

# 2025 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO

*Imagine* CHILD SUPPORT...  
THROUGH A DIFFERENT LENS



HYATT REGENCY ORANGE COUNTY  
MAY 5-8, 2025



Child Support Directors Association





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# MESSAGE FROM THE PRESIDENT

## WELCOME TO THE 2025 CSDA ANNUAL CHILD SUPPORT TRAINING CONFERENCE

Imagine looking at Child Support through a different lens. This year's theme feels like kismet as we embark on a time of change and opportunity. With new leadership at both the Federal level and within our own organization — including a new State Director and Executive Director at CSDA — we find ourselves in the perfect position to reimagine our program and approach. With many new faces and ideas, we are excited to be part of shaping the future of Child Support.



On behalf of the conference committee, it is my pleasure to welcome you to the 2025 CSDA Annual Child Support Training Conference. We are thrilled to have you join us for this incredible gathering of thought leaders and professionals, all united by a shared passion for supporting children and families through the important work we do.

This year's conference promises to be a rewarding experience, offering a diverse range of sessions, workshops, and networking opportunities designed to engage, inspire, and challenge us all. Whether you are here to present, learn, or make valuable connections, we are confident you will leave with new insights, fresh ideas, and meaningful collaborations.

We encourage you to make the most of the sessions and activities planned, and to connect with fellow participants and speakers throughout the event. This conference is as much about building lasting relationships as it is about the exchange of knowledge.

Our team is dedicated to ensuring your experience is both productive and enjoyable. Please don't hesitate to reach out if you need any assistance during the conference.

Thank you for being a part of the 2025 CSDA Annual Child Support Training Conference. We are excited to have you with us and look forward to an inspiring and successful event.

Warm regards,

**Natalie Walter**  
CSDA President



# ABOUT THE CONFERENCE

## WHO SHOULD ATTEND

The annual conference is designed to provide 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 at **(209) 418-6130, [prado.julie@centralsierra.cse.ca.gov](mailto:prado.julie@centralsierra.cse.ca.gov)** or Liane Peck, Director, Solano County Department of Child Support Services at **(707) 920-4071, [llpeck@solanocounty.com](mailto:llpeck@solanocounty.com)**. Additionally, you may submit conference questions to **[conference@csdaca.org](mailto:conference@csdaca.org)**.

## PRE-CONFERENCE FORUM OPPORTUNITIES

### Managing Attorney Forum

Join us for our biannual in-person Managing Attorney Forum! This is an excellent opportunity to continue critical conversation and planning with managing attorneys across the State regarding pending rules, laws, policies and legislation. With so many changes facing the child support program in the coming months and years, it is important to engage and collaborate with one another to ensure effective transition plans are established. We look forward to seeing you for this one-day pre-conference forum. Space is limited so be sure to register in advance!

### Case Financial Workgroup Round Table

Calling all CFW's, are you ready to tackle your toughest financial challenges? Bring your questions, share your experiences, and connect with fellow financial professionals at the CSDA Annual Conference.

This round table is your chance to:

- ★ Collaborate with peers who understand the complexities of your role
- ★ Gain insights into solving intricate financial issues
- ★ Build lasting connections with colleagues in the field
- ★ Discuss innovative strategies to ensure child support reaches the families who depend on it

Together, we can address the critical financial issues that directly impact the well-being of children and families. Whether you're seeking solutions, sharing expertise, or just looking to meet like-minded professionals, this dynamic session is for you. Space is limited, sign up early! Don't miss out — your answers are waiting at the table!





# ABOUT THE CONFERENCE

## 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 and regions. 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

Registration opens on January 27, 2025. To register for the conference, please [CLICK HERE](#) or visit [www.csdaca.org](http://www.csdaca.org).

## 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

## MAY 5-8, 2025

### MONDAY, MAY 5, 2025

10:00 am – 5:00 pm	Managing and Lead Attorneys Forum
12:00 pm – 3:00 pm	Case Financial Worker Forum
1:00 pm – 6:00 pm	Conference Registration
4:00 pm – 4:45 pm	First-Timer Orientation
4:45 pm – 5:00 pm	First-Timer Hotel Tour
5:00 pm – 6:00 pm	Exhibitor Appreciation Reception ( <i>Director's &amp; Exhibitors Only</i> )
6:00 pm – 7:30 pm	Welcome Reception ( <i>All attendees</i> )

### TUESDAY, MAY 6, 2025

7:30 am – 5:00 pm	Conference Registration
8:30 am – 5:00 pm	Exhibit Hall Open
8:30 am – 10:00 am	Opening Plenary Session
10:00 am – 10:30 am	Refreshment Networking Break
10:30 am – 12:00 pm	Concurrent Workshop Sessions
12:00 pm – 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 – 10:00 pm	Networking Event

### WEDNESDAY, MAY 7, 2025

7:30 am – 5:00 pm	Conference Registration
8:30 am – 3:30 pm	Exhibit Hall Open
8:30 am – 10:00 am	Concurrent Workshop Sessions
10:00 am – 10:30 am	Refreshment Networking Break
10:30 am – 12:00 pm	Concurrent Workshop Sessions
12:00 pm – 1:30 pm	Luncheon
1:30 pm – 3:00 pm	General Plenary Session
3:00 pm – 3:30 pm	Refreshment Networking Break
3:30 pm – 5:00 pm	Concurrent Workshop Sessions
6:00 pm – 7:00 pm	Pre-Banquet No-Host Reception
7:00 pm – 9:30 pm	Awards Banquet Dinner

### THURSDAY, MAY 8, 2025

7:30 am – 12:00 pm	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

## KRISTIN SCROGGIN

Meet Kristin Scroggin – A huge fan of Generational Diversity armed with a Communication Studies master's degree from the University of Alabama and a bachelor's from Montevallo in decoding GenZ slang and millennial emojis. Kristin embarked on her research endeavors during her almost 20-year tenure as a professor at the University of Alabama in Huntsville before giving birth to her company, genWHY Communications in 2017.



Kristin has a passion for decoding the generational enigma and is known for her straight-talk speaking style and wicked twist of humor. Kristin has been on stages in 42 states, left her mark in 3 countries, and sprinkled her wisdom across more than 160 conferences for 350+ diverse organizations. From Fortune 500 giants to pint-sized non-profits, she's been there, done that, and left an indelible impression.

Published in magazines, guest on multiple podcasts, and the workhorse behind groundbreaking research, Kristin isn't just about speaking – she's about making waves in the world of succession planning and leadership program development. Need someone to referee the battle of Boomers and Millennials on your teams? Look no further; Kristin consults on attracting, developing, and retaining the brightest minds.

But wait, there's more! Fueled by an unrelenting wanderlust, Kristin and her partner-in-travel (husband) are on a quest to explore every nook and cranny of the globe. Amidst their jet-setting adventures, they somehow manage to keep their sanity while raising four humans who never stop eating.

To learn more and get resources visit [www.genwhy.com](http://www.genwhy.com).

## KRISTEN DONADEE

Kristen Erickson-Donadee was appointed Director for Child Support Services in October 2024 and has been with the department since 2009.



She started her career as an attorney with a county child support agency and has served in various legal roles at the state department level including Chief Counsel before her appointment as Chief Deputy Director in 2020. Throughout her career, she has taken a collaborative approach to serving parents and children and feels most effective when brainstorming big new ideas.

Erickson-Donadee earned her baccalaureate in Economics at Sonoma State University and her Juris Doctorate at the University of California, Davis School of Law, King Hall.



# KEYNOTE SPEAKERS

## MICHAEL SMITSKY

Michael Smitsky is currently serving as the Executive Director of the California Child Support Directors Association. He was previously the Vice President of Government

Affairs at the Association for Uncrewed Vehicle Systems International (AUVSI) and oversaw the organization's advocacy work at the federal and state levels across the air, ground and maritime domains. Mike is an attorney by training, with a focus on maritime law, and previously a Captain in the U.S. Army Reserves.



## NATALIE WALTER

Natalie Walter began her career in Human Services in San Mateo County after graduating with a bachelor's degree in social work, she earned her master's degree in public administration from Notre Dame University.

Natalie currently serves as the Director of Child Support Services in the County of San Luis Obispo. Before joining Child Support Services in 2018, she was the Deputy Director of Human



Resources in the County of San Luis Obispo and prior to that she held several leadership positions in the Department of Social Services.

She holds certification as a SHRM-Senior Manager, is DISC certified, earned her CSAC Credentialed Senior Executive certificate in 2023. Natalie was the Vice President and is currently serving as the President of the Board for the California Child Support Directors Association in 2025.

## AUBREY KELLEY

Aubrey Kelly is Founder and CEO of Rabble Health, Inc., a seed-stage AI-digital health company which leverages a patient app to support patients and

caregivers in complex disease management. Her journey into entrepreneurship was inspired by her extensive experience in biopharma commercialization and her son's journey with an aggressive blood cancer. Rabble Health's award winning patient activation app, myRabble, has been published in multiple journals. She holds an MS from the University of Colorado, an MBA from UCLA Anderson School of Management, and serves on the Advocacy Board of Trustees at Children's Hospital Los Angeles and as Board Secretary of Make-A Wish Central Coast and Southern Central Valley. Ms. Kelly is available for speaking engagements at [aubrey@rabblehealth.com](mailto:aubrey@rabblehealth.com).







# PLENARY SESSIONS

## PLENARY 1

**Kristin Scroggin**

### ***Generation "THEM": Managing a Multi-Generational Workforce Through a Different Lens***

Generation "THEM" examines the "WHY" behind each American generation's common perspectives so that we can better understand one another and build more cohesive teams. This presentation gives attendees a solid understanding of generational norms and the importance of attracting and retaining top young talent to ensure sustainability, while allowing them to laugh at how silly we are deep down.

Attendees will explore generational differences in feedback, communication preferences, and motivational styles to better collaborate across diverse teams. The session will empower participants to enhance workplace harmony and effectiveness by bridging communication gaps.

#### **Learning Objectives:**

- ★ Attendees will be able to list the names and accepted age ranges of each generation currently in the American workplace.
- ★ Attendees will be able to identify 3-5 commonly held beliefs within each generation.
- ★ Attendees will be able to differentiate between commonly held traditionalist perspectives and those of incoming generations.
- ★ Attendees will be able to articulate feedback for employees and co-workers of other generations that maximizes acceptance and change.
- ★ Attendees will choose more effective mediums to communicate with co-workers in every generation to increase productivity.

- ★ Attendees will understand motivational styles across generations and apply strategies to inspire and engage employees from varying age groups.

## PLENARY 2

**Natalie Walter • Kristen Donadee • Michael Smitsky**

### ***State of the Child Support Program: Reimagining Child Support***

We continue to be in the midst of significant changes in the Child Support Program. 2024 brought important collaboration and innovation as we implemented several enhancements to our program. During this next year, we continue to hone our processes and path forward as we deliver services to families. In this plenary session, State and Federal leaders will talk about the current framework and opportunities for the program. Join us as we imagine our future through a lens of inspiration, readying us to take meaningful steps forward.

## PLENARY 3

**Aubrey Kelly**

### ***The Power of Pivots: Finding Growth in Change***

Life is full of unexpected twists and turns, yet it's in these pivots that we discover our true potential. In this keynote, Aubrey Kelly — a trailblazing digital health entrepreneur, pediatric cancer mom, and board member to many non-profits including Make-A-Wish Central Coast and Southern Central Valley — will share her journey of embracing change and turning challenges into opportunities. Drawing on personal stories and professional insights, she will explore how small, intentional actions can spark bright spots of hope and transformation, inspiring others to become catalysts for meaningful change in their own lives and communities.



# WORKSHOP DESCRIPTIONS

## WORKSHOPS

### ***Preparing for More Mountaintop Leadership***

***This workshop is sponsored, developed and facilitated by our Titanium Sponsor, Conduent.***

Climbing mountains is an activity that requires a range of leadership skills that can translate well into various professional and personal contexts. Come learn about some key leadership skills such as:

- ★ Goal Setting and Planning
- ★ Decision Making under Pressure
- ★ Risk Management
- ★ Adaptability and Flexibility
- ★ Team Collaboration and Communication
- ★ Delegation and Trust

By cultivating these skills through mountain climbing, individuals can become more effective and empathetic leaders who excel in challenging environments.

### ***Thought Leadership***

***This workshop is sponsored, developed and facilitated by our Titanium Sponsor, CGI.***

Join us for an engaging and interactive training session designed to explore emerging insights in thought leadership on a topic directly relevant to the child support program. This session will equip you with new ideas, fresh perspectives, and actionable tools provided by thought-provoking speakers. Don't miss the opportunity to connect, learn, and lead with confidence!

### ***Establishing & Strengthening Community Partnerships***

Every day, we work with families that are facing a diverse set of barriers that make accessing necessary resources difficult... if not nearly impossible. Imagine how we can help families

by connecting them to the network of service providers in our communities. Whether you are in the beginning stages of developing working relationships with local service providers or already have long-standing local partnerships, this session will provide strategies to grow a trusted network of community partners, establish shared goals to achieve through your efforts and measure the success of your collaborations.

### ***Outreach Roundtable Discussion***

Not sure where to start connecting with your community or other agency partners? Come join us in this roundtable discussion where we will talk about how we are connecting, who we are connecting with and share ideas to inspire you to do the same in your LCSA.

### ***What Does the County Welfare Directors Association of California (CWDA) Do?***

We recognize that California represents many different communities and services and our LCSAs desire more insight on what CWDA does. As part of this workshop, we want to promote a better understanding of how to collaborate on shared initiatives; Learn about other ways you may be able to get involved and be more informed regarding policy and advocacy. Join us as we imagine this partnership through a different lens.

### ***Unique Strategies for non-English Outreach***

Let's look at what we can do within our agency, through the lens of social media, to reach participants with other language needs. We will discuss best practices and insights on how to engage non-English speakers, share strategies that worked in other agencies and discuss unique needs for services in other languages or cultures.





# WORKSHOP DESCRIPTIONS

## ***Targeted Outreach Through SEP***

Data can often tell us a story if we look at it through the right lens. How can we extract information from Simpligov and SEP to see who is, or is NOT applying for services? Can we combine intel from this resource with other data analytics to make targeted outreach efforts for underserved groups in our community? Imagine the possibilities with a better understanding of what Simpligov and SEP can reveal as we dive into the data.

## ***Social Media for Gen Z Parents***

Social media has become a popular communication platform and news outlet for many people, especially Gen Z (the generation born between 1997 and 2012). To stay engaged with those Gen Z parents, it's important that local child support agencies create and maintain social media pages, like Facebook, Instagram and X, that feature educational and engaging content! In this session, subject matter experts will discuss when to post on social media, which platforms to use and how to use it to successfully deliver your message. Learn proven strategies to run social media accounts, utilize the latest trends, create content that aligns with algorithms and develop performance metrics that show the success of your campaigns.

## ***Share Our Services: Connecting with Parent Groups***

Look at outreach through a different lens to explore new ways of connecting with mothers and fathers. Engaging with local motherhood and fatherhood groups provides great opportunities to share information to an audience with an interest in parenting. Learn how to connect and collaborate with these groups to spread awareness about child support services!

## ***Cross-Cultural Connections: Breaking Barriers and Building Trust***

While we'd like to think that everyone trusts the child support program (and we are working hard to make this true), there are still some community members that have misconceptions about what we do or face barriers to accessing our services, causing them to shy away from working with us. Together, we can change this! This session will focus on working with parents of diverse cultural backgrounds that may cause challenges or barriers to engage with the child support program. Subject matter experts will discuss effective ways to successfully develop relationships with these community members to help build trust in our program and better serve the families in our communities.

## ***Relationship Building with Community Partners***

Each of us sharing a common goal of providing excellent service to our community. Imagine taking it to the next level by partnering with your Community Bar, Commissioner, Family Law Facilitator and Court Staff. Let's talk about the importance of building relationships with legal partners in the community and establishing a vision that allows us to work through the lens of shared outcomes and collaboration.





# WORKSHOP DESCRIPTIONS

## ***Financial Fundamentals: A Clearer View of Audits and SAT Adjustments***

In a rapidly evolving child support landscape, it's essential to equip new and future financial workers with the right tools to manage financial processes. This workshop provides a comprehensive introduction to auditing and SAT (State Audit Tool) procedures, including backing out and reallocating collections. Attendees will gain clarity on SAT, adjustments in CSE (Child Support Enforcement), and the reasons behind those adjustments. By enhancing your understanding of these critical financial tasks, attendees will be better prepared to navigate the complexities of child support financials and ensure accurate and efficient case management.

## ***Mastering an Audit: Strategies for Success***

Join us for an insightful workshop designed to provide the knowledge and tools necessary to excel in various audit scenarios (including ISO, IRS, Single, County and State audits). Our panel features experienced members from LCSAs who have successfully navigated the audit process and will share their firsthand insights. Learn key preparation strategies, common pitfalls, what to expect, and effective communication techniques with auditors. Bring your questions and engage in this open discussion.

## ***Unlocking Opportunities: Securing Grant Funding for Child Support Agencies***

In a time of limited resources, securing grant funding can make a significant impact on the services local child support agencies provide. This workshop will explore strategies for identifying, applying for, and managing grants to enhance your agency's capacity and innovation. Participants will learn about key funding sources, how to align grant applications with agency goals, and best practices for creating competitive proposals. Whether you're new to grant writing or looking to refine your approach, this session will provide practical tools to help your agency unlock new funding opportunities.

## ***Navigating Budget, BECA, and Audit from the State's Perspective***

This informative workshop, featuring representatives from State DCSS, will discuss the LCSA Audit and how to improve audit readiness for your LCSA including addressing frequently asked questions and best practices to maintain compliance in fiscal policy. In addition, presenters will share recent updates in BECA including system enhancements and new features as well as any future developments that will impact the budgeting and reporting process.

## ***Program-Solving with Tableau: Bridging Program and IT***

Tableau is a powerful data visualization tool that enables users to analyze and present data in a visually appealing manner. It allows users to connect to various data sources, create interactive dashboards, and derive insights through visual analytics. This workshop will showcase how program and IT can collaborate effectively using Tableau to solve issues. By working together, program and IT can harness Tableau's capabilities to turn data into actionable insights to support decision-making and problem-solving across your organization.

## ***Budgeting and Funding Uncovered: Understanding Key Concepts***

This session will provide an overview of the budget methodology, focusing on the development of the LCSA Administrative Allocation and include discussion on the Funding Calculator and the FTE survey. This workshop is ideal for anyone interested in the components that are integral to organizational decisions and wanting to improve strategies for justifying resource needs and enhancing service delivery.





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## ***Telling the Story: Leveraging Analytics for Improved Outcomes***

The goal of this workshop is to provide tools for effective communication around data – telling the story behind the numbers for optimal impact. You will gain a deeper understanding of how information sources can assist you in maximizing service delivery using data. You will have the opportunity during this session to put into practice the skills learned, using sample Tableau data to collaborate with others, and apply data visualization best practices to your work.

## ***From Caseworker to Financial Expert: Best Practices for a Smooth Transition***

Moving from a general caseworker role to a financial-focused position can be both exciting and challenging. This workshop will guide you through the key steps to successfully make that transition, focusing on essential financial processes, terminology, and responsibilities unique to the financial side of child support services. Participants will learn best practices for managing financial tasks, including collections, audits, and reconciliation. Whether new to financials or seeking a deeper understanding, this session offers practical tips and strategies for a smooth transition.

## ***Business Principles of Process Improvement: Part 1***

This is part one of a two-part workshop. In this session the principles, theory, and foundation of process improvement will be discussed. This session will draw upon the wisdom of experts such as W. Edward Deming (Out of the Crisis), Eliyahu M. Goldratt (The Goal), Philip B. Crosby (Quality is Free), and Ken Miller (Extreme Government Makeover). This session is for leaders who are brave enough to consider whether the processes are contributing to issues with casework and

performance rather than blaming workers for every problem. Leaders, not workers, are responsible for the processes. We will discuss how leaders can engage with staff in the hard work of streamlining our systems and processes. We will share the outline for process improvement SPRINTS currently being used in Sacramento County. In part two, these principles will be applied directly to child support services with practical examples and results.

## ***Business Principles of Process Improvement: Part 2***

This is part two of a two-part workshop. Part one focused on the principles and theory of process improvement as well as the SPRINT process used by Sacramento County for implementing process improvements. This session is devoted to application of the principles and the SPRINT outline. We will describe how Sacramento County streamlined the Review and Adjustment process to improve outcomes for parents and share lessons learned along the way and the performance results of the new processes. One of the workflow improvements that will be discussed is the Notice of Motion document handling utilizing SimpliGov tools.





# WORKSHOP DESCRIPTIONS

## ***Improving New Hire Training***

Looking to enhance your LCSAs training practices and achieve more effective results? This workshop offers valuable insights into improving new hire training processes for both the LCSA and the newly hired staff. Attendees will learn effective methods for gathering and analyzing feedback, identifying key training concerns, and incorporating practical lessons from real-world experiences. This workshop includes an overview of previous training models, a discussion of new training approaches, and a review of recent outcomes. Participants will also have the opportunity to engage with a panel of experts during a Q&A session.

## ***Negotiation Skills & Techniques***

As child support services transition from enforcement to service-oriented approaches, mastering effective negotiation skills has become essential. This workshop is designed to equip child support professionals with the critical tools they need to lead successful negotiations. Attendees will discover how to shift the dynamic from conflict to collaboration, ensuring that all parties involved benefit from the process.

During this session, we will discuss real-world examples from counties that have successfully integrated negotiation strategies into their child support programs. Through detailed case studies and practical insights, we will reveal the best practices and innovative approaches that are driving success in this field.

## ***Finding Your Strength: Leveraging Strength for Peak Performance***

Based on Gallup's science and research, participants can have the ability to identify their natural talents and understand how these unique attributes can drive success. Discover how time spent on harnessing an individual's talents can

maximize team performance. Participants will learn to identify and leverage the unique skills, talents, and perspectives of team members, creating a more cohesive and high-performing group. Through practical strategies, discover how to foster collaboration, boost morale, and align personal strengths with team goals. This workshop will also focus on the importance of diversity in skills and working styles, offering techniques to manage differences and transform them into advantages. Walk away being equipped to build stronger, more adaptable teams that achieve peak performance through the power of individual contributions.

## ***If You Had to Decide***

We know how important economic support is for survivors of domestic violence (DV) to be able to leave and stay out of an abusive relationship. What's harder to understand are all the factors that impact and complicate survivors' decisions about safety. The Office of Child Support Services (OCSS) worked closely with national DV experts to develop this new simulation activity to put you "in the shoes" of a domestic violence survivor as they navigate the child support (and other public agency) systems in their effort to leave an abusive relationship. Participants will be faced with making choices that have life and death consequences for their "survivor". The session debrief will provide practical strategies to increase survivor safety in the child support program.

## ***New Caseworker Panel: Q&A Moderated***

This interactive workshop brings together a panel of new child support professionals and experienced directors to discuss strategies for improving staff retention while clearly defining expectations for new employees. Participants will explore the unique challenges faced by newer staff members and the evolving needs of the child support profession. The discussion will focus on ways to adapt training,



# WORKSHOP DESCRIPTIONS

mentorship, and support structures to meet the demands of a changing workforce, while ensuring that new hires align with organizational goals. Attendees will gain practical insights on fostering a positive work environment, setting clear expectations, and creating a culture that promotes long-term success and job satisfaction.

## ***Sharpening Your Workshop Presentation Skills for Child Support Professionals***

This highly interactive and participatory workshop is designed to help Child Support Professionals (CSPs) enhance their presentation skills, enabling them to communicate more effectively with diverse audiences. Participants will learn how to organize content clearly, deliver messages confidently, and engage their audience through both verbal and non-verbal communication techniques. The workshop will cover key elements such as structuring presentations for clarity, using visuals effectively, managing nerves, and adjusting communication styles to different audiences. By the end of the session, participants will leave with practical tools and strategies to deliver impactful future workshop presentations with greater confidence and professionalism.

## ***Building Resilience Through Organizational Change Management***

California's Child Support program is facing fast, complex, and more interdependent changes. As a result, child support processes, procedures, and communication must be created to address these changes. Organizational Change Management (OCM) is an approach that helps an organization transition from its current state to a future state, taking into consideration the people, process, culture, and technology involved in the change. OCM provides tools to ensure more successful change outcomes. Changing our approach and perspective will better prepare employees and

customers for the future. In this workshop, we will discuss change management framework and how learning to adapt to change is one way to build resilience.

## ***Building Your Brand***

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.

## ***Harnessing Tableau: A Leadership Perspective***

This workshop is designed for supervisors and managers seeking to leverage Tableau dashboards to analyze child support data to make data-driven decisions. Participants will learn how to utilize Tableau to create, interpret, and present dashboards that offer critical insights into performance metrics, trends, and outcomes. The session will cover essential Tableau functions, demonstrating how to use data visualizations to enhance strategic planning, monitor team performance, and drive continuous improvement. By the end of the workshop supervisors and managers will be equipped with the skills to effectively utilize Tableau, fostering a data-driven culture!







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## **One State Interstate: Going Solo** ⚖️

Not all interstate cases require handing off the case to another state to work. When is it preferable to keep control of the establishment or enforcement of a case? How does UIFSA, and the federal rules and forms, help one state keep control of its case? Topics to be discussed include advantages and disadvantages of going one-state, the use of longarm, administrative vs judicial powers, service of process, interstate subpoenas, issues with direct income withholding, telephonic testimony, and much more. *Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## **Got Stips? Best Practices**

Join us for a panel discussion around the skills and techniques used by successful counties to engage participants and reach stipulated agreements. Participants will learn about the importance of communication, negotiation, and collaboration in the stipulation process. If you want to increase Practice Indicator 8, this is the workshop for you!

## **Imagining the Possibilities: Unlocking Strategies of Award-Winning Programs & Initiatives**

Join us for a look into what strategies and initiatives award-winning programs use to achieve success. During this workshop, the panelists will share the tactics their county implemented to improve performance, highlight lessons learned, and provide tips for avoiding pitfalls. By the end of the workshop, attendees will leave with a roadmap for improving performance and outcomes in their own counties.

## **Managing Caseloads with Urgency: Elevating Customer Service, Case Retention, and Compliance**

This workshop emphasizes the importance of managing caseloads with a sense of urgency to deliver excellent customer service, improve case retention, and meet critical compliance time frames.

Participants will learn about the direct impact of timely case management on customer satisfaction and the reputation of the organization. The session will highlight strategies for prioritizing tasks, utilizing technology to streamline processes and adopting a proactive approach to case management. By the end of the workshop, attendees will understand the essential role of urgency and effective caseload management and be equipped with practical insights to enhance their performance and outcomes.

## **Leveraging Locate Tools: A Deep Dive into Clear**

If you want to learn strategies for using Clear to locate the assets and whereabouts of case participants, this workshop is for you! Participants will learn how to utilize Clear's comprehensive public and proprietary records, advanced analytics, and data connections to identify and trace case participants. We will provide best practices for integrating clear into case reviews, while maintaining compliance with legal and ethical standards. Caseworkers will leave this workshop understanding how using Clear can help them move their cases forward!

## **Navigating the Challenges of Poverty**

This interactive workshop invites child support professionals to step into the shoes of families facing poverty. Through a series of immersive activities and realistic scenarios, participants will experience some of the struggles and tough decisions families must make. The goal is to build empathy, deep understanding, and inspire innovative approaches to supporting families in need. By the end of the workshop, professionals will have a renewed perspective on the impact of poverty and a stronger commitment to creating more inclusive and supportive child support initiatives.



# WORKSHOP DESCRIPTIONS

## ***Child Support Through a Different Lens: Tackling “Unenforceable” Orders (Caseworker Perspective)***

Join us for a deep dive into the complexities of enforcing child support orders that seem impossible to collect upon. Panelists will highlight the tools and techniques they use to engage individuals reluctant to pay support. By the end of this workshop, caseworkers will be equipped with a robust set of negotiation tools and strategies, empowering them to handle even the most challenging cases with confidence and effectiveness with the aim of increasing collections.

## ***Supporting Children with Tableau: Caseworker Perspective***

Are you interested in the wonderful world of Tableau? This workshop aims to empower caseworkers by introducing them to the fundamentals of using Tableau dashboards to analyze child support data. If you are a beginner or just someone looking to enhance your existing skills, this session will cover the essential functions of Tableau, demonstrating how to interpret and utilize dashboards effectively. By the end of this workshop, participants will have a solid understanding of how to leverage Tableau for analyzing child support data, enabling them to make data-driven decisions and improve outcomes in their work.

## ***Becoming a Director: Leadership Lessons***

What does it take to become an LCSA Director? What different paths have successful Directors taken? What advice do Directors have to others who are interested in these executive level positions? Come hear from Directors about their unique career paths to becoming the top executive in their LCSA and walk away with leadership lessons that can assist you on your professional

career path. This moderated panel discussion with a group of diverse Directors will offer a variety of perspectives and insight into how they earned the top spot in their respective LCSA.

## ***Culture of Service***

Steering the culture of the organization towards internal service that, in turn, reflects in the external service provided to customers. Studies show that employee engagement is directly linked to the customer service of the organization. How two organizations implemented efforts to focus on employee engagement that correlates with the customer experience. DCSS and San Joaquin County Department of Child Support Services would like to share our journeys - we all have the opportunity to focus on changing our internal culture and impacting customer service delivery.

## ***Emotional Intelligence and Effective Leadership***

Emotional Intelligence – self-awareness, self-regulation, motivation, empathy and social skills – is a crucial tool for maximizing you and your team’s potential. Understand how the capacity to be aware of, control, and express your emotions, and to handle interpersonal relationships judiciously and empathetically affects the process of people working to achieve something together. Learn skills for successfully navigating between egos and opinions, balancing emotion with effectiveness, and unlocking the best leader inside of you.





# WORKSHOP DESCRIPTIONS

## ***Navigating Difficult Conversations for Desired Outcomes***

Navigating difficult conversations starts with YOU. This interactive and practical workshop will provide techniques and strategies to make it easier for you to handle difficult conversations successfully. At the end of the session, participants will be able to:

- ✦ Identify one's communication style and triggers.
- ✦ Apply techniques to foster genuine dialogue and connection.
- ✦ Encourage others to continue participating when the conversation gets difficult.
- ✦ Utilize tips for clarifying goals and desired outcomes.

## ***The Leadership Challenge***

The Leadership Challenge is a world renowned internationally bestselling book that provides a guide to effective leadership and has been used by leaders across all industries all around the globe for over 25 years. It has sold over 3 million copies worldwide and has been translated into over 20 languages. Come learn about the five practices of exemplary leadership. Identify how you can leverage those practices to be a better leader. Use this extraordinary approach to promote staff development within your organization. Do you know what DWYSYWD stands for??? If not, this is the workshop for you!

## ***Succession Planning: Identifying & Developing Future Leaders***

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.

## ***The Future of Child Support: A SWOT Analysis***

What does the future of the California child support program look like? What strengths do we have to build on and what areas represent opportunities or threats? A SWOT Analysis is a strategic planning tool that helps organizations evaluate their internal/external factors to identify strengths, weaknesses, opportunities, and threats. Come to this highly interactive workshop which will walk you through performing a SWOT analysis using the future of our child support program as an example. Your ideas, thoughts, and concerns will shape this analysis, and best of all, this information will be documented and presented to the Child Support Directors Association membership, so your opinions and perspectives are heard in helping to shape the future of our program. Your voice matters!

## ***Belonging by Design, Creating Inclusive Spaces***

How can we design environments where every family and colleague feels valued and included? In Belonging by Design, participants will explore practical strategies to create spaces that foster trust, empathy, and equity in child support services.

This session focuses on shifting from practices prioritizing conformity to embracing inclusion and equity. Through tailored scenarios and actionable tools, participants will:

- ✦ Strengthen Communication: Build skills to engage families and colleagues with cultural intelligence.
- ✦ Enhance Collaboration: Address barriers to inclusion in policies, processes, and interactions.





# WORKSHOP DESCRIPTIONS

- ★ Foster Trust and Equity: Create environments where all voices are valued, and outcomes are equitable.

Whether engaging with families or collaborating within teams, this workshop equips child support professionals to design inclusive spaces that deliver lasting impact for children, parents, and communities.

## ***Reimagining the Child Support Workforce***

This facilitated discussion will explore how we can reimagine the way we work, who we hire, and how we approach our tasks through a fresh lens. With recent legislative changes impacting our daily duties, this session will address key questions: How have our roles evolved, and what does this mean for caseloads and workflow? Should our hiring priorities shift to focus more on adaptability, contribution, and cultural fit over technical skill? Join us as we reflect on these changes and brainstorm strategies to hire and develop staff for a workforce that is resilient, forward-thinking, and better aligned with our evolving work environment.

## ***Leading Like a Pro! Lessons from Coaches***

The best defense is a good offense...losing is a learning experience...you miss 100% of the shots you don't take. What can we learn from the world of sports? Are there coaching lessons that are applicable to our office environment and culture? Whether it's the gridiron, the hardwood, or the pitch, what leadership lessons can we learn from coaches, no matter the sport? Join us for this interactive workshop where attendees learn to draw parallels from the world of sports and apply them in their day-to-day interactions with their teams. Ready, Set, Hike!!

## ***Reframing Reality: A New Lens on Understanding FEM Final Rule*** ⚖️

The one constant in the child support program is change. Join us as we provide an overview of upcoming program changes and progress made towards the final implementation of SB 343 and FEM Final Rule in the child support services program. This new legislation is requiring child support professionals to look at child support through a different lens. The workshop will primarily focus on changes regarding order establishment and the removal of presumed income which will take effect in January 2026. *Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## ***A Parallel Universe: Engaging Sovereign Citizens*** ⚖️

The sovereign citizen movement is a loose group of anti-government activists, litigants, tax protestors, who believe they are exempt from government laws and regulations and that courts have no jurisdiction over them. In this workshop, we will explore the hallmarks of those who ascribe to these beliefs and provide strategies for interacting and responding to sovereign citizens. *Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## ***Through a Different Lens: Uncovering Income and Enforcing Judgments in the Gig Economy*** ⚖️

What exactly is the gig economy and how does it impact the child support program? Join us as we delve into the growing landscape of the gig economy, focusing on strategies for identifying income sources and effectively enforcing judgments and orders. Attendees will learn how gig work impacts financial stability and legal obligations and discover practical tools for tracking income generated through gig platforms. The session will also cover best practices for navigating legal challenges in the gig environment, including enforcement and collection techniques. *Attorneys will receive 1.5 hours of General MCLE credit for attendance.*



# WORKSHOP DESCRIPTIONS

## **Advanced Guideline Calculation, Unravelling the Dark Matter of Complex Guideline Calculations** ⚖️

Ever wonder what guideline calculations would look like through the Hubble Telescope? This workshop will do just that by taking a deeper dive into the more nebular (complex) components of guideline calculations. This session will include discussion on strategies for interpreting complex information utilized in calculations, uncover the blackhole of the guideline formula, and leave you prepared to blast off into the depths of thorny guideline issues. *Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## **Re-Imagining Use of Special Enforcement Tools in Light of SB 1055** ⚖️

The Universe (i.e. California Legislature) has significantly limited LCSAs' ability to suspend licenses on non-compliant cases. In this session, we will explore a constellation of special enforcement remedies such as liens, writs, QDROs, probate, motion to add additional judgment debtor, trust accounts, debtor exams, and contempt, as alternatives to license suspension. With these tools, we'll make sure your difficult participant doesn't leave you in the stardust. *Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## **Two lenses, One Vision- Legal and Operations Collaboration** ⚖️

Two lenses, one vision... This workshop explores the critical intersection between legal and operational teams, highlighting strategies for effective collaboration to achieve common goals. Participants will learn how to align legal frameworks with operational processes, ensuring compliance while enhancing efficiency. Through interactive discussions, attendees will gain practical insights into fostering communication,

mitigating risks, and driving innovation through teamwork. Join us to discover how a unified approach can lead to sustainable organizational success. *Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## **The Ethical Cosmos: Exploring the Universe of Attorney Conduct** ⚖️

To Ethics and Beyond! Join us as we point our telescope at the rules of professional conduct and explore the outer reaches of attorney conduct. We'll tour the black holes of ethical behavior and use hypotheticals and audience participation to make this course as lively and entertaining as the Perseid Meteor showers! *Attorneys will receive 1.5 hours of Ethics MCLE credit for attendance.*

## **Civility in Focus: Looking Through a Different Lens in Legal Practice** ⚖️

Looking to explore the vital role civility plays in the legal profession? Join us to elevate your approach to civility and redefine your professional interactions. Participants will learn to shift perspectives and cultivate a culture of respect and professionalism in their interactions with customers, colleagues, and the courts. Through interactive discussions, real-life scenarios, and practical strategies, attendees will examine the impact of civility on legal outcomes and workplace dynamics. By embracing a new lens on communication and conflict resolution, attorneys will enhance their practice, foster stronger relationships, and contribute to a more constructive legal environment. *Attorneys will receive 1.5 hours of Civility MCLE credit for attendance.*



# WORKSHOP DESCRIPTIONS

## **Tour of the Major Constellations: Focusing our Telescope on Major Caselaw, Legislative, and Policy Updates** ⚖️

Take a look through the Hubble Telescope to view the major constellations that comprise our legal and policy universe. Through this session, your docents will guide you through legislative, caselaw, and policy updates that have occurred in the past year or so. This session will discuss how changes to legislative, caselaw, and policy may affect child support agencies into 2025 and beyond. *Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## **Competence: Focusing the Lens on Well-Being** ⚖️

Well-being. Work-life balance. Self-care. Decompressing. These are all terms we may know and even strive to achieve. Are we achieving them? This session will discuss well-being from the influences found in childhood and young adulthood on into our careers as attorneys and child support professionals. We will focus on the role substance use and mental health play in our overall sense of well-being with an eye toward understanding the impact substance use may have, the importance of focusing on mental health and why we may be reluctant to prioritize our own well-being. This class is open to attorneys and non-attorneys. *Attorneys will receive Competence MCLE credit for attendance: 30 minutes Substance Abuse Prevention and Detection, 60 minutes Mental Health.*

## **Re-Imagine Networking: Make Connections Like a Star**

Networking is one of the benefits of the CSDA Annual Training Conference, and this interactive workshop will help you take full advantage of it! Whether you're new to networking or a seasoned conference goer, you'll discover practical strategies to transform casual introductions into meaningful professional relationships.

Through engaging discussions and fun, fast-paced activities, you'll learn how to:

- ✦ Start conversations with confidence.
- ✦ Build connections that last beyond the conference.
- ✦ Make the most of your networking opportunities in the child support field.

Bring your business cards if you have them (and don't worry if you don't). Walk away with actionable insights, new skills, and a strong network of child support professionals from across the State.



*Workshops subject to change*





# CHARITY - MAKE-A-WISH

## CENTRAL COAST AND SOUTHERN CENTRAL VALLEY

### ABOUT MAKE-A-WISH® CENTRAL COAST & SOUTHERN CENTRAL VALLEY



Make-A-Wish® Central Coast and Southern Central Valley (CVS) grants the wishes of children with critical medical conditions to enrich the human experience with hope, strength, and joy. Make-A-Wish CVS provides wishes to help children cope with their illness and its treatment and provide hope for these most vulnerable

children. With the help of generous donors, community supporters, and over 90 volunteers, Make-A-Wish CVS provides life-changing wish experiences to children living in Ventura, Santa Barbara, San Luis Obispo, Kern, Kings, Tulare, and Inyo counties.

In 2025, we will celebrate 40 years of delivering wishes to critically ill children throughout California's Central Coast and Southern Central Valley. These children battle a variety of life-threatening medical conditions and many fight for their lives every day. Our families, who often experience financial hardships, face unimaginable challenges caring for a sick child. Our goal is for every eligible child in our region to have their wish granted.

Wishes are as varied as the children who dream them. Children wish for things like a computer, a playhouse, a trip to a special place, an adaptive bike, or even a comfort puppy to make treatments a bit easier. Medical providers, social workers, and parents report the highly positive impact of the wish experience on the child and their families. These wishes help improve a child's outlook, physical condition, mental health, resiliency, and overall well-being.

*"Make-A-Wish was a great inspiration during my child's very difficult cancer journey. Knowing he was going to be granted a wish improved his overall wellbeing (very importantly including his mental, emotional & psychological state of mind)," —Sherri, Wish Mom*

The majority of wish kids go on to beat their critical illnesses, and a wish can help children build the physical and emotional strength they need to fight. A wish helps to care for the whole child – mind, body, and spirit – and even supports the community of caregivers, family, and friends around them. By transforming a child's perspective, a wish can replace feelings of trauma with hope for tomorrow.

Thank you to the Child Support Directors Association for your support of these incredible wish kids!





# REGISTRATION INFORMATION

## REGISTRATION

[CLICK HERE TO REGISTER](#)

## 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

Full Conference Registration:	\$765 – Member Early Birds \$655
Full Conference Registration:	\$820 – Non-member Early Birds \$710
Single Day Registration:	\$545 – Member Early Birds \$435
Single Day Registration:	\$600 – Non-member Early Birds \$490

*\*early bird pricing – register by 2/14/2025 to get this pricing.*

## EXHIBITOR/SPONSOR

All vendors must register separately as an Exhibitor/ Sponsor to attend the conference. If you have any questions, please reach out to Tran at [tran@csdaca.org](mailto:tran@csdaca.org). [CLICK HERE](#) to view exhibitor and sponsorship opportunities.

## AWARDS BANQUET

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

[CLICK HERE](#) to purchase a banquet seat. All proceeds will go to Make-A-Wish CVS.

### RAFFLE

Support Make-A-Wish CVS by purchasing your [RAFFLE TICKETS HERE](#) for a chance to win an incredible donated basket!

## 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

## CANCELLATION/REFUND POLICY

[CLICK HERE](#) to view our cancellation/refund policy.

**Last day to request refund for cancellation:**

**April 4, 2025. Last day to make changes to existing registration: April 18, 2025**

## ATTIRE/WEATHER

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

## Themed Days

To Theme or not to Theme...That is the question. Are you IN? Each day of the conference we will feature a different themed day.

**Tuesday, May 6 – Represent your County**

**Wednesday, May 7 – Shine Like A STAR**  
Everyone Wear YELLOW!

**Thursday, May 8 – Sports Jersey Day**  
What better way to have some fun! See you at the Conference fully themed out.

## SPECIAL NEEDS

Registrants who require special accommodation 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

<b>Single/Double Rate</b> (Taxes and fees will be applied)	<b>\$185/Night</b>
<b>Triple Rate</b> (Taxes and fees will be applied)	<b>\$210/Night</b>
<b>Quad Rate</b> (Taxes and fees will be applied)	<b>\$235/Night</b>

### Parking

<b>Discounted Self-Parking</b>	<b>\$23 per car per night</b>
<b>Valet Parking</b>	<b>\$28 daily max, \$36 overnight</b>
<b>Oversized Vehicles</b>	<b>\$65 overnight</b>

(special discount on self-parking rate for conference attendees upon validation)

*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, April 14, 2025**.

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.



## DISNEY Shuttle

For your convenience, a shuttle service is available from the hotel to Disneyland Theme Park. The shuttle drops off and picks up in front of the Main Disney gate. Shuttle vouchers can be purchased at the front desk of the hotel during check-in at the following prices for guests aged 11 and up:

<b>1-day pass</b>	<b>\$6.00 per person, per day</b>
<b>Children ages 4-10</b>	<b>\$3.00 per day</b>
<b>Children ages 3 and under</b>	<b>Free</b>

### Tickets

[CLICK HERE](#) to purchase specially-priced Disneyland® Resort Theme Park tickets. Our ticket store closes at 9:00 PM PST on Sunday, May 4, 2025. Don't delay!

## 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

As of May 7, 2025, TSA will require a REAL ID-compliant ID for domestic flights. Please ensure your ID meets this requirement before traveling to the conference.

## SHUTTLE SERVICES

Hyatt Regency Orange County has partnered with Karmel Shuttle to offer roundtrip transportation to the airport. Enjoy \$20 off your reservation by [CLICKING HERE](#). App-Based Rideshares, also provide drop-off and pick-up services at the airport.





# CSDA ANNUAL CONFERENCE PLANNING WORKGROUP

**Michael Smitsky, CSDA Executive Director**

Child Support Directors Association

**Julie Prado, Conference Co- Chair**

Central Sierra Child Support Agency

**Liane Peck, Conference Co-Chair**

Solano County Department of Child Support Services

**Meg Hamrick, Oversight**

Child Support Directors Association

**Tran Tran, Event Planner**

Child Support Directors Association

**Lisa Bispham, Networking**

Central Sierra Child Support Agency

**Kathie Bohacek, Track Dean**

San Joaquin County Department of Child Support Services

**Kim Britt, Track Dean Lead**

Central Sierra Child Support Agency

**Nicole Caldera, Track Dean**

San Bernardino County Department of  
Child Support Services

**Julie Cockerton, Workplan Lead**

Solano County Department of Child Support Services

**Stacy Collins, Track Dean**

San Bernardino County Department of  
Child Support Services

**Rita Cortes, Track Dean**

San Mateo County Department of  
Child Support Services

**Natalie Dillon, Vendor Relations**

Colusa Sutter Yolo Regional Child Support Agency

**Rosemary Gray, Networking**

Alameda County Department of  
Child Support Services

**Ignacio Guerrero, Track Dean**

Santa Clara County Department of  
Child Support Services

**Kelsey Hurst, Charity Fundraising Coordinator**

San Luis Obispo County Department of  
Child Support Services

**Amy Jassel, Track Dean**

Sacramento County Department of Child Support Services

**Paul Johnson, Track Dean**

Sierra Nevada County Department of  
Child Support Services

**Russell Ki, Volunteer Coordinator**

Orange County Department of Child Support Services

**Jonna Lewis, On Site Coordinator Lead**

Los Angeles County Department of Child Support Services

**Abe Mendoza, Track Dean**

San Joaquin County Department of Child Support Services

**Marcus Mitchell, Networking**

Ventura County Department of Child Support Services

**Stephanie Moore, Track Dean**

Solano County Department of Child Support Services

**Kiara Nowlin, Track Dean**

Ventura County Department of Child Support Services

**Alexis Ramirez, DCSS Coordinator**

California Department of Child Support Services

**Genna Richardson, Track Dean**

Shasta County Department of Child Support Services

**Tyria Valledor, Track Dean**

Marin County Department of  
Child Support Services

**Marie Waite, Vendor Relations Coordinator Lead**

Kings County Department of Child Support Services

**Natalie Walter, CSDA President**

San Luis Obispo County Department of  
Child Support Services

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

Riverside County Department of  
Child Support Services



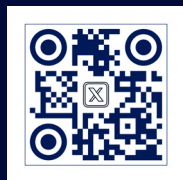
**Child Support  
Directors Association**

# 2025 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO

*Imagine* CHILD SUPPORT...  
THROUGH A DIFFERENT LENS

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LinkedIn: CSDA



Child Support Directors Association