



**Minnesota Family  
Support & Recovery Council  
38<sup>th</sup> Annual Training Conference**

**September 18-21, 2011  
Best Western Kelly Inn/St Cloud Civic Center, St Cloud**

## General Announcements

**Please be sure to turn off cell phones and pagers during sessions.**

**MEALS:** Monday and Tuesday lunch and Monday evening is included with your hotel or commuter registration. Attendees are on their own for breakfast and their other evening meals.

**PROGRAM CHANGES:** will be posted by the Registration Table in the Front Lobby.

**MFSRC BOARD ELECTIONS:** A ballot box will be located by the Registration Table in the Front Lobby next to a large ballot. For those who are unable to attend the Annual Business Meeting, you can cast your ballot at any time prior to 10:30 Tuesday morning. Please see the information about the voting process and about the people running for board positions at the end of the program. The proposed MFSRC districts are printed on the back of the program.

Please note we did not receive early nominations for the 1<sup>st</sup> and 8<sup>th</sup> District Board positions. Please consider running for the District Representative position. We will accept nominations from the floor at the annual board meeting.

**ELECTION RE-DISTRICTING:** Please note the proposed changes to the MFSRC district borders on the back of your program.

**NAME BADGES:** You must wear your name badge for access to sessions and lunch. Anyone without a name badge will need to return to the registration table to obtain a new badge prior to admittance to sessions or lunch. The RED badge is for Monday, the BLUE badge is for Tuesday, and the GREEN badge is for Wednesday. Name badges cannot be shared by attendees.

**SPONSORS & VENDORS:** include the following in alphabetical order (as of the date the program went to print): The vendors are located poolside.

Identity Genetics • Informatix, Inc. • Laboratory Corp. of America  
Mille Lacs Child Support • Orchid Cellmark

**CLE CREDITS:** We have been approved for 19 CLE credits (this includes 1.5 Bias/Professional Development and 1.5 Ethics), 12.5 is the maximum an individual can earn. Each session is marked.

**BIOS:** Be sure to check the back of your program for interesting information on several of the speakers/presenters on this year's program.

**HANDOUTS:** Handouts will be available online before and after the Conference on the MFSRC web site, [www.mfsrc.org](http://www.mfsrc.org). Printed Handouts will not be available at the conference.

**EVALUATION FORMS:** Your conference packet includes an overall Conference Evaluation Form and individual Session Evaluation Forms. The Program Committee wants to hear from you. Please fill them out and leave them in the box located by the Registration Table in the Front Lobby. Thank you.

**SMOKE FREE FACILITY:** Please check with the Front Desk to find out where smoking is allowed.

**WEBINARS:** On Monday, MFSRC will be presenting **Defusing Hostile Clients** and on Wednesday the **Legislative and Case Law Update** by webinar to counties and workers who are unable to attend the conference. Thank you to, Jim Spannbauer, Mark Ponsolle, Patrick Hest, and Rosalie Vollmar for taking the lead in putting together this opportunity to bring information to our membership.

**HOSPITALITY (HUSKY) ROOM:** For those staying on Sunday and/or Tuesday evenings, we will have a hospitality room open. The Husky room is on the 2<sup>nd</sup> floor. Use elevator C or the stairwell next to it for access. Please bring your own beverage and munchies. Light snacks will be provided.

**MFSRC COMMITTEES:** At the back of the program is a list of the different MFSRC Committees. You do not need to be an elected board member to participate on a committee. If you are interested in becoming involved with MFSRC, please check out the opportunities and indicate interest on your Conference Evaluation Form.

## Welcome

Welcome to the 38<sup>th</sup> Annual Minnesota Family Support and Recovery Council's Fall Training! This year's theme is "Making a Better World for Children." Isn't that a fitting theme considering the important role we play in the lives of over 256,000 children?

The following are some particular conference opportunities I want to make you aware of:

Sunday: 7:00 P.M.–8:00 P.M.—Video Letters from Prison, a documentary by Milt Lee; [videoletersfromprison.com](http://videoletersfromprison.com)

Monday: Opening—Mike Vicars from Federal Region V, Wayland Campbell from Minnesota DHS, and Ken Ebel from Sherburne County

Monday: Keynote Speaker—Chez Raginiak; [www.1moment.us](http://www.1moment.us)

Tuesday: Keynote Speaker—Minnesota Fathers and Family Network and Goodwill/Easter Seals FATHER Project; [www.mnfathers.org](http://www.mnfathers.org) and [www.goodwilleasterseals.org](http://www.goodwilleasterseals.org)

Sunday through Wednesday: Networking opportunities each evening listed in the program. Meet someone new and find out what they do. Make connections!

Be sure to come to our annual business meeting at 4:30 P.M. on Monday. Nominations from the floor for Board positions will be accepted at the business meeting if you didn't have a chance to submit your nomination prior to the conference. This is a re-districting year, so there will be a chance to comment on the recommendations. Additionally, everyone is welcome to join a committee without being an elected Board member, so if you have questions about any of the committees, this meeting is a great place to ask. Being involved as an elected Board member or on a committee is a great opportunity to get involved and influence decisions made about MFSRC!

Please take time to fill out the overall conference evaluation form found in your folder. The Board takes your feedback and suggestions seriously. If you have attended the last several conferences, you may have noticed some of the changes made based on your suggestions such as different food options, a daily commuter option, more networking opportunities, and an additional half day added to the conference. Also, please fill out the individual session evaluation forms found in your folder; this is not only important for the MFSRC Board to use for future planning, but is helpful to the presenters.

Visit the vendors in the pool area to check out their products and services, and thank them for their support of MFSRC! Thanks to the vendors for coming this year!

Thank you to Vice Chair Jolene Annen and the Program Committee for their hard work planning our conference. Thank you also to their employers allowing them to participate in this important process. The goal was to put together a fiscally responsible conference that offers quality training and a little something for everyone, and I think they did a wonderful job.

Finally, thank you to all of you for attending our Annual Training Conference this year. Thank you not only for your support, but for your patience, understanding and great suggestions as our Board continues to make adjustments on how we operate in budget shortfalls, changing constituent needs and demands, and changing partnerships.

Now let's get out there and continue "Making a Better World for Children!" Enjoy our conference!

Sincerely,

Melissa Rossow

President MFSRC

## PROGRAM AT A GLANCE

### Sunday, September 18, 2011

5:00–7:00	Registration	Front Lobby
7:00–8:00	Video Letters from Prison	Sunwood Center
After session	Networking	Husky

### Monday, September 19, 2011

	Breakfast on your own	
7:00–Noon	Registration	Front Lobby
9:00–9:15	Welcome and General Announcements	Carlson Hall
9:15–10:00	Breakout Sessions: <ul style="list-style-type: none"> <li>• Federal, State and County Perspectives of the IV-D Program</li> <li>• State Perspective for County Collectors (MCRA)</li> </ul>	Carlson Hall University A
10:00–10:15	Break with refreshments	Civic Center
10:15–11:45	KEYNOTE: MY LIFE ROCKS—Chez Raginiak	Carlson Hall
12:00–1:00	Lunch	Carlson Hall
1:00–2:30	Breakout Sessions: <ul style="list-style-type: none"> <li>• Charisma—Chez Raginiak</li> <li>• Co-Parenting Court</li> <li>• Ethical Issues for Public Attorneys</li> <li>• Making a Better Way to “Talk” IV-E—Technology Always Looks Keen</li> <li>• Order Modification Grant Project</li> </ul>	Bell/Alexander University B Sunwood Center  University A Weidner/Clarke/Edelbrock
2:30–2:45	Break	Poolside
2:45–4:15	Breakout Sessions: <ul style="list-style-type: none"> <li>• Assertive Training</li> <li>• Suit Up and Show Up—First Impressions—Chez Raginiak</li> <li>• An In-Depth Look at FIDM</li> <li>• <b>WEBINAR:</b> Defusing Hostile Clients</li> </ul>	University B Bell/Alexander Weidner/Clarke/Edelbrock Sunwood Center
4:30–5:30	MFSRC Business Meeting	Sunwood Center
6:00–7:00	Dinner	Carlson Hall
7:00	Monday Night Football	Carlson Hall

## Tuesday, September 20, 2011

	Breakfast on your own	
7:30–10:30	Registration	Front Lobby
8:30–8:35	Announcements	Carlson Hall
8:35–10:15	<u>KEYNOTE</u> : Goodwill/Easter Seals and MFFN	Carlson Hall
10:15–10:30	Break with refreshments	Civic Center
10:30–11:30	Breakout Sessions: <ul style="list-style-type: none"><li>• Self Help Center—Hennepin County</li><li>• MFFN and Goodwill/Easter Seals—How to Implement Referrals</li><li>• Medical Support: Beyond the Basics</li><li>• MA Estate Recoveries</li><li>• Best Practices for Better Performance</li></ul>	Weidner/Clarke/Edelbrock Bell/Alexander Sunwood Center University A University B
11:30–1:00	Awards Luncheon	Carlson Hall
1:15–2:45	Breakout Sessions: <ul style="list-style-type: none"><li>• Preventing Violence in the Workplace, Part 1</li><li>• Carver County Workforce Service Center, an Overview</li><li>• A Roadmap for Handling Interstate Child Support Cases</li><li>• Court 101</li><li>• Defusing Hostile Clients (repeat of Monday's session)</li></ul>	Weidner/Clarke/Edelbrock University A Sunwood Center Bell/Alexander University B
2:45–3:00	Break with refreshments	Poolside
3:00–4:30	Breakout Sessions: <ul style="list-style-type: none"><li>• Preventing Violence in the Workplace, Part 2</li><li>• Mind the Gap</li><li>• Felony Criminal Non-Support: A How to Guide</li><li>• Welfare Fraud Overview</li><li>• Behind the Scenes: Birth Records, Certificates, and Paternity Establishment</li></ul>	Weidner/Clarke/Edelbrock Sunwood Center University B University A Bell/Alexander
	Dinner on your own	
7:00–11:30	Networking	Huskey

## Wednesday, September 21, 2011

	Breakfast on your own	
8:30–10:00	Breakout Sessions: <ul style="list-style-type: none"><li>• Minnesota Father's and Adoption Registry and Paternity Issues for Pro Se Litigants</li><li>• Reports for Child Support Staff</li><li>• Legal Work in a Highly Stressful Environment</li><li>• MAXIS and Collections Round Table</li></ul>	Sunwood/State University B Congress University A
10:00–10:30	Break with refreshments/Check Out	Poolside
10:30–12:00	Breakout Sessions: <ul style="list-style-type: none"><li>• <u>WEBINAR</u>: Legislative and Case Law Update</li><li>• Defusing Hostile Clients (repeat of Monday's session)</li></ul>	Sunwood Center University B
12:00–1:30	**New MFSRC Board Meets**	University A

# MFSRC's Annual Training Conference Program

## Sunday, September 18, 2011

<b>5:00–7:00</b>	<b>REGISTRATION</b>	<b>Front Lobby</b>
<b>7:00–8:00</b>	<b>VIDEO LETTERS FROM PRISON</b> Milt Lee—Producer/Director <i>The question of fatherhood—parenthood—is both simple and incredibly complex. We did not drift into life on the wind like a dandelion seed. Our basic sense of being and identity are closely linked to mom and dad and both of our ancestral lines. Our ancestry is built right into our DNA. We belong. Period. But when a father is incarcerated, how do we help the soul of the child resolve this paradox in a healthy way? Your father is the source of your life and is sacred. Your father is in prison and is a criminal. Video Letters from Prison looks at this question from the viewpoint of three Lakota girls whose father has been in jail for the past 10 years. They are angry, confused, and frankly don't feel like they even need a father anymore. Through the course of the film and a series of video letters, both the girls and their dad re-discover the connection that is never broken. Their transformation gives hope to anyone who has felt like they didn't have a dad anymore.</i>  Intended Audience: General Audience	<b>Sunwood Center</b>
<b>After session</b>	<b>Networking-light snacks provided</b>	<b>Husky</b>

## Monday, September 19, 2011

	BREAKFAST	ON YOUR OWN
<b>7:00–Noon</b>	<b>REGISTRATION</b>	<b>Front Lobby</b>
<b>9:00–9:15</b>	<b>WELCOME AND GENERAL ANNOUNCEMENTS</b>	<b>Carlson Hall</b>
<b>9:15–10:00</b>	<b>BREAKOUT SESSIONS:</b>	
	<b>1. FEDERAL, STATE AND COUNTY PERSPECTIVES OF THE IV-D PROGRAM</b> Wayland Campbell—Director DHS/CSED Ken Ebel—Director, Sherburne County Health and Human Services Mike Vicars—Regional Program Manager, Chicago Regional Office, OCSE <i>Join the presenters in an overview of the current Federal, State and County child support programs. The speakers will discuss past accomplishments and future goals and initiatives relating to the highly complex program administration and equally complex legal aspects of the IV-D system.</i> Intended Audience: All Child Support Professionals	<b>Carlson Hall</b>
	<b>2. STATE PERSPECTIVE FOR COUNTY COLLECTORS (MCRA)</b> Brian Shields—Program Integrity Section Supervisor, DHS <i>Program Integrity staff from the Department of Human Services will provide updates on the area of recovery of income assistance debt.</i> Intended Audience: Collection Officers, Supervisors	<b>University A</b>
<b>10:00–10:15</b>	<b>BREAK WITH REFRESHMENTS</b>	<b>CIVIC CENTER</b>

.75  
CLE  
Approved

10:15–11:45

**KEYNOTE: MY LIFE ROCKS**

**Carlson Hall**

Chez Raginiak

*Effective and inspiring steps to attitude adjustment. You will never look at your life the same again after you hear Chez’s stories, ideas, and songs. With his powerful but fun message, Chez will change the outlook of your organization by changing your attitude. If you want your team to be ready for the good, the bad, and the tough tomorrows, this presentation will elevate the hearts, minds, and souls of your people. He will help you ROCK YOUR LIFE!*

Intended Audience: General Audience

**12:00–1:00**

**LUNCH**

**CARLSON HALL**

**1:00–2:30**

**BREAKOUT SESSIONS:**

**1. CHARISMA**

**Bell/Alexander**

Chez Raginiak

*Your integrity, your honor, and your courage is assessed in a matter of minutes. You enter a room and the aura creates a bright spot. Your sizzle, shine, spark, and genuine, authentic personality reaches beyond and into your future. Your company or organization is remembered, talked about, and referred. The magnetism, charm, attractiveness, interestingness, and “hotness” of everyone on your team can be re-discovered, strengthened, woven, and embedded into your body language, words, character, and company’s demeanor and culture. The impact is instant! You and your team are capable of influencing or inspiring people, and that leads to the achievement of personal and professional success and beyond. Charisma is no longer a “gift for the few chosen”. You can learn it and use it every day, everywhere. You can be HOT too!*

Intended Audience: General Audience

**2. CO-PARENTING COURT**

**University B**

Judge Bruce Peterson—District Court Judge, Fourth Judicial District  
Christa Anders—President, Advance Consulting LLC  
John Jackson—Co-Parent Court Navigator  
Maisha Giles—Co-Parent Court Navigator

*Learn first hand how this exciting problem solving court is touching the lives of children and families in Hennepin County. Research has shown that cooperative co-parenting increases the non-residential parent’s involvement and that children who have the high quality involvement of both biological parents benefit in many ways. Hear first hand from the court navigators and the parents they serve how this unique approach is strengthening families.*

Intended Audience: General Audience

**3. ETHICAL ISSUES FOR PUBLIC ATTORNEYS**

**Sunwood Center**

Patrick R. Burns—First Assistant Director, Office of Lawyer’s Professional Responsibility

*This session will explore the ethical issues arising out of dealing with pro se parties, use of confidential information in one proceeding from a separate proceeding involving the same person, improper ex parte contacts with adjudicators, the ethical issues surrounding release-dismissal agreements, and other miscellaneous ethics issues confronted by attorneys in the public sector.*

Intended Audience: Attorneys

1.5  
Ethics  
CLE  
Approved

**4. MAKING A BETTER WAY TO “TALK” IV-E—TECHNOLOGY ALWAYS LOOKS KEEN**

**University A**

Paula Katzenmeyer—Eligibility Determination Trainer, SW Region  
Lynn Olund— Eligibility Determination Trainer, NE Region  
Debbie Retterath—Eligibility Determination Trainer, SE Region  
Deborah Trotter—Eligibility Determination Trainer, NW Region

*Join us for a walk through of the communication possibilities for the SSIS and MAXIS title IV-E screens and interface systems. Learn how to efficiently record case information and share it with other workers so that IV-E determinations will be accurate and efficiently accomplished.*

Intended Audience: Collection Officers, Supervisors, Child Support Staff

**5. ORDER MODIFICATION GRANT PROJECT**

**Weidner/Clarke/Edelbrock**

Lisa Lazaretti—Project Manager, DHS/CSED  
Melissa Froehle—Child Support Supervisor, Ramsey County

*The Order Modification Grant Project is entering its final year of funding. This session will bring you up to date on what the project has accomplished, and what is yet to come. You will see a demonstration of the Child Support ezDocs website where participants can complete pro se modification motion papers electronically, as well as the modification financial statement. Find out how parents have been reacting to the new pro se forms, get tips for working with parents in this process, and get answers to some of your legal questions about modifications.*

Intended Audience: General Audience

---

**2:30–2:45**

**BREAK**

**POOLSIDE**

---

**2:45–4:15**

**BREAKOUT SESSIONS:**

**1. ASSERTIVE TRAINING**

**University B**

Joan Ehren-Dahlquist—Staff Development Specialist

*Would you like to be more assertive? What does assertive mean, and how is it different from passive or aggressive? Attend this session to learn the definitions, discuss the key points, and decide how you might want to change your communications.*

Intended Audience: General Audience

**2. SUIT UP AND SHOW UP—FIRST IMPRESSIONS**

**Bell/Alexander**

Chez Raginiak

*Is your company, organization or association concerned about making a good impression? You will enjoy and appreciate this fun, engaging, and eye-opening presentation and learn how to make a great impression, bond with others, and perhaps sing a tune! It's a MUST ATTEND if you mind the future of your company/organization and want to see how it relates to your overall success. We'll drill down to specifics about first impressions and how important it is in your ability to genuinely bond with your customers and colleagues.*

Intended Audience: General Audience

**3. AN IN-DEPTH LOOK AT FIDM**

**Weidner/Clarke/Edelbrock**

Amy Anderson—Assistant County Attorney, Ramsey County  
Heidi Chandler—Assistant County Attorney, Itasca County

*An in-depth look at Financial Institution Data Match (FIDM), including the process and procedure, examination of state and federal exemptions, case law, policy and practice tips.*

Intended Audience: Attorneys, Child Support Staff, Supervisors

1.5  
CLE  
Approved

**4. WEBINAR—DEFUSING HOSTILE CLIENTS  
(repeat session)**

**Sunwood Center**

Steve Katz—Trainer, DHS/CSED

*The Defusing Hostile Clients webinar training teaches workers principles and actions to use to defuse anger and to reduce abusive behavior. Child Support and Collections workers will learn ways to reduce anger and will learn methods to make sure that they don't do anything that would cause an unpleasant situation to become unmanageable. **Escalation doesn't have to happen, and this training fulfills that promise.** The business case for taking this training is that angry customers eat up lots of organizational time and energy, particularly when they decide to climb the organizational ladder with their complaints. Each hostile situation is different. But the tactics and the hands-on exercises introduced in this webinar are exceptionally effective and useful to defuse unpleasant situations.*

Intended Audience: General Audience

**4:30–5:30**

**MFSRC BUSINESS MEETING**

**Sunwood Center**

**6:00–7:00**

**DINNER**

**Carlson Hall**

**7:00**

**MONDAY NIGHT FOOTBALL**

**Carlson Hall**

**BREAKFAST**

**ON YOUR OWN**

<b>7:30–10:30</b>	<b>REGISTRATION</b>	<b>Front Lobby</b>
<b>8:30–8:35</b>	<b>ANNOUNCEMENTS</b>	<b>Carlson Hall</b>
<b>8:35–10:15</b>	<b>KEYNOTE: MINNESOTA FATHERS AND FAMILIES NETWORK AND GOODWILL/EASTER SEALS</b>	<b>Carlson Hall</b>

Guy Bowling—Father Project Manager, Goodwill/Easter Seals  
Andrew Freeberg—Goodwill/Easter Seals  
Bob Gustafson—Executive Director, MFFN

1.75  
CLE  
Approved

*Minnesota Father's and Families Network (MFFN) and Goodwill/Easter Seals make a better world for children by assisting fathers in many of life's hurdles. MFFN's mission is to enhance healthy father-child relationships by promoting initiatives that inform public policy and further develop the field of fatherhood practitioners statewide. Find out how MFFN has been working with the Minnesota Department of Human Services-Child Support Enforcement Divisions to make the child support system more efficient so that modifications can be made before arrears accumulate. From case management services and support groups to paternity establishment and child support payment issues, learn how Goodwill/Easter Seals FATHER Project is helping fathers overcome barriers that prevent them from supporting their children economically and emotionally.*

Intended Audience: General Audience

**10:15–10:30 BREAK WITH REFRESHMENTS CIVIC CENTER**

**10:30–11:30 BREAKOUT SESSIONS:**

- 1. SELF HELP CENTER—HENNEPIN COUNTY** Weidner/Clarke/Edelbrock  
Virginia Kuberski—Staff Attorney, MN Courts Self-Help Center

1.0  
CLE  
Approved

*Learn what the court-based Self-Help Center can and cannot do. This session will explain what services this particular Self-help Center offers and what services are available for the entire state. By the end of the presentation, attendees will have a greater understanding of the MN Courts Self-Help Center's role in pro se litigants' access to the court system, and will gain familiarity with the resources of the virtual MN Courts Self-Help Center. The presenter, Virginia Kuberski, is a staff attorney with the MN Courts Self-Help Center and assists people in all 87 counties. Previously, she worked at the Fourth Judicial District Self-Help Centers in Hennepin County.*

Intended Audience: General Audience

- 2. MFFN AND GOODWILL/EASTER SEALS—HOW TO IMPLEMENT REFERRALS** Bell/Alexander

Guy Bowling—Father Project Manager, Goodwill/Easter Seals  
Andrew Freeberg—Goodwill/Easter Seals  
Bob Gustafson—Executive Director, MFFN

*Want to learn more about how Minnesota Fathers and Families Network and the FATHER Project have created effective collaborative partnerships to improve systems and provide quality programming for men? Join this interactive session and learn more about forming a leadership circle and/or service hub in your community. Hear about obstacles that fathers and programs serving fathers are running into along with creating a statewide, integrated system for serving fathers in your community and how to best get involved.*

Intended Audience: General Audience

**3. MEDICAL SUPPORT: BEYOND THE BASICS**

**Sunwood Center**

Kathleen Gora—Assistant County Attorney, Ramsey County  
Erin Quinn—Child Support Officer, Ramsey County

1.0  
CLE  
Approved

*This session will look at medical support issues that have arisen since the new guidelines were passed into law such as determining when health care coverage is at a reasonable cost, ordering medical support for parties that are on public assistance or whose income meets the self-support reserve, and unreimbursed and uninsured medical expenses.*

Intended Audience: Attorneys, Supervisors, Child Support Staff

**4. MA ESTATE RECOVERIES**

**University A**

Angela Urbanek—Staff Attorney, DHS Benefit Recovery, Special Recovery Unit

1.0  
CLE  
Approved

*This session will provide an estate recovery and cause of action litigation overview, review of MA Liens and Notice of Potential Claims, discussion of the treatment and valuation of life estates, exploration of recent experiences related to Transfer on Death Deeds, and a brief review of recovery from annuities. A Question & Answer forum will follow the presentation. Participants are encouraged to send questions in advance to [angela.l.urbanek@state.mn.us](mailto:angela.l.urbanek@state.mn.us) by September 10, 2011.*

Intended Audience: Collection Officers, Supervisors

**5. BEST PRACTICES FOR BETTER PERFORMANCE**

**University B**

Mary VanNevel—Trainer, DHS/CSED  
Kristen Brolsma—Program Consultant, DHS/CSED

*How do we fulfill the mission of Minnesota’s child support program which is to “Promote the well-being of children and the self sufficiency of families by delivering quality child support service” when we are trying to do more with less? This session will provide you PRISM tips and other strategies relevant to improving performance in all areas of child support. This is an interactive session; participants are encouraged to come and share best practices and successful efforts their county has used to jump-start their program performance.*

Intended Audience: Child Support Staff, Supervisors

---

**11:30–1:00**

**AWARDS LUNCHEON**

**CARLSON HALL**

---

**1:15–2:45**

**BREAKOUT SESSIONS:**

**1. PREVENTING VIOLENCE IN THE WORKPLACE,  
PART 1**

**Weidner/Clarke/Edelbrock**

George Demers, M.S.—Security Consultant

*Violent behavior surrounds us. Could you predict or prevent an individual’s violence? This workshop will focus on teaching techniques to protect yourself and others in potentially explosive situations. It is designed to teach techniques for safely managing out of control behavior, including the processes involved, looking critically at situations (from your point of view and the other person’s), assessing, planning, and evaluating each step and most importantly, seeking ways to avoid events which could become explosive. Part 1 will discuss:*

- *Factors in a Crisis Situation*
- *Dealing after the Crisis*
- *Personal Awareness*
- *Psychological and Physiological Changes*
- *Mental Preparation*

Intended Audience: General Audience

## 2. CARVER COUNTY WORKFORCE SERVICE CENTER – AN OVERVIEW

University A

Jennifer Stanfield—Assistant County Attorney, Carver County  
Jim Broucek—Income Maintenance Manager, Carver County  
Brad Braun—Workforce Employment Counselor, Carver County

1.5  
CLE  
Approved

*In 2004, Carver County initiated a child support work pilot program with the goal of helping Obligor who are unemployed look for and find employment. By doing so, the hope was that this would result in ongoing consistent support payments being paid. Since then, this program has transitioned from a pilot program to a permanent part of the Workforce Service Center and continues to be utilized by the Child Support Office, County Attorney's Office and the court system. This session will give you an overview of this successful program and answer any questions you may have about starting a similar program in your own county. More specifically this session will discuss the initiation and implementation of the program both in the Workforce Center and in the court system. Funding ideas, forms and legal documents will be provided and discussed. Time will also be given for questions.*

Intended Audience: General Audience

## 3. A ROADMAP FOR HANDLING INTERSTATE CHILD SUPPORT CASES

Sunwood Center

Sandra Torgerson—Assistant County Attorney, Dakota County  
Katie Nolting—Assistant County Attorney, Beltrami County

1.5  
CLE  
Approved

*In a mobile world, parents often move to or from other states or countries. It is important to keep their IV-D cases moving in the right direction. Take this interstate trip with us, and along the way you will learn about:*

- *Jurisdiction: personal, long arm, in rem, and continuing exclusive jurisdiction*
- *Registration of orders*
- *What is UIFSA, FFCCSOA, UCCJA, the Hague Convention, and why you should care*
- *Tips for avoiding potential wrong turns*

Intended Audience: Attorneys, Supervisors, Child Support Staff

## 4. COURT 101

Bell/Alexander

Erin O'Toole-Tomczik—Assistant County Attorney, Sherburne County

*This session will discuss the basics of what happens in the courtroom, administrative hearing room, and appeals, its players and their roles. Points of discussion include: knowing what security measures should be taken and when, file preparation, testimony preparation prior to being a witness, appropriate witness responses and how to respond when objections are made. This session is intended for those who have not testified or do so infrequently. A question and answer period is included.*

Intended Audience: Collection Officers, Child Support Staff, Supervisors

## 5. DEFUSING HOSTILE CLIENTS (repeat session)

University B

Steve Katz—Trainer, DHS/CSED

*The Defusing Hostile Clients training teaches workers principles and actions to use to defuse anger and to reduce abusive behavior. Child Support and Collections workers will learn ways to reduce anger and will learn methods to make sure that they don't do anything that would cause an unpleasant situation to become unmanageable. **Escalation doesn't have to happen, and this training fulfills that promise.** The business case for taking this training is that angry customers eat up lots of organizational time and energy, particularly when they decide to climb the organizational ladder with their complaints. Each hostile situation is different. But the tactics and the hands-on exercises introduced in this session are exceptionally effective and useful to defuse unpleasant situations.*

Intended Audience: General Audience

3:00–4:30

**BREAKOUT SESSIONS:****1. PREVENTING VIOLENCE IN THE WORKPLACE,  
PART 2****Weidner/Clarke/Edelbrock**

George Demers, M.S.—Security Consultant

*Violent behavior surrounds us. Could you predict or prevent an individual's violence? This workshop will focus on teaching techniques to protect yourself and others in potentially explosive situations. It is designed to teach techniques for safely managing out of control behavior, including the processes involved, looking critically at situations (from your point of view and the other person's), assessing, planning, and evaluating each step and most importantly, seeking ways to avoid events which could become explosive. Part 2 will discuss:*

- *When Weapons are Involved*
- *Problem Individuals*
- *Indicators of Violence*

Intended Audience: General Audience

**2. MIND THE GAP****Sunwood Center**

David Mirambeaux—Cane Manager, Mind the Gap Project  
Cindy Steinberg—SHLIF Coordinator, DHS/CSED  
Lori Lofrano—Child Support Liaison, MN Department of Corrections  
Mary Belfield—Child Support Officer, Ramsey County  
Linda Bible—Child Support Officer, Hennepin County

*During this session, participants will learn how helping ex-offenders with post-incarceration reintegration challenges such as: housing, employment, transportation, parenting, and child support issues can help them get back on track with financial obligations. A Panel of Mind the Gap partners will provide information on this innovative grant initiative that is changing the lives of ex-offenders. Mind the Gap, a collaborative effort among six Community Partners is a pilot program for Hennepin and Ramsey counties, but has benefits for all counties.*

Intended Audience: Attorneys, Supervisors, Child Support Staff

**3. FELONY CRIMINAL NON-SUPPORT: A HOW TO GUIDE****University B**

Robin Finke—County Attorney, Swift County  
Jennifer Stanfield—Assistant County Attorney, Carver County

*Felony criminal non-support is a tool available for child support enforcement pursuant to Minn. Stat. §609.375. All of us know it is a statute available to use on our most egregious cases, but many don't understand the how to, when or why? Many counties have never even used it. This session hopes to answer those questions and give you an overview of this criminal statute, including the criminal concepts of investigation, charging, settlement ideas, probation conditions, and more. Most importantly, the presenters will talk about their experience of using this statute in their County and what they have found to be effective (or not). Bring your ideas, experiences and questions.*

Intended Audience: Attorneys, Supervisors, Child Support Staff

**4. WELFARE FRAUD OVERVIEW**

**University A**

Preston Cowing—Fraud Investigator, Brown County

*Have you every wanted to ask your Welfare Fraud Investigator a questions, but can never find him/her? Well now is your chance to corner one and ask away. This presentation is a basic overview of welfare fraud from the perspective of a small county investigator that also does collections and serves Child Support papers. Case studies, many with a Child Support theme will be reviewed, if time allows.*

Intended Audience: Collection Officers, Supervisors

**5. BEHIND THE SCENES: BIRTH RECORDS, CERTIFICATES, AND PATERNITY ESTABLISHMENT**

**Bell/Alexander**

Molly Crawford—Paternity Program Administrator, DHS/CSED

Sally Almond—Field Representative, MDH Office of the State Registrar

Melissa Rossow—Assistant Director, Ramsey County Attorney’s Office

*Learn about the state's new Web-based birth registration system and how it improves processes, increases efficiency, and changes the way hospitals gather and submit data. Tap it's tools! Learn how the MN Registration and Certification System works with child support staff, how it interfaces with PRISM, and how it impacts hospital paternity establishments. Understand the CDC requirements and laws related to birth records and data requirements. Get information about the process to create records, issue records, and change records. It's a lot more than ink and footprints.*

Intended Audience: General Audience

1.5  
CLE  
Approved

---

**DINNER**

**ON YOUR OWN**

**7:00–11:30**

**Networking—light snacks provided**

**Husky**

**8:30–10:00**

**BREAKOUT SESSIONS:**

**1. MINNESOTA FATHER'S AND ADOPTION REGISTRY AND PATERNITY ISSUES FOR PRO SE LITIGANTS**

**Sunwood/State**

Helen J.M. Bassett—Program Administrator, MDH Minnesota Fathers Adoption Registry  
Molly M. Crawford—Paternity Program Administrator, DHS/CSED  
Walter Burk—Attorney, Central Minnesota Legal Services

1.5  
CLE  
Approved

*The legal system offers an effective means for unmarried parents to establish paternity, custody and parenting time rights or involuntary adoption. The presenters collaborate to introduce family law concepts and court procedures that unmarried parents should understand in order to strengthen their legal standing with their children. Learn about tools and resources that help parents establish rights, navigate systems, and sometimes provide a safety net. Presenters will give overview and respond to specific questions about these topics: MN Fathers' Adoption Registry and involuntary adoptions, legal fatherhood, establishing paternity through the Recognition of Parentage and a court order (adjudication), co-parenting plans, legal custody, physical custody, parenting time (visitation), and resources. The presenters are committed to strengthening families and helping families navigate the systems designed for their needs. They work with direct service providers, community partners, and young parents who are facing paternity, custody and parenting time issues or involuntary adoption matters. In their differing capacities they provide information, training, technical assistance, expertise and advice.*

Intended Audience: General Audience

**2. REPORTS FOR CHILD SUPPORT STAFF**

**University B**

John Dufner—Reports Coordinator, DHS/CSED  
Kent von Fischer—Data Warehouse, DHS/CSED  
Kay Mueller—Reports Analyst, Itasca County  
Lisa Burkhartzmeyer—Supervisor, Scott County  
Karla Drown—Supervisor, SW Health and Human Services  
Julie Ellis—Supervisor, Stearns County

*There are approximately 400 reports generated each month. These range from eReports and CPAT reports to standard and ad hoc data warehouse reports. The challenge is knowing which reports are helpful for various duties. After a brief overview of the report structure, a panel of state staff and county supervisors will share their knowledge of how they currently use reports and discuss what their benefits are. Please join us to learn how reports can improve your counties performance and to share your experiences*

Intended Audience: Child Support Staff, Supervisors

**3. LEGAL WORK IN A HIGHLY STRESSFUL ENVIRONMENT**

**Congress**

Joan Bibelhausen—Executive Director, Lawyer's Concerned for Lawyers

*Lawyers and others working in child support face stress daily and are subject to particular circumstances which can lead to higher levels of stress than for most other members of the population. Attorneys and others working in child support who work in the public sector, in family law, with under-represented parties and with parties who may have mental illness and other challenges may face an added burden. There is a clearly recognized continuum where unresolved chronic stress becomes a predictor for addiction and mental illness, which are also more prevalent among lawyers. By understanding this continuum, and learning stress management techniques, lawyers and others who work in the public sector can better implement relevant and realistic strategies for stress management and, hopefully, get help earlier when there is a problem. Personal examples, strategies for speaking to potentially impaired parties and information on Minnesota's lawyer assistance program will also be provided.*

Intended Audience: Attorneys, Supervisors, Child Support Staff

1.5  
Bias/  
Professional  
Development  
CLE  
Approved

#### 4. MAXIS AND COLLECTIONS ROUNDTABLE

University A

Mary Gjerde—Collections Officer, Dakota County  
Nancy Menssen—Collections Officer, Watonwan County

*Collections Roundtable is an open forum. We will discuss a variety of topics related to all aspects of collections. Bring all your tough questions to this session.*

Intended Audience: Collection Officers, Supervisors

---

10:15–10:30 BREAK WITH REFRESHMENTS

POOLSIDE

---

10:30–12:00 BREAKOUT SESSIONS:

##### 1. WEBINAR—LEGISLATIVE AND CASE LAW UPDATE

Sunwood Center

Mark J. Ponsolle—Assistant County Attorney, Ramsey County and Director of Human Services Division

Patrick Hest—Assistant County Attorney, Ramsey County

*This annual session will discuss the new changes resulting from the 2011 legislative session that affect family law as well as some bills that did not pass but may be back in the 2012 legislation. There will be an update as to the "state of child support" today and what issues we can anticipate for the future. Key state appellate decisions from October 2010 through August 2011 will be discussed relating to child support, parentage, civil contempt, civil non-support, UIFSA, judgments, and civil procedure (both published and unpublished cases). The audience will have a chance to participate in the presentation with questions and suggestions for future legislation and litigation.*

Intended Audience: Attorneys, Magistrates, Supervisors, Child Support Staff

##### 2. DEFUSING HOSTILE CLIENTS (repeat session)

University B

Steve Katz—Trainer, DHS/CSED

*The Defusing Hostile Clients training teaches workers principles and actions to use to defuse anger and to reduce abusive behavior. Child Support and Collections workers will learn ways to reduce anger and will learn methods to make sure that they don't do anything that would cause an unpleasant situation to become unmanageable.*

***Escalation doesn't have to happen, and this training fulfills that promise.*** *The business case for taking this training is that angry customers eat up lots of organizational time and energy, particularly when they decide to climb the organizational ladder with their complaints. Each hostile situation is different. But the tactics and the hands-on exercises introduced in this session are exceptionally effective and useful to defuse unpleasant situations.*

Intended Audience: General Audience

---

12:00 –1:30 NEW MFSRC BOARD MEETS

UNIVERSITY A

1.5  
CLE  
Approved

## SPEAKER BIOGRAPHIES

**CHRISTA ANDERS** (*Monday: Co-Parenting Court*) is a partner with Advance Consulting LLC, a public policy consulting firm serving clients in the government, non-profit and private sectors, whose mission is to work with clients to improve the lives of children and families.

Christa is an analytic, strategic thinker with twenty years of experience impacting social policy. Her training and experience in both the law and public policy give her a keen awareness of the impact of the law on the lives of children and families. Her wide breadth of knowledge of social policy issues allows her to make connections across policies and programs, resulting in more comprehensive services and better outcomes for families. She has worked with a wide range of organizations and community resources and often draws on those relationships to help clients form strategic alliances.

Anders previously worked at the Minnesota Department of Human Services in the Child Support Enforcement Division (1993-2001) and also worked at the Hennepin County Attorney's Office in the early 1990s doing paternity establishment and child support enforcement. From 1991 to 1992, she served as a law clerk to the Chief Justice of the Minnesota Supreme Court. While in graduate school, Anders was a special projects intern with the Children's Defense Fund of Minnesota where she drafted the initial drafts of the Recognition of Parentage in her basement. She has a law degree from the University of Minnesota and a masters Degree in Public Policy from the Humphrey Institute.

**JOAN BIBELHAUSEN** (*Wednesday: Legal Work in a Highly Stressful Environment*) is Executive Director of Lawyers Concerned for Lawyers. Joan received her J.D. from the University of Minnesota Law School and has significant additional training in the areas of counseling, mental health and addiction, diversity, employment issues and management. She has spent more than two decades working with lawyers who are at a crossroads because of mental illness and addiction concerns as well as work/life balance, stress and related issues.

Joan is a member of the MN State Bar Association, Hennepin and Ramsey County and American Bar Associations, and MN Women Lawyers, among others. She currently serves on the ABA Commission on Lawyers Assistance Programs (CoLAP), chairs CoLAP's Education Committee and is on its Conference Planning and Judicial Resource Committees. She has chaired the MSBA Life and the Law Committee and the HCBA Solo and Small Firm Practice Section and has co-chaired the HCBA Diversity Committee. Joan also served on the MSBA Board of Governors and HCBA's Strategic Planning and Leadership Institute task forces. She has developed and presented numerous CLE and other programs and has written on mental health and addiction, career and life balance and satisfaction, stress, diversity, marketing and other issues of concern to the legal profession.

**GUY BOWLING** (*Tuesday: MFFN and Goodwill/Easter Seals*) is a consultant, trainer, group facilitator, motivational speaker and father of two children, David 27, and AveriDiana 10. He has been a community organizer in the field of family support for 17 years and specializes in young fatherhood and male responsibility. Guy has devoted his life to working with low-income fragile families from culturally specific communities in their quest to identify, develop and deliver their purpose. He has become a spokesperson for fathering issues and contributed to Minnesota being labeled as the "Epicenter" of the fatherhood movement.

His accomplishments include work around welfare and child support reform and revised policy initiatives aimed at increasing low-income-fathers employment and earning prospects. He has also contributed to the development of delivery systems that are inclusive of fathers and serve to move fragile couples and their children toward traditional family formation.

He currently serves on Goodwill Easter Seals staff as the Manager of the FATHER Project, a public/private partnership focusing on young fathers to assist them in supporting their children emotionally and economically. He is a former member of the National Center of Fathers and Families, former advisor to the National Center for Strategic Non-profit Planning and Community Leadership, member of the Minnesota Fathers and Families Network, and also a former member of the National Practitioners Network for Fathers and Families.

Guy is a recipient of the 2000 "Spirit of Fatherhood Award" at the National Center for Strategic Non-profit Planning and Community Leadership's international fatherhood conference for demonstrating program excellence.

**PATRICK R. BURNS** (*Monday: Ethical Issues for Public Attorneys*) is the First Assistant Director of the Minnesota Office of Lawyers Professional Responsibility. He has been working with that Office since 1988. From 1978 to 1988 he was employed, first as a law clerk, then as an attorney in private practice with Primus Law Office, a small, general practice firm in Minneapolis, Minnesota. Since 2000, he has served as an adjunct professor at the University of Minnesota teaching a class on professional responsibility. He is a member of the National Organization of Bar Counsel, the Minnesota State Bar Association, and the Hennepin County and Ramsey County Bar Associations. He has served on the Board of Directors of Volunteer Lawyers Network, Ltd. and chaired the Minnesota State Bar Association's Legal Assistance to the Disadvantaged Committee. He graduated cum laude from William Mitchell College of Law in 1981 after having received a Bachelor of Arts degree from the University of Minnesota.

**GEORGE DEMERS, M.S.** (*Tuesday: Preventing Violence in the Workplace*) received his B.S. from the University of Maine-Presque Isle and his M.S. from Bemidji State University in Physical Education and Counseling. He retired after 29 years at the St Peter Regional Treatment Center and has 30 years experience teaching classes on dealing with aggressive people. He is a former state trainer on violence in the workplace, was on the Region 9 Mental Health Professional Critical Incident Stress Debriefing Team, and taught school for two years. He is a Consultant for the Minnesota, South Dakota, and Nebraska Safety councils and has had Special Training with the FBI and BCA.

**KEN EBEL** (*Monday: Federal, State, and County Perspectives of the IV-D Program*) is the Health and Human Service Director for Sherburne County for the past 18 years. He is a licensed Independent Clinical Social Worker and previously worked in Morrison County for eight years as their director, in Sherburne County as a Social Service Supervisor for 10 years, and in Anoka County for two years as a Child Protection Supervisor. For the past 20 years, he has also served as an Intermittent Adjunct Faculty Member at St Cloud State University in the Social Work Department.

**BOB GUSTAFSON** (*Tuesday: MFFN and Goodwill/Easter Seals*) is a graduate of St Cloud State University with a bachelor degree in Social Sciences. He worked in management for Arctic Cat before launching a career in the Chamber of Commerce in Morris, Crookston, Grand Forks. As President of the Twin West Chamber he received the distinction of being a Certified Chamber of Commerce Executive from the American Chamber of Commerce Executives. Through the Chamber, he worked on a number of large projects including: providing leadership and community advocacy for construction of an \$80 million convention and events center, led Military Affairs efforts of the Chamber playing an instrumental role working with federal, state and local elected officials in presenting to two Base Realignment and Closure Commissions successful efforts to retaining the Grand Forks Air Force Base with its annual economic impact of \$200 million, and dealt with the myriad of recovery issues following the Red River Flooding of 1997.

He served as the State director for the March of Dimes, MN Chapter from 2002 to 2009 with fundraising and development roles in serving a mission of saving babies from preterm birth, prematurity and birth defects. The MN chapter won the President's Team Award in 2007. Prior to becoming Executive Director of MFFN on April 1, 2011, he served in a development capacity for the Minnesota Organization on Fetal Alcohol Syndrome.

For the past decade, Bob has been an advocate for healthy mothers, children and fathers.

**MILT LEE** (*Sunday: Video Letters From Prison*) is a documentary producer and director from South Dakota. For the past 35 years, Milt has been producing documentaries primarily in the fields of education, history, and Native American life. In 2010, his film, Video Letters from Prison was distributed nationally on public television. In 2007 Milt was the recipient of a \$50,000 film artist fellowship from the Archibald Bush Foundation.

Milt and his wife, Jamie, have recently relocated from western South Dakota to northern Minnesota where they are living in a strawbale house they built. The Lees offer training in storytelling, writing and production skills, and family workshops to organizations and family groups.

**CHEZ RAGINIAK** (*Monday: My Life Rocks, Charisma, and Suit Up and Show Up—First Impressions*) is an award-winning speaker, author, and songwriter inspired by a determination and perseverance to reach a dream. Born and raised in communist Poland, he made a decision at the age of twenty-five to escape that oppressive nation; fleeing on foot through the Alps to a refugee camp in Austria. With nothing more than a dream, Chez sought asylum in the United States. He arrived here with no money, no education, no job, and no understanding of the language or the culture. However, his determination, perseverance, and vision for the future continually fueled his soaring spirit.

After obtaining a college degree and starting a family, Chez went on to become an award-winning author, songwriter, speaker, and entrepreneur. His first company, Kids' Express Train, helps children improve their speaking skills with a special focus on Autism. The company's award-winning CDs are in distribution world-wide.

Chez personified the American dream. Today, he combines his love of music and his stories of hope and determination to inspire others to find ways to productivity, satisfaction, personal growth, and to love and appreciate America.

**MICHAEL VICARS** (*Monday: Federal, State, and County Perspectives of the IV-D Program*) is the Regional Program Manager for the Federal Office of Child Support Enforcement in the Chicago Regional Office. His responsibilities include managing the staff that provides technical assistance and program oversight to the Child Support programs in the six States that comprise Region V of OCSE. Those States are Illinois, Indiana, Michigan, Minnesota, Ohio and Wisconsin.

Prior to becoming the Program Manager, Michael was the Program Specialist working with the Illinois and Minnesota child support programs. He also worked for the Medicaid and Medicare programs in the Health Care Financing Administration before coming to the OCSE.

## MFSRC Board Positions

**2<sup>nd</sup> Vice Chair:** Responsibilities include the overall program planning of the Annual Conference and working with the 1<sup>st</sup> Vice Chair regarding program content. This position requires a four (4) year commitment as this position will move into:

- the **1<sup>st</sup> Vice Chair** position in the second year—planning the conference program,
- the **Chairperson** in the 3<sup>rd</sup> year—running Board meetings and leading the organization,
- and would remain on the Board as the **Past President** for the 4<sup>th</sup> year as a resource person.

**Secretary:** Responsibilities of this position are to take the minutes of the Board meetings, prepare these minutes for mailing to Board members, reserve meeting space, prepare the agenda for meetings, maintain the membership list, and other work as needed. This position is a one (1) year term.

**Treasurer:** Responsibilities of this position include maintenance of all financial records for MFSRC, the checkbook, bill paying and financial status reports. This position is a one (1) year term.

**District Representatives:** Each district has one (1) position up for election each year. The responsibilities of the District Representative are to attend the quarterly Board meetings, serve on various committees as needed and represent the members of their district at Board meetings. These positions are two (2) year terms.

**Member at Large:** Two (2) member at large positions are up for election each year. The responsibilities of these positions are similar to that of the District Representatives with the exception that they represent Child Support and Collections Workers at a state wide level.

## MFSRC Board Meetings

MFSRC Board Meetings are held in the St. Cloud area.

There are two standing meetings that start at 9:00: the Legislative Committee and the Conference Program Planning Committee. Most Board members are a part of one of these two committees.

The main MFSRC Board meeting starts at 11:00 and is generally completed by 1:30 or 2:00.

Generally the Board meets four times per year in the St Cloud area and once at the annual conference. There is also one extra meeting for the Conference Program Planning Committee.

## MFSRC COMMITTEES

Are you interested in getting involved?

You do not need to be a Board Member to serve on a committee.

Please review the following and if you are interested in serving on a committee, please indicate that on your overall conference evaluation.

Please note that it is difficult to participate on the Program Committee without attending the meetings.

### **Awards Committee:**

This committee reviews and selects nominees of worthy support and collection professionals for awards to be presented at the MFSRC Fall Conference each year. The categories of awards are, Honorary Life Member, Outstanding Program Achievement, Outstanding Customer Services Award, Program Awareness Award, and Outstanding Program Achievement.

### **Conference Site Committee:**

This committee is responsible for researching and reserving facilities to accommodate the annual fall training conference. Duties include, but are not limited to: cost analysis of facilities that meet the site and size requirements for space, detailed set up of rooms for sessions, coordinates the location of registration, breaks and activities with the facility, coordinates the room and meal accommodations for the conference speakers and scholarship recipients, and makes decisions regarding food and beverages at the conference. The chair acts as the point of contact and liaison between the group and the facility and acts as a point person at the conference (or appoints someone) for questions, problems, etc.

### **Constitution and By-Laws Committee:**

The Constitutional and By-Laws committee's main function is to ensure that the organization runs smoothly and fairly. Whenever there is a question as to polling, voting, and motions, a member of the committee provides advice to the Board. When an amendment is required to update our Constitution or By-Laws, the committee is there to assist the Board in drafting the proposal disseminating, discussing and voting on the proposal. Our most essential function is that every five years, we gather information from each county to realign the districts so that each county has fair representation on the Board of Directors.

### **Education Committee:**

This committee accepts and reviews requests/opportunities to provide education to the child support community and coordinates responses to those requests.

### **Finance Committee:**

This committee has only one member. The main responsibility is to look at and do an informal audit of the Treasurer's reports and bank statements annually. A report is submitted that the audit is completed to the Board.

### **Historical Committee:**

This committee is the keeper of all old documents, programs, and pictures that document MFSRC history and the projects that our organization has worked on. The committee also takes pictures of Award winners at the Banquet and pictures of our speakers, sessions, work groups and conference activities.

### **Legislative Committee:**

This committee proposes, drafts and reviews legislation which is of interest to our organization. We also monitor legislation proposed by others. We often attend and testify at legislative hearings.

### **Newsletter Committee:**

This committee works cooperatively with the Child Support Community to gather news and events and puts together a quarterly newsletter.

### **Nominations & Elections Committee:**

This committee works to find interested members who would like to serve on the board or on various committees. They run the elections at conference and work to fill vacancies that may occur on the board.

### **Program Committee:**

This committee plans the annual MFSRC Training Conference. They review prior year's conference comments, decide on a conference theme, keynote speakers, giveaways, venue, breakout sessions and all other aspects of the conference.

### **Public Relations Committee:**

The Public Relations Committee promotes the mission of MFSRC and the support of Minnesota's children through various media. We attend and operate an informational display at many conferences across the State, participate in various committees and provide information to the public and child support professionals in order to encourage parents to provide for their children. We are always looking for people with creative minds to join this committee.

### **Registration Committee:**

This committee runs registration for the conference. Generally it is a county that takes this on (they do not need to have someone on the board) and that county would run registration for two years. Duties include: receiving all conference registration forms and payments; maintain and reconcile checkbook for deposits from registration payments and vendors and disbursements for conference expenses; keep a database of all registrant names; make name badges; organize packets for conference attendees; run the registration table at the conference site; report registration status, comments, and/or issues at Program and Board meetings; prepare an Income/Expense Statement at close of conference.

### **Website Committee:**

This committee maintains the content on the MFSRC website. Committee members update the site or work with our service provider to make sure the changes are made. The committee also maintains and updates the full membership email list and sends emails as appropriate. The committee is not responsible to create or draft email or web content.

## MFSRC Election Information

We want to give all members the opportunity to vote for MFSRC Board positions. A ballot box will be located by the registration table in the Front Lobby by a large ballot. We will be taking nominations from the floor at the Business Meeting on Monday and will list any additional names submitted at the Business Meeting on the ballots. If members are not able to attend the Business Meeting, they will have the opportunity to vote until 10:30 A.M. on Tuesday.

Your ballot is located in your registration packet. Ballots will not be distributed at the Business Meeting as each member is allowed one vote. **Please be sure to follow the instructions at the top of each page.**

We will announce the new Board Members on Tuesday at the Awards Luncheon.

**PLEASE NOTE** this is a re-districting year. The proposed districts are printed on the back of your program. The counties affected by the proposed change are: Big Stone, McLeod, Mille Lacs, Pope, Stevens, and Swift.

***The following MFSRC members are running for a position on the MFSRC Board:***

**2<sup>nd</sup> Vice Chair *Jennifer Stanfield, Carver County***

Jennifer has been employed as an Assistant Carver County working in the area of child support with the Carver County Attorney's Office for the last seven-and-a-half years. Previously she worked in the area of child support for the Supreme Court and Ramsey County. She has been involved with MFSRC for the last seven years, working on the Program Committee planning the annual fall conference, the Legislative Committee, and as a board member. She has enjoyed being an active member of MFSRC and would very much like to continue her involvement with MFSRC as 2<sup>nd</sup> Vice Chair. She would appreciate your vote!

**Secretary *Lori Hanson, Dakota County***

Lori has been a board member since 2009, first as an interim rep for MCRA, then as the secretary for the past 2 years. She is a Dakota County Program Trainer/Specialist and worked in child support for 11 years before becoming the PTS in a unit that is both child support and collections. She loves the ability to work with both the areas. Lori's passion is outreach and education, coordinating the jail visitation group, participating in the quarterly Family Law Clinic, and working with the MFIP orientation group. She has also worked for H&R Block for 18 tax seasons as both a tax preparer and an instructor. Lori wishes to continue in her position as Secretary, and would appreciate your vote.

**Treasurer *Teri Nielsen, Benton County***

Teri began employment with Benton County in June, 1999 as a Support Enforcement Aide, moving to a Child Support Officer in March, 2000. During her employment with Benton County, she has served on the MFSRC Board, the Program Committee for five years, Chair of the Registration Committee for three years, and is currently holding the Treasurer position. Teri would appreciate your support to continue her commitment to MFSRC as your Treasurer.

**1<sup>st</sup> District *We did not receive early nominations for this district***

Please consider running for the 1<sup>st</sup> District Representative. We will accept nominations from the floor.

**2<sup>nd</sup> District *Nancy Menssen, Watonwan County***

Nancy began working at Watonwan County in 1999 and has been the Collection Officer since 2004. She is active in MCRA and was secretary of that organization from 2006 to 2010. Nancy has served on the MFSRC board as Member At Large for three years and as a 2nd District representative for two years and would appreciate your vote to again represent the 2nd District.

**3<sup>rd</sup> District**    ***Kala Kolkind, Hennepin County***

Kala has been employed with Hennepin County Child Support since August, 1998. As a Child Support Officer, she worked on Enforcement Caseloads and worked as a Lead-worker for over nine of her thirteen years with Hennepin County. She was promoted to a Child Support Enforcement Supervisor in May 2010. During this time she served on the Training Committee as the facilitator for seven years and remains an active member on that committee. She has served as a member of the Client Information Session Committee for two years and two years on the Hennepin County Employee's Charitable Campaign where she was the Co- Chair in 2005 and as the Chair in 2006 of the Promotions Sub-Committee. Kala was the volunteer photographer for the Children and Family Services Newsletter for three years and has been a 3<sup>rd</sup> District MFSRC representative for the past two years. She has enjoyed her time as the MFSRC 3<sup>rd</sup> District representative over the last two years and is thankful for what she has learned. She is an active and goal oriented member of the committees she serves on. Kala looks forward to the opportunity to represent the 3rd District for a second term and would greatly appreciate your vote.

***Larry Heller, Hennepin County***

Larry started with Hennepin County in 1993 as a Financial Worker in the families division. In 1999 he joined the Child Support Division, beginning in interstate enforcement. Larry was nominated by his peers and awarded the 2003 County Mentoring award. In 1997 he transferred to instate enforcement as one of the enforcement review team members to make sure enforcement workers were receiving cases from establishment, paternity and interstate error free. He has assisted supervisors in making sure manual material is up to date and accurate. His current duties include maintaining the non-IV-D caseload and assisting clients who come to our office without appointments with their questions about their cases, so workers can continue to complete their duties without interruption.

***Linda Flykt, Hennepin County***

Linda has been employed with Hennepin County Child Support since 1999. As a Principle Child Support Officer, Linda worked on an Instate Enforcement Paying Caseload, the Instate Enforcement Self-Employed paying caseload, and is on a Diversity committee for Hennepin County. Linda has been a board member and involved in MFSRC since 2001. She has enjoyed being a part of the Program, History, and voting committee. Linda looks forward to representing the 3<sup>rd</sup> District and would really appreciate your vote.

***Mohamed Barre, Hennepin County***

Mohamed has been employed with Hennepin County Child Support since 2005. He was hired as a Somali Bilingual Child Support Officer and manages an Interstate Enforcement Caseload. Mohamed has served on the Diversity Project Committee—religious subcommittee for almost three years and was previously an active member of the Client Information Session. Currently, Mohamed is part of two temporary HHSPH Diversity Project subcommittees: Diversity Project Retreat and Diversity Project Survey. As you can see above, Mohamed has successfully participated in many committees and looks forward to the opportunity to represent the 3rd District and would really appreciate your vote.

**4<sup>th</sup> District**    ***Patrick Hest, Ramsey County***

Patrick began his employment with Ramsey County in 1995 as a law clerk. As an attorney, he has worked in the general civil division, the criminal division, and has been working in the child support division for the last 9+ years. His primary responsibilities include supervising law clerks and appearing in the Expedited Process. Patrick has been honored to serve on the board over the last two years and would appreciate your vote so he can serve a second term on the board.

**5<sup>th</sup> District**     ***Sandy Slocum, Sherburne County***

Sandy has been employed with Sherburne County since January 1997, holding positions of CSO and is currently a Collections Officer. Sandy is currently the Past Chair of MFSRC prior to serving as Chair, Vice Chair, and 2nd Vice Chair. Sandy has also held positions with Minnesota County Recovery Association (MCRA) from Secretary, Vice President and President. Sandy has been very involved in both MFSRC and MCRA. Sandy would appreciate your vote to represent the 5<sup>th</sup> District.

**6<sup>th</sup> District**     ***Jami Schwartz, Wright County***

Jami started in Wright County as a CSO in 1992 and later promoted to Administrative Process CSO. In 1998 Jami was hired as a Program Advisor in the CSED Training Unit. Jami trained all of the CSED courses and was lead trainer for several initiatives such as Legal Tracking, CORD, FIDM, online courses and the new guidelines. Jami returned in 2006 to Wright County as Financial Services Manager where she oversees the Financial, Health Care, Child Support, Child Care and Fraud programs. She looks forward to serving a 2nd term as your 6<sup>th</sup> District Representative.

**7<sup>th</sup> District**     ***Ruth Sundermeyer, Aitkin County***

Ruth has been employed with Aitkin County since 1980, starting as a CSO and moving into a supervisory position in 1992 but continued to carry a caseload. Ruth would be honored to continue as your representative for the 7<sup>th</sup> District.

**8<sup>th</sup> District**     ***We did not receive early nominations for this district***

Please consider running for the 1<sup>st</sup> District Representative. We will accept nominations from the floor.

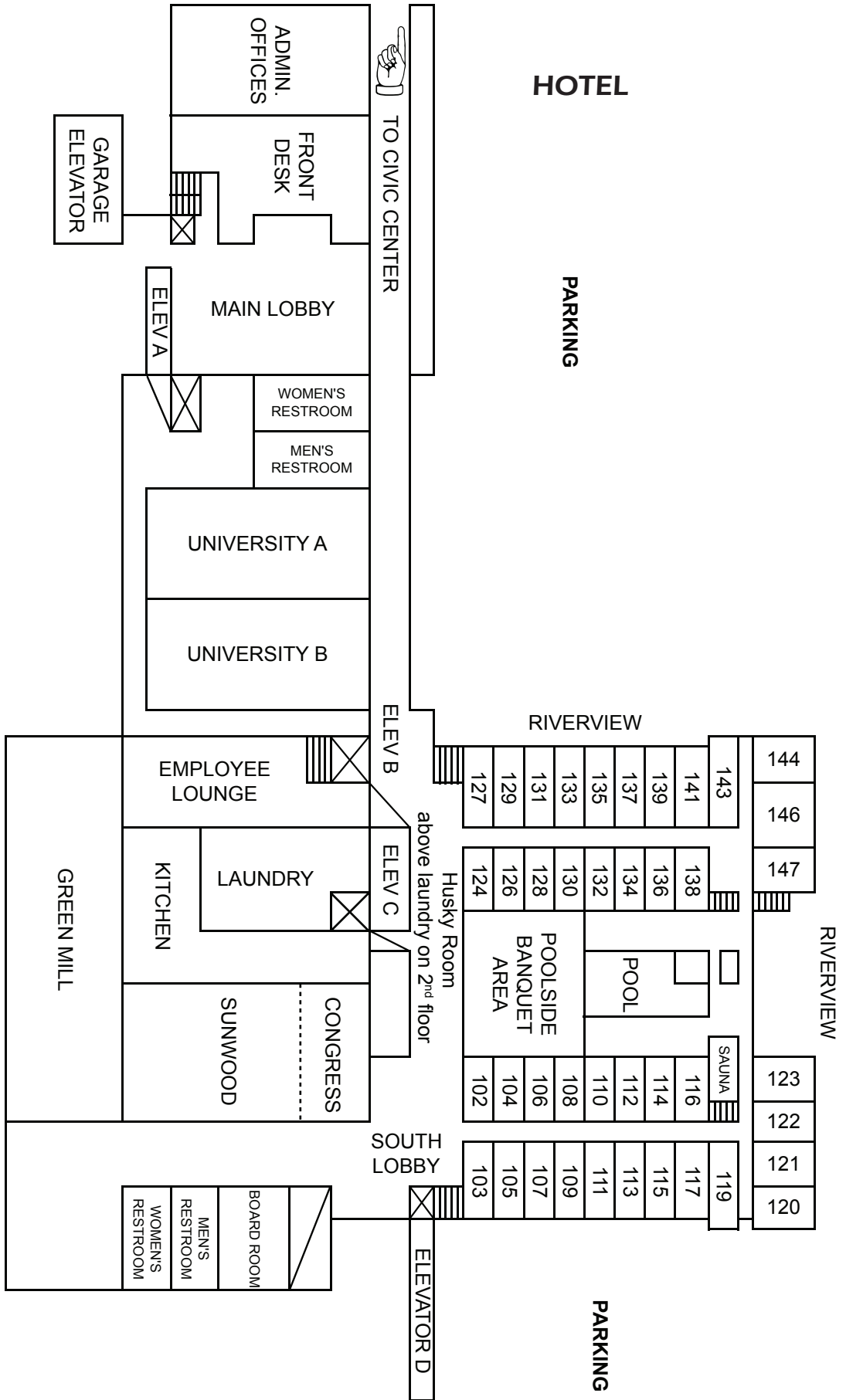
**Member**     ***Tracy Howe, Washington***

**At Large**  
(vote for two)     Tracy is currently a Senior Child Support Officer in Washington County. She has been working in the child support field since 1995. She has been a 5<sup>th</sup> district board member since 2003 and is the chairperson for the Newsletter and Website Committees. Tracy would be honored to continue to serve MFSRC as a board member at-large.

***Carol Taggart, DHS-CSED***

Carol has been in Child Support since 1989. She started in Scott County as a Collections Officer and later became a CSO with a general caseload. In 1993 Carol came to CSED as one of the first Policy Liaisons. Carol moved to the Training Unit in October of 1996 where she is team lead. Carol lead the project to redesign New Worker Training into a series of courses to allow learners to focus their training to specific job duties and piloted using webinars to provide training to child support professionals. Carol's duties include instructional design, technology-based training design, developing courses in all areas of the child support program, project support, and authoring user documentation. Carol has a degree in Elementary Education from Minnesota State University–St. Cloud. Carol taught elementary school and coached girls' basketball and volleyball. She also volunteered with the Train the Trainer program of the Viking Council, Boy Scouts of America for several years.

# Meeting Room Locations



**Meeting Room Locations**

**CIVIC CENTER**

