

# 2024 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO



**TRANSFORM TOMORROW TOGETHER:**

**NEXT GEN CHILD SUPPORT**

**HYATT REGENCY ORANGE COUNTY  
April 22-25, 2024**

**Child Support Directors Association**



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# MESSAGE FROM THE PRESIDENT

As the 2024 President of the Child Support Directors Association (CSDA), I am excited to invite you to attend our 2024 CSDA Annual Child Support Training Conference. Our conference will be held at the Hyatt Hotel in the beautiful city of Garden Grove. As you know the area is also home to America's original theme park Disneyland, the happiest place on earth, as well as many other restaurants and major attractions. We get to come together and learn while having loads of fun. What a great combination.



This year marks a time of significant transformation in the Child Support Program. The business of child support is responding to the current needs of families in our nation and is moving to meet the constantly changing needs of the parents and children we serve. Our immediate program future is full of monumental changes that will transform the way we deliver services to our parents. This year's conference theme is ***Transform, Tomorrow, Together: Next Gen Child Support***. Together we will embark on a journey together where no other Child Support Program has ventured before. Together, we become the next generation of child support professionals delivering new and innovative services to our stakeholders and I am excited about our tomorrow, together! The CSDA Conference Planning Workgroup has worked tirelessly to develop a conference program that will help us prepare to deliver Next Gen Child Support Services.

Our opening plenary speaker Dan Thurman is a writer and content producer. He's authored two books: *Success in Action* and *Off Balance On Purpose*. Dan's innovative approach will provide us with skills to meet the challenges we will face together this year and how to manage through what may feel like chaos. Dan's delivery is so exciting and full of energy!

Our second day plenary will include an update from our Federal Commissioner, Tangular Gray and our State Director, David Kilgore. They will provide us with valuable information and insight that will lead us into the next generation of child support services.

Finally, our closing plenary speaker, Aden Nepom is a pragmatic and playful advisor on communication and change. She's a TEDx speaker. Aden will help us build an individual plan to implement the things we have learned during the week and help us to transform ourselves to deliver Next Gen Child Support Services.

As usual we also have several tracks full of workshop opportunities for personal and professional growth. We have incredible workshop speakers with years of life and experiences that will help you prepare for tomorrow!

I hope you can join attendees from across child support programs in California, other states, countries, and tribal nations for an exciting and transformative training conference experience! This will be a fantastic opportunity for you to network together with other child support professionals and bring back new tools and resources to your local LCSAs.

Transforming, Tomorrow, Together,



**Marcus R. Mitchell**

President, Child Support Directors Association

# ABOUT THE CONFERENCE

## WHO SHOULD ATTEND

The annual conference is designed to afford all child support professionals from local, state, and federal government agencies, tribes, and vendors providing services to the Child Support Program with a meaningful and relevant training experience. California and national staff, including directors, child support caseworkers, supervisors, managers, attorneys, trainers, clerical, customer services staff, outreach, IT, financials, account and administrative staff will gain useful information and resources.

This event is presented by CSDA for members of CSDA, CSDA-member LCSAs, and other stakeholders/organizations related to child support issues. We invite IV-D funded court personnel including Commissioners, Family Law Facilitators, and court clerks; IV-A agency staff involved with the IV-D program or interface; and other Health and Human Services staff to join us and derive the benefits from our annual training conference.

Should you have any questions about whether this conference is appropriate for your attendance, please contact conference co-chairs, **Julie Prado**, Executive Director, Central Sierra Child Support Agency (209) 418-6130, [prado.julie@centralsierra.cse.ca.gov](mailto:prado.julie@centralsierra.cse.ca.gov) or **Jamie Murray**, Director, Santa Cruz/San Benito County Regional, (925) 759-7380, [jamie.murray@santacruzcountyca.gov](mailto:jamie.murray@santacruzcountyca.gov). Additionally, you may submit conference questions to [conference@csdaca.org](mailto:conference@csdaca.org).

## ABOUT CSDA

The Child Support Directors Association of California (CSDA) was established as a nonprofit association to represent the local child support directors of California's 58 counties. The Association strives to be of service to local child support agencies (LCSAs) in their effort to provide children and families with the financial, medical, and emotional support required to be productive and healthy citizens in our society. Our purpose is to collaborate as a unified voice, transforming the lives of children.

## CSDA MISSION

To Advocate, Educate, and Collaborate on behalf of the local child support agencies to advance the child support program as a safety net service leading to family financial stability.

## REGISTRATION

To register for the conference, please visit <https://csdaca.org/2024-annual-child-support-training-conference-expo>

## COVID-19 POLICY

As part of our commitment to safety, all attendees of in-person meetings and events shall adhere to all local, state, and federal Covid-19 protocol guidance in effect at the time of the meeting or event.





# AGENDA AT-A-GLANCE

## April 22–25, 2024

### MONDAY, APRIL 22, 2024

1:00 pm – 6:00 pm	Conference Registration
4:00 pm – 4:45 pm	First-Timer Orientation
5:00 pm – 6:00 pm	Exhibitor Appreciation Reception <i>(Director's &amp; Exhibitors Only)</i>
6:00 pm – 7:30 pm	Welcome Reception

### TUESDAY, APRIL 23, 2024

7:30 am – 5:00 pm	Conference Registration
8:30 am – 10:00 am	Opening Plenary Session
10:00 am – 10:30 am	Refreshment Networking Break
10:30 am – Noon	Concurrent Workshop Sessions
Noon – 1:30 pm	Luncheon
1:30 pm – 3:00 pm	Concurrent Workshop Sessions
3:00 pm – 3:30 pm	Refreshment Networking Break
3:30 pm – 5:00 pm	Concurrent Workshop Sessions
7:00 pm – 9:00 pm	Name That Tune/Karaoke

### WEDNESDAY, APRIL 24, 2024

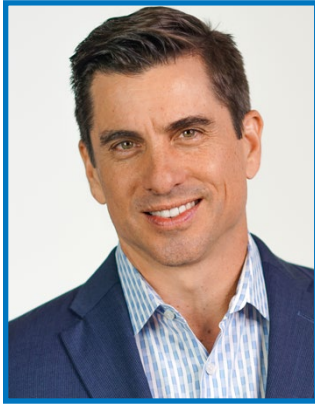
7:30 am – 5:00 pm	Conference Registration
8:30 am – 10:00 am	General Plenary Session
10:00 am – 10:30 am	Refreshment Networking Break
10:30 am – Noon	Concurrent Workshop Sessions
Noon – 1:30 pm	Luncheon
1:30 pm – 3:00 pm	Concurrent Workshop Sessions
3:00 pm – 3:30 pm	Refreshment Networking Break
3:30 pm – 5:00 pm	Concurrent Workshop Sessions
5:30 pm – 6:30 pm	Pre-Banquet Reception
6:30 pm – 9:00 pm	Awards Banquet Dinner

### THURSDAY, APRIL 25, 2024

7:30 am – Noon	Conference Registration
8:30 am – 10:00 am	Concurrent Workshop Sessions
10:00 am – 10:30 am	Refreshment Networking Break
10:30 am – 12:00 pm	Closing Plenary Session

# KEYNOTE SPEAKERS

## DAN THURMON



Dan Thurmon is the founder and President of Motivation Works, Inc, a company that helps leaders and their organizations move confidently through change and transformation, so they become, achieve, and contribute MORE. His clients include Bank

of America, Coca-Cola, Delta Airlines, Honeywell, Johnson & Johnson, Kraft, Marriott, Microsoft, Procter & Gamble, Prudential, State Farm, and Walmart. Dan is an expert speaker and performer. He's delivered thousands of presentations across six continents for audiences including world leaders, Fortune 500 companies, entrepreneurs, educators, and even troops on the front lines of battle in Iraq and Afghanistan. In 2011, he was inducted into the prestigious Speaker Hall of Fame -- and is one of fewer than 200 living speakers to have received this honor. Dan has served as the President of the National Speakers Association. During his tenure, he led the Board of Directors and the 3,000+ member organization through a critical transformation, which included new governance; new mission, vision, and values; higher member value; and greater financial accountability. He is also a writer and content producer. He's authored two books: *Success in Action* and *Off Balance On Purpose*. Along with his speeches and books, Dan produces an ongoing, weekly video-coaching series and podcast in which he shares leadership principles and life-enhancement strategies in under three minutes. Dan and his teenage daughter, Maggie, have become social media sensations on TikTok. Several of their videos have been viewed more than

30 million times, and their personal channel has well over a million subscribers. Maggie and Dan's creative and enthusiastic content resonates strongly with an audience that spans the world. Dan built his first company, a live entertainment firm, in the late 1980s as a means of financing his education at the University of Georgia. There, he received his degree in Business. In the mid-1990s, Dan changed his firm's focus, from live entertainment to corporate education, so he could more fully use his knowledge about peak performance and help businesses succeed at a much higher level. He is a health and fitness advocate. In his 50s, Dan continues to train and perform advanced acrobatics, and enjoys hobbies such as golf, mountain unicycling and the flying trapeze.

## TANGULER GRAY



Prior to her appointment at OCSS, Tanguler Gray was a Deputy Commissioner in the Georgia Department of Human Services. She previously served as the Director for the Division of Child Support Services in Georgia, with over 26 years of leadership and child support experience

there. Gray has served as a member of the board for the National Child Support Enforcement Association, including president and secretary, and previously served as a board member of the Eastern Regional Intergovernmental Child Support Association. She graduated from Valdosta State University and has a daughter and a son.

# KEYNOTE SPEAKERS

## DAVID KILGORE



David Kilgore is a proud graduate of the California State University at Northridge where he received his Master's Degree in Public Administration and currently serves as Director for the California Department of Child Support Services. David has worked in the Child

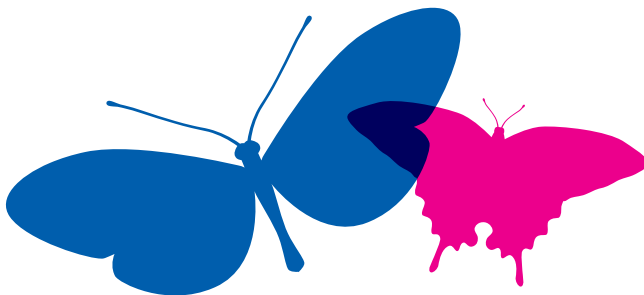
Support Program for 20 years with past service including Director of the Riverside County DCSS, Deputy Director of Operations and Chief Deputy Director of the Los Angeles CSSD, Deputy Director of Operations at the San Bernardino County DCSS and held several positions at the Tulare County DCSS including Manager and Staff Services Analyst. David is on the Board of Directors of the National Child Support Enforcement Association and National Council of Child Support Directors. He has lectured on a variety of topics to state and county audiences. David's hobbies include traveling, reading books, and all things electronic. After a long day of work, he relaxes by playing with his son and daughter Zev and Zoe, and their pup, Alpie.

## ADEN NEPOM



Aden Nepom is a TEDx and keynote speaker, workshop facilitator, podcast host, and award-winning performer, who has taught thousands of executives, industry leaders, and individuals the simple yet powerful steps to communicate well. Aden's unique

combination of immediately actionable communication tools and improv technique give audiences a hands-on, interactive experience that make a lasting difference in organizational culture, relationship, and collaboration.





# PLENARY SESSIONS

## Plenary 1 • Dan Thurmon *Off Balance on Purpose*

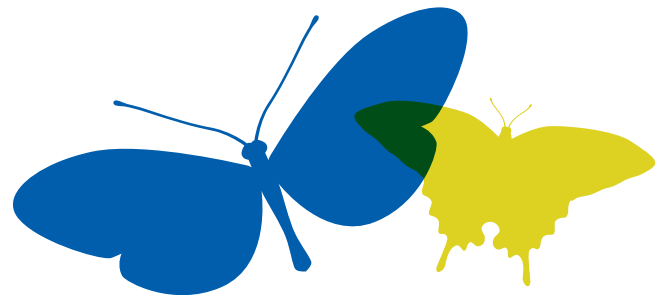
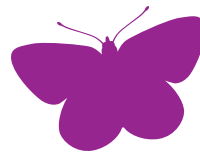
Facing change is a real problem in many organizations. The energy suffers, productivity goes down and even the best team members can feel stuck. Change can lead to declines in performance just when you need your team the most. Dan helps teams shift their mindset from fear of change to embracing it and seeing it as an opportunity to lead, grow, and transform. In this powerful keynote, Dan will provide an interactive performance while giving the audience permission to have a multi-dimensional view of success that incorporates quality health, strong relationships, and meaningful contributions all while leaning into uncertainty with authority and confidence.

## Plenary 2 • Commissioner Gray & David Kilgore *State of the Child Support Program: Next Gen Child Support*

We are in the midst of significant transformation in the Child Support Program. Our future is full of monumental changes that will transform the way we deliver services to the families we serve. In this plenary session, OCSS Commissioner Tanguler Gray and California State Director David Kilgore talk about the current landscape of the program and will provide valuable information and insight that will lead us into the next generation of child support services. They will also discuss legislative changes intended to evolve our program. What does the Next Gen look like for child support? Attend this session to find out!

## Plenary 3 • Aden Nepom *The Art of Change*

Art of Change teaches individuals and teams to be better communicators with funny, authentic, and engaging workshops, coaching, and fully customized programs. Art of Change trainings are tailored to each client, and provide actionable insights that give professionals the tools they need to be smart, savvy communicators.





# TRACK & WORKSHOP DESCRIPTIONS

## FISCAL & TECHNOLOGY

Technology and fiscal management are key components to our program. Interested in learning how to increase effectiveness with existing and emerging technologies and strategies? Are you seeking a deeper understanding of CSE fiscal issues and procedures? These workshops will help you unlock the potential of technology and financial strategies for your organization. Join us as we discuss effectiveness and financial processes as well as the best use of resources throughout our program.

## WORKSHOPS

### *Dollars and Sense: Intro to the Child Support Budget 101*

Have you ever wondered how the child support state budget process works? Where does the program funding come from? What can the program spend money on? Join CA DCSS budgetary experts as we dive in and find out the answers to these questions. This will be a dynamic session filled with insights and interactive discussions to boost your child support state budget knowledge. Your journey to understanding the complex and confusing child support state budgeting process starts here! This session is an introduction for those that are curious and have little to no understanding of the DCSS budget.

### *Navigating the Numbers: CSE Financials 101*

Are you new to the child support program and craving financial awareness? Or maybe financials are not in your daily wheelhouse, but you have an interest in better understanding the fundamentals... then this back to basics session on CSE financials is for you. Participants in this session will accrue a foundational understanding of the correlation between financials and the many other case functions in CSE and gain financial knowledge that will balance any skill set in the child support program.

### *Artificial Intelligence (AI): Be Inspired, Be Aware*

Artificial Intelligence is transforming the world around us. Whether you are just starting your AI journey or looking to advance it, participants in this interactive session will learn tips for security while exploring the benefits and risks associated with AI. Discussion will focus not only on the basics in use today but also what to expect for tomorrow from this Next Gen hot topic. Together with AI, we can realize incredible workload efficiencies to better serve child support customers.

### *Tableau for Tomorrow*

Tableau is transforming the child support program at both the State and local levels. This panel of Tableau experts will share their knowledge of the existing dashboards and the latest dashboard developments. Learn which dashboards contain real time and automated data sets; and how disaggregated data can provide insight on equity and an understanding of the program and policy impacts. Tableau is Next Gen data at your fingertips that can be used to realize positive transformations in your LCSA and beyond.

# TRACK & WORKSHOP DESCRIPTIONS

## ***Transforming Child Support: Exploring the Impact of Generative AI on Efficiency and Human-Centric Approaches***

Step into the future of child support. Through case studies, practical examples, and group collaboration, we will delve into the revolutionary world of generative AI and explore how it can be harnessed to revolutionize child support processes, alleviate pain points, and create space for a more human-centric approach to the job. In this session, you will gain insights into the art of the possible, exploring how technology can be utilized to create more time for meaningful human interactions. Additionally, we will discuss the potential future improvements to the quality of services provided in the child support space.

## ***Electronic Efficiencies: Leveraging Technology to Work Smarter***

Join us for a dynamic conference session that delves into the cutting-edge technologies shaping customer experiences across the child support program. This session will showcase how different LCSAs leverage technology to meet not only their needs, but their customers' needs as well. Don't miss this opportunity to stay ahead in the tech revolution to become more efficient.

## ***Fiscal for the Non-Fiscal Person***

Do you speak fiscal? In the child support program, the term fiscal encompasses many facets. This engaging session will provide you with the nuts and bolts of the LCSA fiscal cycle from enthusiastic staff who know it best. Learn what it takes to manage fiscal affairs and become familiar with all the elusive terminology. Join us to grow your awareness and before you know it, you'll be speaking fiscal too.

## **LEADERSHIP DEVELOPMENT**

Our ability to deal effectively with the increasing complexity of our program largely depends upon our capacity to provide exceptional leadership in the workplace. With conflicting priorities, immediate business needs can leave little time for leadership issues that ultimately drive sustainable success. Workshops in this track focus on maximizing productivity by developing and refining leadership skills for all members of our organizations. Whether you are a leader by title or by action, join us as we discuss powerful and positive leadership concepts that will help build the effectiveness of our teams within our workplace.

## **WORKSHOPS**

### ***Foundations for Effective Supervision: A Crash Course for New Supervisors***

Are you a new supervisor looking to take your leadership skills to the next level? Attend this dynamic and comprehensive session designed to empower you with the knowledge, tools, and strategies needed to excel in your role as a supervisor. In this session, we invite you to embark on a transformative learning experience, where you will explore innovative ideas and concepts that will redefine the way you lead and manage your team.

# TRACK & WORKSHOP DESCRIPTIONS

## ***Creating Impactful Mentorship Initiatives: Designing Your Own Mentoring Program***

Are you eager to establish a successful mentoring program within your Local Child Support Agency (LCSA)? This comprehensive session is designed to equip you with the knowledge, skills, and resources necessary to build an effective mentoring program tailored to the unique needs of your LCSA. Throughout the session, you will have access to a wealth of practical resources, including program activities, mentor agreements, and program best practices from successful LCSA mentoring programs. By the end of this session, you will be well-prepared to design, implement, and manage a mentoring program that makes a positive impact within your LCSA.

## ***The Cycle of Performance Evaluation and the Importance of a Preventative, Corrective, and Formal Approach to a Performance Management System***

Performance management is a management and supervisory responsibility that helps managers monitor and evaluate employees' work. The goal is to create an environment where people can perform to the best of their abilities and in alignment with the organization's overall goals. If you are a supervisor, manager, or in an executive level position, join us as we explore a well-rounded approach to employee performance management that includes a cycle of 1) feedback and coaching, 2) reviewing and evaluating work, and 3) performance planning and goal setting. Additionally, we will discuss how progressive discipline with the overall goal of not just correcting the employee's behavior but empowering you to effectively address these issues aiding in your own professional development.

## ***Become More Dynamic and Efficient Today Using Lean Six Sigma***

Do you want to learn how to become faster and better at the work you love to do? Do you feel overworked because of inefficient and ineffective processes? Lean Six Sigma is a proven process improvement methodology that organizations are utilizing in today's dynamic environment to improve performance while remaining focused on the customer. This systematic approach focuses on identifying and reducing variation and waste, improving efficiency, and streamlining processes to produce better results. Lean Six Sigma philosophy can be applied by members on every level of an organization to increase effectiveness. This session will provide a brief overview of the Lean Six Sigma's key principles illustrated by example projects and exercises.

## ***Stepping into Succession Planning: Developing Your Organization's Plan for the Future***

Visualizing what your organization may look like 5, 10, even 20 years down the line can seem overwhelming. Who plans on staying? What skillsets do they bring to the table? Are they ready to step into their new leadership role as others step away? Succession planning is the process of identifying and developing potential future leaders within your organization and ensuring that there is a pipeline of talented individuals ready to step up as others step away. Join us as we help provide methods and a plan to ensure a smooth and successful transition of leadership.

# TRACK & WORKSHOP DESCRIPTIONS

## ***Leading the Leaders: Empowerment and Development for Lead Workers***

Are you ready to unlock the full potential of your team's lead workers and take your organization to new heights? Join us in this empowering journey to transform your lead workers into confident, effective leaders who drive your organization's success. By the end of the session, you will be well-equipped to apply the best practices in lead worker development, fostering a motivated and high-performing team.

## ***Strategic Planning: Visioning Your LCSA for the Future***

Strategic planning is the process by which organizations define their vision and create a plan with objectives and goals in order to turn that vision into a reality. The problem with many strategic plans is they often lack strategy or an adequate plan to execute. A successful strategic plan can serve as a roadmap to achieve alignment, reduce "legacy thinking" throughout an organization, align leadership around common visions and goals, and inspire creativity, innovation and collaboration. Join us as we walk through the development and implementation of a strategic plan that can take your organization to the next generation.

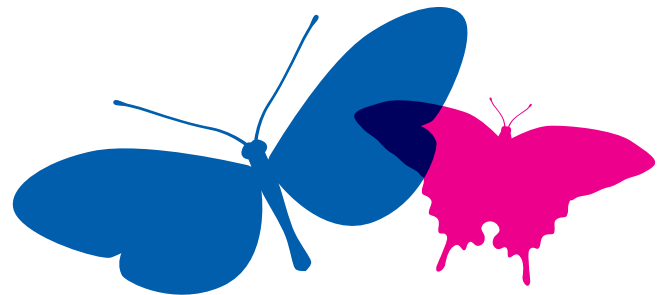
## ***The Art of Vulnerability in Leadership***

Vulnerability does not mean being weak or submissive. Instead, it implies the courage to be yourself, not only as an individual, but as a leader. Join us as we lead a discussion focused on contemporary leadership thinking while tapping into concepts utilized by vulnerability experts such as Brene Brown, Stephen Covey, and Patrick Lencioni. This session will engage the entire audience and allow each attendee to take away one or two actions you can immediately implement as a successful, vulnerable leader within your own team.

## ***The Neuroscience of Decision Making-2 Part***

In this 2-part interactive session participants will explore emerging research in neuroscience showing how we reason through cases and react to one another. Brain imaging studies will be used to explain how child support professionals determine credibility, intelligence, threat, and competence in a diverse society. The session will pinpoint the areas where discretion is utilized and where cases can be affected by unconscious processes and subtleties. The participants will explore new methods for reaching the goal of impartial decision-making. The session will identify ways to increase fairness guided by science.

***(This workshop is a two-part series)***





# TRACK & WORKSHOP DESCRIPTIONS

## LAW & CASEWORK

The law provides a strong foundation for the child support program. We will explore legal issues and challenges that significantly impact the child support program, and consider tools, ideas, and opportunities to positively impact the families we serve. Workshops in this track are designed for a broad spectrum of child support professionals and will expand your knowledge and broaden your perspective on important legal topics. (CSDA is a State Bar of California approved MCLE provider. MCLE credit will be available for most workshops in this track.)

## WORKSHOPS

### ***Civil Contempt Actions: Still Viable in a FEM Final Rule World?***

The FEM Final Rule and Supreme Court decision in *Turner v. Rogers* have significantly transformed the delivery of child support services in the Title IV-D program. Are civil contempt actions still an enforcement option in Next Gen child support holistic service delivery? Our expert presenters will help us to understand how civil contempt actions can co-exist with customer-centered services to ensure regular on-time child support to the children and families we serve, as we partner with our customers and the courts to Transform Tomorrow Together.

### ***Ethics for Child Support Professionals in a Next Gen World***

Recent events such as COVID-19 have significantly shaped our service delivery models. We have seen the introduction and expansion of remote and hybrid work, virtual meetings, and the use of technology

such as electronic filing and DocuSign, MS Teams and Zoom. How do we navigate these significant technological changes in the way we provide services to our customers, stakeholders and colleagues, while also being mindful of our continuing ethical responsibilities in the services we provide? Join our experienced presenters as we explore how to embrace and leverage these changes, while continuing to honor our ethical responsibilities in the child support services, we provide to Transform Tomorrow Together.

### ***Gig Economy Income and Next Gen Child Support Enforcement***

There has been a dramatic expansion of the number of people working in the gig economy. The IRS even has a page on its website devoted to engaging with those earning income in the gig economy. How do we in the child support program identify gig economy income for the purpose of establishment and enforcement of child support? How do we collect child support through gig economy income? Our experienced panel will provide valuable insight and tools on how to collaborate with customers and companies involved in the gig economy to ensure that earnings are available and collected for child support.

### ***Next Gen Child Support Through the Lens of Legislation and Trends***

Our child support program is rapidly evolving into a model of holistic customer service, tailored to the individual needs of the families and children we serve. Recent legislation impacting the Title IV-D program transforms how we provide services today. Legislative trends inform us of what changes we may see in providing Next Gen Child Support. Transform Tomorrow Together as we journey through recent legislative changes in our program. We will also take a sneak peek at emerging California and national legislative trends for an idea of what Next Gen Child Support might look like.

# TRACK & WORKSHOP DESCRIPTIONS

## ***Transforming to Become Next Gen Child Support: Know the Most Important Items for Guideline***

In this session, attorneys from Kern County and Yolo County Child Support will provide you a basic overview of the most common traps and pitfalls in running guideline calculations. This presentation is designed for case workers, attorneys, or any LCSA employee who may be still learning their way around the guideline calculator. Join us to transform your guideline skills and wisdom to the Next Gen level!

## ***Transform your LCSA with Additional Income Orders: Establishing and Enforcing for Effective, Efficient, Next Gen Management***

Additional Income Orders (aka Ostler-Smith Orders) are a source of new case openings and increased performance for those LCSA's currently enforcing them. Many LCSAs have shied away from additional income orders due to lack of CSE automation to enforce, lack of resources to manage, and issues with additional-income orders containing provisions that may be ambiguous or even contrary to law. In this presentation, you will hear from LCSA attorneys regarding methods for making these orders work for your office and from the State regarding changes to CSE intended to improve efficiencies for LCSA's that enforce these orders. Come to this session to learn how to land those Next Gen, higher paying child support cases.

## ***Success with Interstate – Why Does That Other State Keep Messing Up My Case?!?***

You send an interstate case to another state. You make sure you include all the right documents, you verify the information beforehand, you obtain the best contact information available, you do everything correctly to the best of your ability. But things still get messed up! Come to this session to find out the reasons for this and to learn the best ways of remedying the

mix-up. Items to be discussed include the best ways to communicate with other states, what paperwork is needed, what you can do on your own without getting another government office involved, case processing tips, interstate communication and terminology, paternity issues, voluntary acknowledgments vs. birth certificates, change of payee, redirection of payments, enforcement, IV-D vs. Non-IV-D, telephonic testimony, follow-up status complaints, call centers vs. direct contact, and best practices. Success with interstate cases can be difficult, but this session can help improve your chances.

## ***Modifications in the Modern UIFSA World***

Interstate modification cases do NOT have to cause major headaches! This interactive session focuses on the top mistakes made in processing intergovernmental modification cases, and how to correct them. Issues to be discussed include jurisdiction, choice of law, modifications when both parties have left the issuing state, change of custody, the differences between interstate and international laws, and much more. Bring your intergovernmental modifications nightmare scenarios to this session to learn how they should be handled.

## ***Backend of CSE and It's Functionality and the Family Violence Indicator (FVI)***

It's time to take a look back at some of the old school CSE functionality that may have become forgotten since conversion to CSE years ago. Do you know how participants are registered with FCR? How about "locate" functionality in CSE? How about the Family Violence Indicator? What other areas can you imagine have "behind the scenes" functionality that may be impacted by information entered into the case on CSE? This session will bring you up to speed to appreciate CSE functionality in the Next Gen world of child support.

# TRACK & WORKSHOP DESCRIPTIONS

## PROFESSIONAL DEVELOPMENT

Advancing to the next level sometimes requires a dramatic shift in thinking and behaviors, which can be a demanding process. Workshops in this track include a wide array of topics designed to enhance both personal and professional development in a highly engaging and educational setting for the beginner, midlevel, and seasoned professional. You will leave with a strategic vision to build a competitive advantage for your organization and your career. Join us as we discover ways to enhance your contributions within your organization, improving opportunities for growth.

## WORKSHOPS

### *Elevated Empathy: Transforming Relationships, Fostering Collaboration*

Join us on a journey into the heart of empathy, where connections flourish, understanding deepens, and positive change becomes not just a possibility but a reality. Elevate your relationships by unlocking the transformative potential of empathy. Come prepared to see empathy in action! Through interactive exercises and real-world scenarios, participants will have the opportunity to apply empathetic techniques, fostering a greater sense of understanding and collaboration.

### *Improve Learning and Make it Stick*

Learning in the workplace can help improve your productivity and keep you current with child support program changes. Continual professional

development can also build confidence and help keep you competitive in your career. Understanding the many ways to improve your learning process can help you learn new work-related skills or knowledge. In this session, we discuss why learning is important in the workplace and provide tips on how to improve your learning and make it stick.

### *Future Ready Retention: Modern Strategies and Approaches*

At the LCSA level we are often unable to provide incentives that are tied to salary, benefits, remote work or schedules. We are competing for candidates with the private sector in a job market that looks very different in 2024 than in the past. In this session, we will share how we are modernizing our approach to employee retention by focusing on what we can influence. Are we creating a work environment that staff want to be in? Do they know what is expected? Do they have opportunities for growth and professional development? This session will provide ideas on how you can create a workplace with a positive approach to longevity for both employer and employee.

### *Behind the Scenes: CSE Administration Roles*

Have you wondered what happens behind the scenes in CSE? How are CSE security roles determined? How often does your LCSA evaluate user profiles to modify them as staffing and process changes occur? Let's look at CSE "behind the scenes" where we will discuss what the CSE administration roles are responsible for within the agency level, program management level and user profile. Learn how to assign these roles to ensure staff have the necessary access and security roles for the work they perform.

# TRACK & WORKSHOP DESCRIPTIONS

## ***Mastering the Art of Recruiting in the New World of Work***

There are simply not enough workers to go around for every employer, public sector or private sector. But there ARE enough for the very best employers, and that's where you must be! This presentation will help you, as a Local Child Support Agency create an environment that competes favorably for talent with some of the best private employers in California. In this session, you'll learn what successful organizations are doing to attract, retain, and engage a willing and enthusiastic workforce in 2024 and into the future. And it goes way beyond pay and benefits. We'll take you inside the mind of today's worker and explore the keys to landing the best people on your team in this worker's market. You'll leave excited to implement the practical and actionable ideas you'll gain on recruiting, retaining, and engaging your workforce, in this insightful, high-content, and entertaining presentation.

## ***Empowering Success: Embracing Personal Accountability for a Trustworthy and Innovative Workplace***

Personal accountability is essential in a successful workplace; it helps to create an environment of trust and transparency with individuals that accept responsibility for their actions and behaviors. When personal accountability is lacking, there is a lack of ownership in projects, tasks, outcomes and responsibility. As individuals we fall into playing, 'the blame game.' Why did they do this? Why don't they do that? This personal accountability session delves into the benefits of being accountable for our choices and instills the idea that accountability allows us not only to claim our thinking and behaviors, but accountability will also allow us the freedom to make

better choices. Individuals who learn to embrace their personal accountability are better able to foster creativity and innovation, develop positive working relationships and find greater satisfaction and fulfillment in their work and with their personal life.

## ***Strategic Case Manager Onboarding: Enhancing Retention through Extended Programs and Engagement Practice***

Onboarding new case managers is a process that goes well beyond the classroom. We are experiencing changes in new hire expectations from organizations along with shorter durations of employment (3.5 years). New hires are more likely to stay in an organization that has extended onboarding programs and a focus on their engagement/success. Have you ever thought about centralizing your new case manager onboarding? Are you having trouble retaining new hires once their formal training is complete? We'll go over new case manager onboarding programs and practices that support retention.

## ***Developing Your Brand: Resume Building & Interview Techniques to Improve Promotability***

What's your brand? Are you prepared for that next promotion? What are you doing to ensure you are uniquely positioning yourself for your professional success? What's your competitive advantage? Come learn about what you can do now to ensure you are ready to put your best foot forward for that next promotional opportunity. Strategically implement key tactics that will make you more competitive for that next opportunity and listen to testimonials about how others have succeeded in this effort.



# TRACK & WORKSHOP DESCRIPTIONS

## PROGRAM IMPROVEMENT

Program improvement is more than chasing numbers and increasing performance measures, it's about maximizing our ability to provide excellent services to our families. This series of workshops will provide you with new and innovative ideas for measuring and attaining overall program improvement. Join us as we discuss key elements to achieving milestones and attaining excellent results.

## WORKSHOPS

### *Planning for Tomorrow - Leaning into New Ways of Measuring Success*

If you are interested in finding alternative ways for measuring child support program success, outside of using Practice Indicators and Federal Performance Measures, this session is for you. Our panelists will talk about measuring success using customer satisfaction survey results, completed projects, outreach activities, and other innovative methods. You will leave with a deeper understanding of the importance of measuring success in alternative ways and armed with strategies for implementing these methods in your department.

### *Working Together: Federal Performance Measures and Practice Indicators - The Secret Sauce of High Performing Counties*

Want to improve your LCSA's performance and be recognized as one of the top achieving programs? If so, then look no further. Whether you are new to child support or a seasoned veteran, this session is designed to help attendees better understand the ins and outs of Federal Performance Measures

and the infamous Practice Indicators. Learn what approach the top performing agencies are taking to increase their total distributed collections, paternity establishment, the number of court orders obtained, and overall cost effectiveness. Supporting children and their families is at the heart of each child support agency and together we can make an even greater impact. So, come on by, grab a seat, and let's discuss what exactly is in the secret sauce to success.

### *Full Pass Through: Empowering Change for a Better Tomorrow*

Want to better understand the changes happening around the implementation of Former Assistance (FA) Arrears Pass Through? Do you want to learn how it will help to ensure family self-sufficiency by making child support a more reliable source of income? This session will provide an overview of FC § 17504.02, which requires implementation of FA Arrears Pass Through. Be ahead of the curve and join us for discussions on policy updates, procedures, additional CSE automation, and share challenges or lessons learned. Let's discover how this implementation is one of many crucial steps towards modernizing the child support programs and ensuring that we are equipped to meet the needs of families in the future.



# TRACK & WORKSHOP DESCRIPTIONS

## ***Next Gen Child Support: Using Data to Make Informed Decisions***

Data-driven decision making is critical to leaders at all levels in the child support program. Data provides invaluable information that can be leveraged to gain knowledge, identify areas of opportunity, problem solve, and improve processes. Have you ever wondered how data is being used to understand our program's impact on parents and families? Or how various child support programs are leveraging data analytics in decision-making for policies, enhancing performance and program evaluations? In this session you will learn how to gather and use data in a thoughtful way to make evidence-based decisions focused on improving the future of the child support program. Please join us for this forward-thinking discussion to see how child support professionals can make an even greater impact together on Next Gen child support.

## ***AB 135: Serving Families by Transforming Uncollectable Debt***

Child Support Professionals are consistently looking into program impacts and searching for ways to better assist the families we serve. Studies have shown that, in some cases, child support debt is not only uncollectable, but unintendedly creates barriers for families and can further compromise a parents' ability to support their children. In this session DCSS will provide an overview of program changes and progress made towards implementing AB 135 Uncollectable Debt. This will include Phase 1, uncollectable debt outlined in Family Code section 17400 (a)(2)(C)), and Phase 2, uncollectable debt outlined in Family Code 17400 (a)(2)(B)), including uncollectable debt for foster care arrears. Additionally, DCSS will provide an overview of the findings of the Collectability Study and algorithm developed as a result of the study, as

contracted through the University of California San Diego. The purpose of the Collectability Study was to analyze in a statistical and quantifiable manner (1) which child support arrears are most likely to be collected, (2) which if any child support arrears are not likely to ever be collected and (3) provide recommendations and strategies for improving reliable child support payments and avoiding the accumulation of future arrears. Don't miss out on this informative session where together we can change the course of the child support program.

## ***Award Winning Programs - Creating a Better Program Together***

Want to help take your LCSA to the next level? Join us for a panel discussion with award-winning Child Support Directors from across the country as they discuss how we can all play our part in creating a better program together. This session will explore the strategies and best practices that have led to the success of their programs. The panelists will share their experiences and insights on how to overcome barriers and achieve positive outcomes in the child support program.

## ***The Future is Now: Case Management for the Next Generation***

Have you ever asked yourself if there was a more efficient way to manage the myriad of tasks and responsibilities at work? Join us as we dive into the importance of task management and the use of proactive tools such as Tableau and the 1257 Report to help you achieve your goals in today's fast-paced world of case management. This session is designed to help you prioritize work when there are competing priorities. Join us as we discuss best practices and strategies to work smarter, not harder.

# TRACK & WORKSHOP DESCRIPTIONS

## ***Transforming Tomorrow's Child Support: A People-Centric Approach to Change Management***

California's Child Support program is facing fast, complex, and more interdependent changes. As a result, we need processes to address these changes. Organizational Change Management (OCM) is one such change initiative or approach that helps an organization transition from its current state to a new state, taking into consideration the people, process, culture, and technology involved in the change. This approach lays out the framework and provides the tools needed to assess the scope of an effort, select the right OCM elements, and scale up those elements to ensure effective and successful change management. In this session, we will discuss the transitions happening within the child support program and how OCM is being applied to manage them. This people-first perspective will better prepare employees and customers alike for the shifts involved in achieving and sustaining those changes.

## ***Sprint to Tomorrow: Innovating Child Support for the Future***

Ever wonder how California Child Support Services addresses some of the programs largest challenges and most frustrating hurdles, or considered what it takes to streamline and simplify processes? With all the to dos, demands, and daily distractions, it can be difficult to pinpoint where to even start. Join us to learn about innovative solutions using sprints and SimpliGov, and how small groups of subject matter experts with clear direction have changed the way we tackle problems and implement solutions for problems both large and small. You will not want to miss this informative session that will help you transform those challenges into opportunities to get more things done in the workplace.

## **PARTNERSHIP & OUTREACH**

As child support professionals, we help parents successfully provide for their children's financial, emotional and educational wellbeing. Accomplishing this requires a broad knowledge of services available in the community and the development of strong partnerships. Come learn about innovative services being offered to families around the state as well as outreach strategies used to inform the community of child support services. This track will provide ideas and best practices to help you develop partnerships and outreach programs in your community in order to positively impact the lives of children and families.

## **WORKSHOPS**

### ***Getting the Word Out! Strategies for Child Support Professionals***

Boost your credibility by amplifying your visibility: from paid media to press mentions, get best practices and simple strategies that provide cost-effective short-term, doable tactics from colleagues that are using them right now. Learn the easy steps to expertise at supporting your program and initiatives!





# TRACK & WORKSHOP DESCRIPTIONS

## ***Father Engagement: A Collaborative Approach***

One of the most consequential social trends of our time is widespread father absence in the lives of children. An absent father increases a child's risk of experiencing a host of poor outcomes, such as poverty, poor school performance, child abuse and neglect, emotional and behavioral problems, and incarceration. However, we cannot just stop at outreach and encouraging fathers. We need to look internally within our systems and programs and assess how we are intentionally seeking to engage fathers to provide proper support. In this session you will learn about Inland Empire Father Involvement Coalition's efforts on changing the narrative on fatherhood in our nation's biggest County, and its approach to look within systems and programs to go beyond creating "father friendly" lobbies and create a father friendly County.

## ***Family Justice Centers: A Multi-agency Co-location & Collaboration Model Opportunity for Child Support Services***

This presentation will focus on the multi-agency co-location model that are Family Justice Centers. Specifically, the discussion will highlight the Ventura County Family Justice Center (VCFJC) with over 15 on-site partners serving victims of domestic violence, child abuse, elder abuse, human trafficking, and sexual assault. Serving over 3,000 victims and their families annually, VCFJC works closely with its imbedded on-site partners from the Ventura County Child Support Services Agency to ensure that families struggling to recover from crime and trauma have the resources they need to heal and thrive.

## ***Empowering Families in Crisis: Navigating the Homelessness System***

Many service providers in other areas of social services work with families and individuals who have also experienced or are currently experiencing homelessness. This is just one of many barriers that many families and individuals face today. The homelessness system of service providers is available to help them navigate through these challenging systems and streamline services that best meet their housing needs.

## ***Outreach World Café***

World cafe is an interactive way of starting a conversation between attendees to learn from each other's experiences. On the menu at this café will be a chance to choose between social media, community events, lived experiences and much more. A child support community table is big enough to seat curious and active learners who will share knowledge and be a positive change for the child support system.

## ***Working with Justice-Involved Customers***

On average, half of all people in state and federal prisons are parents. Once they are released from incarceration, these parents face multiple barriers to getting back on their feet. How can Child Support Professionals help the justice-involved parents they serve? Join us to discuss the needs of justice-involved parents and how to connect them to resources in their community. Learn how to build relationships with Probation and Parole. Hear about successful collaborations with community-based organizations that serve justice involved parents, and how LCSA's have leveraged their relationships with these organizations to build trust in their community.



# TRACK & WORKSHOP DESCRIPTIONS

## ***Ready, Set, Go-Expanding Outreach for the Next Gen***

The most important thing is having all the elements at your fingertips to create a successful event. This session will teach you how to set up a positive outreach event that helps bring in resources, community partners, and people. We will share our step-by-step guide for hosting events. We will also share our highs and our lows throughout the process. During this presentation, we will help you create a blueprint of ideas and strategies that could be implemented in your next event. One big concern is whether people will show up to your event. We will take you from planning partner collaboration to marketing. We will discuss strategies to reduce costs while maximizing your resources. This session will give you tips on increasing event attendance through effective outreach and marketing. We will also share innovative ways and best practices for expanding outreach in hopes of increasing caseloads.

## ***Connecting with the Community: Co-locating and Mobile Child Support Solutions***

Join us for an innovative session where we explore co-locating and mobile options for child support services. In an era of constant movement and changing dynamics, it's crucial to ensure that child support resources are accessible where families live and work. This session will delve into strategies for bringing child support services closer to communities through mobile outreach and co-locating initiatives.

## **REST OF THE STORY**

As child support professionals, we all know there is more to the story when it comes to supporting California's families than what makes the headlines. This track offers a wide variety of workshops designed to enhance your skills as well as your ability to maneuver through the program. Join us as we explore those topics that will help you see the big picture.

## **WORKSHOPS**

### ***All Things FEM Final Rule: Next Gen Guidelines and Order Establishment***

This session will provide an overview of program changes and progress made towards implementing SB 343 and FEM Final Rule in the child support services program. The presentation will have two parts: 1) Child support guideline changes that will become effective September 2024 and related CSE system changes that will be released by July 2024; and 2) Changes related to order establishment and the removal of presumed income effective January 2026. Attendees will learn about immediate system and process changes that are critical for the proper implementation of the new child support guidelines and will have an opportunity to share their thoughts and input regarding the order establishment in a discussion format. The FEM Final Rule promotes the adoption of more comprehensive methods to ascertain a parent's financial capacity, aiming to 'right-size' child support orders that are fair, just. Join us as we discuss how this approach is expected to reduce the accumulation of unpaid child support, improve the collection rate, and ensure that the orders genuinely reflect the parents' economic circumstances. SB 343 amends California laws consistent with the FEM Final Rule principles.

# TRACK & WORKSHOP DESCRIPTIONS

## ***Celebrate What's Right in the World***

Through the lens of wonder and appreciation for beauty and abundance hidden in plain sight, veteran National Geographic photographer DeWitt Jones and facilitator Jeff Schroer lead us on an inspired journey of self-discovery and empowerment. You will realize the power in believing and then seeing the possibilities all around us. See the world and our work through a lens of curiosity, abundance, achievement and opportunity. Commit to trust yourself and your team to follow a vision of that perfect picture wherever the journey may lead on the road to success. Leave this presentation inspired to Transform Tomorrow Together. You will be empowered to achieve great success through positive action, service to others, and a grateful heart of thanks for all that is right with the world.

## ***Networking: Connections Beyond Conference***

One of the highlights of the annual CSDA Conference is the invaluable networking opportunities it provides. Join us for an engaging session where you will uncover key tips to turning casual connections into meaningful professional relationships. Learn practical strategies, participate in interactive activities, and leave equipped with the skills to build a robust network of child support professionals from across the State. Whether you are a first-time attendee or a seasoned conference-goer, this session guarantees to leave you with valuable insights and a network of new child support friends. Do not forget to bring your business cards if you have them, and if you don't, we've got you covered. Get ready to elevate your networking skills and make the most out of this year's conference!

## ***Strategic Planning at the State Level: A Look Forward***

A good plan is a bridge to our shared dreams. Join us for an insightful presentation by the Department of Child Support Services to share the updated 2024 Strategic Plan. DCSS will cover newly adopted projects and continuing initiatives that are underway from previous strategic planning cycles.

## ***Connecting the Dots: Mastering Social Media for Effective Child Support Locate Strategies***

Join us for an engaging session that delves into the critical intersection of child support and social media. In an era dominated by digital connectivity, understanding how to leverage social media for effective locate is essential for child support professionals. Come to our session to learn more about harnessing the power of online platforms to obtain valuable information for locating parents and discover advanced search techniques, monitoring strategies, and legal considerations when utilizing social media as an investigative tool. You'll also hear case studies and success stories, with real-world examples of successful child support cases where social media played a pivotal role in locating individuals. Participants will gain practical skills, valuable insights, and a deeper understanding of how social media can be a powerful asset in the realm of child support. Don't miss this opportunity to stay at the forefront of industry trends and strengthen your toolkit for successfully navigating the challenges of locating participants in the digital age.

# TRACK & WORKSHOP DESCRIPTIONS

## ***Navigating Next Gen Child Support through DEI Excellence***

Embark on a crucial conversation as we bring together a distinguished panel of Diversity, Equity, and Inclusion (DEI) officers from state and local governments. In this thought-provoking session, participants will have the opportunity to engage with leaders at the forefront of DEI initiatives, exploring the current landscape and strategies for enhancing access to services for diverse populations. Our panelists will discuss challenges such as cultural disparities, systemic biases, and communication gaps, offering tangible solutions and best practices to overcome these hurdles. Don't miss out on the interactive Q&A Session where you can pose questions, share insights, and participate in a collaborative discussion to deepen your understanding of DEI initiatives. This enlightening session aims to inspire and equip attendees with actionable strategies to create more equitable, inclusive, and accessible 'Next Gen' child support services for all.

## ***Unraveling Bias for Improved Customer Engagement***

Dive into a critical exploration of understanding bias and its profound impact on customer interactions in child support services. In this session, you can expect to gain a general overview of bias and insights into how implicit and explicit biases may influence decision-making in child support. Explore strategies for recognizing bias and learn practical approaches to minimize its impact on decision-making, ensuring equitable treatment for customers. Don't miss this opportunity to earn MCLE credits while gaining a deeper understanding of the legal obligations surrounding fair and impartial service delivery. Join us for an engaging and informative session that aims

to empower you to navigate child support services with heightened awareness, sensitivity, and a commitment to equitable customer engagement.

## ***Transform Tomorrow Together: CSDA, NCSEA, WICSEC, ERICSA, NTCSA.. What are they, what do they do, and how can I get involved?***

CSDA is a common reference within California's child support program, but do you know the full scope of what the association does? Do you understand the roles of NCSEA, WICSEC, ERICSA, and NTCSA and how they support the program? Come join us as we discuss the roles of each association and how we advocate for the program together. This session will help clarify what each of them do, what their focus is, and how YOU can get involved in the work of these associations. This is your opportunity to understand how each of these entities are transforming the child support program together!

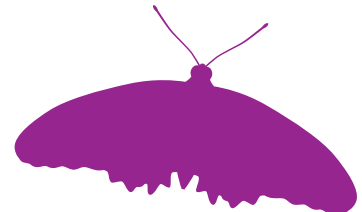
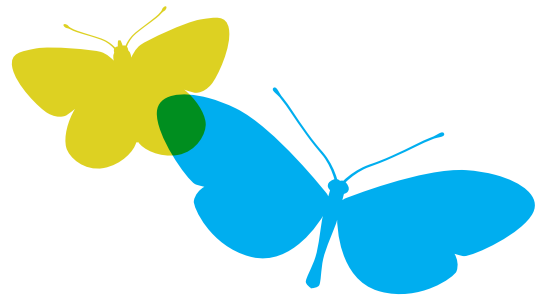
## ***Cultural Competency and Case Management***

Cultural competency is an imperative skill in effective case management. Child support case managers encounter people from different cultural, ethnic, and socioeconomic backgrounds. The family of today doesn't look like the nuclear family of the 1950's, and case managers encounter family structures that can differ greatly from case to case. Having an awareness and understanding of differences as well as a respect for diversity improves the interaction between the case manager and the customer. Join our interactive session to learn more about bias, cultural awareness, and empathy and how to use those skills to help meet the needs of our customers both now, and in the future.

# TRACK & WORKSHOP DESCRIPTIONS

## *Call Center Best Practices for the Next Gen*

With communication flying around like an invisible web and information going to both customers and staff, our call centers are a hub for receiving, providing and sending everything child support! Let's talk about what works well, the challenges we face and the next generation of customer service in this round table discussion. How do other LCSA's quantify performance and methodology? What is the right classification to have on the phones? How can we reach state goals, maintain performance and keep staff? What can we learn from the private sector or other government agency call centers? Our call center representatives are the heart of communication with our customers – how does training and morale play into their important role as the first point contact for so many? Join us as we discuss which innovations we should incorporate as we move to serve the next generation of customers.





# CHARITY CAMP HOPE AMERICA – VENTURA



## *Creating Opportunities for Children in Our Community*

CSDA President Marcus R. Mitchell, Director of the Ventura County Department of Child Support Services, and the Child Support Directors Association (CSDA) are proud to announce they have chosen Camp Hope-Ventura County as the annual conference fundraising recipient. We invite you to join us in helping Camp Hope transform the lives of Ventura County children impacted by crime, trauma and domestic violence.



Camp HOPE America – Ventura County (Camp HOPE) is an evidence-based camping and mentoring program provided by the Ventura County Family Justice Center and sponsored by their Foundation. Ventura County children and teens have been going to Camp HOPE since 2015 to build hope, resiliency, and pathways to their dreams. Activities like zip lining, art projects, and singing silly campfire songs encourage campers to step out of their comfort zones, develop positive relationships, and gain self-assurance to overcome challenges.

Multiple studies consistently find that children who are exposed to domestic violence and other traumas are at a higher risk for emotional, social, and behavioral difficulties both in the short- and long-term (Evans, et al., 2008; Kitzmann, Gaylord, et al., 2003; Wolf, et al., 2003). Providing a safe and enjoyable way for children to heal from trauma and develop a pathway to a better future is more important than ever. The theory behind Camp HOPE is simple – higher levels of hope among children lead to better academic, athletic, physical, and developmental outcomes (Snyder, 2002).

At Camp HOPE, they use fun-filled avenues to bring HOPE into campers' lives. At camp, they discuss important life lessons such as the value of forgiveness, the future is brighter than the past, and that we all need each other. Campers learn about role models who have overcome difficult times and chosen to do good things with their lives. Campers are challenged with trust and team-building exercises such as rock climbing and yoga and empowered with character trait awards. Using meaningful activities, we create an environment where kids feel safe, seen, encouraged, and loved.

Let's do our part to invest in the lives of children via our charity fundraising campaign for Camp Hope. Thank you in advance for your generosity!



# REGISTRATION INFORMATION

## REGISTRATION

To register for this year's Annual Child Support Training Conference & Expo [CLICK HERE](#).

## CONFERENCE RATES

Full registration fees include:

- All conference materials
- Admission to conference workshops, and plenary sessions and the Exposition Hall
- Luncheon (Tuesday and Wednesday), and daily refreshment breaks
- Awards Banquet Dinner (Wednesday)
- MCLE Credits (as provided with designated workshops)

Note: Breakfast is not included in the registration rate (breakfast on your own).

<b>Full Conference Registration:</b>	<b>\$695 – Member Early Birds \$595</b>
<b>Full Conference Registration:</b>	<b>\$745 – Non-member Early Birds \$645</b>

<b>Single Day Registration:</b>	<b>\$395 – Member Early Birds \$295</b>
<b>Single Day Registration:</b>	<b>\$455 – Non-member Early Birds \$355</b>

*\*early bird pricing – register before 2/16/24 to get this pricing.*

## EXHIBITOR/SPONSOR REGISTRATION

All vendors must register separately as an Exhibitor/Sponsor to attend the conference. Please [CLICK HERE](#) for exhibitor and sponsorship opportunities.

## AWARDS BANQUET

Registrants may purchase a guest ticket for the banquet. Reserved seating will be an option this year.

**Banquet Ticket ..... \$100/per Guest**

## PAYMENT

Registrants may pay online by ACH or credit card (Visa, MasterCard, Discover, American Express) or by check. If mailing check, please include copy of the invoice.

Mail checks to:

**Child Support Directors Association**  
 2150 River Plaza Drive, Suite 420  
 Sacramento, CA 95833  
 Attn: Annual Training Conference

## REFUND POLICY

User-initiated cancellations without penalty can be made online prior to April 5, 2024. After this date, registered attendees unable to attend due to special circumstances must submit a detailed request in writing to CSDA for refund consideration. **Send request to: CSDA, 2150 River Plaza Drive, Suite 420, Sacramento, CA 95833, Attn: Annual Training Conference.** Requests for refunds due to special circumstances must be received before April 19, 2024.

## ATTIRE/WEATHER

The attire for this conference is business casual. The temperature in Garden Grove in May averages 80 degrees.

## SPECIAL NEEDS

Registrants who require special accommodations related to dietary needs, communication or facility access, please note your needs during the registration process. For questions, please call **916-446-6700** or email [conference@csdaca.org](mailto:conference@csdaca.org).

# HOTEL & TRAVEL INFORMATION

## CONFERENCE HOTEL

**Hyatt Regency Orange County**  
11999 Harbor Blvd.  
Garden Grove, CA, USA 92840  
(714) 750-1234

## RATES

**Single.....\$179 (plus applicable taxes and fees)**  
**Double.....\$179 (plus applicable taxes and fees)**  
**Triple.....\$204 (plus applicable taxes and fees)**  
**Quad.....\$229 (plus applicable taxes and fees)**  
**Parking\*...\$22 per day/self-parking**

*(\*special discount on self-parking rate for conference attendees)*

*Early Departure Fee: Early departure fee will be charged for guests who depart earlier than the date stated on their reservation.*

## RESERVATIONS

To make hotel reservations online [CLICK HERE](#) or call **(888) 421-1442**. If making your reservations by phone, please mention that you would like the group rate for the Child Support Directors Association (CSDA). The special rate is only available if you reserve your room **BEFORE Friday, March 29, 2024**.

Note: Please do not make a hotel reservation unless you are certain you will use it, as rooms in the Conference hotel are highly prized. Making reservations merely to ensure a space when you are not ready to commit to attending denies other attendees a room of their choice, costs the hotel business, and is costly for the Association due to our room block guarantees. Additionally, if you make a reservation and later need to cancel, please do so as early as possible so the room may be made available to someone else.

## ABOUT THE HYATT REGENCY OC

Have it all at the Hyatt Regency Orange County. This inviting hotel is positioned to make any visit a success. Conference attendees will find this hotel easily accessible from several local airports and several Anaheim attractions.



## TRANSPORTATION

**John Wayne Orange County Airport (SNA)**  
Drive time: 20 minutes, Distance: 13 miles

**Long Beach Airport (LGB)**  
Drive time: 25 minutes, Distance: 17 miles

## SHUTTLE SERVICES

From John Wayne Orange County Airport (SNA), at the time of this publication, shuttle service is available in the Ground Transportation Center located on the Arrival (lower) Level between Terminals A and B. Shuttle service is currently by reservation only. App-Based Rideshares, also provide drop-off and pick-up services at the airport. The designated pick-up location is on the top levels of the parking structures A2 and B2, and in the Terminal C parking structure on the upper level next to the ticketing area.



# CSDA ANNUAL CONFERENCE PLANNING WORKGROUP

**Julie Prado, Conference Co- Chair**  
Central Sierra Child Support Agency

**Jamie Murray, Conference Co-Chair**  
Santa Cruz/San Benito County Regional

**Marcus Mitchell, CSDA President**  
Ventura County

**Shauna Day, CSDA Executive Director**

**Julie Cockerton, Track Dean Lead**  
Solano County

**Natalie Dillon, Vendor Relations Coordinator Lead**  
Colusa Sutter Yolo Regional Child Support Agency

**Liane Peck, On Site Coordinator Lead**  
Solano County

**Nicole Windom-Hurd, Networking Coordinator Lead**  
Riverside County

**Kim Britt, Track Dean**  
Central Sierra Child Support Agency

**Kathie Bohacek, Track Dean**  
San Joaquin County

**Lisa Bispham, Networking**  
Central Sierra Child Support Agency

**Stacy Collins, Track Dean**  
San Bernardino County

**Rosemary Gray, Networking**  
Alameda County

**Leon Hunt, Track Dean**  
Riverside County

**Amy Jassel, Track Dean**  
Sacramento County

**Paul Johnson, Track Dean**  
Sierra Nevada County

**Tara Knobbe, Networking**  
Solano County

**Jonna Lewis, Onsite Coordination**  
CSSD County of Los Angeles

**Shannon Martin, Track Dean**  
Siskiyou Modoc Regional

**Abe Mendoza, Track Dean**  
San Joaquin County

**Araceli Nunez, Volunteer Coordinator**  
Orange County

**Alexis Ramirez, DCSS Coordinator**  
State DCSS

**Genna Richardson, Track Dean**  
Shasta County

**Denise Santoya, Charity Fundraising Coordinator**  
Ventura County

**Jeff Schroer, Track Dean**  
Kern County

**Shawna Teague, Track Dean**  
Contra Costa County

**Tyria Valledor, Track Dean**  
Colusa Sutter Yolo Regional  
Child Support Agency

**Marie Waite, Vendor Relations**  
Kings County



**Child Support  
Directors Association**



# 2024 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO



**TRANSFORM TOMORROW TOGETHER:**

NEXT GEN CHILD SUPPORT

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**Child Support Directors Association**