



California Child  
Support Association

# 2026 ANNUAL CHILD SUPPORT CONFERENCE & EXPO



## CONFERENCE PROGRAM

May 18 - 21, 2026



### CONTACT US

 [conference@calcsa.org](mailto:conference@calcsa.org)

 (916) 446-6700

*Town and Country*  
SAN DIEGO

San Diego, CA

# TABLE OF CONTENTS



- 02** Message from the president
- 03** About the Conference
- 04** Conference Schedule
- 05** Plenary Sessions
- 11** Workshops & Forums
- 21** Charity
- 22** Registration Information
- 23** Hotel & Travel Information
- 24** Sponsors & Exhibitors
- 24** Conference Planning Workgroup





# MESSAGE FROM THE PRESIDENT

Dear Colleagues, Partners, and Friends,

It is my great pleasure to welcome you to this year's Annual Training Conference, centered around our theme: "Child Support Matters – One Vision, Shared Purpose." This year marks an exciting moment for our child support community. We are joining you from a new location in beautiful, sunny San Diego AND with our new name—CalCSA (California Child Support Association).

Each year, this gathering provides us with an invaluable opportunity to learn, collaborate, and reaffirm the mission that unites us. But this year's theme reminds us of something especially important... the true power of our work emerges when we move forward together.

Every child and every family we serve represents a profound responsibility and an extraordinary opportunity...to create stability, to open doors, and to help ensure that all children have the support they need to thrive. Our programs succeed not because of any single strategy or individual effort, but because of the collective strength, commitment, and compassion of professionals like you across the state and across the nation.

Over the course of the conference, I encourage you to fully engage, share your expertise, learn from one another, explore new ideas, and strengthen the partnerships that make our work possible. When we work towards One Vision with a Shared Purpose, we move closer to a child support program that is responsive, equitable, and impactful for the families who depend on us.

Thank you for your dedication, your leadership, and your unwavering belief in the importance of our mission. I look forward to a meaningful, energizing, and inspiring conference with all of you.

Liane L. Peck  
CalCSA President  
Director, Solano County Department of Child Support Services



[conference@calcsa.org](mailto:conference@calcsa.org)



(916) 446-6700

[Table of Contents](#)

[www.calcsa.org](http://www.calcsa.org)

Scan to connect with  
us on LinkedIn!



# ABOUT THE CONFERENCE

The California Child Support Association (CalCSA) Annual Conference delivers a meaningful and relevant training experience centered on advancing the Child Support Program. While grounded in California's leadership and practice, the conference welcomes national partners and stakeholders committed to improving outcomes for children and families.

## WHO SHOULD ATTEND?

This conference is designed for child support professionals from local, state, tribal, and federal agencies; courts; and vendors providing services to the Child Support Program. Attendees include directors, caseworkers, supervisors, managers, attorneys, trainers, clerical and customer service staff, outreach, IT, fiscal, accounting, and administrative professionals. CalCSA also invites IV-D-funded court personnel (including Commissioners, Family Law Facilitators, and court clerks), IV-A agency staff involved in or interfacing with the IV-D program, and other Health and Human Services professionals.

## PRESENTED BY

This event is presented by the California Child Support Association (CalCSA).

## PRE-CONFERENCE FORUM OPPORTUNITIES

### Managing and Lead Attorneys Forum

Join us for our biannual in-person Managing and Lead Attorneys 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 Worker Round Table

Ready to tackle today's toughest financial challenges?

Join fellow financial professionals at the CalCSA Annual Conference for an interactive roundtable designed to spark collaboration, problem-solving, and fresh ideas. Connect with peers, exchange real-world solutions, and explore innovative strategies to ensure child support reaches the families who rely on it. This is your opportunity to learn, contribute, and build meaningful professional connections.

Register early and take your seat at the table.



# CONFERENCE SCHEDULE



## Monday MAY 18, 2026

|                     |                                                                                  |
|---------------------|----------------------------------------------------------------------------------|
| 10:00 am - 05:00 pm | Managing and Lead Attorneys Forum                                                |
| 10:00 am - 03:00 pm | Case Financial Worker Forum                                                      |
| 01:00 pm - 06:00 pm | Conference Registration                                                          |
| 04:00 pm - 04:45 pm | First-Timer Orientation                                                          |
| 04:45 pm - 05:00 pm | First-Timer Hotel Tour                                                           |
| 05:00 pm - 06:00 pm | Sponsor & Exhibitor Reception<br><i>Directors, Sponsors, and Exhibitors only</i> |
| 06:00 pm - 07:30 pm | Welcome Reception<br><i>Light reception food</i>                                 |

## Tuesday MAY 19, 2026

|                     |                              |
|---------------------|------------------------------|
| 07:30 am - 05:00 pm | Conference Registration      |
| 07:30 am - 08:30 am | Coffee                       |
| 08:00 am - 05:00 pm | Exhibit Hall Open            |
| 08:30 am - 10:00 am | Plenary I                    |
| 10:00 am - 10:30 am | Refreshment Networking Break |
| 10:30 am - 12:00 pm | Concurrent Workshop Sessions |
| 12:00 pm - 01:30 pm | Lunch on Your Own            |
| 01:30 pm - 03:00 pm | Concurrent Workshop Sessions |
| 03:00 pm - 03:30 pm | Refreshment Networking Break |
| 03:30 pm - 05:00 pm | Concurrent Workshop Sessions |
| 7:00 pm - 10:00 pm  | Networking Event             |

## Wednesday MAY 20, 2026

|                     |                                                                                                |
|---------------------|------------------------------------------------------------------------------------------------|
| 07:30 am - 08:30 am | Coffee                                                                                         |
| 08:00 am - 05:00 pm | Conference Registration                                                                        |
| 08:00 am - 05:00 pm | Exhibit Hall Open                                                                              |
| 08:30 am - 10:00 am | Plenary II                                                                                     |
| 10:00 am - 10:30 am | Refreshment Networking Break                                                                   |
| 10:30 am - 11:30 am | Forums                                                                                         |
| 11:30 am - 01:00 pm | Lunch on Your Own                                                                              |
| 01:00 pm - 02:30 pm | Concurrent Workshops                                                                           |
| 02:30 pm - 03:00 pm | Refreshment Networking Break                                                                   |
| 03:00 pm - 04:00 pm | Forums                                                                                         |
| 04:00 pm - 04:45 pm | Plenary III                                                                                    |
|                     | Reception                                                                                      |
| 05:30 pm - 06:30 pm | Networking & Games                                                                             |
| 06:30 pm - 10:00 pm | Live Music, Light Reception Food & Fun<br><i>(Theme &amp; additional details coming soon!)</i> |

## Thursday MAY 21, 2026

|                     |                              |
|---------------------|------------------------------|
| 07:30 am - 08:30 am | Coffee                       |
| 08:00 am - 12:00 pm | Conference Registration      |
| 08:30 am - 10:00 am | Concurrent Workshops         |
| 10:00 am - 10:30 am | Refreshment Networking Break |
| 10:30 am - 12:00 pm | Plenary IV                   |

 [conference@calcsa.org](mailto:conference@calcsa.org)

 (916) 446-6700

 [www.calcsa.org](http://www.calcsa.org)

Scan to connect with us on LinkedIn!

# PLENARY I

## IT'S TIME TO SQUIGGLE! ELEVATING CREATIVITY AS A CORE TRAINING COMPETENCY IN CHILD SUPPORT SERVICES

In a field grounded in structure, policy, and timelines, creativity is often viewed as optional or risky. Yet what organizations choose to train—and how they design that training—signals what they truly value. In Child Support Services, learning has long emphasized precision, compliance, and technical expertise. While these remain essential, they are no longer sufficient on their own.

It's Time to Squiggle invites you to rethink training design as a strategic lever for workforce readiness in a rapidly changing environment. This plenary reframes creativity as a trainable core competency, not a personality trait or a risk, and positions training coordinators as key drivers of that shift.

Through practical comparisons of traditional versus "squiggled" training design, real-world scenarios, and adult learning research, participants will explore how creativity already shows up in daily training practice and how to make it visible, supported, and measurable. We will also examine how training investment signals organizational values and prepares the workforce not just to follow processes, but to apply judgment, adapt responsibly, and perform effectively in a changing system.

### Keynote Speaker

#### Tamekia MizLadi Hart

Tamekia MizLadi Hart is the founder of EDU Arts, LLC, a boutique speaker and consulting practice focused on leveraging educational tools and the creative arts to inspire meaningful transformation. She integrates health equity by embedding cultural humility into workplace systems, leadership practices, and the overall employee experience.

Tamekia delivers a strategic, human-centered message of empowerment, resilience, and belonging that resonates across diverse audiences and organizational environments. She supports organizations in building psychologically safe environments by aligning leaders, managers, and employees around shared goals while strengthening trust, connection, and accountability.

She has spoken on TED stages both domestically and internationally. She holds certifications as a Scrum Master and Instructional Designer, along with credentials in Crisis Incident Stress Management, and earned her degree in Paralegal Studies. Tamekia also currently serves at Ventura County Child Support Services as the Manager of Community Relations and Learning & Development where she leads internal and external learning initiatives, advances strategic priorities, strengthens workforce capability, fosters community engagement, and cultivates a culture of care, connection, and excellence.



# PLENARY II

## STATE OF THE CHILD SUPPORT PROGRAM: A NATIONWIDE LOOK

Child support systems play a critical role in promoting family stability, economic security, and the well-being of children across the United States. Yet the policies, practices, and community contexts that shape this work can differ significantly from state to state. Listen to a panel discussion of child support professionals from across the nation for a meaningful, policy-focused dialogue on both the differences and the common threads that define this essential work.

Drawing on experiences from diverse regions and roles, panelists will examine how state statutes, economic conditions, and administrative structures influence child support outcomes, while also identifying the shared challenges faced by families and agencies nationwide. The conversation will highlight innovative practices, collaborative approaches, and community partnerships that are helping to strengthen trust, improve equity, and better center children's long-term well-being.

Designed for policymakers, practitioners, advocates, and community partners, this session offers a unique opportunity to gain national perspective while exploring practical strategies that can inform local action. Don't miss this thoughtful and solutions-oriented conversation that amplifies a shared voice and advances one vision for child support across the country.

### Keynote Speakers



#### Kristen Erickson-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.



#### Dr. Trish Skophammer

Dr. Trish Skophammer serves as the Director of the Child Support Services Division in the Ramsey County Attorney's Office located in St. Paul, Minnesota. She has nearly 3 decades of experience in child support serving on a wide variety of national committees and forums including NCSEA's Leadership Symposium, Web Talk Committee, Emerging Issues Committee and served as the co-chair for the Policy Forum for the past two years. She has been involved in national, regional, and local associations with conference planning committees, policy workgroups and DEI initiatives. In addition to her expertise in child support policy and practice,

Trish is a seasoned leader with extensive expertise in organizational leadership. Trish has a master's degree from Bethel University in Organizational Leadership and a doctorate degree in Public Administration from Hamline University.





### Carla West

Carla West serves as the Division Director for Human Services at the North Carolina Department of Health and Human Services, where she leads with a strong commitment to advancing equitable, person-centered services. Carla provides executive leadership for key Economic Services Programs, including Child Support Services, Temporary Assistance for Needy Families (TANF), Low-Income Household Energy Assistance, and the State Office of Refugee Services. She also oversees the Continuous Quality Improvement efforts across these programs and the Supplemental Nutrition Assistance Program (SNAP).

Carla also directs the Division of Aging, overseeing a comprehensive portfolio of programs that support older adults across North Carolina. Carla has long been a driving force in advancing child support policy and practice. She currently serves on the boards of the North Carolina Council on Developmental Disabilities (NCCDD) and the North Carolina Interagency Council for Coordinating Homelessness Programs (ICCHP). Carla holds both a Master of Business Administration and a Bachelor of Science in Business Management from Bellevue University.

### Kristie Gordy

Kristie is the Social Services Senior Administrator at the Wyoming Department of Family Services (DFS), where she oversees child protection, juvenile justice, and adult protective services across the state. She also continues to serve as Wyoming's IV-D Director, a role she's held since 2014, guiding the child support program with a focus on family-centered outcomes.

Kristie holds a Bachelor of Arts from Northern State University and earned her J.D. from the University of Wyoming College of Law in 2006. Since joining DFS in 2008, Kristie has held a range of leadership positions, including Ombudsman, Senior Legal & Policy Analyst, and Security Division Administrator. Her work reflects not just a command of the programs and policies that support families, but a deep understanding of the funding mechanisms, data systems, and strategic levers that help Wyoming use public resources effectively and equitably. At the heart of her leadership is a clear vision: to ensure families and communities are healthy, supported, and respected.



## REFLECTION, RENEWAL AND RECOGNITION

Join us for a special plenary designed as a meaningful pause in our program—a moment to reconnect, reflect, and celebrate together. This abbreviated session will serve as a powerful check-in with our attendees about our Call to Action and a heartfelt tribute to our honorees of our most prestigious award categories including our highest child support award, the Truly B. Knox. Though shorter in length, this plenary will be rich in purpose, connection, and inspiration—an experience you won't want to miss!



# PLENARY IV

## THE FREAK FACTOR

Do you want more happiness, fulfillment, and energy? Do you want to dramatically improve your productivity and increase employee performance? Do you want to improve your relationships at work and at home? If you said yes to any of these, you will not want to miss this session!

Our parents, teachers, and managers have told us that if we want to succeed, we should find and fix our weaknesses. Have you ever considered this may be the wrong approach? In reality, each of our weaknesses is a strength. Find out how to create outrageous personal and professional success by amplifying flaws, instead of denying them.

With a doctor of management degree in organizational leadership, a graduate degree in psychology, and his long history as a stand-up comedian, you are in for a treat with David Rendall! This session promises both impact and joy; you will leave inspired, energized, and laughing harder than you expect. Come ready for insight, stay for the nonstop humor, and walk away reminded that sometimes your greatest strength starts as your biggest setback.

### Keynote Speaker

#### David Rendall

Have you ever wondered how your perceived weaknesses could be your greatest strength? David Rendall is a globally recognized keynote speaker specializing in leadership, management, personal growth, and productivity. Known for his engaging, humorous, and thought-provoking presentations, he challenges audiences to rethink how they view weaknesses — reframing them as sources of strength and uniqueness. David is the best-selling author of books including *The Freak Factor*, *The Four Factors of Effective Leadership*, *The Freak Factor for Kids*, and *Pink Goldfish 2.0*. He is a former leadership professor and stand-up comedian with deep experience



in organizational behavior and people development. David has delivered keynotes on every inhabited continent to clients including Microsoft, AT&T, the U.S. Air Force, State Farm, Ralph Lauren, and government agencies. He holds a Doctorate in Organizational Leadership, a Masters in Counseling Psychology, and formerly managed nonprofit ventures focused on employment for people with disabilities.

On a personal note, David competes in ultramarathons, Ironman triathlons, and incorporates endurance lessons into his talks on perseverance and resilience. Based in Raleigh, North Carolina, CalCSA is thrilled to welcome him to the great state of California!





# WORKSHOPS & FORUMS



MCLE credit available based on verified session attendance.

## ***Building Leadership in California's Child Support Program***

California's child support professionals operate in a complex, high impact, public service environment that is constantly evolving. In addition to rapid change, shifting workforce demographics, evolving community needs, and new expectations for service delivery must be contemplated.

This interactive forum brings together professionals from across the state to strengthen leadership capacity while preparing the next generation of child support leaders. Participants will engage in vision mapping exercises to help articulate an individualized path forward and chart the steps needed to get there.

By combining day to day leadership skills with long range planning and a clear vision for the future, California's child support professionals can build organizations that thrive through transition and continue delivering high quality service to families statewide.

## ***Case Management Café: Child Support Strategies in Action***

Step into the Case Management Café where collaboration is the main course. At each discussion table, you'll share ideas, taste-test strategies, and cook up practical solutions for real-world child support challenges. Come ready to sample best practices, swap recipes for success, and leave with actionable strategies to take back to your agency.

## ***Serving Neurodivergent Clients and Colleagues***

Interested in learning how to better serve and support neurodivergent individuals—both as customers and colleagues? Join us as we learn to recognize common traits of autism, ADHD, and related conditions, and how these may be misunderstood in courtrooms or workplaces. The workshop will address hiring barriers, inclusive communication, and strengths-based strategies. Through simulations, tools, and group participation, attendees will gain practical skills to foster equity, authenticity, and resilience in service delivery and professional settings.

## ***Let's Go Banana's***

Step into a world where baseball meets transformation in this high-energy, interactive workshop inspired by the Savannah Bananas—the team that redefined America's pastime as \*"the greatest show in sports." Participants will explore how bold thinking, creativity, and a willingness to challenge tradition can turn obstacles into opportunities for growth. Through engaging discussion and hands-on activities, attendees will unlock their creative potential, embrace a mindset of experimentation, and discover practical ways to apply the Bananas' innovative approach to leadership and organizational challenges. Designed for leaders and those open to innovation, this session invites you to reimagine what's possible—and get ready to go BANANAS. 🍌



[conference@calcsa.org](mailto:conference@calcsa.org)



(916) 446-6700

[Table of Contents](#)

[www.calcsa.org](http://www.calcsa.org)

Scan to connect with

us on LinkedIn!





# WORKSHOPS & FORUMS

## ***Tableau for Leaders: Turn Data Into Strategic Decisions***

Unlock the power of data-driven decision-making! This workshop is designed specifically for leaders who want to leverage Tableau dashboards to analyze child support data effectively. Attendees will gain insights into how Tableau can transform raw data into actionable intelligence, helping leaders identify trends, monitor performance, and make informed decisions that drive results. Whether you're new to Tableau or looking to maximize its potential, this session will provide practical strategies and real-world examples to help you lead with confidence through data.

## ***The Legislative Roadmap: How Bills Move, Stall, and Succeed (and What It Means for Child Support)***

Legislation can feel like a black box until you know the checkpoints. In this session, we'll walk through the real-world path of a bill at the state and federal level, including the moments that matter most: policy committees, appropriations and suspense, amendments, omnibus packages, and end-of-session deadlines. Whether you're new to advocacy or want a refresher, you'll gain the context to interpret what you're hearing at your state and federal level, ask sharper questions, and engage more strategically. This session is an excellent primer for those attending the Advocacy Forum.

*Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## ***Interstate Case Reconciliation: Tools, Trends, and Tips***

This session offers a comprehensive review of the annual Interstate Case Reconciliation (ICR) process, including its purpose, key timelines, and procedures. Participants will explore the May 2026 ICR results, gain a deeper understanding of reason codes and their meanings, and discuss best practices for resolving discrepancies. The session will also include a live demonstration of the new ICR application on the Child Support Portal, highlighting its features and functionality to support more efficient case management.

## ***Guiding the Court Journey: Empowering Staff and Supporting Participants Before, During, and After Hearings***

Court hearings can be overwhelming, especially for self-represented participants. This session explores the Post Court Assistance (PCA) program implemented by San Diego County Department of Child Support Services in 2024, which helps clarify orders, explains next steps, and strengthens participant relationships. The presenters will also go over the strategies Sacramento County Department of Child Support Services uses for preparing before hearings, detail the information most valuable to have in court, and share tips for avoiding the trap of over promising when providing information and building trust with case participants. Together these approaches provide a framework for improving understanding, cooperation, and confidence throughout the court process.





# WORKSHOPS & FORUMS

## ***Serving Families: Communication That Works Between Tribal and State Child Support Agencies***

This forum focuses on the human side of the work: how we communicate, how we listen, and how we repair trust when systems have caused harm or confusion. Come prepared to participate in an interactive discussion and brainstorming attendees will exchange promising practices, highlight barriers, and develop shared solutions that respect culture while advancing common goals to improve stronger outcomes for families.

## ***The Art of Feedback: Navigating Difficult Conversations with Confidence***

When asked, most professionals state they want feedback on how they are doing at work while also admitting how difficult it is to receive "corrective" feedback. At the same time, many managers realize it is critical to deliver difficult feedback yet many dread having these conversations. They are nervous and unsure about how to even begin the conversation. When you see these two polarities: difficulty in receiving corrective feedback and difficulty in delivering it, you wonder how any meaningful and constructive conversations ever get done in the workplace. This interactive workshop examines the role emotions, stories & assumptions play in difficult conversations. Participants will be introduced to and practice a proven feedback model to help open difficult conversations and raise the likelihood for meaningful clarity and understanding and resolution.

## ***What's Brewing? Building Trust, Unity and Excellence***

Step into a café-style setting where meaningful conversations are on the menu. What's Brewing? brings CalCSA's core values to life through interactive, coffee-themed discussion tables that spark dialogue, story-sharing, and practical problem-solving. Participants will rotate between facilitated stations—each tied to paired CalCSA values—where guided prompts encourage collaboration, innovation, integrity, and respectful communication. Designed for child support professionals at all levels, this high-energy, participatory session ensures every voice is heard and every attendee leaves with actionable strategies to strengthen teams, enhance services, and apply CalCSA's core values in everyday practice.

## ***Building Partnerships for Mutual Benefit: How Local Child Support Agencies Can Work with the Private Bar***

California's child support system functions most effectively when public agencies and the private bar work collaboratively toward shared goals: accurate support orders, efficient case resolution, and improved outcomes for children and families. This continuing education program explores practical and ethical strategies for building productive partnerships between LCSAs and private family law practitioners. The workshop is open to all child support professionals. *Attorneys will receive 1.5 hours of General MCLE credit for attendance.*





# WORKSHOPS & FORUMS

## ***Innovating Child Support with AI***

This session highlights how Kern County Department of Child Support Services is piloting AI integration within its child support program while meeting both state and county compliance requirements. Attendees will explore how Kern County Department of Child Support Services is leveraging cost-effective AI solutions, such as Microsoft Copilot Chat, while implementing a strategic, phased rollout of full Microsoft 365 Copilot licenses within the Government Cloud. The session will highlight the formation of an internal AI workgroup and outline practical strategies for responsibly introducing AI in a public sector environment.

## ***Bridging the Gap: Partnering with Eligibility Staff to Strengthen the Child Support Program.***

Effective Child Support Programs depend on collaboration, clear communication, and accurate data. This workshop will provide practical strategies for partnering with eligibility staff to build stronger connections between departments.

Participants will explore training approaches that highlight the value and importance of child support services, fosters mutual understanding, and improves cooperation across departments. Participants will leave with tips for building effective training programs that elevate collaboration, enhances program outcomes, and outlines the benefits of integrating child support services into eligibility processes.

## ***Tableau Forum - Diving Deeper Down Dashboards***

Want to learn how to get the most out of Tableau dashboards? If you are an expert Tableau creator, just beginning, or a front end user of dashboards, come join Tableau super users and builders to learn how to maximize performance and efficiency with Tableau. Share your ideas for the creation of new dashboards and the enhancement of expanded features in existing ones. If you are a dashboard user, learn how to connect the insights gleaned from the data to drive performance outcomes. If you are dashboard creator, connect with other Tableau dashboard creators to learn tips and tricks about building visuals and running data flows.

## ***Troubled Waters: How Understanding the Ethics Rules Can Keep Your Boat Upright and Sailing in the Right Direction***

When the ethical seas become stormy and the water is murky, know how to keep your ship sailing towards calm waters. In this session, we will explore some of the California Rules of Professional Conduct and how they relate specifically to your work as a DCSS attorney. We will go over some rules and hypotheticals with plenty of opportunity for discussion. This class may also be useful to Directors, Child Support Officers and other support staff as they work with and support their attorneys.

*Attorneys will receive 1.5 hours of Ethics MCLE credit for attendance.*





# WORKSHOPS & FORUMS

## ***Unreimbursed Assistance Pool Essentials for Case Financial Workers***

This session is designed specifically for Case Financial Workers and goes beyond a high-level overview to deliver in-depth, practical training. Based on survey feedback showing strong interest in public assistance and the Unreimbursed Assistance Pool (UAP), we'll focus on building a clear understanding of aid history and how it connects to UAP. Participants will leave with stronger understanding and confidence in aid history and applying UAP concepts accurately in their day-to-day work.

## ***From Training to Transformation: Create Learning That Sticks***

The Riverside County Department of Child Support Services and Kern Department of Child Support Services Training & Development team members will share proven best practices that transform ordinary sessions into lasting learning experiences. Ordinary training sessions often fade from memory—but truly effective learning experiences stick, inspire, and transform. This interactive workshop is filled with practical tools you can apply immediately to capture attention, boost retention, and ensure knowledge sticks well beyond the training room. Whether you are an expert or brand new to the learning & development world, you will learn the tactics that led to Riverside County Department of Child Support Services receiving the National Quality Training Program Award! If you want to facilitate a training that sticks, this is the session you don't want to miss!

## ***Leadership Forum***

Step into your leadership potential at this engaging leadership forum where attendees will be introduced to the nationally recognized Leadership Challenge Model. Explore the five exemplary leadership practices and gain practical insights you can immediately apply to your teams back at the office. Through interactive activities and meaningful peer connection, participants will strengthen their leadership skills, exchange ideas with colleagues, and leave energized to lead with confidence and purpose.

## ***Traditional Masculine Identity: Reframing Masculinity Through an Inclusive Lens***

In his executive order supporting young men and boys, Governor Gavin Newsom emphasized a critical and often overlooked issue that underscores the urgent need to address the emotional and social challenges facing young men today: "Too many young men and boys are suffering in silence — disconnected from community, opportunity, and even their own families. This action is about turning that around. It's about showing every young man that he matters and there's a path for him of purpose, dignity, work, and real connection."

This workshop is designed to challenge and expand outdated notions of masculinity. By fostering a more inclusive and contemporary understanding, we aim to create space for young men to thrive—emotionally, socially, and personally—without the constraints of limiting stereotypes.





# WORKSHOPS & FORUMS

## ***Honoring Culture, Strengthening Families: A Path to Collaborative Child Support***

Child support programs play a pivotal role in supporting families, yet their design and implementation often overlook the profound influence of cultural identity. This session explores the critical importance of integrating cultural values and practices into child support programs, particularly in Tribal communities, while also fostering understanding and collaboration with state child support agencies. Participants will learn how culturally infused programs strengthen community trust, improve outcomes, and foster holistic well-being for families. The session will also address strategies for state agencies to support these efforts, emphasizing the value of cultural respect and shared goals in serving diverse populations.

## ***Local Performance Improvement: Performance Strategies That Are Moving the Needle***

Join us for an engaging and insightful workshop where Subject Matter Experts from three LCSAs will share proven strategies that are driving measurable improvements in performance. This session will highlight innovative approaches, practical tools, and lessons learned from the field—offering participants actionable ideas to take back to their own organizations. Whether you're looking to refine existing practices or spark new initiatives, this workshop will provide valuable perspectives on what's working and why.

## ***Developments in Case Law, Legislation, and Policy***

Often, keeping apprised of emerging trends in law and policy allows us to maintain a working knowledge that can lead to exploring topics in depth as we apply what we learned. This session provides a high-level overview of recent case law, new and pending legislation and new policies that impact the IV-D program. Whether you are fascinated by the law and policy or would like to learn more to pique your interests, this workshop is for you. Join us as our speakers take us through an engaging and informative session filled with valuable insights helpful to all child support professionals. Open to all attendees. *Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## ***Pathways to Progress: Cultivating Emerging Talent Through Succession Planning***

Succession planning isn't about replacing – it's about preparing. This workshop equips departments with the framework to build a future-ready talent pipeline entirely from within, no vendors required! With a focus on emerging talent, participants will explore ways to increase visibility of career pathways, provide tools and resources for internal candidates, and cultivate a strong pool of leaders to meet evolving program needs. By the end of the workshop, attendees will leave with actionable strategies to strengthen retention, empower rising stars, and ensure their organization is prepared for tomorrow's challenges today.





# WORKSHOPS & FORUMS

## ***Advocacy Forum***

Be part of the conversation shaping the future of California's Child Support program. This interactive Advocacy Forum will create space to brainstorm meaningful policy ideas that advance the program's mission. Participants will collaborate with peers, exchange perspectives, and strengthen their voice as advocates, all while building valuable connections with colleagues from across the state.

## ***Alternative Payments, Real Impact: In-Kind Support Initiatives***

This session will introduce participants to three innovative in-kind support initiatives currently underway across California. Attendees will explore how these programs offer alternative, non-conventional methods for collecting child support payments—beyond traditional monetary contributions. The workshop will highlight how these approaches can enhance family engagement, support compliance, and expand the definition of support in meaningful ways.

## ***Tableau for Case Managers***

As a child support case manager, having timely accurate data at your fingertips can make all the difference. This workshop will explore how Tableau can help you monitor compliance, track performance and uncover trends in your caseload - turning complex data into clear, actionable insights that support better outcomes for the families you serve.

## ***Breaking Down Self-Employment Income: 4 Steps Every Child Support Professional Should Be Doing Today***

Without pay stubs or traditional wage records, self-employment cases often present unique challenges for child support professionals. This session provides a practical overview of how to analyze self-employment income, including what questions to ask, what information to request, how to review self-employment documentation, and how to assess whether the income reported is an accurate representation of actual income. Participants will gain practical knowledge and tools that can be immediately applied to daily casework. Open to all staff.

*Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## ***Countywide Culture Changes: How to Secure Commitment and Thrive***

Changing an established workplace culture can feel overwhelming—especially when current practices seem to be “working.” However, lasting success requires more than maintaining the status quo. This interactive session focuses on aligning values, behaviors, and daily practices with long-term strategic goals to foster a more collaborative, inclusive, and high-performing organization. Through facilitated discussions, breakout sessions, and small-group activities, participants will explore practical approaches to purposeful culture change that empower employees at every level to engage, contribute, and thrive.





# WORKSHOPS & FORUMS

## ***Customer Service Matters: De-Escalation, Complaint Resolution, and State Hearing***

Resolving customer complaints before they result in a formal complaint process starts with customer focused de-escalation. In this session, you will learn Solano County Department of Child Support Services' best practices to de-escalate customer complaints and learn the basics of formal complaint resolution and State hearings from members of California State Department of Child Support Services. This session will provide practical tools for all facets of customer complaints while strengthening your understanding of what topics eligible for hearing while picking up some practical hearing tips. *Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## ***From Vision to Victory: Award Winning Programs***

Join us for an inspiring session that showcases innovative, award-winning programs from Local Child Support Agencies. These initiatives have set the standard for excellence, ranging from community outreach to in-house mentoring programs that empower staff and strategies for doing more with less. This interactive workshop invites you to learn from these success stories, explore practical strategies, and join the conversation on how to adapt these proven approaches in your own agency. Discover how creativity, collaboration, and commitment can transform challenges into opportunities for families and staff alike.

## ***Solution-Focused Team Leadership: Practical Tools for Child Support Leaders***

Child support leadership is fast-paced and demanding, leaving little time for lengthy team interventions. Solution-Focused Team Leadership flips the script by helping supervisors and managers focus on strengths, possibilities, and small, achievable steps forward. Through interactive exercises—like reframing problem-focused statements, practicing Stoplight Feedback, and identifying a personalized “15% Solution”—participants will gain five practical, research-backed tools they can apply immediately in staff meetings, coaching sessions, and daily interactions. Attendees will leave with strategies to build trust, strengthen team resilience, enhance communication, and balance psychological safety with performance expectations, creating more engaged, accountable, and high-performing teams.

## ***Fathers Matter: Tools, Strategies and Support for Fathers***

Fathers often encounter barriers that limit their engagement and access to support. This workshop examines those challenges and shares practical insights and strategies for engaging and supporting fathers where they are. Participants will explore inclusive approaches that build trust, reduce barriers and strengthen outcomes for fathers and families. This workshop will generate practical ideas that participants can then bring to the Fatherhood Forum for shared discussion and learning.





# WORKSHOPS & FORUMS

## ***Treasure Hunt Teamwork: Unlocking Collaboration and Communication***

Strengthen collaboration, trust, and communication in this interactive, team-based workshop designed for child support professionals at all levels. Participants will work in small groups to solve clues, complete challenges, and uncover “hidden treasures” of knowledge tied to teamwork, creative problem-solving, and well-being. Each activity encourages every team member to contribute ideas, listen actively, and make shared decisions, while debrief discussions help translate lessons into practical strategies for the workplace. By doing, reflecting, and sharing, attendees leave with actionable approaches to enhance team dynamics, overcome challenges, and foster stronger collaboration in their daily child support work.

## ***From Connection to Collaboration – Outreach Forum***

Collaboration starts with outreach. Success starts with Connection. This outreach forum brings together child support professionals to build relationships, exchange ideas, and explore innovative approaches to serving children and families. Participants will engage in meaningful discussions, learn from peers, and expand their professional networks in a collaborative setting. Attendees will receive a digital post conference booklet with valuable outreach resources and connections.

## ***Engaging Fathers, Strengthening Families - Fatherhood Forum***

Join us as we continue the discussion from the Fathers Matter workshop and allow for meaningful conversations on ways to enhance fatherhood engagement. Participants will discuss strengths, weaknesses, opportunities and threats (SWOT framework), while engaging in purposeful networking to share best practices, build partnerships, and strengthen coordinated support for fathers and families. Attendees will receive a digital post conference booklet with valuable resources and connections.

## ***Engaging Customers Differently with FEM***

The way we connect with parents has changed. With the FEM Final Rule implementation, LCSAs are rethinking how they engage customers and gather essential information. In this interactive session, several Child Support Professionals will share innovative practices and lessons learned since FEM went into effect. Discover why effective interviewing skills matter more than ever, not only to build trust and credibility but also to accurately establish earnings. Learn how we must rethink the way we work with customers and adjust our processes for obtaining court orders to achieve better outcomes for families.





# WORKSHOPS & FORUMS

## **Collect with Confidence, not Conflict** ⚖️

Join us for a dynamic session exploring innovative, real-world strategies for collecting child support while minimizing resistance and disengagement from non-custodial parents. Hear directly from Sacramento County Department of Child Support Services supervisors and caseworkers as they share proven tools, effective enforcement methods, and real-life success stories that have driven increased payment compliance within their local child support agency.

*Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## **Legislative Update: Reflecting Our Evolving Program** ⚖️

Legislative changes can profoundly impact our work. Strategic, passionate advocacy for legislative change also strengthens and unifies our vision and purpose. Join our panel of legislative experts from the Cal CSA Advocacy Committee for an important update on statewide legislation recently enacted, and pending and potential future legislation intended to expand the reach and impact of our services.

*Attorneys will receive 1.5 hours of General MCLE credit for attendance.*

## **Writing Performance Evaluations and Development Plans that Motivate and Matter**

Performance evaluations are often viewed as a dreaded annual task - uninspiring for both supervisors and employees. This highly interactive session flips that mindset, showing child support leaders how to turn evaluations and individual development plans into impactful leadership conversations. Through real-world examples, hands-on activities, and proven strategies, participants will learn how even "boring" paperwork can motivate staff, strengthen accountability, and drive performance results.





# CHARITY



Each year, the California Child Support Association (CalCSA), formerly known as the Child Support Directors Association (CSDA), proudly supports a nonprofit organization through fundraising efforts held during the CalCSA Annual Child Support Conference & Expo. Thanks to the generosity of our attendees, past conferences have raised more than \$25,000 annually for local charities.

This year, CalCSA is honored to name Make-A-Wish® Greater Bay Area as the beneficiary of our conference fundraising efforts.

Make-A-Wish® is a nationally recognized organization dedicated to granting wishes for children ages 2½ to 18 who are living with critical illnesses. The Greater Bay Area chapter serves 17 Northern California counties, from Siskiyou County to Monterey County. Since its founding in 1984, Make-A-Wish® Greater Bay Area has granted over 10,000 wishes, delivering an average of 350 life-changing wishes each year through the support of donors, volunteers, and medical professionals.

Their mission — “Together we create life-changing wishes for children with critical illnesses” — reflects the profound impact of this work. A wish is more than a single moment; it touches not only the child receiving it, but also their family, their community, and everyone who plays a role in making that wish come true.

By participating in the conference fundraising activities by donating baskets and purchasing raffle tickets you help create hope, strength, and joy for children and families across Northern California. Thank you for supporting his meaningful cause and for being part of the CalCSA tradition of giving back.

[Click here to learn more about the fundraiser including how the donation process works.](#)



# REGISTRATION & INFORMATION

## CONFERENCE RATES

| Category            | Full Conference | Single Day |
|---------------------|-----------------|------------|
| Member              | \$775           | \$555      |
| Tribal & Government | \$825           | \$595      |
| Non-member          | \$875           | \$635      |

**Early Bird Discount: \$100 off all categories from February 17 to March 2, 2026**

### Full Conference Registration Includes:

- All conference materials
- Admission to conference workshops, plenary sessions, forums, and the Exposition Hall
- Daily refreshment breaks
- Welcome Reception (Monday Night)
- Networking Activities
- Celebration Event (Wednesday Night)
- MCLE Credits (as provided with designated workshops)

### Single Day Registration Includes:

- Conference materials of that day
- Admission to conference workshops, plenary sessions, forums, and the Exposition Hall of that day
- Refreshment breaks
- MCLE Credits (as provided with designated workshops)

NOTE: Breakfast, lunch and dinner are not included in the registration rate.

## REGISTRATION

## RECEPTION

If you need to purchase additional tickets to our Reception on Wednesday, please use the link below.

Reception Ticket: \$50

Ticket includes access to the reception, games, live music, and light reception food.

## Purchase Ticket

## PAYMENT

Payment options: Check, ACH, Credit card (Visa, MasterCard, Discover, or American Express)  
Credit cards are accepted for payments under \$2,500 only. For payments of \$2,500 or more, please use ACH or check. If paying by check, include a copy of the invoice. The "Pay by Invoice" option is available at checkout.

### Mail Payment to:

California Child Support Association  
Attn: Accounting/ Invoice #  
PO BOX 162362, Sacramento, CA 95816

**[Click here for a list of all payment options.](#)**

## CANCELLATION/REFUND POLICY

### READ OUR CANCELLATION AND REFUND POLICY

Last day to request a refund: April 20, 2026

Last day to make changes to existing registration:  
May 11, 2026

## ATTIRE/WEATHER

Attire for this conference is business casual. The temperature in San Diego in May averages highs around 68-70 degrees and lows in the 50s.

### Themed Days

Tuesday: Represent your County or Organization (logo day)

Wednesday: Wear white, the color of 2026

Wednesday Evening: Casual dress - *Theme & details coming soon!*

Thursday: Casual attire

## 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@calcsa.org**.



## MCLE CREDITS

Earn MCLE credits by checking in to each session using the on-site QR code. Certificates will be provided after the conference, and you will receive email notification when they are available.

## EVENT APP

Whova is the conference mobile app. Registered attendees will receive access at the email address provided during registration. The app will be available on May 4, 2026.

## HOTEL & TRAVEL INFORMATION

### CONFERENCE HOTEL

#### Town & Country Resort

500 Hotel Circle, North San Diego, CA 92108

**Hotel reservation link will be available in the registration confirmation email.**

#### Rates

| Room                   | Single | Double | Triple | Quad  |
|------------------------|--------|--------|--------|-------|
| Run of House           | \$229  | \$229  | \$249  | \$269 |
| Trendy 2 Queen Firepit | \$229  | \$229  | \$249  | \$269 |
| Trendy King Jr. Suite  | \$229  | \$229  | \$249  | \$269 |
| Palm Tower Rooms       | \$249  | \$249  | \$269  | \$289 |

[View Room Type](#)

[View Property Map](#)

All room rates are subject to tax (10.5%), California tourism Assessment Fee (0.3%), San Diego Tourism Assessment Fee, and hotel service charge (\$10).

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

**Discounted self-parking:** \$20/day per car.

**Cut-off Date:** April 24, 2026

**Note:** Please reserve a hotel room only if you are certain you will attend. Unused reservations prevent other attendees from booking, impact the hotel, and affect the Association's room block commitments. If you need to cancel, please do so as early as possible so the room can be released to others.

### TRANSPORTATION

Distance from San Diego International Airport: 6 miles

By car: 20 minutes

Distance to Downtown San Diego: less than 7 miles

Accessible via private car, trolley (trolley station is walking distance), bus, Uber and Lyft.

Public transportation:

The Fashion Valley trolley stop is located directly behind the property where you can also hop on several buses from that location.

TSA will require a REAL ID-compliant ID for domestic flights. Please ensure your ID meets this requirement before traveling to the conference.

## SPONSORS & EXHIBITORS

[VIEW SPONSORSHIP AND EXHIBIT OPPOTUNITIES](#)

[VIEW EXHIBIT FLOOR PLAN](#)

[Sponsor Registration](#)

[Exhibitor Registration](#)

 [conference@calcsa.org](mailto:conference@calcsa.org)

 (916) 446-6700

[Table of Contents](#)

[www.calcsa.org](http://www.calcsa.org)

Scan to connect with

us on LinkedIn!



# CONFERENCE PLANNING WORKGROUP



\*\* DCSS: Department of Child Support Services

\*\* CSSD: Child Support Services Department

**Michael Smitsky, Executive Director**

California Child Support Association

**Meg Hamrick, Deputy Executive Director**

California Child Support Association

**Julie Prado, Program Director and Co-chair**

California Child Support Association

**Tran Tran, Marketing & Conference Specialist**

California Child Support Association

**Bradey Resulta, Administrative Assistant**

California Child Support Association

**Liane Peck, CalCSA President and Co-chair**

Solano County DCSS

**Lisa Bispham, Charity Coordinator**

Central Sierra Child Support Agency

**Julie Cockerton, Track Coordinator**

Solano County DCSS

**Jonna Lewis, Onsite Lead**

Los Angeles County CSSD

**Natalie Dillon, Vendor Relations**

Colusa Sutter Yolo Regional DCSS

**Russell Ki, Volunteer Coordinator**

Orange County DCSS

**Alexis Ramirez, DCSS Liaison**

California DCSS

**Amy Jassel, Track Dean**

Sacramento County DCSS

**Kathie Bohacek, Track Dean**

San Joaquin County DCSS

**Stephanie Moore, Track Dean**

Solano County DCSS

**Rita Cortes, Track Dean**

San Mateo County DCSS

**Kim Britt, Track Dean**

Central Sierra Child Support Agency

**Abraham Mendoza, Track Dean**

San Joaquin County DCSS

**Ignacio Guerrero, Track Dean**

Santa Clara County DCSS

**Tyria Valledor, Track Dean**

Marin County DCSS

**Shannon Welton, Track Dean**

San Diego County DSS

**Paul Johnson, Track Dean**

Sierra Nevada Regional DCSS

**Nicole Windom-Hurd, Networking Lead**

Riverside County DCSS

**Marcus Mitchell, Networking**

Ventura County DCSS

**Rosemary Gray, Networking**

Alameda County DCSS

 [conference@calcsa.org](mailto:conference@calcsa.org)

 (916) 446-6700

[Table of Contents](#)

[www.calcsa.org](http://www.calcsa.org)

Scan to connect with

us on LinkedIn!





# California Child Support Association



Scan to connect with us on LinkedIn!



[www.calcsa.org](http://www.calcsa.org)



[conference@calcsa.org](mailto:conference@calcsa.org)



(916) 446-6700