PROGRAM AT A GLANCE

Sunday, October 6, 2019

5:00–7:00  Registration  Front Lobby
6:30–8:00  The Opioid Crisis in Minnesota  Sunwood Center
8:00–10:00  Networking  Poolside

Monday, October 7, 2019

7:45–8:45  Breakfast  Carlson Hall
7:00–Noon  Registration  Front Lobby
8:50–9:00  Welcome and General Announcements  Carlson Hall
9:00–10:30  KEYNOTE:
  ECHOES OF WAR: COMBAT VETERANS IN THE LEGAL SYSTEM AND HOW WE CAN DO A BETTER JOB THIS TIME AROUND
  Brock Hunter  Carlson Hall
10:30–10:45  Break  Carlson Hall
10:45–11:45  Breakout Sessions:
  • 2019 Federal, State, and County Perspectives of the IV-D Program  Carlson Hall
  • State Perspective for County Collectors (MCRA)  University A
  • The Intersection of Child Protection and Child Support  Sunwood Center
Noon–1:00  Lunch  Carlson Hall
1:00–2:30  Breakout Sessions:
  • Child Support and Public Assistance 101
  • Performance Measures and Self-Assessment
  • Safety Concerns and Domestic Violence Screening  Sunwood Center
  • Public Assistance Overpayments  University A
  • Unpacking PEA
2:30–2:45  Break  Poolside
2:45–4:15  Breakout Sessions:
  • Line Staff Roundtable
  • Supervisor Roundtable
  • County Attorney Roundtable  Sunwood Center
  • Collections Roundtable  University A
  • Child Support Portal Alphabet Soup
4:30–5:30  Meetings:
  • MFSRC Business Meeting  Weidner/Clarke/Edelbrock
  • MCAA Meeting for Elected and Assistant County Attorneys: Civility in the Legal Profession  Husky
5:30–11:00  Cash Bar  Sunwood Center
6:00–7:00  Dinner  Sunwood Center
7:00–11:00  Networking, Trivia, and Clues. Oh My!  Sunwood Center
Tuesday, October 8, 2019

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:**
SEVEN STEPS TO FINDING JOY:
HOW TO TAP INTO AUTHENTIC HAPPINESS
Roxane Battle  Carlson Hall
10:00–10:15  Break  Carlson Hall
10:15–11:30  Breakout Sessions:
• Child Support and Incarceration 101 and 102  Sunwood Center
• Supervision 101 – A Deeper Dive  University A
• Technology and Social Media Ethics  Sunwood Center
• Bankruptcy  University A
• Child Support Task Force and CSD Community Outreach Update

11:30–1:00  Awards Luncheon  Carlson Hall
1:15–2:45  Breakout Sessions:
• Fun Facts of Tribal Child Support  Sunwood Center
• Avoiding Pitfalls When Hiring
• The Practical Application and Pitfalls of the Parenting Expense Adjustment
• DHS MA Estate Recoveries and Probate (part one)  University A
• Face the Facts: Understanding Urban Poverty (first of two possible sessions)

2:45–3:00  Break  Poolside
3:00–4:30  Breakout Sessions:
• DHS/CSD Innovations
• Performance Management: Making the Most of Your Human Resources  Sunwood Center
• Child Support Legal 101: The Quiz Show  University A
• DHS MA Estate Recoveries and Probate (part two)  University A
• Face the Facts: Understanding Urban Poverty (second of two possible sessions)

5:30–7:30  Happy Hour with light snacks  Poolside
Dinner on your own

Wednesday, October 9, 2019

7:30–8:30  Breakfast  Poolside
8:30–10:00  Breakout Sessions:
• Understanding the Role of Implicit and Explicit Bias: How to Grow a Welcoming and Inclusive Work Culture  University A
• Re-Organization  University A
• Keys to Self-Care

10:00–10:30  Break/Check Out  Poolside
10:30–Noon  Breakout Sessions:
• 2019 Legislative, Case Law, and CLV Update  Sunwood Center
• Out of Home Placements and Fee Determinations  University A

12:15–1:30  **New MFSRC Board Meets**  University B
### MFSRC’S ANNUAL TRAINING CONFERENCE PROGRAM

**Sunday, October 6, 2019**

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<td>5:00–7:00</td>
<td><strong>REGISTRATION</strong></td>
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<td>6:30–8:00</td>
<td><strong>THE OPIOID CRISIS IN MINNESOTA</strong></td>
<td>Sunwood Center</td>
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<td>Rick Moldenhauer—Human Services Program</td>
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<td>Consultant/State Opioid Treatment Authority, Behavioral Health Division, DHS</td>
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<td>This course of instruction will discuss patterns and prevalence of opioid use (heroin and diverted pharmaceuticals, along with methamphetamine) in Minnesota. Special attention will be paid to the greatest demographic impacts such as geographic location, race, and disparity of presentation in treatment admissions. After review of demographics and treatment admission, discussion will turn to symptoms of intoxication and withdrawal with focus on differential assessment and diagnosis.</td>
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<td>Intended Audience: General Audience</td>
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<td>8:00–10:00</td>
<td><strong>Networking</strong></td>
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**Monday, October 7, 2019**

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<tr>
<td>7:45–8:45</td>
<td><strong>BREAKFAST</strong></td>
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<td>7:00–Noon</td>
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<tr>
<td>8:50–9:00</td>
<td><strong>WELCOME AND GENERAL ANNOUNCEMENTS</strong></td>
<td>Carlson Hall</td>
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| 9:00–10:30 | **KEYNOTE:**  
|           | ECHOES OF WAR: COMBAT VETERANS IN THE LEGAL SYSTEM AND HOW WE CAN DO A BETTER JOB THIS TIME AROUND | Carlson Hall         |

Brock Hunter—Attorney, Veteran’s Court Initiative, Veteran’s Defense Project

*The number of military veterans and service members in the criminal justice system has increased significantly over the past several years. This presentation will explore the realities of combat trauma, its emerging history, and how, untreated, it can lead veterans into contact with the legal system. It will also cover ways in which the legal system is responding, to do a better job in dealing with the generation of veterans than we have done in the past. Many counties are utilizing Veteran’s Courts to assist veterans in receiving treatment and probation vs. incarceration. Understand the struggles veterans have today, which affect their ability to pay child support, and learn what we might be able to do to help.*

Intended Audience: General Audience

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<td>CARLSON HALL</td>
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10:45–11:45 BREAKOUT SESSIONS:

1. **2019 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
   - Shaneen Moore—Director, DHS/CSD
   - Ruth Sundermeyer—Retired Supervisor, Aitkin County
   
   Join us for a presentation on the current status of our Federal and State of Minnesota Child Support programs. Speakers will present from each of their own perspectives, a 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. Former supervisor of Aitkin County, Ruth Sundermeyer, will speak on “Growing our Own Replacements” and how she believes agencies can and should prepare for the loss of staff by training new staff and encouraging growth within right from the start.

   Intended Audience: All Child Support Professionals

2. **STATE PERSPECTIVE FOR COUNTY COLLECTORS (MCRA)**
   - University A
   - Scott Wotzka—TOP Coordinator/Claims 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 2019 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

3. **THE INTERSECTION OF CHILD PROTECTION AND CHILD SUPPORT**
   - Sunwood Center
   - Rebecca Morrisette—Assistant County Attorney, Hennepin County
   - Jennifer Ryan—Assistant County Attorney, Itasca County
   
   This session will discuss the ways child protection and child support intersect from the establishment of paternity and child support to the suspension of support obligations if obligors become caregivers of their children or their parental rights are voluntarily or involuntarily terminated. There will also be discussion about the timing, best forum and methods for establishing paternity when child protection is open and best practices and ways to share information between child protection and child support to ensure that the best interests of children are protected when domestic violence is involved or adoption is likely.

   Intended Audience: Attorneys

NOON–1:00 LUNCH CARLSON HALL

1:00–2:30 BREAKOUT SESSIONS:

1. **CHILD SUPPORT AND PUBLIC ASSISTANCE 101**
   - Molly Carlton—Interim Supervisor Cash Unit, Ramsey County
   - Ginny Haves—Financial Worker 3/Lead Worker in MFIP/CCAP Unit, Ramsey County
   
   This information session will touch on the basics of GA/MSA, MFIP, and CCAP programs. We will be discussing eligibility, ongoing case management processes, child support requirements, and how child support can affect these programs.

   Intended Audience: General Audience
2. PERFORMANCE MEASURES AND SELF-ASSESSMENT
DHS Presenter—DHS/CSD
Jovan Knutson—Performance Analytics and Systems Supervisor, DHS/CSD

In this session we will explore the five Federal Performance measures, Data Reliability, and Self-Assessment. You will learn why the Office of Child Support Enforcement requires them, why they are important, how they work together, and how they don't. We will also have a discussion on different strategies to improve performance through the use of reports and other case management tools. Bring your questions and your smart phone when you join us — this will be an interactive session!

Intended Audience: Supervisors

3. SAFETY CONCERNS AND DOMESTIC VIOLENCE SCREENING
Sunwood Center
Francine Mocchi—County Attorney Division Chief, Family Law Division, Anoka County
Johanna Klinkner—Manager of Community Advocacy, Anna Marie’s Alliance

Child support has a unique role in reducing the risk of violence and helping survivors achieve economic independence. Come discover new concerns about confidential addresses in cases that have safety concerns; learn what to focus on to increase victim safety while accessing the child support program; and improve the effectiveness at establishing and enforcing orders for victims.

Intended Audience: Attorneys, Child Support Staff, Supervisors

4. PUBLIC ASSISTANCE OVERPAYMENTS
University A
Scott Wotzka—Treasury Offset Program Coordinator/Claims Specialist, DHS

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

Intended Audience: Collection Officers, Supervisors

5. UNPACKING PEA
Tara Borton—Staff Attorney, DHS/CSD
Mary VanNevel—Trainer, DHS/CSD
Kim Foster—Help Desk Policy Lead, DHS/CSD
Melissa Fischer—Team Lead, Program Support Unit, DHS/CSD

It's been over a year since the new Parenting Expense Adjustment (PEA) law took effect. Geared towards child support lines staff, this session will include a parenting expense adjustment (PEA) refresher; PRISM GUWD and web calculator updates; and discussion of trends, pain points, and issues that CSOs encounter.

Intended Audience: Child Support Staff, Supervisors

2:30–2:45 BREAK

2:45–4:15 BREAKOUT SESSIONS:

1. LINE STAFF ROUNDTABLE
Tracy Beehler—Child Support Officer, Crow Wing County

A true child support round table. Small group discussion in an effort to exchange information on processes and procedures used within your agencies. Come prepared to discuss your program and share information as well as ask questions of others in relation to topics set before you. What works? What hasn't worked? Share experiences and lessons learned. The goal is that participants in this session will be able to return to their offices with potentially new ideas and approaches to their case-work.

Intended Audience: Child Support Staff
2. **SUPERVISOR ROUNDTABLE**  
Jodi Krueger—Child Support Supervisor, Mower 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. Bring your questions/discussion items and best practises to share. This is always a popular session with a great deal of sharing on a variety of topics. Hope to see you there!_

Intended Audience: Supervisors

3. **COUNTY ATTORNEY ROUNDTABLE**  
Jennifer Cooklock—Assistant County Attorney, Carver County  
Barb McFadden—County Attorney, Kanabec County  
Jessica Raymond—Policy Analyst, DHS/CSD  
Chuck Weber—Assistant County Attorney, Hennepin County  

_Topics to be discussed will include: (1) Contempt and the ability to pay determination: alternatives; factors to consider at first stage and second stage hearings; scenarios. (2) Enforcement of child support orders from foreign countries; real case example. Discussion of how Hague convention or bi-lateral agreements relate to UIFSA enforcement; what to do if registration of foreign order is challenged. (3) The status of the 2018 version of the Uniform Parentage Act. And so much more! This session is all about sharing new and old ideas, asking questions and finding solutions together!_

Intended Audience: Attorneys, Child Support Staff, Supervisors

4. **COLLECTIONS ROUNDTABLE**  
Beth Bisciglia—Collections Supervisor, Dakota County  
Lori Hanson—Program Trainer/Specialist, Dakota County  

_The Roundtable will have a little different format this year. Using the “World Café” format, we will ask questions giving participants an opportunity to share ideas and learn new information. Questions and Ideas for discussion will be gathered from MCRA members prior to conference._

Intended Audience: Collection Officers, Supervisors

5. **CHILD SUPPORT PORTAL ALPHABET SOUP**  
Lydia Monaham—Interstate Central Registry Lead, DHS/CSD  
Shelly Hockaday—Trainer, DHS/CSD  
Courtney Garnand—Federal Office of Child Support  

_Join us to find out how the letters of the alphabet can help you process your intergovernmental cases more efficiently! A representative from the Federal Office of Child Support Enforcement will complete live demonstrations of the tools available through the Child Support Portal. The session will cover applications available for Minnesota to use from the Electronic Document Exchange (EDE) application to the Query for Interstate Cases for Kids (QUICK) application and more._

Intended Audience: Child Support Staff, Supervisors
**MEETINGS:**

1. **MFSRC BUSINESS MEETING**  
   Weidner/Clarke/Edelbrock

2. **MCAA Meeting for Elected and Assistant County Attorneys:**  
   Husky Room  
   CIVILITY IN THE LEGAL PROFESSION  
   Lisa Kontz—Child Support Enforcement Division Head, Dakota County  
   Melissa Rosow—Director, Human Services Legal Division, Ramsey County  
   Dana McKenzie—Attorney and Qualified Neutral, Cheney-Hatcher & McKenzie  
   Resolution Center

   The line between zealous advocacy and behavior that is inappropriate and beneath the practice can be a fine one. The ABA Rules of Professional Conduct can be used as guiding principles of civility in the practice of law. Discover effective and ethical tools for managing incivility.

   Intended Audience: Attorneys

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<td>Networking, Trivia, and Clues. Oh My!</td>
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Join us for a fun night of networking, escape rooms, and trivia. Win prizes and bragging rights alongside your Child Support and Collection colleagues.

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**Tuesday, October 8, 2019**

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<td>8:30–8:35</td>
<td><strong>ANNOUNCEMENTS</strong></td>
<td>Carlson Hall</td>
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<td>8:35–10:00</td>
<td><strong>KEYNOTE:</strong> SEVEN STEPS TO FINDING JOY: HOW TO TAP INTO AUTHENTIC HAPPINESS</td>
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Roxane Battle  
*Life is hard. For all of us. That’s a fact. But what if we could find joy during difficult times? What if there was a way to smooth out the lumps of life and experience authentic happiness, even when, especially when, life gets hard? In this engaging and highly inspirational keynote, popular Twin Cities’ television personality and award-winning author Roxane Battle shares her Seven Steps to Finding Joy, based on her own life story and best selling book, Pockets of Joy. Roxane knows first-hand happiness can be found and here’s a hint: it’s an inside job.*

Intended Audience: General Audience

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<td>10:15–11:30</td>
<td><strong>BREAKOUT SESSIONS:</strong></td>
<td>Carlson Hall</td>
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<td>1.</td>
<td><strong>CHILD SUPPORT AND INCARCERATION 101 AND 102</strong></td>
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Lori Lofrano—Child Support Liaison, Department of Corrections

*This session will provide an overview as to the best practices in working a case where a party is incarcerated. We will also discuss some new issues and best practices, including interstate wage jobs and how they can affect child support and some new programs in MN prisons to help address needs of this unique population.*

Intended Audience: Child Support Staff, Supervisors
2. **SUPERVISION 101 — A DEEPER DIVE**  
Leah Bruch—Economic Support Supervisor, Washington County  
Lisa Burkhardtzmeyer—Child Support Supervisor, Scott County  
Linda Olson—Program Supervisor, Dakota County  
George Mietzner—Family Support and Assistance Program Manager, Olmsted County  

Join us for a continuation of last year's presentation—Three L's and an R of Supervision. The three "L's" will be joined by George Mietzner who is taking the "R's" place as Ruth has retired after many, many years in Child Support. George has spent many hours developing an onboarding excel spread sheet which covers onboarding and initial training plans.

This year we will answer the questions that were submitted after the session. It will include On-boarding new employees along and initial training plans; an interactive segment on "What would you do"; Leadership-building your bench; and more on team building.

****It is not necessary to have attended last year's session to attend this session! ALL ARE WELCOME!

Intended Audience: Supervisors

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3. **TECHNOLOGY AND SOCIAL MEDIA ETHICS**  
Siama Brand—Senior Assistant Director, Office of Lawyers and Professional Responsibility  

Love it or hate it, technology and social media are here to stay. The headlines showcase pitfalls on a daily basis. Office of Lawyers Professional Responsibility joins us to discuss what attorneys need to be aware of in these ever changing areas.

Intended Audience: Attorneys, Child Support Staff, Supervisors

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4. **BANKRUPTCY**  
Stephen Behm—Attorney, Behm Law Group, LTD.

This session will be a Q&A surrounding the topic of Bankruptcy, particularly in the world of Collections. What is dischargeable and what is not? What is the difference between Chapter 7 and Chapter 13? What are the implications on enforcement remedies?

Intended Audience: Collection Officers, General Audience

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5. **CHILD SUPPORT TASK FORCE AND COMMUNITY OUTREACH UPDATE**  
Jessica Raymond—Policy Analyst, DHS/CSD  
Kim Foster—Team Lead, Policy Help Desk, DHS/CSD  

This is a combined session to provide updates on the Child Support Task Force and the Child Support Division's current community outreach efforts. The Child Support Task Force was created by the Minnesota Legislature in 2016 to advise the commissioner of DHS on matters relevant to maintaining effective and efficient child support guidelines. The task force submitted its final report in July of 2019 and it contains a number of recommendations on how the guidelines may be improved to best serve Minnesota families. This session will provide an overview of the work and recommendations of the task force as well as a comprehensive update on the Child Support Division's most recent community engagement work with the Father Project and Parents in Community Action.

Intended Audience: Child Support Staff, Supervisors, Attorneys

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11:30–1:00 **AWARDS LUNCHEON**  
CARLSON HALL
1. **FUN FACTS OF TRIBAL CHILD SUPPORT**
   Raegan Hendrickson—Manager, White Earth Nation
   Rachel Sablan—Manager, Mille Lacs Band
   Sue Robinson—Manager, Leech Lake
   Jerry Loud—Manager, Red Lake Nation

   Each Tribe will have some frequently asked questions and answers from their offices. Speakers will discuss how each tribe works differently and give any updates they have within their offices. They will discuss some issues they run into with the counties and the State of Minnesota. There will be time at the end of the presentation for questions and answers from the audience.

   Intended Audience: General Audience

2. **AVOIDING LEGAL PITFALLS WHEN HIRING**
   Karen Ebert—MCIT Senior Staff Counsel

   Hiring a new employee can be a time-consuming and demanding process. Public employers are required to navigate a series of laws, including federal and state nondiscrimination laws. This presentation points out some of the legal pitfalls that may be encountered by public employers during the hiring process. It also provides practical tips for making legally defensible hiring decisions.

   Intended Audience: Supervisors

3. **THE PRACTICAL APPLICATION OF THE PARENTING EXPENSE ADJUSTMENT**
   Amy Anderson—Assistant County Attorney, Ramsey County
   Tara Borton—Staff Attorney, DHS/CSD
   Tom Kelly—County Attorney, Olmsted County
   Gretchen Kewitsch—Child Support Officer, Dakota County
   Jennifer Ryan—Assistant County Attorney, Itasca County

   Now that you have been working with the PEA, you might have discovered a few pitfalls that can occur. Join us for this interactive session using different fact scenarios to calculate the parenting expense adjustment. Come to the session eager to explore how well you know the PEA and common solutions to the pitfalls that can arise.

   Intended Audience: Attorneys, Child Support Staff, Supervisors

4. **DHS MA ESTATE RECOVERIES AND PROBATE (part one)**
   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, pooled trusts, and probate. There will be opportunities for questions from session attendees. Discussion continued from 3:00-4:30.

   Intended Audience: Collection Officers, Supervisors
5. FACE THE FACTS: UNDERSTANDING URBAN POVERTY (first of two possible sessions)
Megan Young—Operations and Marketing Manager, Greater Minneapolis Community Connections

_Urban Immersions_, a program of Greater Minneapolis Community Connections (GMCC), engages groups of youth and adults in discussion and critical thinking on poverty and privilege combined with hands on service and learning experiences. This simulation allows participants to walk in the shoes of those living in poverty in our communities, by making tough choices as a family of five living on a limited budget to stimulate awareness, openness and learning.

Intended Audience: General Audience

2:45–3:00 BREAK

2:00–4:30 BREAKOUT SESSIONS:

1. DHS/CSD INNOVATION
Theresa Ogreen—Accounting Officer Sr., CSPC
Jacqueline Forrester—Team Lead, Systems Modernization
Bruce Erickson—Policy and Communications Coordinator
Carol Rydberg—Human Services Program Representative II

_Ever wonder what technical, payment, and systems advances the state’s Child Support Division is currently working on? This session will discuss where we are at on the systems modernization journey, as well as provide information on new payment acceptance efforts such as PayNearMe and MoneyGram, cash kiosks, and accepting credit cards. We will also provide information on the digital marketing grant which included texting. Bring your questions and your smart phone when you join us, as this will be an interactive session._

Intended Audience: Child Support Staff, Supervisors, Collections Officers

2. PERFORMANCE MANAGEMENT: MAKING THE MOST OF YOUR HUMAN RESOURCES
Karen Ebert—MCIT Senior Staff Counsel

_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. An effective performance management system provides for consistent and uniform treatment and development of employees, and can be an organization’s best defense when dealing with an aggrieved employee. This session focuses on job descriptions, file maintenance, evaluations, dealing with unsatisfactory performance, discipline and other related issues._

Intended Audience: Supervisors

3. CHILD SUPPORT LEGAL 101: THE QUIZ SHOW
Lisa Kontz—Child Support Enforcement Division Head, Dakota County Attorney’s Office
Melissa Rossow—Director, Human Services Legal Division, Ramsey County

_How does a case become a IV-D child support case, how is a county notified, how is venue determined, paternity/parentage? Study up before this session with your Minnesota CLE Child Support Summary guide and other materials you have received for this conference. Then come prepared to test your knowledge of Minnesota’s IV-D child support program during this fast paced, entertaining session._

Intended Audience: Attorneys, Child Support Staff, Supervisors
4. DHS MA ESTATE RECOVERIES AND PROBATE (part two)  
University A  
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, pooled trusts, and probate. There will be opportunities for questions from session attendees. A continuation of the 1:15-2:45 session.

Intended Audience: Collections Officers, Attorneys, Supervisors

5. FACE THE FACTS: UNDERSTANDING URBAN POVERTY  
(second of two possible sessions)  
Megan Young—Operations and Marketing Manager, Greater Minneapolis Community Connections  

Urban Immersions, a program of Greater Minneapolis Community Connections (GMCC), engages groups of youth and adults in discussion and critical thinking on poverty and privilege combined with hands on service and learning experiences. This simulation allows participants to walk in the shoes of those living in poverty in our communities, by making tough choices as a family of five living on a limited budget to stimulate awareness, openness and learning.

Intended Audience: General Audience

5:30–7:30 Happy Hour with light snacks  
DINNER ON YOUR OWN  

Wednesday, October 9, 2019

7:30–8:30 BREAKFAST  
8:30–10:00 BREAKOUT SESSIONS:

1. KEYS TO SELF-CARE  
Tracy Beehler—Child Support Officer, Crow Wing County  
Amy Overacker—Child Support Officer, Anoka County  
Lori Hanson—Program Trainer/Specialist, Dakota County  
Valisa McKinney—Child Support Magistrate, 2nd Judicial District  
Carrie Gilbertson—Carrie Gilbertson, Renville County

Too often we forget about ourselves in our everyday work. We sit at our desks typing away or tucking our phones into the crooks of our necks. The clock ticks by with little or no regard for whether or not we remembered to get up from our desks with the exception of the occasional biological break, eating lunch, getting some fresh air, or just taking a break. This session will provide tips and tricks to help you focus on taking care of you while in the office in order to continue to provide excellent customer service and thrive in your professional lives. Come and join us for relaxation, fun, and gain some new keys to your own self-care.

Intended Audience: General Audience
2. RE-ORGANIZATION
Susan Berg—Support Enforcement Aide, MN Prairie County Alliance
Heather Hart—Support Enforcement Aide – Intake, MN Prairie County Alliance
Lisa Poppe—Child Support Officer, MN Prairie County Alliance
Sandy Nordman—Child Support Lead, MN Prairie County Alliance

In 2015, Dodge, Steele, and Waseca counties merged their human service departments into one new, multi-county agency – Minnesota Prairie County Alliance (MNPrarie). The purpose of MNPrarie is to improve outcomes of safety and wellness for residents by taking advantage of efficiencies that can be garnered from a larger organization, aligning and merging policies and processes, and applying technology to offer services of a consistent, high quality. Come hear about the new team model the child support unit operates under, including function-based legal teams and alpha-split enforcement caseloads. We will also discuss the efficiencies gained as well as challenges encountered along the way.

Intended Audience: Child Support Staff, Supervisors

3. UNDERSTANDING THE ROLE OF IMPLICIT AND EXPLICIT BIAS: HOW TO GROW A WELCOMING AND INCLUSIVE WORK CULTURE
Sunwood Center
Maria Mitchell—Assistant County Attorney, Ramsey County
Verona Mitchell—Director of Equity and Inclusion, DHS/Children and Family Services
Melissa Rosso—Director, Human Services Legal Division, Ramsey County
Patina Park—Executive Director, Minnesota Indian Women’s Resource Center

Come join a group of experts in this 2-part learning experience. The first part will allow participants to explore the intercultural development continuum and the intercultural development inventory (IDI). Using the descriptive orientations of the IDI, participants will learn about their cultural approaches and also how to effectively work across cultural differences. The second part will provide participants the opportunity to learn how explicit and implicit bias impacts their practice, how to foster and maintain a diverse and inclusive workforce to better serve the children and families of Minnesota through the complex laws and systems in which we work.

Intended Audience: Attorneys, General Audience

10:00–10:30  BREAK /CHECKOUT

10:30–Noon  BREAKOUT SESSIONS:

1. 2019 LEGISLATIVE, CASE LAW, AND CLV UPDATE  Sunwood Center
Patrick Hest—Assistant Director, Human Services Legal Division, Ramsey County
Lisa Kontz—Child Support Enforcement Division Head, Dakota County Attorney’s Office
Sara Lauthen—Assistant County Attorney, Ramsey County
Lori Hoff—Supervisor, Dakota County

Come join in on the annual update of which laws were passed by the State Legislature; which were not; what it means for Assistant County Attorneys and Child Support Professionals; and the review of the significant case law that has been released since last year’s conference. Members of the Comprehensive Legal Vision project, a project designed to reduce the number of differences amongst counties relating to the implementation of state and federal child support law and policy will review its progress as well as its plans and expectations for the future. Members of the audience will be able to share their own experiences with case law and ask questions of these legal and program experts.

Intended Audience: Attorneys, Magistrates, Supervisors, Child Support Staff
2. **OUT OF HOME PLACEMENTS AND FEE DETERMINATIONS**

   Lori Hanson—Program Trainer/Specialist, Dakota County
   Dave Lovik—Collections Specialist, Scott County
   Sandy Slocum—Collections Manager, Anoka County

   Come discuss the various ways counties are determining parental fees. Also discussed will be the implications of child income (SS, child support, adoption subsidy), TEFRA and Waiver programs, and Rule 5 on determining parental fees. Lori will touch on reading the new tax forms.

   Intended Audience: Collection Officers

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

ROXANE BATTLE (Tuesday: Seven Steps to Finding Joy: How to Tap into Authentic Happiness) is a veteran television journalist, author and mom. Her award-winning memoir, *Pockets of Joy: Deciding to Be Happy, Choosing to Be Free* (Whitaker House 2017), became an Amazon best-seller in multiple categories.

Following her successful television news career as an anchor and reporter at the Minneapolis NBC affiliate KARE-TV, Roxane now works as a creative consultant and contributing host on *The Jason Show* on FOX9-TV. She is a nationally sought-after speaker, frequently delivering keynotes on the topics of finding joy, navigating life transitions and work-life merge. As a contributing writer, Roxane was named an Architect of Change on mariashriver.com, has been featured on the cover of *Working Mother* and profiled in *Ebony* magazines, the *Minneapolis Star Tribune* and *St. Paul Pioneer Press*.

A native of St. Paul, Minnesota, in 2015 the Girl Scouts of River Valleys, named Roxane an Honorary Lifetime Girl Scout. She is a member of the business networking group TeamWomen and serves on The Sanneh Foundation Board of Directors and the Park Square Theatre Community Advisory Board.

Roxane is a graduate of the University of Minnesota-Twin Cities where she studied journalism and theater arts. She completed her master's degree in journalism at the University of Missouri-Columbia. As a Minnesota State Arts Board grantee, Roxane was recently tapped as an Assistant Director for a Dowling Studio production at the world-renowned Guthrie Theater.

She enjoys cycling around the Minneapolis chain of lakes and has completed four consecutive Iron Girl duathalons. Roxane now runs 5Ks for fun and enjoys feeding homemade mac and cheese to her family and friends. Her books are available at major booksellers nationwide.

SIAMA CHAUDHARY BRAND (Tuesday: Technology and Social Media Ethics) is a Senior Assistant Director with the Office of Lawyers Professional Responsibility. Her responsibilities include investigating and prosecuting complaints of professional misconduct against Minnesota lawyers. She also formerly served as the staff attorney to the Client Security Board. She received her B.S. in Business Administration from the University of North Carolina at Charlotte and her J.D. from Hamline University School of Law.

MOLLY CARLTON (Monday: Child Support and Public Assistance 101) is currently an interim Supervisor for the GA/MSA cash unit at Ramsey County. She has worked with Ramsey County since 2011 but came to work with Financial Assistance in 2013 where she started as a Financial Worker 1 in the GA/MSA Adults unit. She's had experience working with GA/MSA, SNAP, Health Care and CCAP. Molly has taken part in different pilot programs (Print-to-Mail and Script) and committees that assist workers in processing cases with hopes to reduce error rates and make processing more efficient.

KAREN EBERT (Tuesday: Avoiding Legal Pitfalls When Hiring) is staff counsel for MCIT providing risk management advice to members. Prior to MCIT she was a county attorney for 12 years and is very familiar with the various responsibilities and mandates undertaken by counties and other public entities. Karen has worked for MCIT since 2003 and received her Minnesota attorney license in 1988.

GINNY HAYES (Monday: Child Support and Public Assistance 101) has worked for Ramsey County since 2001 and is currently a Financial Worker 3/Lead Worker in the MFIP/CCAP unit. She's had experience working with SNAP, MFIP, Health Care Waivers, and CCAP. Ginny was instrumental in creating a partnership between Financial Assistance and Public Health for Teen Parent programs.
BROCK HUNTER (Monday: Echoes of War: Combat Veterans in the legal system and How We Can Do a Better Job This Time Around) is a criminal defense attorney who proudly defends the rights of individuals in both state and federal courts. He has a strong background of providing powerful legal guidance to his clients, in and out of the courtroom.

Brock has former experience as a U.S. Army Recon Scout and focuses his defense on psychologically injured veterans dealing with criminal court and advocates on their behalf within the justice system. Throughout the years of his professional career, Brock has honed his legal skills to ensure that clients are receiving the best possible representation for their legal matter.

Brock has Served as the President and Legislative Chair for the Minnesota Association of Criminal Defense Lawyers (MACDL) and received the Special Achievement Award in 2009 from MACDL. Brock also received the 2011 Professional Excellence Award – the Minnesota State Bar Association’s “most prestigious award” which recognizes his efforts to advance the legal profession as a whole, and the administration of justice.

Brock also has experience helping draft and lead the passage of Minnesota’s Veterans Sentencing Litigation Act which addresses combat trauma in criminal sentencing.

JOHANNA KLINKNER (Monday: Safety Concerns and Domestic Violence Screening) has worked as an advocate with Anna Marie’s Alliance for 22 years. She provided 15 years of service as a Criminal Justice Intervention Advocate. In this position she provided direct services to crime victims; engaged in systems change work through participation on the Benton and Stearns County’s Family Violence and Sexual Assault Councils; served on the Children’s Justice Initiative Team-Benton County; and has served on the Benton County Human Services Case Consultation Team. She facilitated Men’s Education groups through the St. Cloud Intervention Project and facilitated Women’s Educational and Support groups through the same program.

Johanna has co-facilitated Violence Intervention groups at the Benton County Jail and has engaged in studies in the Criminal Justice Program at St. Cloud State University. Through Anna Marie’s speaker’s bureau, Johanna educates community members and agencies about domestic abuse. She has also testified on several occasions as an Expert witness on Domestic Abuse. Johanna is a member of the St Cloud area Metro Citizens Police Academy Alumni Association, and she is a certified member of the Community Emergency Response Team.

TAMI MASUCA (Monday: 2019 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.

DANA MCKENZIE (Monday: Civility in the Legal Profession) is a shareholder of Cheney-Hatcher & McKenzie. In addition to her mediation and collaborative law practice, she serves as a financial and social early neutral evaluator, parenting consultant, and custody evaluator. She has an extensive background in child support, having served as the Manager of Policy and Planning for the MDHS Child Support Enforcement Division; on the Board of Directors for the National Child Support Enforcement Association; on numerous state and federal workgroups related to child support; and as the co-chair of the Assisted Reproductive Technologies Subcommittee of the Minnesota Uniform Parentage Act Task Force. She is a frequent CLE and keynote speaker and writes a weekly appellate case law summary read by 700 family law professionals.
MARIA MITCHELL (Wednesday: Understanding the Role of Implicit and Explicit Bias: How to Grow a Welcoming and Inclusive Work Culture) is a graduate of the University of Minnesota Law School and is an Assistant Ramsey County Attorney, currently working as a trial attorney in the area of Child Protection. Prior to her work in Ramsey County, Maria was an Assistant Hennepin County Public Defender where she was a trial attorney who represented adult clients in criminal matters and was the Judicial Law Clerk to the Honorable Tonya M. Bransford in Hennepin County. Maria has served as President of the Minnesota Association of Black Lawyers, assists Law Students as an Adjunct Writing and Representation Professor at the Michell-Hamline School of Law, and serves on the Board of Directors of Women's Advocates. Maria actively participates in Bar Association Activities and frequently teaches continuing legal education and community education.

VERONA MITCHELL (Wednesday: Understanding the Role of Implicit and Explicit Bias: How to Grow a Welcoming and Inclusive Work Culture) is the Director of Equity and Inclusion at DHS Children and Family Services Administration. In that role, Verona provides Diversity and Inclusion activities, including providing direction, development, training, technical expertise, coordination and support for Divisions Diversity and Inclusion Committees and Office Teams. She also designs and conducts organization-wide D&I data gathering through agency-wide Listening Sessions and works with Managers to create fully functioning organization-wide Diversity Committees to ensure all elements of the Unified Diversity and Inclusion Plan are communicated and implemented. She serves as Adjunct Faculty with the College of St. Scholastica relating to the theories and application of diversity awareness and management in the corporate area to graduate level students. She is also the Founder and Chief Executive Officer of CulTives & Associates, LLC, the mission of which is to support and foster cultural understanding and partnership through experiential experiences and education that brings people to a greater understanding of themselves and others on a cultural plane. Prior to working in her current role, she was a Training and Development Specialist with MN-DHS Enterprise Office of Technology Information and was an Urban Program Manager for Junior Achievement of the Upper Midwest. Verona received her PhD and M.A. in Public Policy Administration from Walden University and is licensed and certified in the Myer Briggs Inventory and Intercultural Development Inventory.

RICK MOLDENHAUER MS, LADC, ICADC, LPCC (Sunday: The Opioid Crisis in Minnesota) is a Human Services Program Consultant/State Opioid Treatment Authority representative, at the Behavioral Health Division, DHS. Rick has 36 years of experience in a wealth of settings involving substance use disorder treatment. He is on a variety of State and Federal initiatives involving best practices and committees for various purposes, has received both State and National awards for his work. He is an author, frequent speaker and technical assistant in quality delivery of chemical dependency services.

PATINA PARK (Wednesday: Understanding the Role of Implicit and Explicit Bias: How to Grow a Welcoming and Inclusive Work Culture) is executive director at the Minnesota Indian Women's Resource Center, a 30-year-old nonprofit dedicated to providing culturally-appropriate holistic programming to heal, preserve and strengthen Native American women and their families. She is Cheyenne River Sioux and an adult-adoptive. Patina has enjoyed working throughout Indian Country and with state and county government agencies nationwide, training on topics including Federal Indian Law, working with Native Communities, historical trauma, and poverty and the impact on families. Patina is also co-author of Best Outcomes for Indian Children, Child Welfare Volume 91(3)(2012).

MEGAN YOUNG (Tuesday: Understanding Urban Poverty) has been with Greater Minneapolis Community Connections for three years. Although her official job title is Operations and Marketing Manager, she is most passionate about the training work she does with the Urban Immersions program. Her background is grounded in intentional communication, organizational leadership, large and small group facilitation, and leading youth.