Minnesota Family Support & Recovery Council
45th Annual Training Conference
September 30–October 3, 2018
Best Western Plus Kelly Inn & River’s Edge Convention Center
SMI...Passion to Serve

www.smi-inc.com

SMI is focused on providing innovative technology to government agencies in the area of child support and accounting management solutions across the nation.

Our human services experts deliver industry leading solutions in the areas of:

- Child Welfare System Interfaces
- Payment Processing
- Child Support SDU Services
- Document Management
- Customer Service

smiONE™ VISA® Prepaid Debit Card Services

Going the EXTRA MILE with a Passion to Serve

Welcome to the 45th annual Minnesota Family Support and Recovery Council annual training conference! This year our theme is "A.S.K.: Always Seek Knowledge". John Locke wrote "The improvement of understanding is for two ends: first, our own increase of knowledge; secondly, to enable us to deliver that knowledge to others." In our positions as public servants, we are responsible not only for making sure our own knowledge and information is up to date, but for communicating that knowledge to our clients and the public. With the Final Rule and changes to many aspects of child support and collections, this is true today more than ever. We are proud to offer a training conference that aids in this continual increase in understanding and knowledge.

This year, our conference kicks off with "Child Support Experiences from a Father's Voice". Hearing about fathers' experiences with "the system" will help us all work better with the people we serve. Monday starts with our keynote speaker, H. Adam Harris. He will be discussing the ways issues of race and identity affect our work and our lives. He will encourage us to connect with ourselves so that we can better connect with others. Tuesday’s keynote speaker is Jack Stahlmann, a nationally known speaker from St. Paul, who will share his humor and message on how to leverage your "connect".

Of course, there are many wonderful training sessions to choose from! The program committee has put together a well-rounded program. There is something for everyone, from supervisors to line staff to attorneys to collections staff. And as always, there will be great food and networking opportunities. Green Mill will host us for Sunday evening networking, Chopper is back for a fun Monday evening dance party following dinner, and Tuesday evening features Happy Hour by the pool.

Please be sure to attend the annual business meeting on Monday afternoon. Nominations will be taken from the floor in case you have decided to run for office, and the candidates currently on the ballot will be introduced. There will also be door prizes!

VOTE/EVALUATE/VENDORS! Elections and evaluations are extremely important to MFSRC. Follow the instructions for voting so that you can be sure your vote is counted. Then, please take time fill out the conference evaluation forms in your folder. The Board reads each and every one and takes feedback and suggestions seriously. Take time to visit the vendors and thank them for their support of MFSRC. Without them, the door prizes would not be possible.

Finally, please thank the board and program committee members. Without their dedication and hard work, this conference would not be possible. It’s an amazing organization with amazing people, and I have been proud and honored to be its president for this past year. Thanks everyone!

A.S.K. and ENJOY!!!!

Lori Hanson
MFSRC President
WELCOME to the 45th annual Minnesota Family Support and Recovery Council annual training conference!

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Lori Hanson
MFSRC President
GENERAL ANNOUNCEMENTS

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

MEALS: See the menu in your program. If you have special dietary needs, see registration for further information.

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

COLLECTIONS WORKERS AND SUPERVISORS: DHS Special Recovery Program staff will be available at the SRU table (by registration) to help you make sure your county program is using the state resources available to run an effective and compliant program, and to answer any questions you may have.

DHS CHILD SUPPORT DIVISION: Staff from the DHS Child Support Division Help Desk, Policy and Planning, Program Support, Payment Center, Training, and System Modernization teams will be available at tables in the main lobby at various times to discuss your ideas and suggestions, and answer questions. A schedule will be posted by the table. Please stop by and chat!

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 10:15 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 MFSRC districts are printed on the back of the program.

NAME BADGES: You must wear your name badge for access to sessions and meals. 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. Name badges cannot be shared by attendees.

LANYARDS: To help you identify board members and speakers, we are using colored lanyards this year. Board members will wear pink, speakers will wear green, and all other attendees will wear blue.

SPONSORS: include the following in alphabetical order (as of the date the program went to print):

   Adult & Teen Challenge Minnesota • Courtland Consulting
   DNA Diagnostics Center • Informatix Inc • LabCorp • Metro Legal • SMI

CLE CREDITS: The CLE options listed below are based on full attendance of the conference from September 30 to October 3. Each session is marked. Attorneys can register online using the code 260162.

   10 Standard CLE credits and 1.25 Ethics Credits

BIOS: Be sure to check your program for interesting information on several of the speakers/presenters.

HANDOUTS: Handouts will be available online on the MFSRC web site, www.mfsrc.org. Printed Handouts will not be available at the conference.

EVALUATION FORMS: MFSRC values your feedback about the conference and individual sessions. You will have four evaluation forms in your registration packet; three forms are for the daily speakers and session content: Sunday/Monday sessions, Tuesday sessions, and Wednesday sessions, and one form is for the overall conference experience. Please take time to fill out the evaluation forms as you complete sessions. Forms can be turned in Monday and Tuesday at the registration table from the end of the last session until 5 P.M., and Wednesday at the back of the meeting rooms at the end of the last sessions. When you turn in your form(s), you will receive one ticket on which you will write your name, county, and phone number. Your ticket will be entered into a drawing for a daily prize drawing for Sunday/Monday, Tuesday, Wednesday, and Overall. You can turn in the overall conference experience form on Wednesday or earlier if you are not staying for Wednesday. Turning in your evaluations daily gives you more opportunities to win! You do not need to be present to win. If you forget to turn in the evaluation forms daily, please turn them in at the end of the conference—you still will have a chance to win the final prizes on the last day! Your feedback is tremendously helpful to plan future conferences.

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**DOOR PRIZES:** You will receive two tickets in your conference packet for Monday evening and Tuesday’s banquet. Additional tickets will be handed out at the business meeting and Tuesday hospitality. You must be present to win.

**HOSPITALITY:** Sunday evening appetizers provided in the Green Mill. Monday evening will be in the Sunwood Center with a cash bar and a DJ. Tuesday evening will be poolside for hospitality and networking.

**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.

**WI-FI INFORMATION:** Rivers Edge Convention Center Username is Rivers Edge (case sensitive), Password is 0701201804. For the Best Western Kelly Inn, the Username is stcloudbwki, Password is hotelguest.
Monday, October 1, 2018

7:45–8:45  Breakfast—Sunrise Buffet  Carlson Hall  
• Scrambled eggs with cheddar cheese, bacon, sausage, American fries, fresh fruit, caramel rolls, assorted pastries, muffins, and assorted beverages.

Noon–1:00  Lunch—Chef Salad  Carlson Hall  
• Assorted Deli meats, cheese, fresh breads, lettuce, sliced pickles, tomatoes, chef made soup, pasta salad, vegetable tray with Ranch dip, potato chips, and assorted beverages.

6:00–7:00  Dinner—Taco Buffet  Sunwood Center  
• Seasoned ground beef, seasoned and shredded chicken, red, yellow, and green peppers, refried beans, Spanish rice, hard and soft taco shells, shredded lettuce, cheese, onions, tomatoes, black olives, jalapenos, guacamole, sour cream, taco sauce, chips and salsa, and soda.

Tuesday, October 2, 2018

7:30–8:30  Breakfast  Carlson Hall  
• Thick cut French Toast with hot maple syrup, scrambled eggs, breakfast ham, fresh cut fruit, and assorted beverages.

11:30–1:00  Awards Luncheon  Carlson Hall  
• Sautéed Chicken Breast with Roasted Garlic Cream Sauce, Yankee Pot Roast, potatoes, fresh vegetable, house salad, fresh baked bread, dessert, and assorted beverages.

Wednesday, October 3, 2018

7:30–8:30  Breakfast  Poolside  
• Assorted muffins, hard boiled eggs, yogurt, and assorted beverages.
DTC works closely with Child Support Enforcement offices across the country to provide accurate and timely DNA paternity testing...

...So no child has to walk alone.

Paternity testing is an important part of the Child Support process, requiring highly accurate procedures performed by dedicated and caring professionals.

DNA Diagnostics Center (DDC) has provided this exceptional level of total service since 1994. We have tested over 8 million specimens, and have set the standard by leading the industry with accurate, timely results.

**Quality DNA Testing**
- Inclusions > 99.9% Probability
- Every Case Tested Twice
- Rapid Turnaround

**Legendary Service**
- Knowledgeable, Caring Case Managers
- DDC Direct Connect™ Online Case Status
- UIFSA & International Case Specialists

DDC’s laboratory is fully accredited by AABB, CLIA, CAP, NYSDOH, SCC, NATA, ACLASS (ISO/IEC 17025) and ASCLD/LAB-International.

1-800-310-9868  
contracts.dnacenter.com
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<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>County</th>
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<tbody>
<tr>
<td>Chairperson</td>
<td>Lori Hanson</td>
<td>Dakota County</td>
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<tr>
<td>First Vice Chair</td>
<td>Valisa L. McKinney, Child Support Magistrate</td>
<td>2nd Judicial District</td>
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<tr>
<td>Second Vice Chair</td>
<td>Tracy Pederson</td>
<td>Crow Wing County</td>
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<tr>
<td>Past Chairperson</td>
<td>Rene Grisham</td>
<td>Isanti County</td>
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<tr>
<td>Secretary</td>
<td>Ann Erickson</td>
<td>Itasca County</td>
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<tr>
<td>Treasurer</td>
<td>Holly Svea</td>
<td>Chippewa County</td>
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<tr>
<td>1st District</td>
<td>Jennifer Grausnick, Dakota County</td>
<td>Dakota County</td>
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<td></td>
<td>Lisa Kontz</td>
<td>Dakota County</td>
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<tr>
<td>2nd District</td>
<td>Jennifer Stanfield, Carver County</td>
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<td>Amy Danielson</td>
<td>Scott County</td>
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<tr>
<td>3rd District</td>
<td>Rachelle R. Drakeford, Hennepin County</td>
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<td>Gene Jacobson</td>
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<td>4th District</td>
<td>Patrick Hest</td>
<td>Ramsey County</td>
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<td>Stacy Runkle</td>
<td>Ramsey County</td>
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<td>5th District</td>
<td>Sandy Slocum</td>
<td>Anoka County</td>
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<td>Sherry Schwarzkopf</td>
<td>Sherburne County</td>
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<td>6th District</td>
<td>Jackie Wise</td>
<td>Morrison County</td>
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<td>Denise Kuehn</td>
<td>Brown County</td>
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<td>7th District</td>
<td>Rhonda Jaeger</td>
<td>Becker County</td>
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<td>Sandy Thorne</td>
<td>Clay County</td>
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<td>8th District</td>
<td>Julie Thompson</td>
<td>Chisago County</td>
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<td></td>
<td>Jennifer Ryan</td>
<td>Itasca County</td>
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<tr>
<td>Members at Large</td>
<td>Shila Walek</td>
<td>Isanti County</td>
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<td></td>
<td>Amy Overacker</td>
<td>Anoka County</td>
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<td></td>
<td>Rhonda Meyers</td>
<td>Hennepin County</td>
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<tr>
<td></td>
<td>James Demgen</td>
<td>DHS/CSD</td>
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</tbody>
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**Appointed Members**

- **DHS/CSD**: TBD
- **DHS Benefit Recovery**: Scott Wotzka
- **MACSSA**: Jami Goodrum Schwartz, Wright County
- **MCAA**: Melissa Rossow, Ramsey County
- **MCRA**: David Lovik, Scott County
- **MN DOC**: Lori Lofrano, Child Support Liaison
Adult & Teen Challenge
Minnesota

Freedom from addiction starts here.
# Program at a Glance

## Sunday, September 30, 2018

<table>
<thead>
<tr>
<th>Time</th>
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<tbody>
<tr>
<td>5:00–7:00</td>
<td>Registration</td>
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<td>6:30–8:00</td>
<td>Child Support Experiences from a Father's Voice</td>
<td>Sunwood Center</td>
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<tr>
<td>8:00–10:00</td>
<td>Networking</td>
<td>Green Mill</td>
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## Monday, October 1, 2018

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<tbody>
<tr>
<td>7:45–8:45</td>
<td>Breakfast</td>
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<td>Registration</td>
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<td>8:50–9:00</td>
<td>Welcome and General Announcements</td>
<td>Carlson Hall</td>
</tr>
<tr>
<td>9:00–10:30</td>
<td><strong>KEYNOTE:</strong> R.E.C.T.I.F.Y. H. Adam Harris</td>
<td>Carlson Hall</td>
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<tr>
<td>10:30–10:45</td>
<td>Break</td>
<td>Carlson Hall</td>
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<tr>
<td>10:45–11:45</td>
<td>Breakout Sessions:</td>
<td>Carlson Hall</td>
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<tr>
<td></td>
<td>• 2018 Federal, State, and County Perspectives of the IV-D Program</td>
<td>Carlson Hall</td>
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<td></td>
<td>• State Perspective for County Collectors (MCRA)</td>
<td>University A</td>
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<tr>
<td>Noon–1:00</td>
<td>Lunch</td>
<td>Carlson Hall</td>
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<tr>
<td>1:00–2:30</td>
<td>Breakout Sessions:</td>
<td>Weidner/Clarke/Edelbrock</td>
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<tr>
<td></td>
<td>• PERA A to Z</td>
<td>University B</td>
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<tr>
<td></td>
<td>• Data Reliability Audit, Incentives, Self-Assessment—Do you Know the Difference?</td>
<td>Weidner/Clarke/Edelbrock</td>
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<td></td>
<td>• The Hague Treaty and UIFSA</td>
<td>Sunwood Center</td>
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<td></td>
<td>• Fraud</td>
<td>University A</td>
</tr>
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<td></td>
<td>• Cultural Awareness in Child Support Practices: A Bridge Worth Building</td>
<td>Bell/Alexander</td>
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<tr>
<td>2:30–2:45</td>
<td>Break</td>
<td>Poolside</td>
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<tr>
<td>2:45–4:15</td>
<td>Breakout Sessions:</td>
<td>Bell/Alexander</td>
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<td></td>
<td>• Understanding Financial Assistance</td>
<td>University B</td>
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<td>• The Art of Execution</td>
<td>Sunwood Center</td>
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<td>• Bankruptcy Essentials</td>
<td>University A</td>
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<td>• MAXIS Overpayments 101</td>
<td>University A</td>
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<td></td>
<td>• The 2016 Final Rule: What's Done and What's Yet to Come?</td>
<td>Weidner/Clarke/Edelbrock</td>
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<tr>
<td>4:30–5:30</td>
<td>MFSRC Business Meeting</td>
<td>Weidner/Clarke/Edelbrock</td>
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<tr>
<td>5:30–11:00</td>
<td>Cash Bar</td>
<td>Sunwood Center</td>
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<tr>
<td>6:00–7:00</td>
<td>Dinner</td>
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<td>Dance</td>
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</tbody>
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Tuesday, October 2, 2018

7:30–8:30 Breakfast Carlson Hall
7:30–10:30 Registration Front Lobby
8:30–8:35 Announcements Carlson Hall
8:35–10:00 KEYNOTE: The Intangible “It” Jack Stahlmann Carlson Hall
10:00–10:15 Break Carlson Hall
10:15–11:30 Breakout Sessions:
  • Line Staff Roundtable Bell/Alexander
  • “Let’s Talk!” Supervisor Roundtable University B
  • Round Table Attorney Hot Topics Sunwood Center
  • MCRA/Collections Roundtable University A
  • Ask SIR Weidner/Clarke/Edelbrock
11:30–1:00 Awards Luncheon Carlson Hall
1:15–2:45 Breakout Sessions:
  • Federal Prison Re-Integration Simulation Bell/Alexander
  • Avoid Legal Pitfalls When Hiring and Performance Management: Making the Most of Your Human Resources University B
  • Custody, Parenting Time, and the New PEA: The Private Attorney Perspective Sunwood Center
  • DHS MA State Recoveries University A
  • Systems Modernization: Envisioning a New Era for Child Support Weidner/Clarke/Edelbrock
2:45–3:00 Break Poolside
3:00–4:30 Breakout Sessions:
  • The Hague Treaty and UIFSA (repeat) Bell/Alexander
  • The Three Ls and an R of Supervision University B
  • Contempt and Modifying Orders Under the Federal Final Rule Sunwood Center
  • Estate Recovery and Probate Basics University A
  • Parenting Expense Adjustment Weidner/Clarke/Edelbrock
4:40–5:30 MCAA Meeting for Elected and Assistant County Attorneys Husky
5:30–7:30 Happy Hour with light snacks Poolside
Dinner on your own

Wednesday, October 3, 2018

7:30–8:30 Breakfast Poolside
8:30–10:00 Breakout Sessions:
  • Behind the Curtains: The Economics of the Minnesota Child Support Guidelines and 2018 Parenting Expense Adjustment Dr. Jane Venohr Sunwood Center
  • Locating Clients and Basic Collections Strategies University A
10:00–10:30 Break/Check Out Poolside
10:30–Noon Breakout Sessions:
  • 2018 Legislative, Case Law, and CLV Update Sunwood Center
  • Foster Care 101 University A
12:15–1:30 **New MFSRC Board Meets** University B
## MFSRC’s Annual Training Conference Program

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This Sunday evening session will include some of the Fatherhood focused partners and their participants from across the state. They will share their experiences and interactions they have had with the child support system and the programs will share the partnerships they have developed with county child support offices. Even if you don’t have a fatherhood program in your county, hearing from participants about their experiences and perceptions will help us all work better with the fathers we serve.

Intended Audience: General Audience

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<td><strong>Keynote:</strong> R.E.C.T.I.F.Y.</td>
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Join me, H. Adam Harris, for a keynote discussing the ways in which issues of race and identity affect our work, lives, and spirits. So often we believe that these topics live in the head space: Did I say the right thing? Was that offensive? Am I even allowed to think that? When really the answers we are searching for live in the gut, in our feeling space. We really should be asking: How can I practice putting my feelings into action? What makes me feel the way I do? How do I begin connecting to myself, so I can better connect with others? The process begins by empowering yourself to think incisively about your own experience. All are welcome, as we look at ways to understand ourselves and others through a method I call R.E.C.T.I.F.Y.

Intended Audience: General Audience

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10:45–11:45 BREAKOUT SESSIONS:

1. **2018 FEDERAL, STATE, AND COUNTY PERSPECTIVES OF THE IV-D PROGRAM**
   Carlson Hall
   Tami Masuca—Program Specialist, Administration for Children and Families, US Department of Health and Human Services, OCSE
   Julie Erickson—Policy & Planning Supervisor, DHS/CSD
   Rhonda Antrim—Director, Traverse County Social Services

   Join this panel of experts in an overview of the current Federal, State of Minnesota, Tribal, and County IV-D Child Support programs. The speakers will present from their perspective, an historical view as well as a view forward of accomplishments, goals and initiatives relating to the highly complex program administration and equally complex legal aspects of the IV-D program. Audience members will have the opportunity to ask questions of these accomplished members.

   Intended Audience: All Child Support Professionals

2. **STATE PERSPECTIVE FOR COUNTY COLLECTORS (MCRA)**
   University A
   Scott Wotzka—TOP Coordinator/Claims Specialist, DHS
   Maria Tracy—TOP Specialist, DHS

   Staff from the Department of Human Services, Economic Assistance and Employment Supports Division will provide updates on organizational and legislative changes impacting the recovery of income assistance debt. The presentation will include an overview of 2018 MAXIS recovery statistics. Other topics to be covered will include, claims training initiatives, claims policy clarifications, status of Treasury Offset Program, MAXIS systems changes, and open Q and A.

   Intended Audience: Collection Officers, Supervisors

NOON–1:00 LUNCH

1:00–2:30 BREAKOUT SESSIONS:

1. **PERA A TO Z**
   Weidner/Clarke/Edelbrock
   Amy Collins—Benefit Counselor, PERA

   Amy will be sharing information relating to contributions, investing of those dollars, member vesting, retirement, disability and survivor benefits. We will also discuss the PERA website.

   Intended Audience: General Audience

2. **DATA RELIABILITY AUDIT, INCENTIVES, SELF-ASSESSMENT—DO YOU KNOW THE DIFFERENCE?**
   University B
   Kristen Lorsung—Child Support Performance Coordinator, DHS/CSD

   In this session you will learn about the Five Federal Performance Measures, the Data Reliability Audit and Self-Assessment. You will learn why the Office of Child Support requires each federal regulation, why they are important, how they work together and how they don’t.

   Intended Audience: Supervisors
3. THE HAGUE TREATY AND UIFSA

Susan Paikin—Senior Associate with Center for Support of Families

On January 1, 2017, the Hague Child Support Convention came into force in the U.S. As of July 1, 2018, the U.S. has a treaty relationship with 35 countries. The Uniform Interstate Family Support Act of 2008 (UIFSA) was designed to implement the treaty and includes new law and procedures for recognition and enforcement, establishment, and modification of support orders across national boundaries. This program focuses on such topics as: ex officio judicial review of an application under the treaty to recognize a foreign support order; challenges that the registered order is manifestly incompatible with public policy; enforcement of foreign support agreements; assistance with specific measures; direct requests to the court for recognition and enforcement of support orders; definitions of “state” and “foreign country;” enhanced evidentiary rules and forms; and continuing jurisdiction to modify an order when one party moves to another state and the other party resides in a foreign country. Time for questions will be given.

Intended Audience: Attorneys, Child Support Staff, Supervisors

4. CULTURAL AWARENESS IN CHILD SUPPORT PRACTICES: A BRIDGE WORTH BUILDING

Crystal Fairchild—Equity Coordinator, DHS/Healthcare
Bianca Lewis—Training Supervisor, DHS/CSD
Rosalva Hernandez—Help Desk Supervisor, DHS/CSD
Verona Mitchell—Equity Coordinator, DHS/Children & Family Services

This session will discuss Equity in the framework of Micro and Macro Aggressions and how they manifest in everyday work/life. We will use the World Café Method to host a large group dialogue around Racial, Gender, Sexual Orientation, Disability, Religion and Social Class Macro/Microaggression examples. This is a highly interactive session which will involve working with other session participants in small groups. Maximum of 42 attendees to allow for small group work.

Intended Audience: General Audience

5. FRAUD

Preston Cowing—Welfare Fraud Investigator, Collections Officer, and Child Support Process Server, Brown County
Jim Backlund—Welfare Fraud Investigator, Clay County

Public assistance and its requirements have changed greatly since Welfare Reform in the mid 1990’s. AFDC cash entitlement has been replaced by MFIP, DWP, Housing Grants and work requirements to receive cash assistance. The Child Care Assistance Programs have expanded its role in welfare to work. After a decade of public assistance roles decreasing, the numbers have increased since the start of the great recession in 2008. Eligibility requirements have been loosened up or eliminated completely over the last several years in the Supplemental Nutrition Assistance Program (SNAP) and Medical Assistance (MA). What have all these changes meant to Welfare Fraud? How are these programs being affected by the 2016 elections? This presentation is a basic overview of welfare fraud from the perspective of small and midsized county investigator’s. This is meant to be an interactive presentation with audience participation leading the presenter to specific areas of interest. Case studies if time allows.

Intended Audience: Collection Officers, Supervisors
2:45–4:15 BREAKOUT SESSIONS:

1. UNDERSTANDING FINANCIAL ASSISTANCE
   Bell/Alexander
   Jeff Digregorio—Financial Worker III, Ramsey County

   Are you confused by the rules Income Maintenance follows? As an experienced Financial Worker, Jeff will share insights into many aspects of their programs including: the application process, documentation or proof, understanding eligibility, compliance rules, GA and outpatient/inpatient treatment facilities, household composition, why someone might receive proof/documentation, the PRISM interface, impact on child support, case review of benefits, fraud (how to recognize and report, and the consequences), MAXIS navigation for child support, and popular MAXIS screens that can help us get more information.

   Intended Audience: General Audience

2. THE ART OF EXECUTION
   University B
   Dr. Bruce Miles—Ed.D. and Big River Group, LLC

   This session will present a set of strategies and techniques used by very effective leaders in government, education, nonprofits and in business to get followers to repeatedly choose the right path. Emphasis will be on using new strategies for communication, leadership, leveraging time and efforts, more effective planning, and decision-making strategies. Copies of all strategies and handouts will be available to participants on the MFSRC website.

   Intended Audience: General Audience

3. BANKRUPTCY ESSENTIALS
   Sunwood Center
   Scott Orrey—Support Enforcement Agent III, Ramsey County
   Susan Hanstad—Assistant County Attorney, Hennepin County

   Did you know that you can often get child support arrears paid in full in a Chapter 13 bankruptcy plan? Did you know you cannot take certain enforcement remedies while a bankruptcy plan is active against a debtor (e.g. contempt)? Over the past year, the Comprehensive Legal Vision Enforcement Group has been working on updating the DHS SIR bankruptcy manual to make a user friendly document for child support professionals as well as attorneys. This presentation will give you an overview of the work that has been done thus far as well as a 101 training on how to navigate your way through the bankruptcy process. Even more importantly, this presentation will address why getting involved in this process is an effective child support enforcement tool. Time will be given for questions.

   Intended Audience: Attorneys, Child Support Staff, Supervisors

4. MAXIS OVERPAYMENTS 101
   University A
   Scott Wotzka—TOP Coordinator/Claims Specialist, DHS
   Maria Tracy—TOP Specialist, DHS

   Staff from the Department of Human Services, Economic Assistance and Employment Supports Division will train on the basics of collecting on MAXIS Overpayments, and open Q and A.

   Intended Audience: Collection Officers, Supervisors
5. THE 2016 FINAL RULE: WHAT’S DONE AND WHAT’S YET TO COME? Weidner/Clarke/Edelbrock

Trish Skophammer—Child Support Services Director, Ramsey County
Jessica Raymond—Policy Analyst, DHS/CSD

The Flexibility, Efficiency and Modernization in Child Support Enforcement Programs (a/k/a Final Federal Rule) published in December 2016 significantly impacts much of our work in child support at both the county and state level. This session will focus on the Federal Regulations, policy and procedural changes implemented to date and a projected timeline for changes yet to come, with a focus on the case closure and medical aspects of the rule.

Intended Audience: Child Support Staff, Supervisors

Tuesday, October 2, 2018

7:30–8:30  BREAKFAST  CARLSON HALL

7:30–10:30  REGISTRATION  Front Lobby
8:30–8:35  ANNOUNCEMENTS  Carlson Hall
8:35–10:00  KEYNOTE: THE INTANGIBLE “IT”  Carlson Hall

Jack Stahlmann

Every movie star has an intangible quality that you can’t quite put your finger on…or can you? By sharing humorous (and humbling) tales of his Tinseltown adventures, Jack breaks down the “it” factor that makes certain actors stars in Hollywood and shares how you can go from a bit player to a superstar in your profession. In this session you will:

• Learn to channel your inner-Clooney through the simple steps of having the “it” factor.
• Discover the power of making someone else feel like the most important person in the room.
• Find ways to leverage your “connect” to improve business relationships.

Intended Audience: General Audience

10:00–10:15  BREAK  CARLSON HALL

10:15–11:30  BREAKOUT SESSIONS:

1. LINE STAFF ROUNDTABLE  Bell/Alexander

Tracy Pederson—Child Support Officer, Crow Wing County
Scott Orrey—Support Enforcement Aide III, Ramsey County

A true Child Support Worker Roundtable. We will break into small groups to discuss and exchange information on processes and procedures used in your agency. Come prepared to discuss your program and share information. What works? What hasn’t worked? Share experiences and lessons learned. The goal is that participants will leave this session and be able to return to their offices with potentially new ideas and approaches to their case-work.

Intended Audience: Child Support Staff, Supervisors
2. **“LET’S TALK!” SUPERVISOR ROUNDTABLE**  
Jodi L Krueger—Child Support Supervisor, Mower County  
Andrew J Pietsch—Child Support and Supportive Housing Supervisor, Blue Earth County  

We will discuss topics submitted through the Northern, Southern, and Metro supervisors groups. We are facilitating what we hope to be some lively discussions on the minds of supervisors around the State. This will be audience driven and participation is a must. Bring your topic and don’t be shy—“Let’s Talk!”

Intended Audience: Supervisors

3. **ROUND TABLE ATTORNEY HOT TOPICS**  
Lisa Kontz—Assistant County Attorney, Dakota County  
Amy Lukasavitz—Assistant County Attorney, St Louis County  
Jennifer Ryan—Assistant County Attorney, Itasca County

The focus of this Attorney Roundtable and Hot Topics session is the August 1, 2018 Parenting Expense Adjustment statutory change. There will be a focus on ethical considerations for public attorneys to be aware of in their limited role in family law cases and the positive and negative affects of decisions counties make on how to implement and interpret the law on the longevity of court orders. Discussion will be held about the Rules of Professional Responsibility relating to working with self-represented litigants, candor to the court, and the complex issues relating to legal advice versus legal information. Some concerns with the new Parenting Expense Adjustment law that will be discussed include the county’s role in determining overnight equivalents, past support using the old law or the new law, certain complex calculations, and how to explain the connection to parenting time orders and child support. Come prepared to share your thoughts and concerns about this shift in the child support laws and how it affects the work we do. Time will be allocated for panel discussion, group discussion, and for questions.

Intended Audience: Attorneys, Child Support Staff, Supervisors

4. **MCRA/COLLECTIONS ROUNDTABLE**  
Shawn Wagener—Collections Specialist, Scott County  
Lori Hanson—Program Trainer/Specialist, Dakota County

The Roundtable is a great informal format for you to ask questions and learn new information. As a group, we will touch on any collection-related topics that you might have questions on. Bring your questions and if you have a great policy or procedure to share, please share with the group.

Intended Audience: Collection Officers, Supervisors

5. **ASK SIR**  
Teri Nielsen—Payment Center Specialist, DHS/CSD  
Brian Balk—Program Trainer, DHS/CSD  
Joyce LaBrosse—Help Desk Lead, DHS/CSD

There is lost wisdom out there, bits and pieces of information that have been forgotten or not communicated. Sometimes people rely on info passed down from one cube to the next, but is that the best way to find the facts? We’ve gathered a DHS Trainer, a Payment Center Specialist and a Help Desk Lead to talk about some of the frequently missed truths that can affect your work. Join us as they talk about their experiences with this lost knowledge, answer your questions, and discuss how you can find the information you need in SIR.

Intended Audience: Child Support Staff, Collection Officers, Supervisors

11:30–1:00 **AWARDS LUNCHEON**  
CARLSON HALL
1:15–2:45 BREAKOUT SESSIONS:

1. FEDERAL PRISON REINTEGRATION SIMULATION
   Caralee Mortenson—Reentry Affairs Coordinator, FCI Sandstone
   Tonya Gajeski—Reentry, FPC Duluth
   Mike Weaver—Reentry, FMC Rochester
   Jamie Rigling—Reentry, FCI Waseca

   This interactive simulation is designed to help you identify potential challenges and develop realistic plans for your upcoming release from the Bureau of Prisons. It will also help you identify what you can do today to best prepare you for your successful reintegration back into society.

   Intended Audience: General Audience

2. AVOID LEGAL PITFALLS WHEN HIRING/PERFORMANCE MANAGEMENT:
   MAKING THE MOST OF YOUR HUMAN RESOURCES
   Karen Clayton Ebert—MCIT Senior Staff Counsel for Risk Control

   Hiring a new employee can be a time-consuming and demanding process. Public employers are required to navigate a series of laws, including state and federal nondiscrimination laws. This presentation points out some of the legal pitfalls that may be encountered by public employers during the hiring process. Issues involving personnel and employment always stimulate concern and can result in litigation. Critical to managing the human resource is the development and implementation of a performance management system. This session focuses on job descriptions, file maintenance, evaluations, dealing with unsatisfactory performance, discipline and other related issues.

   Intended Audience: Supervisors

3. CUSTODY, PARENTING TIME, AND THE NEW PEA:
   THE PRIVATE ATTORNEY PERSPECTIVE
   DeAnne Dulas—Attorney, Sheridan and Dulas, PA
   Karissa Richardson—Attorney, Law Office of Karissa Richardson
   Melissa Rosswovan—Director and Assistant County Attorney,
   Ramsey County Attorney’s Office, Human Services Legal Division

   Do you ever wonder why private attorneys do the things they do with cases? Come join two experienced attorneys who practice in the area of family law who can shed some light on the reasons. They will present their top 10 reasons child support attorneys and child support officers don’t like private attorneys being involved in cases. They will discuss client control, dealing with opposing attorneys, why orders may not be as clear as we would like, why they don’t help their former client after they have withdrawn from the case, why they settle cases that we think should be tried, why some cases seem to languish forever, and why some attorneys seem to be afraid of labels for parents. Why do private attorneys do what they do? Join these experienced family law attorneys who will also discuss how the new Parenting Expense Adjustment in Minnesota Statutes, Section 518A.36, and parenting plans and parenting time in general under Minnesota Statutes, Sections 518A.1705 and 518A.175 affects their decisions when representing clients in family court cases. The audience will have an opportunity to ask questions.

   Intended Audience: Attorneys, Child Support Staff, Supervisors
4. DHS MA ESTATE RECOVERIES
   Geneva Finn—SRU Manager, DHS
   Greg Lulic—SRU County Liaison, DHS

   Medical Assistance estate recovery is an ever evolving area of law that has changed greatly in the past five years. It is important for the counties and their attorneys to be advised of the changes in law as well as the Department’s current policies and procedures. This session will discuss the current law and policy of Minnesota’s Medicaid estate recovery program, to include litigation history, liens, claims, hardship waivers, annuities, special needs and pooled trusts as well as opportunities for questions from session attendees.

   Intended Audience: Collection Officers, Supervisors

5. SYSTEMS MODERNIZATION:
   ENVISIONING A NEW ERA FOR CHILD SUPPORT
   Weidner/Clarke/Edelbrock
   Jovan Knutson—Performance, Analytics, & Systems Supervisor, DHS/CSD
   Carol Thomas—Systems Modernization Team Lead, DHS/CSD

   This session will explore what systems modernization means for Minnesota by discussing where we are on the systems modernization journey and where we would like to be. This session will also provide attendees with an opportunity to ask questions and dispel any rumors they may have about systems modernization. This will be an interactive session. Please bring your smart phone if you have one.

   Intended Audience: General Audience
2. **THE THREE Ls AND AN R OF SUPERVISION**

Lisa Burkhartzmeyer—Child Support Supervisor, Scott County
Leah Bruch—Economic Support Supervisor, Washington County
Linda Olson—Program Supervisor, Dakota County
Ruth Sundermeyer—Child Support Supervisor, Aitkin County

Come join us for an interactive session talking about the Three Ls and One R of Supervision. OR…come listen to the three Ls (Linda, Leah and Lisa) and the one R (Ruth) talk about: Leadership, Longevity, Learning and Relationships and how it relates to supervising in the complex world of Child Support.

In this session we will discuss:
- Leadership—managing performance, setting boundaries (buddy to boss)
- Longevity—creating work life balance
- Learning—networking, getting involved and
- Relationship—team building, retention and recruitment.

We will offer practical advice, suggestions and helpful hints. There will be time to share ideas and have open dialog about real life experiences.

Intended Audience: Supervisors

3. **CONTEMPT AND MODIFYING ORDERS UNDER THE FEDERAL FINAL RULE**

Tina Morrison—Support Enforcement Agent III, Ramsey County
Autumn Nelson—Assistant County Attorney, Ramsey County
Karen Wangler—Assistant County Attorney, Dakota County

Please join us in a discussion about contempt, modifications, and determining ability to pay under the Federal Final Rule. The goal of the Final Rule is to “increase reliable child support for children by setting child support orders based on the Obligor’s earnings, income or other evidence of ability to pay. Orders set beyond a parent’s ability to pay can contribute to unintended consequences, such as unmanageable debt, reduced employment, participation in the underground economy, and increased criminal activities. The goals of this presentation are: (1) to explain the contempt-related provisions in the Final Rule and discuss the current CLV contempt workgroup, (2) to discuss "ability to pay" guidance from the Final Rule and give our thoughts on adjusting current practices as well as deviations, and (3) to discuss modifications and encourage counties to review, and if appropriate, modify more child support orders—either by county-initiated motion or county-facilitated stipulation. Time will be given for questions throughout the presentation.

Intended Audience: Attorneys, Child Support Staff, Supervisors
4. **ESTATE RECOVERY AND PROBATE BASICS**

   *Christine Carney—Assistant County Attorney, Anoka County*
   *Joseph Trojack—Assistant County Attorney, Dakota County*

**What is the Probate Estate? vs. What is the “estate” available for MA recovery?**
This section will include a discussion of Minnesota’s expanded definition of estate for MA recovery purposes, types of probate and non-probate assets, methods of transferring assets, real estate interests and continuing interests that exist in life estates and joint tenancies.

**MA Claims**
This section will address obtaining claims histories, securing the MA claim and a sample of different forms utilized depending upon the court proceeding; we will also explore working with families/heirs in obtaining payment of the MA claim without court proceedings; best practice tips and strategies will be shared.

**Probate Process**
This section will examine the more formal probate process: how to start a probate, appointment of PR/Special Administrator, sample forms, dealing with family/heirs, achieving payment of the MA Claim, and closure of the estate. This discussion will center on cases where the county is bringing the probate, as opposing to the family or heirs. Special topics will include solvent vs. insolvent estates and managing real estate within the proceeding.

Intended Audience: Collections Officers, Attorneys, Supervisors

5. **PARENTING EXPENSE ADJUSTMENT**

   *Tara Borton—Staff Attorney, DHS/CSD*
   *Mary VanNevel—Trainer, DHS/CSD*
   *Melissa Fischer—Help Desk Policy Team Lead, DHS/CSD*

By the time the 2018 MFSRC conference takes place, the new Minnesota Parenting Expense Adjustment will have been the law in Minnesota for two months already. This session will provide a brief review of the statutes that were changed and focus on the status of implementation and any issues that have come up. Attendees will also have the opportunity to share questions and comments they have received from case participants and private attorneys.

Intended Audience: Child Support Staff, Supervisors
Wednesday, October 3, 2018

7:30–8:30 BREAKFAST

8:30–10:00 BREAKOUT SESSIONS:

1. BEHIND THE CURTAINS: THE ECONOMICS OF THE MINNESOTA CHILD SUPPORT GUIDELINES AND 2018 PARENTING EXPENSE ADJUSTMENT
   Sunwood Center
   Jane Venohr, Ph.D—Economist and Research Associate, Center for Policy Research
   Melissa Rossow—Director and Assistant County Attorney, Ramsey County Attorney’s Office, Human Services Legal Division

   This session focuses on the new parenting expense adjustment. Since it became effective August 1, 2018, it has arguably taken center stage in family law. Recognizing the limitations of the prior parenting expense adjustment, the 2015 Minnesota Legislature authorized the creation of a child support workgroup. This group extensively reviewed alternatives and recommended the new adjustment after much consideration. The impact of the new adjustment is often in the limelight, but less known is that the new parenting expense adjustment has an economic basis. This session will explain the economic basis: how it considers the parenting expenses of each parent; how much is spent for the child’s housing, food, and other expenses; how the adjustment fits with the economics underlying the child support table and the self-support reserve; and other economic evidence relevant to the Minnesota child support guidelines. It will also explore how other states adjust for parenting expenses in their child support guidelines. Whether you work in the County Attorney’s Office, the Courts, in a Child Support Office or partnership agency, please join Jane Venohr and Melissa Rossow as they discuss the economics, laws and policies that have developed since the implementation of the 2007 Minnesota Income Shares Guidelines, and what ultimately drove the Minnesota Legislature to updating the Minnesota Parenting Expense Adjustment. Audience members will have the opportunity to ask questions and engage in the presentation.

   Intended Audience: Attorneys, Child Support Staff, Supervisors

2. LOCATING CLIENTS AND BASIC COLLECTION STRATEGIES
   Shawn Wagener—Collections Officer, Scott County
   Aileen Wagner—Collections Officer, Wabasha County

   This session will help you locate clients through Lexis Nexis/Accurint and help with basic collection techniques. With public assistance debts half the battle is locating your clients and then keeping up with where they move to and from, so that correspondence is forwarded to the correct address. By the end of this session you will have knowledge in how to locate clients, how often to try to locate clients, and when to give up trying to locate clients. You will also have a basic knowledge how to collect debts through proven techniques and methods.

   Intended Audience: Collection Officers

10:00–10:30 BREAK/CHECKOUT
10:30–Noon  BREAKOUT SESSIONS:

1. 2017 LEGISLATIVE, CASE LAW, AND CLV UPDATE  Sunwood Center
   Patrick Hest—Assistant County Attorney, Ramsey County
   Lisa Kontz—Assistant County Attorney, Dakota County
   Shila Walek Hooper—Chief Deputy Attorney, Isanti County

   Patrick and Lisa will discuss the new changes resulting from the 2018 legislative session that affect family law as well as some bills that did not pass but may be back in the 2019 legislation. They will update the audience as to the “state of child support” today and what issues they are anticipating for the future as well as discussing key state appellate decisions from October 2017 through September, 2018, relating to child support (both published and unpublished cases). Shila will give an update on the Comprehensive Legal Vision (CLV) workgroups.

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

2. FOSTER CARE 101  University A
   Lori Hanson—Program Trainer/Specialist, Dakota County
   Dave Lovik—Collections Specialist, Scott County

   This session will cover the basics of foster care as it relates to collections: IVE vs. Non-IVE, parental fees, child income assignments. Please feel free to bring your questions.

   Intended Audience: Collection Officers

12:15–1:30  NEW MFSRC BOARD MEETS  UNIVERSITY B
SPEAKER BIOGRAPHIES

JIM BACKLUND (Monday: Welfare Fraud 101) is a Welfare Fraud Investigator for Clay County, starting in 1991 as a Collections Officer and then becoming a Child Support Officer. He has been a Welfare Fraud Investigator with Clay County since 1996. Jim graduated from Moorhead State University with a Bachelor Degree in Criminal Justice and Political Science. He is a member of the Minnesota Fraud Investigator’s Association and the United Council on Welfare Fraud.

KAREN CLAYTON EBERT (Tuesday: Avoid Legal Pitfalls When Hiring/Performance Management: Making the Most of Your Human Resources) has provided risk management advice to MCIT members since 2003. Risk management advice includes following legislative and judicial trends that impact counties and other public entities in Minnesota; providing training on laws that affect counties and other public entities and making recommendations on resolving issues that affect MCIT members. MCIT provides support to its members to avoid lawsuits including those arising out of the employment relationship. Prior to joining MCIT Karen served many years in the county attorneys’ office.

AMY COLLINS (Monday: PERA A to Z) has been with PERA since January 2008. Starting in the calculations department, she moved into the education department in 2015 and has been there since. Amy conducts a variety of different programs. She enjoys assisting PERA members in understanding their benefits and finds the job both rewarding and challenging.

PRESTON COWING (Monday: Welfare Fraud 101) is the Welfare Fraud Investigator for Brown and Sibley Counties in Southern Minnesota. He is also the Collections Officer and Child Support Process Server for Brown County. Preston has worked in Brown County since 1994 and joined Sibley County in 1999. He is a Past President of the Minnesota Fraud Investigator’s Association; a member of the United Council on Welfare Fraud and in 2003 received his certificate as a Certified Welfare Fraud Investigator. Preston graduated from the University of South Dakota with a Bachelor’s Degree in Political Science with an emphasis in Criminal Justice.

DEANNE L. DULAS (Tuesday: Custody, Parenting Time and the PEA: The Private Attorney Perspective) is a shareholder and attorney at Sheridan & Dulas, P.A. Ms. Dulas has practiced in the area of family law for more than 22 years and represents clients throughout the state of Minnesota. Ms. Dulas has presented at CLEs on topics including child support, pre-nuptial agreements and legal ethics. Active in the legal community, Ms. Dulas is a longstanding member of the First District Ethics Committee and currently serves as the Committee Chair. Ms. Dulas has also served on the Board of Legal Assistance of Dakota County since 2001, currently serves on its executive committee and is a four-time past-president. Ms. Dulas was featured in Attorney at Law Magazine, November 2016 issue of Women in the Law, and presently hosts a monthly radio show on family law issues to educate the public on family law topics.

H. ADAM HARRIS (Monday: R.E.C.T.I.F.Y) is a Minneapolis-based actor, teaching artist, and cultural equity consultant. He works at the intersection of theatre, education, social justice, and community engagement. Recent theatrical credits include The Snowy Day, The Jungle Book and How the Grinch Stole Christmas at the Children’s Theatre Company. He has worked with the Guthrie Theater, Seattle Children’s Theater, Park Square Theatre, Pillsbury House Theatre, and Frank Theatre. He is a proud Penumbra Theatre Company member, credits with Penumbra include The Owl Answers, The Dutchman, The Ballad of Emmett Till, and The Amen Corner. Along with serving on the board, he is also a member of the Ten Thousand Things Artist Core, credits with the company include The Unsinkable Molly Brown, Dirt Sticks, and The Seven. H. Adam is the Education Coordinator at the Playwrights’ Center; Lead Teaching Artist/Facilitator at Penumbra Theatre Company; a resident teaching artist with the Guthrie Theater and the Children’s Theatre Company, and faculty at the St. Paul Conservatory for Performing Artists. In the upcoming year, he will perform in the world premiere of This Bitter Earth by Harrison David Rivers at the New Conservatory Theatre Center (San Francisco), the world premiere of Park & Lake by Kira Obolensky with Ten Thousand Things, and will speak for the trees, as the Lorax in the U.S premiere of the Dr. Seuss’s The Lorax at the Children’s Theatre Company and at The Old Globe (San Diego) a partnership production with The Old Vic (London).
TAMI MASUCA (Monday: 2018 Federal, State, and County Perspectives of the IV-D Program) is a Program Specialist with OCSE’s Region 5 office in Chicago, IL. She works with Minnesota’s IV-D program and the four Tribal IV-D programs located in Minnesota. Prior to beginning her career with OCSE in January 2013, she worked exclusively in Tribal IV-D programs beginning in 1999. She has extensive experience and knowledge of tribal child support issues and provides technical assistance and training on a regular basis. During her career, she has served on the National Tribal Child Support Association (NTCSA) board as a founding member; the National Child Support Enforcement Association (NCSEA) board; the Model Tribal System (MTS) Workgroup; the National Judicial-Child Support Workgroup; and two National Strategic Child Support Plan workgroups. She has been a member of OCSE’s workgroups that developed a tribal IV-D director’s resource guide and tribal budget toolkit and she recently served as a co-project manager for the Tribal Innovation Grants. Tami has successfully facilitated workgroup meetings between the State of MN Child Support Division and the four Tribal IV-D programs in MN that resulted in improved state-tribal communication, revisions to policies and procedures and updates to general business practices.

DR. BRUCE MILES (Monday: The Art of Execution) is the owner and CEO of the Big River Group, LLC. He has also been an Assistant Professor and taught Graduate and Doctoral coursework in the areas of leadership, research, planning, finance and personnel. He is a national-level presenter and trainer in the areas of strategic planning, organizational improvement, organizational conflict, and difficult employees. Bruce has worked as a consultant for the past thirty-one years and works with more than 8,000 participants/120 organizations each year.

SUSAN PAIKIN (Monday and Tuesday: The Hague Treaty and UIFSA) is a Senior Associate with the Center for the Support of Families (CSF), a Division of SLI Global Solutions, LLC. She works with the federal Office of Child Support Enforcement on policy, legal, and training issues surrounding interstate and international child support, including the 2007 Hague Child Support Convention and UIFSA 2008.

Susan was an official observer to the Uniform Law Commission drafting committees for all four iterations of UIFSA (1992, 1996, 2001 and 2008) and for the Uniform Parentage Act (UPA 2002). She has written and lectured extensively on a wide range of child support issues, and she has worked as a trainer for both NCJFCJ and the National Judicial College.

Before joining CSF, Susan served from 1978–1994 as a Master for the Family Court of Delaware and the court’s director of child support. Additionally, she drafted policies, procedures and cooperative agreements to enhance Delaware’s child support enforcement program and developed and updated Delaware’s first in the nation statewide child support (Melson) guideline formula.

Susan served as President of the Eastern Regional Interstate Child Support Association (ERICSA) and as Secretary of NCSEA. She also served on the Board of Editors for Delaware Lawyer for 24 years, including as issue-editor for seven volumes of this quarterly publication of the Delaware Bar Foundation. Recently, she co-authored, with Meg Haynes, “Reconciling” FFCCSOA and UIFSA, Family Law Quarterly, Vol. 49, No. 2 (Summer 2015). She is a member of the Bar of the Supreme Court of the State of Delaware and retired from the Bar of the Commonwealth of Pennsylvania.

KARISSA RICHARDSON (Tuesday: Custody, Parenting Time and the PEA: The Private Attorney Perspective) is a solo attorney, practicing in the area of Family Law. In addition to private family law clients, she represents low-income parties as court-appointed counsel in paternity actions in Dakota and Ramsey Counties and in CHIPS and contempt actions in Dakota County. Karissa is also a Guardian ad Litem with the Shakopee Mdewakanton Sioux Dakota Tribal Court. Karissa graduated from William Mitchell in 1997 and worked as a law clerk for Judge Spencer Sokolowski in Anoka County before becoming the staff attorney with Legal Assistance of Dakota County from 2000 to 2005. Since then, she has been in private solo practice, working primarily in Dakota and Ramsey Counties.
JACK STAHLMANN (Tuesday: The Intangible “It”) His entertaining and informative presentations are built around his experiences in Los Angeles as an actor, producer, director—and of course, a waiter. In Hollywood, he launched his own production company which created several films that enjoyed international success and was an Assistant Director for the Margaret Cho stand-up show, Cho Revolution. As an actor, his shining moment came in a co-star role on the CBS drama Cold Case, where he played a wimpy park ranger. He also appeared on Days of Our Lives and several commercials. Jack has been a regular contributor to The Huffington Post and currently resides in St. Paul, Minnesota.

JANE VENOHР Ph.D. (Wednesday: Behind the Curtains: The Economics of the Minnesota Child Support Guidelines and 2018 Parenting Expense Adjustment) is an Economist/Research Associate at the Center for Policy Research, Denver, CO. In the last 10 years, Dr. Venohr has assisted over 30 states with the review or development of their child support guidelines or the development of formulas for special factors such as shared-parenting time, low-income noncustodial parents, and additional dependents. She has provided expert testimony to several state legislative committees and state supreme court committees. Dr. Venohr’s other areas of research include employment programs for low-income obligated parents, medical child support, child support passthrough and disregard, childcare assistance, and Medicaid. Dr. Venohr has published child support guidelines articles in the Family Law Quarterly and the Journal of the American Academy of Matrimonial Lawyers. Dr. Venohr also teaches macroeconomics at Colorado Mountain College (CMC) and teaches business statistics at a medium-security prison as part of a small business degree offered by CMC. She has a Ph.D. in economics from the University of Colorado.
MFSRC BOARD POSITIONS

2nd Vice Chair: Responsibilities include working with the 1st Vice Chair regarding program content and planning of the Annual Conference, as well as working with and securing vendors for the conference. This position requires a four (4) year commitment as this position will move into:

- the 1st Vice Chair position in the second year—planning the conference program as the Program Committee Chair,
- the Chairperson in the 3rd year—running Board meetings and leading the organization, and
- the Past Chair remains on the Board for the 4th 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. The secretary also maintains and updates the full MFSRC Membership email list and sends emails as appropriate. 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 scheduled 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 the At Large position 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. All Board members participate in one of these two committees.

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

Generally, the Board meets four times per year in the St. Cloud area and once at the end of 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 nominations and selects 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, coordinating the location of registration, breaks and activities with the facility, coordinating the room and meal accommodations for the conference speakers and scholarship recipients, and making 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. The most essential function of this committee is that every five years the committee gathers 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 that the audit is completed is submitted to the Board annually.

Historical/Public Relations 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. They also take pictures of Award winners at the Banquet and pictures of our speakers, sessions, work groups and conference activities. This 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 and provide information to the public and child support professionals to encourage parents to provide for their children. We are always looking for people with creative minds to join this committee.

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.
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 the prior year’s conference comments, decide on a conference theme, keynote speakers, giveaways, venue, breakout sessions and all other aspects of the conference.

Registration Committee:
This committee runs registration for the conference. Duties include: receive 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 is not responsible to create or draft e-mail 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 large ballot. If members are not able to attend the Business Meeting, they will have the opportunity to vote until 10:15 A.M. on Tuesday.

Your ballot is in your registration packet. Ballots will not be distributed at the Business Meeting as each member is allowed one vote. The map of districts is printed on the back of your program. 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.

The following MFSRC members are running for a position on the MFSRC Board (if there are multiple candidates, they are listed in alphabetical order):

2nd Vice Chair Amy Overacker, Anoka County
Amy started in Anoka County in January of 2015 as a Child Support Enforcement Officer. After attending the MFSRC conference in 2015, she joined the Program Committee the following year, and was elected to the Board of Directors as a Member at Large in 2017. Amy has been an Enforcement Track Leader during her time on the Program Committee and looks forward to continuing to help advance MFSRC any way she can. With a Bachelor of Science Degree in Psychology, she has held many different types of non-governmental jobs working with people over the last nine years. Amy would like the opportunity to continue to serve on the Board of Directors in a more active capacity, so she can further use her strengths to promote positive experiences in MFSRC; which she will use to improve interactions for the participants and county workers.

Treasurer Holly Svea, Chippewa County
Holly began her Public Service in Benton County as a Financial Worker in 1993, moving to Otter Tail County in 1995. She started her Child Support career in Chippewa County in 2002 and was promoted in 2007 to her current position of Support and Collections Specialist/Lead Worker. Holly was the facilitator of the Southern Supervisors bi-monthly meetings for four years and was involved with the Parents Forever Program in Chippewa County. Prior to Public Service, Holly was a Bookkeeper in Seattle Washington for seven years and a Collections Coordinator for a Fortune 500 Company in Minnesota for six years. Holly currently serves as Treasurer of MFSRC and would very much appreciate your vote and support enabling her to continue to serve on the Board of MFSRC.

Secretary Anne Erickson, Itasca County
Anne has been employed with Itasca County since 1988: starting out as an Account Technician for Child Support, promoting to Child Support Officer in 1993 and Child Support Supervisor in 2013. She previously served on the MFSRC Board as a Member at Large from 1993 to 1995, as Secretary from 2002 to 2009, 8th District Representative from 2014 to 2017 and Secretary from 2018 to present. Anne has been involved with various committees during her time on the board. Anne would like to continue to serve as your Secretary for MFSRC and would appreciate your vote.
1st District  **Lisa Kontz, Dakota County**
Lisa is an Assistant Dakota County Attorney who has been practicing in the area of child support for more than 18 years. Prior to her current position, she was a judicial law clerk in the First Judicial District and worked as a law clerk for the Dakota County Attorney’s Office. She is a graduate of the University of Minnesota Law School, is a member of the Supreme Court Advisory Committee on the General Rules of Practice, is the co-chair of the Child Support Committee of the Minnesota County Attorney’s Association (MCAA), and represents MCAA on the Cooperative Agreement Review Committee. She is an elected board member of the Minnesota Family and Support Recovery Council (MFSRC), chair of the Legislative Committee of MFSRC and represents MFSRC on the Human Services Child Support Advisory Board and the Minnesota Child Support Guidelines Task Force.

2nd District  **Jolene Annen, Scott County**
Jolene has been employed with Scott County since 1994, starting as a Child Support Officer and then becoming a Lead Worker in 1999. She previously represented the 2nd District on the board from 2003 to 2009 and was on the Executive Board from 2009–2013, serving as Chair in 2012. She is the behind the scenes person on the awards committee who has been ordering the Conference plaques and certificates since 2004. Jolene would appreciate your vote for 2nd District Representative.

3rd District  **Carrie Segebrecht, Hennepin County**
Carrie Segebrecht has worked in the child support field for 18 years: starting in Washington County as a child support officer and transitioning to Hennepin County in 2010 where she continued her journey in the child support field. Her first position at Hennepin County was as a child support officer on a nonpaying team. She performed this job for 1½ years before being promoted to a supervisor position. She now supervises a nonpaying team and a review and adjust team. Carrie has played an active role in looking for ways to improve the child support program both within Hennepin County and at the state level. She is passionate about the program and believes we make a difference in the lives of the families we serve.

4th District  **Stacy (Stacia) Runkle, Ramsey County**
Stacy has been working for Ramsey County for 35 years. She started in the Library system in 1979 and has been with the Ramsey County Attorney’s Office, Child Support Enforcement Division since 1986. She was a clerk-typist back in the days when documents were hand written and the “word processor” was a large, noisy machine that occupied its own office. Stacy became a support enforcement agent in 1988 and a SEA III (CSO to the rest of the State) in 1993. She remembers CSES as more than a historical anomaly and participated in hearings in the Administrative Process. As an MFSRC Program Committee member since 2012, she understands that the only way to avoid being trampled by change is to participate in the process.

5th District  **Angela Petroske, Sherburne County**
Angela has been a Child Support Officer on a nonpaying team. She performed this job for 1½ years before being promoted to a supervisor position. She now supervises a nonpaying team and a review and adjust team. Carrie has played an active role in looking for ways to improve the child support program both within Hennepin County and at the state level. She is passionate about the program and believes we make a difference in the lives of the families we serve.
6th District  
**Kirsten Simonds, Stearns County**
Kirsten has been an Assistant Stearns County Attorney since 2007. In 2011, she began specializing in child support full time. Before that, she was a Judicial Law Clerk in Hennepin County. Kirsten appreciates the technical aspects of child support as well as the opportunity to help families. As a IV-D attorney, Kirsten has presented at both the MFSRC and MCAA conferences. She’s attended NCSEA on three occasions and enjoys sharing the knowledge she gained.

**Carrie Gilbertson, Renville County**
Carrie has been employed as a Child Support Officer for Renville County since September 2016. Prior to public service, Carrie worked as a software support specialist for a company in the fuel industry for five years and as a Collections Analyst and Collections Trainer for USBancorp for 12 years. Carrie looks forward to the MFSRC conference each year and enjoys meeting new people and learning new perspectives in Child Support. She would appreciate your vote and would love this opportunity to be more involved and to serve the 6th District!

7th District  
**Sandy Thorne, Clay County**
Sandy has been employed with Clay County since 1984, starting as a CSO and moving into a supervisory position in 1996. After joining the board in 1994, she has served on and chaired numerous committees, served a term as President and currently represents MFSRC on the Child Support Advisory Board. Sandy would appreciate your vote to continue to represent the 7th District.

8th District  
**Jennifer Ryan, Itasca County**
Jennifer has been an Assistant County Attorney since 2011 and practices primarily in the areas of child support, child protection and civil commitments. Prior to working at the Itasca County Attorney’s Office, Jennifer worked as a judicial law clerk in the Second and Ninth Judicial Districts. She is currently serving her second term on the MFSRC Board as the Eight District Representative and has been a speaker at previous MFSRC and MCAA child support conferences. Jennifer believes in the mission of MFSRC and would appreciate your vote to continue her service on the Board.

**Member At Large**  
**Shila Walek, Isanti County**
Shila is the Chief Deputy Isanti County Attorney and has been an attorney in that office for more than 12 years, practicing primarily civil law, including child support. She obtained her law degree from Hamline University School of Law in 2004. Prior to the county attorney’s office, she was a judicial law clerk in the Tenth Judicial District. Shila has been an MFSRC board member since 2010, where she has been active on the Program Committee, and served on the executive board. She is an active member of the Minnesota County Attorney’s Association, an executive committee member of the Comprehensive Legal Vision, and has been a legal education presenter numerous times in her career on the issue of child support. She has enjoyed engaging with, making contributions to and being a member of MFSRC, an organization dedicated to helping families.

**Juan Martinez, Clay County**
Juan has been employed with Clay County since 1992, starting as a Financial Worker and moving to a Child Support Officer in 1999. He previously served on the MFSRC Board as Past Chair, Chair, Vice Chair, 2nd Vice Chair and 7th District Representative. Juan would appreciate your vote to serve on the MFSRC Board as a Member at Large.
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Member
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At Large
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Informatix, Inc. is a management consulting and information technology company that has provided application software and information technology and management consulting services to government and private industry for over 30 years. Since our beginning in 1986, Informatix has grown into a premier consulting and solutions company, enjoying a solid reputation for delivering IT consulting services and technology.

Informatix has contracts in 38 States with offices in Michigan, Minnesota, Mississippi, Indiana, Arizona and Alabama; and data centers located in California, Georgia, Alabama, and Michigan.

Our services and products include:

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We are your MN Child Support Payment Center Software and Services provider and we are proud to be your partner in serving the clients of the MN Child Support program. If we can assist you with any of our local outsourcing, receipting software, document management software, or consulting service’s needs, please contact us.

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You Serve the Public. We Serve you. It’s that simple.

MFSRC PAST CHAIRPERSONS

1973–1974 Dennis E. Maher
1974–1975 Thomas B. Humphrey Jr
1975–1976 Doug Boler
1976–1977 Raymond F. Schmitz
1977–1978 Richard Risley
1978–1979 Thomas Sjorgren
1979–1980 Larry Oberg
1980–1981 Kay Dunkelberger
1981–1982 Lou Anderson
1982–1983 Pat Krauth
1984–1985 Maila Hedin
1985–1986 Jan Parker
1986–1987 Fred Buck
1987–1988 Jeff Ring
1988–1989 Kathy DeNeui
1989–1990 Myrna Rock
1990–1991 Jerry Schroeden
1993–1994 Maila Hedin
1994–1995 Cherié Mattson
1995–1996 Grant Forsyth
1996–1997 Martha Kindseth
1997–1998 Sandi Anderson/Sandra Torgerson
1998–1999 Grant Forsyth
1999–2000 Sandy Zarembinski
2000–2001 John Speakman
2001–2002 Theresa Olson
2002–2003 Cherié Mattson
2003–2004 Sandy Thorne
2004–2005 Rich Thielman
2005–2006 Bob Tipp
2006–2007 Julie Erickson
2007–2008 Juan Martinez
2008–2009 Jenna Penfield
2009–2010 Sandy Slocum
2010–2011 Melissa Rossow
2011–2012 Jolene Annen
2012–2013 Lori Lofrano
2013–2014 Jennifer Stanfield
2014–2015 Shila Walek
2015–2016 Nathan Neuhart
2016–2017 Rene’ Grisham
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