with a B.S. in Food Science and Human Nutrition in 1996 and received his Juris Doctorate degree in 1997 from the University of Missouri-School of Law, Columbia. He has served as an Assistant Prosecuting Attorney in the Cooper County, Missouri, Prosecuting Attorney's Office since 1996. Rick started his work in the area of Child Support in 1997 with a division of duties as assistant prosecutor, child support prosecutor, and attorney for the Cooper County Juvenile Office. In 2000, he became the Administrator of the Boonville Regional Child Support Project working to establish paternity and enforce existing child support orders in the central Missouri Counties of Cooper, Howard, Chariton and Randolph. Rick is also currently serving his second term as Region X Director for the State Board of Directors of the Missouri Child Support Enforcement Association.

Expert Tips for the Hard-To-Enforce Support Cases (CLE), Workshop B, Tuesday, 2:45-4:00

Cristol Porter

Cristol Porter is a Business 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, Ms. Porter 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.

**Playing It Safe: Whose Data Do We Receive and Whose Whereabouts Require Protection?,
Workshop B, Monday, 1:00-2:15**

Working With the Military: Legal Issues (CLE), Workshop A, Wednesday, 1:00-2:15

Lisa Potts

Ms. Potts graduated from USC Law School in 1991 and began her career as an attorney with the SCDSS/Child Support Enforcement Division where she was served as Chief Prosecuting Attorney for Charleston County. Three years later she opened her own law practice which she titled, "Equal Access", to address the legal needs of many of the poor people she encountered while at CSE who lacked access to the justice system. Within a few years, she realized that funding to support such an operation was necessary. In 1997, she partnered with several community partners to create a fatherhood program in Charleston (named "Father to Father") as a response to a RFP initiated by the SC Sisters of Charity Foundation. Ms. Potts served as the legal coordinator for this program for five years. During her time at the program, she created a legal curriculum and began an early pilot of the alternative sentencing component. In 2000, she was asked to serve on the Policy Project Office for the Foundation where she worked to address key policy barriers that low-income fathers and their families face. In 2005, she was hired by the recently formed SC Center for Fathers and Families to serve as their Policy Director. Ms. Potts currently serves as a committee member for the Access to Justice Commission, Child Support Guideline Committee, and provides oversight for the implementation of the ATI for the fatherhood programs statewide.

**Child Support Strategies for Low Income and Incarcerated Fathers (CLE), Workshop D,
Tuesday, 10:15-11:30**

Patterson Poulson

Patterson Poulson is the Establishment Process Manager for the Florida Department of Revenue Child Support Enforcement, responsible for ensuring the state's CSE program's performance in paternity and support order establishment. Prior to this she was the Tallahassee Region Manager for the Florida CSE Program responsible for the performance of 12 local service sites. Patterson started her child support career as an Investigator with the Hawaii Office of the Attorney General, Child Support Enforcement Agency in 1990. She returned home to Florida and began working for the Florida IV-D agency in 1990 where she served in several capacities: Interstate Central Registry; Customer Service; Policy, Monitoring and Training; and was Administrator for the policy, procedure and rules section prior to leaving the state for the private sector where she worked as a Senior Consultant for DynTek, Inc. and for DynCorp Management Resources where she specialized in the areas of interstate child support and customer service, before returning to the Florida Department of Revenue as Region Manager. Patterson has a BA and MPA from the Florida State University. Patterson is the current President of the Eastern Regional Interstate Child Support Association (ERICSA) and is also a past Secretary of ERICSA.

**Brown Bag Lunch Session: Interstate Issues and Answers Roundtable: Meet the Experts from the
Southern States, Monday, 11:30-1:00**

QUICK: Are We There Yet?, Workshop E, Tuesday, 2:45-4:00

Brad Pummel

Brad Pummel is a Contractor with the Department of Health and Human Services, Office of Child Support Enforcement, and IMC/Kevric Company. For the last eight years, he has worked as an Investigative Analyst. He investigates and screens referred cases from six States including; Illinois, Indiana, Michigan, Minnesota, Ohio, and Wisconsin.

Brad Pummel is a US Army veteran and served in Vietnam in 1969 with the Army Security Agency. He was awarded the Bronze Star and Army Commendation Medals. Brad Pummel is retired from the City of Westerville, Ohio, Division of Police after serving twenty-seven years, seventeen years as an investigator and detective. He was awarded two Police Officer of the Year awards and 10 Exceptional Duty Awards. Associates Degree in Business from Columbus State Community College.

Expert Tips for the Hard-To-Enforce Support Cases (CLE), Workshop B, Tuesday, 2:45-4:00

Dennis Putze

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

Sailing High! The Proof is in Performance: Improving Performance Measures Using The FPLS, Workshop D, Wednesday, 1:00-2:15

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 intercounty issues, parent locate, worker's compensation and the child support lien network. He has testified before the Congressionally mandated Commission on Interstate Child Support and the Drafting Committee of the National Conference of Commissioners on Uniform State Laws pertaining to the proposed revisions to U.R.E.S.A. He has also served on the Federal Committee which standardized mandated interstate forms. Mr. Quinn currently serves as a Board Member and Past-President of the Domestic Relations Association of Pennsylvania. Mr. Quinn was instrumental in the development and passage of the Pennsylvania Intrastate Family Support Act. As Chairman of DRAP's Supreme Court Rules Comment Committee, Mr. Quinn has been invited by the Rules Committee and in the past has actively participated in the development and review of the Statewide Child Support Guidelines.

Brown Bag Lunch Session: Interstate Issues and Answers Roundtable: Meet the Experts from the Northern States, Tuesday, 11:30-1:00

Daniel N. Richard

Daniel N. Richard is with the Pennsylvania Department of Public Welfare, and is presently Director of the Bureau of Child Support Enforcement. Mr. Richard is responsible for the administration of the Pennsylvania Child Support Enforcement Program as authorized by Title IV-D of the Social Security Act, P.L. 93-647, as amended, and the coordination of the provision of child support enforcement services in conjunction with the county Domestic Relations Sections of the Courts of Common Pleas.

Collaboration: What's In It For Me?, Workshop D, Wednesday, 2:45-4:00

Yolanda Richardson

Ms. Richardson has worked with New York City Child Support for 10 years in a supervisory capacity. Her areas of responsibility include the five boroughs of New York County, Richmond County, Queens County, Kings County and Bronx County. The Interstate area covers both incoming and outgoing inquiries on all post order issues. She also manages the intrastate population's issues on post order support cases. She has a vast knowledge of the pre-order side of interstate; establishment and support. She has seen many changes in the industry and looks forward to being a viable contributor on issues that affect the relevance of child support on family dynamics both domestically and internationally. Ms. Richardson is pleased to see the child support community's growth; encompassing new international partnerships and the strengthening of old partnerships through regular communications on cases in common. She is committed to staff development to insure that those that come into contact with service seekers will be met with responses that are thoughtful, informed and courteous. Child support staff may not always be able to provide the answers many want to hear, but the answer can be relayed in a way that is as palatable as possible. She has a BA degree in Business Administration from Clark-Atlanta University. She has participated in numerous certificate programs and trainings that prepare her to take on the role of NYC's Interstate Director. Ms Richardson is committed to providing excellent customer service to a client base that incorporates the need of the entire family- custodial parent, child and non-custodial parent.

Third Time's The Charm: UIFSA 2008 and The Hague Convention (CLE), Workshop C, Wednesday, 1:00-2:15

Yvette Hilderson Riddick

Yvette Hilderson Riddick is the Federal Office of Child Support Enforcement's Policy and Automation Liaison. In that capacity she ensures that policy and system requirements are aligned to facilitate implementation. She 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 25 years of management experience in the Child Support Enforcement 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.

Leadership for Performance: Inspiring Others To Be Their Best?, Workshop D, Monday, 1:00-2:15

Protecting Personal Information: An Overview of the Safeguarding Regulation (CLE), Workshop B, Wednesday, 1:00-2:15

Crystal Rodríguez

Crystal Rodríguez is a Program Specialist with the Federal Office of Child Support Enforcement in the Division of Policy. In addition to medical support, she also handles issues regarding Medicaid and SCHIP, State self-assessments, and military policy issues. 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.

Medical Support is the New Black! (CLE), Workshop A, Wednesday, 2:45-4:00

Amy Roehrenbeck

Amy Roehrenbeck is the Senior Policy Analyst for OCDA (Ohio Child Support Directors' Association). Prior to joining OCDA in November, 2007, Amy was the Assistant Prosecuting Attorney for the Morrow County Child Support Enforcement Agency for 7 years. Amy handled all court matters for the Agency, ranging from paternity establishment to felony prosecution, and also represented Morrow County Children Services at various times during her 7 years with the county. Amy is co-chair of the OCDA Columbus District Attorney Roundtable and the Administrative Rules Work Group. Amy also participates on the Legislative Committee, Public Education Committee and Conference committee, as well as the Department of Rehabilitation and Correction/Child Support and IV-D/IV-E workgroups. Amy is also an alternate for the 2009 Ohio Child Support Guidelines Council. Amy is a graduate of Indiana University with a double major in History and Slavic Languages & Literature and a graduate of Capital University Law School.

Medical Support is the New Black! (CLE), Workshop A, Wednesday, 2:45-4:00

John Saxon

John L. Saxon is a Professor of Public Law and Government on the faculty of the University of North Carolina's School of Government, where his areas of interest and responsibility include child support enforcement and UIFSA. He has written a number of articles regarding child support issues, including the child support and paternity chapters of North Carolina's Bench Book for District Court Justices (2005) ; "Who Are the Parties in IV-D Support Proceedings? And What Difference Does It Make?" (Family Law Bulletin # 22 (2007); "Impact of the New Bankruptcy Reform Act on Family Law in North Carolina" (Family Law Bulletin # 20 (2005); "Using Contempt to Enforce Child Support Orders" (Special Series #17 (2004); "Freezing and Seizing Joint Bank Accounts to Collect Past-Due Child Support: Due Process and Legal Rights of Nonliable Depositors" (Family Law Bulletin # 19 (2004); "Who's Your Daddy? Comparing North Carolina's Paternity Law and the Uniform Parentage Act" (Family Law Bulletin #18(2004); "Reconciling Multiple Child Support Orders under UIFSA and FFCCSOA: The Twaddell, Roberts, and Dunn Cases" (Family Law Bulletin # 11 (2000); and "International Establishment and Enforcement of Family Support" (Family Law Bulletin # 11(2000). Mr. Saxon received his B.A. in political science from Auburn University (1972) and his J.D. from Antioch School of Law in Washington DC (1977). He practiced law in the District of Columbia, South Carolina, Virginia, and North Carolina before joining the UNC faculty in 1992.

Do the Right Thing: Professional Ethics and Legal Practices in the IV-D World (CLE), Workshop A, Tuesday, 2:45-4:00

Bankruptcy: How Can We Protect the Interests of the Children We Serve? (CLE), Workshop A, Wednesday, 10:15-11:30

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 ten 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 Elect of the Indiana Child Support Alliance.

Brown Bag Lunch Session: Interstate Issues and Answers Roundtable: Meet the Experts From the Northern States, Tuesday, 11:30-1:00

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.

Expert Tips for the Hard-To-Enforce Support Cases (CLE), Workshop B, Tuesday, 2:45-4:00

Plenary: If You Can't Pay a Dime, Don't Do the Crime: The Trial (CLE), Wednesday, 8:30-9:45

Reaching Across State Lines: Multi-State Collaboration Best Practices, Workshop E, Wednesday, 10:15-11:30

Tales from the Courtroom: Case Studies and Legal Analyses of Contested Child Support Courtroom Dramas (CLE), Workshop C, Wednesday 2:45-4:00

Diane Sinkus

Ms. Sinkus graduated from Lock Haven University in 1990. She began a career in Child Support Enforcement in November 1991 as a Conference Officer for the Centre County Domestic Relations Section. In this position, Ms. Sinkus was responsible for paternity establishment, support order establishment among other tasks. In October of 1999, she was appointed the PACSES Administrator for the Centre County Domestic Relations Section. In February of 2001, she joined the PACSES Project in Harrisburg as a Subject Matter Expert (SME). In this position, Ms. Sinkus assisted county Domestic Relations workers and Commonwealth staff in resolving a variety of system issues. She assisted Commonwealth Staff with providing CSENet training to the Domestic Relations workers.

She began working for the Pennsylvania Child Support Enforcement Training Institute as an Instructor in August of 2002. In her current position, Ms. Sinkus is responsible for training Pennsylvania child support workers and developing curriculum on a variety of topics including interstate child support enforcement, CSENet, intrastate process. Ms. Sinkus has participated in several state and regional conferences presenting on topics such as UIFSA, International issues, intrastate procedures and participated in a panel discussion on CSENet. She has also co-presented at the 2006 and 2007 ERICSA Conferences.

UIFSA: The Fundamentals and More (CLE), Workshop A, Monday, 1:00-2:15

Hello, Can You Help Me? Tips for Improving Interstate Communications, Workshop C, Tuesday, 10:15-11:30

Computer Lab: Computer Lab for the Techno-Challenged or Techno-Savvy, Tuesday, 1:00-4:00

Angie Smarr

Angie Smarr is the Associate Clerk of Court for York County, South Carolina. She works closely with the Family Court division on a daily basis. She was formerly a Child Support Enforcement Specialist for York County for 4 years and managed over 3,000 IV-D and non-IV-D child support cases. Prior to becoming a Child Support Enforcement Specialist, Angie was a legal assistant for ten years to an attorney specializing in family court cases working closely with child support and family court matters. Angie's experience with child support began several years ago when she was a recipient of child support for her two daughters. She offers a unique blend of personal and professional experience to the child support arena.

Since becoming the Associate Clerk of Court, Angie has assisted in coordinating the South Carolina Association of Clerks of Courts and Registers of Deeds annual conference for three years. Angie and her family are active members of Woodlawn Presbyterian Church where she has served as a Deacon and Elder. She is a mother of four children whose ages are 21, 18, 10 and 9. Her husband, John, is a small business owner and together they enjoy camping and traveling throughout the southeast.

**The “ABC’s” of Child Support and Family Court For “Newbies”, Workshop A,
Tuesday, 10:15-11:30**

Carla S. Smith

Ms. Smith has been employed in the child support program for 19 years. She presently serves as the Director of Crawford County Domestic Relations Section. She supervises a staff of 23 and oversees all facets of the program from budget to performance compliance. Ms. Smith was directly involved with the design and implementation of the state wide computer system, Pennsylvania Child Support Enforcement System (PACSES). Ms. Smith is a member of the Board of Directors of the Domestic Relations Association of Pennsylvania (DRAP) and serves on various committees including co-chairing the Medical Support Committee and IVA-IVD Committee. Ms. Smith received her associate degree in business from Robert Morris University, Pittsburgh.

**Moving At the Speed of “Tech”: Improving the Delivery of Services to Your Customers,
Workshop B, Monday, 2:45-4:00**

**Reaching Across State Lines: Multi-State Collaboration Best Practices, Workshop E,
Wednesday, 10:15-11:30**

Todd Smith

Mr. Smith is a Software Engineering Manager for Lockheed Martin's Federal Parent Locator Service Program (FPLS). He is responsible for software applications engineering for the Office of Child Support Enforcement (OCSE) Child Support Enforcement Network (CSENet) system, as well as the OCSE Query Interstate Cases for Kids System (QUICK) Application. Since earning a Physics degree in 1990, he has been actively involved in DoD systems development and implementation. In 1999, he joined the FPLS team to support modernizing OCSE systems. Mr. Smith obtained a Master of Science in Computer Science in December 2008.

QUICK: Are We There Yet?, Workshop E, Tuesday, 2:45-4:00

Kathy Sokolik

Kathy Sokolik has been with the child support program for more than 20 years. She began her career with the State of Washington's program, where she ran the State's SDU and central financial unit. She worked for the Center for the Support of Families for 8 years, working with local and state child support programs, as well as the federal OCSE. Ms. Sokolik was Assistant Director of the Marin County Department of Child Support Services, and is currently Director of the Santa Cruz – San Benito Regional Department of Child Support Services. Kathy is also Past President and an honorary lifetime member of WICSEC. Ms. Sokolik received her BA and MPA from The Evergreen State College in Olympia, WA.

Beyond The Basics: Pointers for Top-Notch Presentations, Workshop E, Monday, 2:45-4:00

Designed To Tell: Policy and Procedure Makeovers, Workshop E, Tuesday, 2:45-4:00

Bob Sparks

Bob Sparks is the Executive Director of the Richland County, OH Child Support Enforcement Agency. He has been employed by the Agency since 1989 and became the Director in 2005. In addition to Budget Management and working closely with the County Commissioners, Bob maintains statistical information as an important method of achieving desired goals for the Agency Case Managers. He has worked on each of the Interstate Reconciliation Projects. Bob is an active member of the Ohio Child Support Director's Association and serves at the Association's treasurer. Bob is an ERICSA Board member.

Brown Bag Lunch Session: Interstate Issues and Answers Roundtable: Meet the Experts from the Northern States, Tuesday, 11:30-1:00

Tim Sowder

Tim currently serves as a Business Consultant for the Department of Child Services in the state of Indiana on the ISETS Project. Tim has been in the Training Field for the past 15 years in some capacity for Child Support Projects in Indiana, North Carolina, Michigan, Maryland, Washington D.C., and New Jersey. Tim is a current ERICSA Board member and has served as a workshop coordinator for the past three conferences. Tim also serves on several committees for NCSEA. Tim graduated from Ball State University and is a former school teacher.

Computer Lab: Computer Lab for the Techno-Challenged or Techno-Savvy, Tuesday, 1:00-4:00

Patti Spear

Patti Spear graduated from the University of West Florida with a BA in Political Science and has over 32 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 1992 she left state government to work in the private sector as a consultant to state and local governments and is employed by Deloitte Consulting, LLP. Patti's primary area of work for the last 30 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.

I Can't Believe They Said That! Keys to Communicating with Your Co-Workers, Workshop B, Tuesday, 10:15-11:30

How Do I Motivate My Staff When I Ain't So Motivated Myself?, Workshop E, Wednesday, 1:00-2:15

Kellie Sweeney

Kellie Sweeney is a Division Manager for Contra Costa County Child Support office in California. She began her child support career as a child support collections officer in 1989. After completing the three month training course, she was moved to the Establishment Unit. Her career allowed her to work in all areas of the department. During her twenty years a few of the projects she has led are a strategic redesign of the phone system, a welfare system conversion, and a total conversion of paper files to images. One of the truly unusual projects she was assigned was to install a drive up payment window. Her current areas of management include the Intake, Establishment, Activations, Document Processing and Mail teams. Through electronic route boxes, she is proud to state that the mail is on the workers' desk top 90% of the time in the same day. She received a degree in General Curriculum from University of Maryland while living in Wales, UK and running the University's Satellite Program on a Royal Air Force Base. She and her husband Michael have three children and reside in the San Francisco Bay Area.

Brown Bag Lunch Session: Interstate Issues and Answers Roundtable: Meet the Experts From the Southern States, Monday, 11:30-1:00

Andrew (Andy) Szymak

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

Engaging the Adult Learner: A 'How-To' Guide, Workshop E, Monday, 2:45-4:00

Reach Into Your Toolbox: Using Limited Services and Other Tools of The Trade For Interstate Enforcement, Workshop D, Tuesday, 2:45-4:00

Rhonda I. Tamulonis

Rhonda I. Tamulonis incites performance and ignites learning. Her specialty is "the people side of technology", consulting with organizations on needs analysis, workflow procedures, systems design, and performance improvement. She has extensive experience in developing and delivering training programs that prepare end-users to use technology fully and enthusiastically. She co-founded, and is the Director of Performance & Learning Services for Auctor Corporation, which has developed and supported automated child support enforcement systems for more than eighteen years. Rhonda is a member of the ERICSA Board of Directors, serves on NCSEA's Technology Subcommittee, and is a frequent presenter on performance improvement topics. She graduated from Butler University and holds an MBA from Indiana University.

Beyond The Basics: Pointers for Top-Notch Presentations, Workshop E, Monday, 1:00-2:15

Computer Lab: Computer Lab for the Techno-Challenged or Techno-Savvy, Tuesday, 1:00-4:00

Vicky Tillman

Vicky Tillman is a Business Analyst in Deloitte Consulting's National Child Support Practice with Health and Human Services. She has worked extensively on automated child support enforcement systems projects in Kentucky, Michigan, Pennsylvania and Indiana. Vicky has over 20 years of experience in child support, beginning as a case-worker and then a County IV-D Director in Kentucky. Vicky has worked as a Business Analyst on the Indiana Support Enforcement Tracking System (ISETS) project since March 2007.

Who's the Boss? Keys to Becoming a Successful Manager, Workshop B, Wednesday, 10:15-11:30

Elaine Tuttle

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

Beyond The Basics: Pointers for Top-Notch Presentations, Workshop E, Monday, 1:00-2:15

Computer Lab: Computer Lab for the Techno-Challenged or Techno-Savvy, Tuesday, 1:00-4:00

Medical Support is the New Black! (CLE), Workshop A, Wednesday, 2:45-4:00

Rob Velcoff

Rob Velcoff has worked for the New York State Division of Child Support Enforcement for over 19 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 in the Policy Unit, 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.

Rise to the Challenge: Advanced UIFSA Scenarios Roundtable (CLE), Workshop A, Monday, 2:45-4:00

Brown Bag Lunch Session: Interstate Issues and Answers Roundtable: Meet the Experts from the Northern States, Tuesday, 11:30-1:00

Plenary: If You Can't Pay a Dime, Don't Do the Crime: The Trial (CLE), Wednesday, 8:30-9:45

Patricia (Pat) Venza

Patricia (Pat) Venza has worked for the Department for Defense (DoD) for over 30 years in many positions. She started as the DoD Federal Parent Locator Service Coordinator at the Defense Manpower Data Center (DMDC) over 10 years ago. Since that time Pat has worked closely with the HHS Office of Child Support Enforcement to improve the submissions from DoD for the New Hires, Quarterly Wages, External Locator and creation of the FCR/DEERS match. As the largest employer in the United States it has been Pat's goal to make as much DoD data available to the child support agencies, on a pro-active basis, that will aid the state child support agencies in the collection of support and verification of medical benefits for DoD employees. Pat's other responsibilities at DMDC include Privacy Act and Freedom of Information compliance and management of agreements with all of DMDC's customers.

Working With The Military: Valuable Tips for the Child Support Caseworker (CLE), Workshop B, Wednesday, 2:45-4:00

Theresa Vulpi

Theresa Vulpi has worked for Social Services for fourteen years, beginning as a TANF eligibility worker in Orange County California. She has spent the last ten years in the child support field. Theresa worked for nine years as a child support case manager in Las Vegas, Nevada and joined the South Carolina child support program in July 2008. She has a passion for child support and the families the program serves. She worked with many community organizers in Las Vegas, Nevada, serving to educate the community on the importance of establishing paternity and orders for child support and medical support. Theresa and her husband have three beautiful children.

Getting Results: Employing Negotiation Skills to Increase Child Support Payments, Workshop E, Wednesday, 2:45-4:00

Lisa Washington-Thomas

Lisa Washington-Thomas is Branch Chief of the Division of Self-Sufficiency in the Office of Family Assistance, Administration for Children and Families. She has experience in a wide array of social services programs, such as TANF, AFDC, Job Opportunities and Basic Skills, Emergency Assistance Group, the Rapid Response to Technical Assistance Contract, Healthy Marriage Resource Center, and Community Planning Grants. Ms. Washington-Thomas earned a B.A. from Georgetown University.

Collaboration: What's In It for Me?, Workshop D, Wednesday, 2:45-4:00

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 and ERICSA, and is a frequent presenter at regional and national conferences. Carla authored an article, Electronic Monitoring as an Enforcement Tool, which was published in the Winter 2007 NCSEA Child Support Quarterly. Carla has a B.A. in Business Management from Bellevue University.

The Quest for the "Shore" Answer: How Early Intervention Techniques Can Assist Your Office in Improving Your Performance in All Incentive Areas, Workshop C, Monday, 1:00-2:15

John White

John White is a Senior Manager in Deloitte Consulting's National Child Support Practice with Health and Human Services. He has worked extensively on automated child support enforcement systems projects. His project management and IT qualifications are the result of his management roles in the strategic planning, performance improvement, implementation and quality assurance of projects for child support agencies in Indiana, Pennsylvania, and Ohio. John has over 16 years of experience in business process reengineering, data processing systems design, development, and implementation, and his project experiences span all phases of the system development life cycle.

John has conducted national workshops in project management and is a certified Project Management Professional (PMP). John has also worked in the private sector by leading advanced technologies practices in consulting. He has implemented large-scale enterprise wide systems for clients such as General Motors, Starwood Hotels, the National Basketball Association, and Blue Cross and Blue Shield.

Who's The Boss? Keys to Becoming a Successful Manager, Workshop B, Wednesday, 10:15-11:30

LaShawn Williams

LaShawn Williams is a Program Specialist in the Federal Office of Child Support Enforcement (OCSE), Division of Policy. Her areas of responsibility include Intergovernmental Child Support, International Child Support, State law exemptions and waiver requests, and Child Welfare/ Child Support Enforcement Collaboration. Prior to joining OCSE, Ms. Williams worked in the child welfare field over fourteen years. She holds a Master of Social Work degree from the University of Maryland at Baltimore School of Social Work and dual Bachelor's degree in Social Work and Social Science from Coppin State University, Baltimore, Maryland.

The Upshot on Interstate: What the Proposed Intergovernmental Regulations Mean For You (CLE), Workshop C, Tuesday, 2:45-4:00

Mike Williams

He 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.

Brown Bag Lunch Session: Complex Interstate Hot Topics, Wednesday, 11:30-1:00

Rodney Winn

Rodney Winn serves as the principal advisor to the Director, DFAS, in matters relating to all areas of Department of Defense (DoD) garnishment operations. His operation is responsible for the monthly review of over 22,000 child support, alimony and commercial garnishments, against DoD civilians and military members, and applications under the Former Spouses' Protection Act. His education includes a Bachelor of Arts degree in Political Science from Brigham Young University in 1970 and his Doctor of Jurisprudence from the San Diego School of Law in 1973. Mr. Winn was an active duty Judge Advocate for 5 years and was judge advocate in the Air Force Reserves for over 23 years and retired in 2006 as a Lieutenant Colonel.

Working With the Military: Legal Issues (CLE), Workshop A, Wednesday, 1:00-2:15

Tanya M. Wright

Tanya M. Wright is an Assistant Project Administrator with the South Carolina Department of Social Services/ Office of Child Support Enforcement. She has been employed in Child Support Enforcement for 26 years. Tanya has worked eight years in Financial Services Division of Child Support and the last 18 years in Central Enforcement Operations, handling tax offsets, unemployment intercepts and passport denials. She has also assisted as a liaison with Information Systems.

Plenary: "Gazing Into the Crystal Ball: What's in Your Future?", Tuesday, 8:30-9:45

Steve Yarborough

Mr. Yarborough has been with the Child Support Division for fifteen years, working primarily in the Parent Locate, FIDM and Regional Operations areas of the agency. He currently oversees Central Program Operations which houses Case Initiation, Parent Locate, Discrepancy Research and Automation, the Interstate Central Registry and FIDM. He received a Bachelor of Arts Degree in Government and International Studies from the University of South Carolina in 1982.

Working With the Military: Valuable Tips for the Child Support Caseworker (CLE), Workshop B, Wednesday, 2:45-4:00

Sue Young

Sue Young is a Senior Information Assurance Analyst serving as the Security Team Lead for the federal Office of Child Support Enforcement (OCSE). She has thirty years of experience working as an information assurance analyst, technical project manager, and disaster recovery and business continuity planner in the private sector as well as the federal arena. Her current responsibilities at OCSE include safeguarding the data resident in the Federal Parent Locator Service (FPLS) and assuring that FPLS complies with current federal statutes, regulations, and guidance including the Federal Information Security Management Act (FISMA), Office of Management and Budget (OMB) guidance, the Privacy Act, and the National Institute of Standards and Technology (NIST) guidance. She holds a bachelors degree in Business Administration and is a Certified Business Continuity Planner.

Protecting Personal Information: An Overview of the Safeguarding Regulation (CLE), Workshop B, Wednesday, 1:00-2:15

