Ohio Child Support Professionals Association

FALL TRAINING

October 19-20, 2026

HILTON POLARIS

8700 LYRA DRIVE
COLUMBUS, OHIO 43240

(614) 885-1600

2026 EVENT INFORMATION

EDUCATE. ADVOCATE. SUPPORT.

OCTOBER 19 - 20, 2026 | IN-PERSON FALL TRAINING @ HILTON POLARIS

CONFERENCE FEES

FULL CONFERENCE REGISTRATION

$400 - Member $800- Non-Member

ONE DAY REGISTRATION

$300 - Member $600- Non-Member

CONFERENCE PRESENTER FEE

$200 - Member

MEMBER COUNTY REGISTRATIONS

All member counties will receive their free registrations according to their dues class.

CONFERENCE OVERVIEW

All attendees for Monday will automatically be registered for the opening remarks at 9:30am and plenary session from 10:00am-12:00pm.

CERTIFICATION

- 9.5 Hours of Continuing Legal Education Requested (CLE)
- 9.5 Hours of Hearing Officer Continuing Credit Approved (HOCC)

REGISTRATION DEADLINE

- October 9, 2026

INVOICES

Invoices will be sent after the conference

HOTEL INFORMATION

Hilton Columbus/Polaris
8700 Lyra Drive
Columbus, OH 43240
614-885-1600

RESERVATIONS MUST BE MADE BY:

September 26, 2026

RATE:

$180/night for single or double rooms

Visit our website for the link to book your room online.

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IMPORTANT CONFERENCE INFORMATION

Before Conference

- Register by **10/9/26**
- App will be launched by **10/14/26.**
- Download the App prior to arrival to retrieve your personal schedule with session room locations
- You can see the sessions you registered to attend in the App by going to the Agenda/My Schedule
- Review the conference handouts icon and download/print your session handouts from the app before **10/16/26** as copies will not be provided at the conference
- Watch the App tutorial here if you are new to using the App

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During the Conference

- Check in at the registration desk to receive your badge and free gift
- Find your session room using the map and your personal agenda with your session room locations
- If you are attending for CLE or HOCC credit, you will be **required** to:
  - Sign the pink sheets for every CLE or HOCC Session you attend
  - Fill out an evaluation for each CLE/HOCC session you attend

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After the Conference

- Fill out the overall conference evaluation
- CLE/HOCC attendees MUST complete an online **affirmation form** by **10/30/26**
- - The link in the Conference Handouts icon of the App will be active after the conference concludes
- Review handouts for sessions you were unable to attend, download and save
- For CLE, check your online Supreme Court record to ensure credit was applied to your account by **12/1/26**

CALENDAR OF EVENTS

October 19, 2026

8:30 - 9:30	Registration/Light Breakfast
9:30 - 12:00	Opening/General Session
12:00 - 1:30	Lunch (on your own)
1:30 - 2:45	Early Afternoon Sessions
2:45 - 3:15	Break
3:15 - 4:30	Late Afternoon Sessions

October 20, 2026

8:00 - 8:30	Registration/Light Breakfast
8:30 - 9:45	Early Morning Sessions
9:45 - 10:15	Break
10:15 - 11:30	Late Morning Sessions
11:30 - 1:00	Lunch (on your own)
1:00 - 2:15	Early Afternoon Sessions
2:15 - 2:45	Break
2:45 - 4:00	Late Afternoon Sessions

10/19/26 OPENING SESSION

9:30

Opening Remarks

Join our OCSPA Executive Director, President, and Conference Chairs in kicking off our Fall Training.

10:00

The Power of Positivity CLE HOCC

Cultivating public confidence in government starts at your office! This interactive session will help staff at all levels, from case workers to attorneys to directors and administrators to cultivate a positive, productive, and collaborative work environment. Using real work examples, participants will develop practical strategies to strengthen communication with the public and with peers, strengthen resilience, and build habits that support personal and team well-being. A healthier workplace culture in government agencies can reduce burnout and improve the delivery of critical services to the children and families who depend on us.

12:00

Recommended Staff: Attorneys, Hearing Officers and All Staff

10/19/26 WORKSHOPS

1:30

Professional Conduct - Part One: Understanding Burnout, Compassion Fatigue, and Ethical Practice CLE HOCC

Attorneys in the human service field are deeply committed to supporting children and families, but the emotional demands of the work can take a significant toll over time. We'll explore the connection between burnout, compassion fatigue, and secondary trauma, and how these challenges can impact professional judgment, workplace relationships, and ethical decision-making. Participants will examine warning signs, risk factors, and the ways prolonged stress can impair the ability to practice effectively and ethically. Gain a deeper understanding of why self-care is not simply personal wellness, but an essential professional responsibility.

Recommended Attendees: Attorneys and Hearing Officers

UIFSA Basics Part 1: Foundational Concepts, Tools & Resources

This session introduces the core principles of the Uniform Interstate Family Support Act (UIFSA) and builds a practical foundation for navigating interstate child support cases. Attendees will review key SETS Interstate screens and essential tools within the Federal Child Support Portal – including EDE, QUICK, and federal locate resources.

Recommended Attendees: Supervisors and Case Managers

Mitigating Operational Risk: Building a Resilient Workforce for the Future

Leadership transitions, workforce shortages, and increasing operational demands require agencies to think beyond filling vacancies and begin building organizational resilience. This interactive session explores practical strategies for mitigating operational risk through intentional succession planning, workforce planning, leadership development, and capacity building. Learn how to strengthen organizational agility, prepare future leaders, and develop systems to preserve knowledge. Attendees will leave with ideas and practical tools to help create a more resilient organization that is better equipped to sustain performance, navigate change, and deliver consistent results.

Recommended Attendees: Directors, Administrators and Supervisors

The New Beacon Experience: A Guided Tour

Enhancements to the Child Support Beacon are underway to make information easier to locate and support the work of county agencies. The updated design focuses on streamlined, process-focused Learning Centers that bring guidance, tools, and resources together in one place. Participants will get an inside look at the new Beacon page layouts, learn how to navigate the reorganized content, and explore tips for using the updated platform.

Recommended Attendees: All Staff

Engaging Fathers Through Everyday Practice CLE HOCC

Father engagement is everyone's responsibility, not just the responsibility of a dedicated program. This session will explore how child support agencies can embed fatherhood-friendly principles into existing services, communications, and case management practices without additional funding or staff. Counties will share proven approaches, successes, and challenges, providing attendees with practical strategies to improve father engagement and support better outcomes for children and families.

2:45

Recommended Attendees: Attorneys, Hearing Officers, Supervisors and Case Managers

10/19/26 WORKSHOPS

3:15

Professional Conduct - Part Two: Practical Self-Care Strategies for Sustainable Practice CLE HOCC

This session will focus on practical strategies to reduce stress, strengthen resilience, and support long-term professional well-being. Learn self-care techniques that can be incorporated into both busy workdays and personal time, including brief reset activities, boundary-setting practices, and longer-term wellness approaches. The session will also explore healthy coping mechanisms and strategies for recognizing when additional support may be needed.

Recommended Attendees: Attorneys and Hearing Officers

UIFSA Basics Part 2: Putting Interstate Casework Into Practice

This session focuses on the practical application of UIFSA in both initiating and responding interstate child support actions. Attendees will learn step-by-step processing expectations, federal forms used, communication strategies, and common challenges encountered in two-state casework.

Recommended Attendees: Supervisors and Case Managers

Finding Your Why: Turning Purpose Into Action for Yourself and Your Team

Understanding your "why". The values, motivations, and purpose that drive your work transform how you approach your role, overcome challenges, and connect with others. This session will explore how to identify your personal work purpose and translate it into meaningful action steps that create greater engagement, fulfillment, and impact. Participants will also learn strategies for helping employees discover their own "why" and use their individual strengths and values to build a more motivated, connected, and purpose-driven team.

Recommended Attendees: Directors, Administrators and Supervisors

Unlocking Undistributed Child Support: Root Causes, Reports, and County Solutions

This session provides a deep dive into undistributed child support collections. Participants will walk through the key reports where these payments appear, explore common reasons funds remain undistributed, and learn what the state is doing to resolve outstanding balances. The session also highlights the essential role county child support agencies play in addressing undistributed collections and outlines practical steps counties can take to help move these funds to their intended recipients.

Recommended Attendees: All Staff

Strengthening Safety: Strategies for Identifying and Responding to Family Violence CLE HOCC

An interactive and practical workshop designed to strengthen your ability to recognize and respond to signs of family violence. This session will offer a guided review of triage tools, highlight best practices for assessing safety, and explore effective response strategies tailored to real-world situations. Participants will have the opportunity to engage in hands-on activities, practice decision making skills, and collaborate with peers to build confidence in navigating sensitive and complex scenarios. Whether you're new to this work or looking to enhance your current approach, this session provides valuable tools and insights to support safer outcomes for families.

4:30

Recommended Attendees: Attorneys, Hearing Officers and All Staff

10/20/26 WORKSHOPS

8:30

The Evolving Role of Attorneys in Child Support: Problem Solving vs. Traditional Enforcement CLE HOCC

This session explores how legal, technological, and policy developments are reshaping the practice of law for CSEA attorneys. As the state modernizes child support systems and integrates new tools, attorneys face shifting responsibilities and emerging opportunities to improve outcomes for families. Presenters will discuss legislative changes, the growing influence of automation and data-driven processes, and evolving expectations for legal advocacy within child support programs. The presenters will highlight how attorneys are increasingly moving away from traditional enforcement models and focusing more on problem solving to support long-term family stability. Attendees will gain insight into current trends, practical challenges, and strategies for adapting to a rapidly changing professional landscape.

Recommended Attendees: Attorneys and Hearing Officers

Mission Possible: Winning the First Month (Part 1)

Your mission, should you choose to accept it, is to uncover the operational intelligence and proven strategies behind successful early collections. Learn how leveraging early education, proactive customer outreach, and strong partnerships with the courts can maximize collections during the critical first 30 days of a support order. Join our team of agents for this mission briefing and discover how to turn your first month into a successful operation!

Recommended Attendees: All Staff

Strengthening Bonds and Creating Connections (Part 1) CLE HOCC

This interactive presentation explores the complex challenges faced by children whose loved ones are incarcerated, including trauma, economic hardship, and instability. Participants will gain insight into the correlation between parental incarceration and Adverse Childhood Experiences (ACEs), and learn how trauma affects cognitive, emotional, and behavioral development. The session will highlight practical, trauma-informed strategies for child support professionals to support families navigating these issues and introduce the SBCC resource guide.

Recommended Attendees: Attorneys, Hearing Officers, Case Managers and All Staff

Cash Clarity: From Data to Decisions

Learn how to use the adjusted cash spreadsheet and the CR501 Over/Under report to better understand CSEA cash balance, identify cash increase and decreases, and make informed financial decisions.

Recommended Attendees: Directors, Administrators and Fiscal Staff

9:45

CLEAR Tips and Tricks

Learn best practices for conducting an investigation, tips and tricks for better results, and locates. Bring your questions and hard to locate individuals.

Recommended Attendees: Supervisors, Case Managers and CLEAR Users

10/20/26 WORKSHOPS

10:15

Deceased Participants CLE HOCC

Franklin County CSEA Attorneys will walk through the Ohio Revised Code and Ohio Administrative Code sections that dictate practice in these cases and share how they handle deceased participant cases.

Recommended Attendees: Attorneys, Hearing Officers and All Staff

Mission Possible: Winning the First Month (Part 2)

Your mission, should you choose to accept it, is to uncover the operational intelligence and proven strategies behind successful early collections. Learn how leveraging early education, proactive customer outreach, and strong partnerships with the courts can maximize collections during the critical first 30 days of a support order. Join our team of agents for this mission briefing and discover how to turn your first month into a successful operation!

Recommended Attendees: All Staff

Strengthening Bonds and Creating Connections (Part 2) CLE HOCC

In Part 2, participants will work collaboratively under the guidance of a facilitator to address real-life situations and apply trauma-informed approaches. These exercises will foster peer learning, deepen understanding of resource integration, and equip attendees with actionable tools to enhance resilience and service coordination for families impacted by incarceration.

Recommended Attendees: Attorneys, Hearing Officers, Case Managers and All Staff

When State Auditors Come Knocking

This session will help child support professionals understand what state auditors review each year and how to prepare effectively. We will cover practical steps you can take before an audit, what to do when audit requests are unclear, and who to contact for clarification. Staff from the State Auditor's Office will share tips, common findings, and guidance to help your program feel confident and organized throughout the audit process.

Recommended Attendees: Directors, Administrators and Fiscal Staff

Accessible Communication: Making Emails, Websites, and PDFs Web Content Accessibility Guidelines (WCAG) Compliant CLE HOCC

County agencies play a vital role in ensuring that all Ohioans can access important information and services. As accessibility requirements evolve, staying compliant with current standards is essential. The ODJFS Bureau of Civil Rights and Labor Division will guide participants through the core principles of creating accessible digital communications.

Learn practical, WCAG-aligned strategies for improving the accessibility of everyday materials, emails, websites, and PDFs so that individuals of all abilities can engage with information without barriers. We will highlight common pitfalls, recent changes in legal expectations, and suggestions to help agencies meet compliance requirements confidently and efficiently.

11:30

Participants will leave with actionable tips, tools, and best practices that support inclusive communication and ensure alignment with state and federal accessibility standards.

Recommended Attendees: Attorneys, Hearing Officers, Directors, Admins and Supervisors

10/20/26 WORKSHOPS

1:00

Proposed Legislation: Using the Legislative Process to Predict What's Coming Next CLE HOCC

Leaders will learn why it is important to monitor proposed legislation and how potential law changes may affect the services we provide to families, our budgets, and county operations. They will also learn where to find the legislation tracked by the association, who to contact when new legislation emerges, and effective ways to engage legislators to understand their perspectives. Understanding these viewpoints will help leaders present Child Support values, policies, and potential changes more effectively. Finally, leaders will learn strategies to engage local officials and community partners and keep them informed about potential changes and their impacts.

Recommended Attendees: Attorneys, Hearing Officers, Directors and Administrators

Case Manager Roundtable: Effective Enforcement Strategies

Enforcement remains one of the most challenging aspects of child support case management. This interactive roundtable invites case managers to share successful strategies, discuss common obstacles, and collaborate on solutions. Attendees will explore best practices for increasing compliance, overcoming barriers, and strengthening enforcement efforts while supporting families.

Recommended Attendees: Case Managers

Navigating FMLA with a Changing Workforce CLE HOCC

As agencies encounter an ever-changing workforce, what do leaders need to know about the FMLA and ADA? Whether you are navigating a return to office, or looking to strengthen your hybrid or remote work policies, this session will review important requirements and considerations and equip you with best practices for smooth(er) sailing.

Recommended Attendees: Attorneys, Hrg Officers, Directors, Admins and Supervisors

Creating a Culture of Lean

This session introduces child support professionals to the core principles of Lean Six Sigma and demonstrates how these methods can strengthen workplace culture. Participants will explore practical Lean tools and approaches that support a culture of continuous improvement, helping teams streamline workflows, reduce inefficiencies, and deliver better service to both colleagues and families. Join us to learn how process improvement can position you and your agency for long-term success.

Recommended Attendees: All Staff

County Special Initiatives

Please join us in this session where we will discuss various special initiatives that counties utilize to support serving our child support customers. We will dig into services/approaches for mass mailings, delivering sensitive information via text, amnesty month efforts, community outreach, and targeted FIDM approaches.

2:15

Recommended Attendees: Directors, Administrators and Supervisors

10/20/26 WORKSHOPS

2:45

Lien on Me CLE HOCC

This session will provide an overview of the statutory lien process from counties who use this enforcement tool regularly to enhance collections. Panelists will review their processes and share success stories of collection amounts.

Recommended Attendees: Attorneys, Hearing Officers and All Staff

How to Manage Excellent Customer Service

Professionalism, patience and people-first is the recipe for excellent customer service. Please join us as we dig into how to work with your team to recognize the personal and organizational value of the customer experience.

Recommended Attendees: All Staff

Decoding the Public Records Request CLE HOCC

How do you know if someone is requesting a public record? How should you respond? What resources are available to help you? This session will review public records law, work through real life examples, and equip you with the tools you need to do your own decoding.

Recommended Attendees: Attorneys, Hearing Officers, Directors, Admins and Supervisors

Cybersecurity for Non-Technical Staff: Protecting Families' Data CLE HOCC

Child support agencies handle some of the most sensitive information families entrust to the State. With cyber threats evolving rapidly, frontline staff play a critical role in safeguarding that data. In this practical, easy-to-understand session, a member of the ODJFS County Operations UX Team will break down essential cybersecurity practices designed specifically for non-technical professionals.

Participants will learn how everyday action like recognizing suspicious emails, securing devices, and following safe data-handling routines directly protect the families they serve. The session will highlight real-world scenarios, common risks faced by county agencies, and simple steps staff can take to reduce vulnerabilities and strengthen overall security.

Attendees will leave with clear, actionable guidance that supports compliance, promotes safer digital environments, and empowers employees to help keep families' information secure.

Recommended Attendees: Attorneys, Hearing Officers and All Staff

Next Level Tech Solutions

4:00

This session will demo two next-level tech solutions: the free E-forms option created in conjunction with the UX Team, which opens up access to form templates for county customization and usage, and the Clarity Print Solutions product, which can offer efficiencies for county printing and mailing directly from the desktop, especially valuable for hybrid work, as well as stuffing of envelopes, and inbound options for client document upload and return mail handling.

Recommended Attendees: Directors, Administrators and Supervisors

Speaker Index

10/19 at 10:00

The Power of Positivity

Dawnielle Pierce, Training Manager, ODJFS

10/19 at 1:30

Professional Conduct - Part One: Understanding Burnout, Compassion Fatigue, and Ethical Practice

Milena Brumbaugh, In-House Clinician, Ohio Lawyer' Assistance Program (OLP)

UIFSA Basics Part 1: Foundational Concepts, Tools & Resources

Rachel Tilley, Quality Assurance Administrator, Franklin County CSEA
Gretchen Feciuch, Supervisor, Summit County CSEA
Rachael Swartz, Child Support Specialist, Summit County CSEA

Mitigating Operational Risk: Building a Resilient Workforce for the Future

Kimberly Henderson, Esq., President, Banner Executive Consulting, LLC

The New Beacon Experience: A Guided Tour

Valerie Fletcher and Andrew Chepp, Human Services Managers, ODJFS/OCS

Engaging Fathers Through Everyday Practice

Dr. Mike Newsom, Fatherhood Director, Montgomery County Fatherhood Initiative
John Ventura, Director of Administration, Summit County CSEA
Travis Johnson, Community Service Specialist, Summit County CSEA
Joseph Scrutchen, Social Program Developer, Franklin County CSEA
Matt Lytle, Program Administrator, Stark County JFS/CSEA
Anthony Nixon, Jr., Fatherhood Coordinator, Hamilton County JFS/CSEA

10/19 at 3:15

Professional Conduct - Part Two: Practical Self-Care Strategies for Sustainable Practice

Milena Brumbaugh, In-House Clinician, Ohio Lawyer' Assistance Program (OLP)

UIFSA Basics Part 2: Putting Interstate Casework Into Practice

Rachel Tilley, Quality Assurance Administrator, Franklin County CSEA
Gretchen Feciuch, Supervisor, Summit County CSEA
Rachael Swartz, Child Support Specialist, Summit County CSEA

Finding Your Why: Turning Purpose Into Action for Yourself and Team

Fred Lord, Account Manager, Clemans Nelson & Associates

Undistributed Collections

Michelle Masters-Haines, Assistant Deputy Director, ODFS/OCS
Melissa Miller and Ivin Fleenor, Financial Analyst Supervisors, ODJFS/OCS

Strengthening Safety: Strategies for Identifying and Responding to Family Violence

Christy Nichols, Social Program Administrator 2, Franklin County CSEA
Katherine Kausek, Human Services Manager, ODJFS/OCS
Paula Lybrook, Social Program Developer, Franklin County CSEA

10/20 at 8:30

The Evolving Role of Attorneys in Child Support: Problem Solving vs. Traditional Enforcement

Theresa Ellison, Esq., JFS Assistant Director, Clermont County JFS/CSEA
David Hitsman, Esq., Assistant Prosecuting Attorney, Summit County CSEA
James Nietz, Esq., Managing Attorney, Fairfield County CSEA

Mission Possible: Winning the First Month (Part 1)

Traci Berry, Esq., Director, Tuscarawas County CSEA
Shanda Mustard, Deputy Director, Quality Support Services, Franklin County CSEA
Andrew Chepp, County Services Supervisor, ODJFS/OCS

Strengthening Bonds and Creating Connections (Part 1)

Darryl Graves, CPM, Reentry Administrator, Ohio Dept of Rehabilitation and Correction
Kim Kehl, SAMSA Certified Trainer
Kelly Paull, Supervisor, Ohio Dept of Children and Youth
Melissa Shaw, Home-Based Manager, Leads Community Action Agency

Cash Clarity: From Data to Decisions

Rachel Steele, Financial Analyst Supervisor, BCFTA/ODJFS
Ellen Holt, Policy & TA Section Chief, BCFTA/ODJFS

CLEAR Tips and Tricks

Tamera Gaines and Marty Hanson, Thomson Reuters - CLEAR

10/20 at 10:15

Deceased Participants

Scott Scherger, Esq., Estab. Legal Services Mgr/Adm. Counsel, Franklin County CSEA
Lauren Edgell, Esq., Attorney Supervisor, Franklin County CSEA

Mission Possible: Winning the First Month (Part 2)

Brittany McIntosh, Supervisor, Butler County CSEA
Kristen Dale, Investigator, Butler County CSEA
Valerie Berns, Supervisor, Stark County JFS/CSEA

Strengthening Bonds and Creating Connections (Part 2)

Darryl Graves, CPM, Reentry Administrator, Ohio Dept of Rehabilitation and Correction
Kim Kehl, SAMSA Certified Trainer
Kelly Paull, Supervisor, Ohio Dept of Children and Youth
Melissa Shaw, Home-Based Manager, Leads Community Action Agency

When State Auditors Come Knocking

Teresa Hicks, Quality Assurance and Technical Specialist, Ohio State Auditor's Office

Accessible Communication: Making Emails, Websites and PDFs Web Content Accessibility Guidelines (WCAG) Compliant

Candace Allen, ODJFS- Civil Rights and Labor Relations
Gabi Aziz, ODJFS- Civil Rights and Labor Relations
Lorena Castellano, ODJFS- Civil Rights/Labor Relations

10/20 at 1:00

Proposed Legislation: Using the Legislative Process to Predict What's Coming Next

Traci Berry, Esq., Director, Tuscarawas County CSEA

Case Manager Roundtable: Effective Enforcement Strategies

CMC Committee Presenters

Navigating FMLA with a Changing Workforce

Marc Fishel, Esq., Partner, Fishel Downey Albrecht & Riepenhoff LLC

Creating a Culture of Lean

Colleen Eck, Training Development Analyst, ODJFS/OCS

County Special Initiatives

Patrick Welsh, Esq., CSEA Deputy Director, Fairfield County CSEA
Brittany McIntosh, Supervisor, Butler County CSEA
Anthony Boston, Director of Administration, Summit County CSEA
Shelly Woodruff, CSEA Supervisor, Summit County CSEA
Tracy Jackson, CSEA Manager, Montgomery County CSEA

10/20 at 2:45

Lien on Me

Julie Effler, Esq., Senior Staff Attorney, Butler County CSEA
William Emerick, Esq., Assistant Director Attorney, Allen County CSEA
Julie Chiappone, Child Support Manager, Hamilton County CSEA

How to Manage Excellent Customer Service

Valarie Nash, Founder and Principal of 821 Consulting, 821 Consulting

Decoding the Public Records Request

Nicole Moss, Esq., Deputy Chief Counsel, ODJFS Office of Legal Services

Cybersecurity for Non-Technical Staff: Protecting Families' Data

Brenden Kelly, Business Process Analyst 2, ODJFS Operations User Experience Team

Next Level Tech Solutions

Justin Kleinknect, IT and Training Administrator, Wayne County CSEA
Emily Blaich, Program Officer 4, Cuyahoga OCSS
Mike McCaman, Clarity Solutions Group

JFSHRA

SMI

821 Consulting
INNOVATIVE HUMAN SOLUTIONS

Deloitte.

4imprint

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Attorneys at Law

Clarity Solutions Group
Advancing Human Services... Together

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