

2024 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO



TRANSFORM TOMORROW TOGETHER:

NEXT GEN CHILD SUPPORT

CONFERENCE SCHEDULE

HYATT REGENCY ORANGE COUNTY
April 22-25, 2024

Child Support Directors Association

MONDAY, APRIL 22, 2024 / TUESDAY, APRIL 23, 2024

MCLE Credits

The CSDA is a State Bar of California approved provider for minimum continuing legal education (MCLE) and certifies that activities designated with the scales of justice icon (⚖️) conform to the standards for approved education activities prescribed by the rules and regulations of the State Bar of California governing MCLE.

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
(Director's & Exhibitors Only)

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 1

Off Balance on Purpose

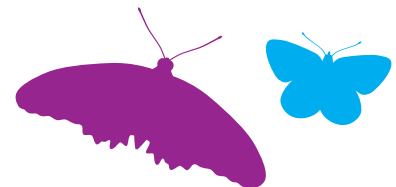
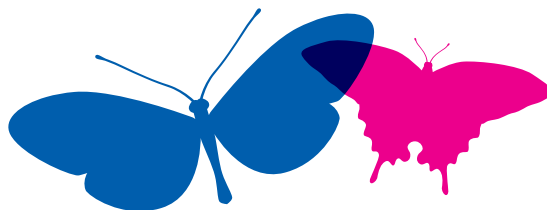
Facing change is a real problem in many organizations. The energy suffers, productivity goes down and even the best team members can feel stuck. Change can lead to declines in performance just when you need your team the most. Dan helps teams shift their mindset from fear of change to embracing it and 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 multidimensional view of success that incorporates quality health, strong relationships, and meaningful contributions all while leaning into uncertainty with authority and confidence.

Presenter:

Dan Thurmon, Author and Keynote Speaker

10:00 AM – 10:30 AM

Refreshment Networking Break



10:30 AM - 12:00 PM

Concurrent Workshops

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 workshop will provide a brief overview of the Lean Six Sigma's key principles illustrated by example projects and exercises.

Presenters:

Stacey Wuertz, Assistant Director, Kern County DCSS
Ruby Gomez, Senior Office Services Specialist, Kern County DCSS

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.

Presenter:

Rosie Baker, Executive Consultant, The Pacific Institute

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 workshop 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.

Presenters:

Darice Bolko, Child Support Supervisor, Solano County DCSS
Rachel Esther, Child Support Specialist/Centralized Financial Worker, Riverside County DCSS

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.

Presenters:

Kathie Bohacek, Assistant Director, San Joaquin County DCSS
Laura Van Buskirk, Director, Placer County DCSS

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.

Presenters:

Dave Gravender, Business Systems Analyst III,
San Luis Obispo County DCSS
Amita Naganand, Research Data Specialist,
California Department of Child Support Services
Grant Jones, MPA, Business Systems Analyst,
Santa Clara County DCSS

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.

Presenters:

Marissa de Almeida, Chief Attorney, Stanislaus County DCSS
Joshua Lee, Attorney, Orange County DCSS

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 Performance Indicators (PI) and Federal Performance Measures (FPM), this workshop 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.

Presenters:

Jennifer Scott, Program Manager, Glenn County DCSS
Amy Weurdig, Director, Eastern Sierra Regional
Kendrik Eaton, Administrative Analyst III,
San Diego County DCSS

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 workshop, 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 workshop 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!

Presenters:

Tara Knobbe, Supervising Child Support Specialist, Solano County DCSS

Rosemary Gray, Program Manager, Alameda County DCSS

Lisa Bispham, Staff Services Specialist, Central Sierra Regional Child Support Agency

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 workshop 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 workshop can help improve your chances.

Presenter:

Rob Velcoff, Owner and Independent Consultant, Intergovernmental Support

12:00 PM – 1:30 PM

Luncheon

1:30 PM – 3:00 PM

Concurrent Workshops

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 workshop 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.

Presenters:

Rosie Baker, Executive Consultant, The Pacific Institute

Don Semon, Assistant Director, Santa Clara DCSS

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 workshop 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.

Presenters:

Tara Knobbe, Child Support Specialist,
Supervisor, Solano County DCSS
Gusti Giovannoni, Child Support Specialist III,
Sonoma County DCSS
Kraig Singleton, Child Support Specialist III,
Sonoma County DCSS

Experience the Future of Investigative Tools: Crafting Tomorrow's Solutions Together with CLEAR

Unlock the full potential of your child support research with CLEAR. Our innovative platform offers unparalleled access to unique data sets and state-of-the-art alerting capabilities, propelling your traditional research tools into the next generation. Join us to discover the transformative power of real-time nationwide incarceration data and comprehensive historical arrest records. Dive into the vast repository of over 18 billion scans from our commercial license plate detection system, revolutionizing the way you approach your investigations. Be among the first to explore our newly released Alert Center, designed to keep you ahead of the curve and informed like never before. Don't miss this opportunity to enhance your proficiency in the use of CLEAR and maximize your research ability in child support cases using these highly effective tools. Unlock the Future of Child Support Research. Join us and transform the way you work tomorrow, today, with CLEAR.

Presenter:

Daani Svonkin, Senior Client Executive, CLEAR

Improve Learning and Make it Stick

This comprehensive workshop is designed to equip you with the knowledge, skills, and strategies necessary to excel in the realm of adult education and formalized training within Child Support. In today's rapidly evolving professional landscape,

continuous learning and adaptability are not just desirable, but essential. As adults, we bring a wealth of experiences, perspectives, and unique learning styles to the table. This workshop is tailored to harness these attributes, empowering you to become a confident and effective adult educator or trainer through the power of storytelling, championing active learning techniques, technology integration and the use of adult learning dynamics.

Presenters:

Kathleen Thomas, Staff Development Specialist,
Kern County DCSS
Bernadette Tilei, Staff Development Specialist,
Kern County DCSS

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.

Presenters:

Ron Ladage, Director/Chief Attorney, El Dorado
County DCSS
Adrienne Reed, Attorney, Sacramento County
DCSS

Pass Through: Empowering Change for a Better Tomorrow

Want to better understand the changes happening around the implementation of Former Assistance Arrears Pass Through? Or learn how it will help to ensure family self-sufficiency by making child support a more reliable source of income? This workshop will provide an overview of FC § 17504.02, which requires implementation of Former Assistance Arrears Pass Through effective the Summer of 2024. We will discuss how this implementation is one of many crucial steps towards modernizing the child support programs by ensuring that we are equipped to meet the needs of families in the future. Be ahead of the curve and join us for discussions on policy updates, procedures, additional CSE automation, and future pass through legislation.

Presenters:

- Justin Freitas**, Deputy Director, California Department of Child Support Services
- April Thoma**, Staff Services Manager II, California Department of Child Support Services
- Michele Troutman**, Child Support Financials Manager, California Department of Child Support Services

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.

Presenters:

- Maureen Leif, J.D.**, President, Grays Peak Strategies
- Natalie Dillon**, Director, Colusa Sutter Yolo Regional Child Support Agency
- Marie Waite**, Director, Kings County DCSS

David Ramm, Senior Consultant, Grays Peak Strategies

Melissa Chavez, Program Manager, San Joaquin County DCSS

Marquese Howard, Chief Marketing Manager, Riverside County DCSS

Kathie Bohacek, Assistant Director, San Joaquin County DCSS

Nicole Darracq, Assistant Director, Office of Communications and public Affairs, California Department of Child Support

Kiara Nowlin, Community Relations Manager, Ventura County DCSS

Laura Roth, Director, Child Support Practice Product Development, CGI

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

Join us for an engaging workshop 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 workshop 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. By the end of this workshop, participants will have gained 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.

Presenters:

Kayla Olson, Human Services Specialist III, Sierra Nevada Regional DCSS

Patti Lozano, Program Specialist, San Bernardino County

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, selects the right OCM elements, and scales up those elements to ensure effective and successful change management. In this workshop, 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.

Presenters:

Aimee Reeves, Organizational Change Management Manager, California Department of Child Support Services

Abe Mendoza, Director, San Joaquin County DCSS

Claire Bunch, Organizational Change Management, Facilitator, California Department of Child Support Services

3:00 PM - 3:30 PM

Refreshment Networking Break

3:30 PM - 5:00 PM

Concurrent 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.

Presenters:

Mathew Macy, Budget Manager, California Department of Child Support Services

Carissa Hernandez, Staff Services Manager I, California Department of Child Support Services

Nancy Bejines, Fiscal Analyst, California Department of Child Support Services

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 workshop 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 workshop, 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 workshop, you will be well-prepared to design, implement, and manage a mentoring program that makes a positive impact within your LCSA.

Presenters:

Abe Mendoza, Director, San Joaquin County DCSS
Tina Milliken, Program Manager, Solano County DCSS

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 workshop 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 is 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.

Presenters:

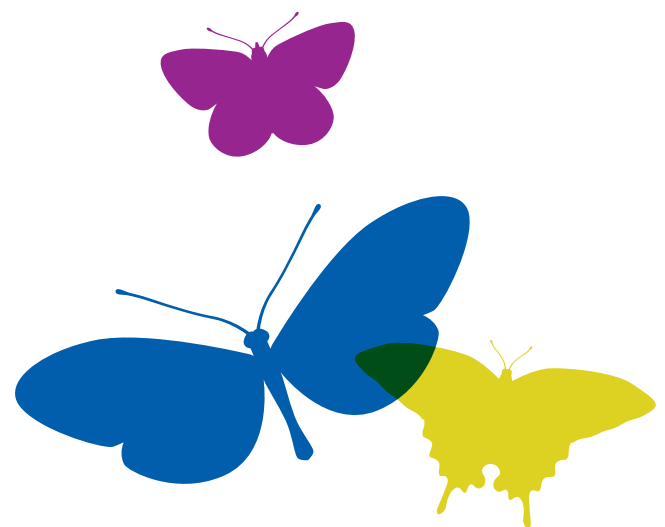
Liane L. Peck, Director, Solano County DCSS
Tara Knobbe, Supervising Child Support Specialist, Solano County DCSS
Kathie Bohacek, Assistant Director, San Joaquin County DCSS

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.

Presenters:

Monique Johnson, Human Services Deputy Director, Orange County DCSS
LeAnna Feliciano, Supervising Child Support Specialist, Orange County DCSS



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.

Presenters:

Paul Johnson, Attorney, Sierra Nevada Regional DCSS
Shannon Richards, Attorney OLS, California Department of Child Support Services
Jonathan Rotondo, Attorney, Placer County DCSS
Mary Holland, Child Support Specialist, Placer County DCSS

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 workshop 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.

Presenters:

Veronica McNamara, Deputy Director, Orange County DCSS
Huaye Li, Research Specialist I, Riverside County DCSS

Sponsored by:



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 workshop 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.

Presenter:

Juan C. Solis, Father Engagement Coordinator, County of San Bernardino

Celebrate What's Right with 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.

Presenter:

Jeff Schroer, Chief Attorney, Kern County DCSS

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!

Presenters:

Nicole Darracq, Assistant Director, Office of Communication and Public Affairs, California Department of Child Support Services

Tonya Moore, Director, Tehama County DCSS

Carlos Guzman, Child Support Program Manager, Fresno County DCSS

7:00 PM - 9:00 PM

Networking Event

WEDNESDAY, APRIL 24, 2024

7:30 AM - 5:00 PM

Conference Registration

8:30 AM - 10:00 AM

Concurrent Workshops

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.

Presenter:

Tamara Thomas, Human Relations Director, Stanislaus County Chief Executive Office

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.

Presenter:

Rob Velcoff, Owner and Independent Consultant,
Intergovernmental Support Services

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 workshop 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 workshop, 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 workshop will give you tips on increasing event attendance through effective outreach and marketing. This workshop will also share innovative ways and best practices for expanding outreach in hopes of increasing caseloads.

Presenters:

Regina Cruise, Child Support Services Supervisor,
Riverside County DCSS

Angela Leal, Child Support Officer/Outreach
Coordinator, San Joaquin County DCSS

Amelia English, Supervising Child Support Officer,
Sacramento County DCSS

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.

Presenters:

Jill Francis, Director, Marin County DCSS

Kim Townsend, Assistant Deputy Director,
San Diego County DCSS

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 workshop 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.

Presenters:

Catherine Lanzaro, Technology Services Division
Deputy Director, California Department of Child
Support Services

Robert Silvey, Deputy Chief Information Officer, California Department of Child Support Services

Ramon Castellano, Information Technology Manager I, California Department of Child Support Services

Bob Yoachim, Information Technology Manager I, California Department of Child Support Services

Lourdes Rosario, Information Technology Manager I, California Department of Child Support Services

Gulzar Jaggi, Enterprise Architecture & Security Branch Chief, California Department of Child Support Services

Leo Anguiano, Application Development and Testing Branch Chief, California Department of Child Support Services

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.

Presenters:

Ignacio J. Guerrero, Director, Santa Clara County DCSS

Liane L. Peck, Director, Solano County DCSS

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.

Presenters:

Lee Fisher, Assistant Director, Ventura County DCSS

Douglas Durward, Director, Napa County DCSS

John Ziegler, Assistant Chief Counsel, California Department of Child Support Services

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.

Presenters:

David Kilgore, Director, California Department of Child Support Services

Cassandra Holzhauser, Assistant Director, Office of Strategic Planning, California Department of Child Support Services

Bryanna McAdams, Staff Services Manager, Office of Strategic Planning, California Department of Child Support Services

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!

Presenters:

Shauna Day, Executive Director, CSDA
Marcus Mitchell, Director, Ventura County DCSS.
Lisa Skenandore, Vice President, Business Development, SMI
Phyllis Nance, Director, Alameda County DCSS
Natalie Dillon, Director, Colusa Sutter Yolo Regional Child Support Agency

10:00 AM – 10:30 AM

Refreshment Networking Break

10:30 AM – 12:00 PM

Concurrent Workshops

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 workshop, 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.

Presenters:

Barry E Knight, Diversity, Equity, and Inclusion Officer, Riverside County
Kate English, DEI Manager for Youth Equity, Ventura County
Dr. Andre Lockett, Chief Equity Officer, California Department of Child Support Services
Dr. D'Artagnan Scorza, Executive Director, Racial Equity, Los Angeles County

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.

Presenters:

Fred Miskawi, Vice President, CGI
Kristen Castells, Director of Business Consulting, CGI

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 workshop, you will be well-equipped to apply the best practices in lead worker development, fostering a motivated and high-performing team.

Presenters:

Delona Green, Program Manager, San Joaquin County DCSS
Pov Hughes, Interim Supervisor, San Joaquin County DCSS
Sarah Ray, Program Manager, Shasta County DCSS

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 beyond. 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.

Presenters:

Casey Aguilar, Human Services Manager, Senior/ Administrative Manager, Orange County DCSS
Jesse Guillen, Senior Human Services Manager, Orange County DCSS

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 class is designed for case workers, attorneys, or any LCSA employee who may be still learning their way around the guideline calculator. Join this class to transform your guideline skills and wisdom to the next gen level!

Presenters:

Anne Glanzer, Lead Attorney, Colusa Sutter Yolo Regional Child Support Agency
Jonathan Shugart, Attorney, Kern County DCSS

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.

Presenter:

Michael Jump, Chief Deputy District Attorney,
Ventura County District Attorney's Office

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.

Presenters:

Liz Bullard, Executive Leadership Consultant,
Grays Peak Strategies
Dawn Palutke, Director, Denver County Court

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 workshop, 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.

Presenter:

Dee Dinnie, Managing Attorney, Ventura County
DCSS

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 workshop 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.

Presenters:

Natalie Dillon, Director, Colusa Sutter Yolo
Regional Child Support Agency
Ignacio Guerrero, Director, Santa Clara County DCSS
David Ramm, Senior Consultant, Gray's Peak
Strategies

12:00 PM – 1:30 PM

Luncheon

1:30 PM – 3:00 PM

Plenary 2

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!

Presenters:

Tanguler Gray, Commissioner, Office of Child Support Enforcement

David Kilgore, Director, California Department of Child Support Services

Moderator:

Marcus Mitchell, CSDA President, Director, Ventura County DCSS

3:00 PM – 3:30 PM

Refreshment Networking Break

3:30 PM – 5:00 PM

Concurrent Workshops

Fiscal for the Non-Fiscal Person

Do you speak fiscal? In the child support program, the term fiscal encompasses many facets. This engaging workshop 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.

Presenters:

Rita Cortes, Administrative Division Manager, San Mateo County DCSS

Marie Fabie, Staff Analyst, Solano County DCSS

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 reps 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? Moving forward, what innovations should we look to incorporate as we move to serve the next generation of customers.

Presenters:

Jamie Labriola, Customer Service Manager, Ventura County DCSS

Tamber Gomez, Program Manager, Butte County DCSS

Ana Garcia, Human Services Administrator – Call Center Manager, Orange County DCSS

Alice Aguilar, Program Manager, Kern County DCSS

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

This workshop 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. The first part of the presentation will share immediate system and process changes that are critical for the proper implementation of the new child support guidelines. The second part will provide an opportunity for the attendees 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. It requires child support guidelines that take the parent ordered to pay support's (PPS) subsistence level needs into consideration and emphasizes the necessity of child support orders based on the PPS' ability to pay while prohibiting the use of default presumed amounts. 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.

Presenters:

Elizabeth Pak, Lead Attorney, Los Angeles County CSSD
Selis Koker, Deputy Director & Chief Counsel, California Department of Child Support Services
Veronica McNamara, Deputy Director, Orange County DCSS
Frank Bettencourt, Child Support Specialist, Supervisor, Fresno County DCSS

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

Join us for an innovative workshop 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 workshop will delve into strategies for bringing child support services closer to communities through mobile outreach and co-locating initiatives.

Presenters:

Jill Francis, Director, Marin County DCSS
Tina Robinson, Outreach Supervisor, Los Angeles County CSSD

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 workshop is designed to help you prioritize work when there are competing priorities. We plan to discuss best practices and strategies to work smarter, not harder.

Presenters:

Mechelle Morgan, Child Support Supervisor, Sierra Nevada Regional DCSS.
Dave Gravender, Business Systems Analyst III, San Luis Obispo County DCSS

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.

Presenters:

Jennifer Rashidi, Attorney IV, Riverside County DCSS
Anne Glanzer, Lead Attorney, Colusa Sutter Yolo Regional Child Support Agency

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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 parent's ability to support their children. In this workshop 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 workshop where together we can change the course of the child support program.

Presenters:

Cassandra Holzhauer, Assistant Director Office of Strategic Planning, California Department of Child Support Services
Alicia Lucas, Staff Services Manager II – Policy Analyst and Program Management, California Department of Child Support Services
Zachary Reed, Staff Services Manager III, California Department of Child Support Services

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.

Presenters:

Tara Knobbe, Supervising Child Support Specialist, Solano County DCSS
Czerina Topping, Child Support Officer III, San Joaquin County DCSS
Amelia English, Supervising Child Support Officer, Sacramento County DCSS

5:30 PM – 6:30 PM

Pre-Banquet Networking Reception
Grand Ballroom Foyer

6:30 PM – 9:00 PM

Awards Banquet Dinner (*Dancing until 11:00 PM*)
Grand Ballroom

THURSDAY, APRIL 25, 2024

7:30 AM - 12:00 PM

Conference Registration

8:30 AM - 10:00 AM

Concurrent Workshops

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 course will bring you up to speed to appreciate CSE functionality in the Next Gen world of child support.

Presenters:

Kim Britt, Deputy Director, Central Sierra Child Support Agency

Antonio Vital, Senior Child Support Specialist, Kern County DCSS

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.

Presenter:

Sarah McClellan, Director of Programs, Pathways of Hope

Working Together: Federal Performance Measures and Practice Indicators - The Secret Sauce of A High Performing County

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 workshop is designed to help attendees better understand the ins and outs of Federal Performance Measures and the infamous Practice Indicators. Learn the approach a top performing agency is taking to increase, 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.

Presenters:

Patricia Gonzalez, Child Support Officer, Santa Barbara County DCSS

Yesenia Robledo, Child Support Officer, Santa Barbara County DCSS

Martin Nava, Senior Child Support Officer, Santa Barbara County DCSS

Sponsored by: 
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Sprint to Tomorrow: Innovating Child Support for the Future

Ever wonder how California Child Support Services addresses some of the program's 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 SMEs 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 workshop that will help you transform those challenges into opportunities to get more things done in the workplace.

Presenters:

- Bryanna McAdams**, Staff Services Manager I, California Department of Child Support Services
- Daniel Reyes**, Child Support Officer III, Sacramento County DCSS
- Oriana Lopez**, Child Support Specialist III, Ventura County DCSS

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 workshop, 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.

Presenters:

- Jennifer Olson**, Child Support Supervisor, Contra Costa County DCSS
- Heidi Carter**, Child Support Manager, Contra Costa County DCSS

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 workshop designed to empower you with the knowledge, tools, and strategies needed to excel in your role as a supervisor. In this workshop, 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.

Presenters:

- Sarah Listberger**, Supervisor, Colusa Sutter Yolo Regional Child Support Agency
- Caroline Castillo de Robles**, Supervising Child Support Specialist, Solano County DCSS

10:00 AM - 10:30 AM

Refreshment Networking Break

10:30 AM - 12:00 PM

Closing Plenary 3

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.

Presenter:

- Aden Nepom**, TEDx and Keynote Speaker

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