



2008 MFSC Fall Conference Session Descriptions (Preview)

This document contains a preview of the session descriptions for the MFSC 2008 fall conference on Oct 8 – 10, 2008.

Contact Pam Sala, MFSC Program Chair, with any questions at salap@oakgov.com

Session Descriptions

Wednesday, October 08, 2008

Session A (3:30 p.m. – 5:00 p.m.)

The Power of Empathy and Enthusiasm in Keeping Your Battery Charged So You Don't Burn Out

Camelot

Many times we cannot control events in our lives, but we do have the ability to control how we view these events and our emotional response to them. Knowing and understanding why people do what they do, will help us make the right decisions as to how we react and respond to them. Constant exposure to job stress can lead to emotional exhaustion and cynicism. Finding and maintaining our enthusiasm is not only beneficial for us, but for everyone around us! This presentation will show you how to keep your batteries charged so you don't burn out!

Sid Hurlbert

CSENet (Child Support Enforcement Network): How to Use or Abuse

Hagen

How and why CSENet is used by states in Interstate case processing and how to make it work for you. Review of CSENet Core Set of transactions being used after the MiCSES 5.1 Release.

Ardene Martin, Senior Analyst, OCS
Kathy Miller, OCSE

Are You Getting the Most Out of mi-support and Business Objects?

Champions East

Come get acquainted (or reacquainted) with two web-based resources available to you: The mi-support website and the Business Objects reporting tool.

See new features on mi-support, some old favorites, and discover some resources you may not have heard about. Learn what types of reports are available on Business Objects, and how to run efficient and effective reports that can assist you in demographic information, locating individuals, and enforcing orders. There is something for everyone!

Kirsten Thompson, Technical Communications Team-Leader
Ed Nausieda, Training Team-Leader

Session Descriptions

Wednesday, October 08, 2008

Session A (3:30 p.m. – 5:00 p.m.)

Custody Factors

Zoo Bar

This workshop will provide general review and discussion of custody change issues such as proper cause, change in circumstances and established custodial environments. There will also be review and discussion of the Michigan Child Custody Act Factors.

Vince Welicka, Oakland County FOC

IRS Security Issues and How to Make Sure Your Office is Compliant

Pleasantview

This workshop will provide a brief overview of IRS security standards. In addition, the group will review and discuss the physical security checklist being used for the required IRS county on-site reviews.

Suzy Crittenden, OCS
Duane Noworyta, OCS

PA Forum

Tailgate

This is the Prosecuting Attorney's Child Support Forum Quarterly Meeting. The current chair is Kim Graham from Jackson County, Vice-Chair and chair elect is Kathryn Procnier from Kalamazoo County and Secretary and Vice-Chair elect is Anne Lerini from Washtenaw County. Nominations for secretary will be held at the meeting.

Behind the Scenes of OTHP

Sarazen

A panel presentation to give an in-depth look at how bonus reports, data warehouse, new hires and OTHP interact in MiCSES, with each other and the effects to issuing IWNs and NMSNs.

Sybil Dinnan, OCS
Terry Lloyd, SIU

Ryann Moore, OCS
Ron Kollen, MiCSES BA

Mary Jo Neirink, SIU Tech

Session Descriptions

Wednesday, October 08, 2008

ImageSoft

Champions West

Michael Leidline, Imagesoft Inc

Session A (3:30 p.m. – 5:00 p.m.)

Session Descriptions

Thursday, October 09, 2008

Session B (10:45 a.m. – 12:15 p.m.)

The Hague Conference on International Child Support

Camelot

Meeting in The Hague, The Netherlands , delegates from over 60 member nations and many official non-government observers deliberated for four years to develop and adopt the Hague Convention on the Recovery of Child Support and Other Forms of Family Maintenance. This international child support convention will govern the establishment and enforcement of child support obligations in international cases for at least the next 50 years. This panel will discuss the key features of the Convention; the forms and guides that have been developed and approved to assist in its implementation; changes to the Uniform Interstate Family Support Act recently approved the Uniform Law Commission which will allow states to implement the Convention: and the schedule of important tasks being undertaken by the U. S. to ratify the Convention. The panel consists of delegates to the Convention.

Vernon Drew (moderator), President, CSF Inc and NCSEA Past President
Margot Bean, Commissioner, OCSE & U.S. Dept. of Health and Human Services
Kay Farley, Executive Director, Government Relations Office & National Ctr for State Courts and NCSEA Past President
Alisha Griffin, Assistant Director of Child Support, NJ Dept of Social Services
NCSEA Past President

Setting Support on “Grey Income” Clients & Be a Payment And Process thru the MiSDU

Tailgate

Presenters will explain how the MiSDU meets with the Employer Advisory Group twice/year to address issues of Importance to employers. FOC interest in grey income led one employer member to find a speaker for us who can provide the employer perspective on how to determine incomes for self-employed truckers and other "grey income clients.

Child Support payments and the processing of them have undergone a total transformation in the last 10 years. Follow us as a payment arrives at the MiSDU, and is processed for distribution in approximately 24 hours.

Jim Bolek, Payroll Manager, USF Holland Inc.
Monica Bowman, Project Manager, MiSDU
Angela Johnson, Payroll Manager, Gainey Transportation

Session Descriptions

Thursday, October 09, 2008

Putting the “E” in E-Learning

Champions East

This workshop will provide a survey of proposed, pending, and recently enacted legislation.

On average, e-learning accounts for 30% of formal training hours consumed by learners in U.S. organizations. The main reasons for e-learning's popularity are convenience and cost. So why isn't your staff utilizing e-learning that is available to them on mi-support? What is e-learning anyhow? How does e-learning impact your staff's performance in the workplace? Please join us to examine how the delivery methods of training, specifically e-learning, impacts performance, and how e-learning is being designed and developed to address your needs. If you're concerned about your staff's performance, this is the session for you.

Ed Nausieda, MiCSES Project - Training Team Lead

Cooperative Parenting Time Update/SCAO Demonstration Projects

Hagen

This presentation will provide information and recommendations on how Friends of the Court and Department of Human Services Child Protective Services can coordinate local activities.

Attendees will also receive information about the State Court Administrative Office's four domestic relations pilot projects that will be tested. The four domestic relations pilot projects are: expedited docketing, non-adversarial language, informal docket, and parenting time plans.

Tim Cole, Friend of the Court Bureau Management Analyst

Session B (10:45 a.m. – 12:15 p.m.)

Session Descriptions

Thursday, October 09, 2008

Legislative Updates

Zoo Bar

A summary of proposed laws relating to the field of domestic relations will be addressed with each speaker discussing topics specific to his/her area, including the Friend of the Court, Prosecutors and the Office of Child Support.

Jennifer Granzow, Kalamazoo PA
Suzanne Hollyer, Oakland County FOC
Marilyn Stephen, IV-Director, OCS

Medical Support Enforcement – What you need to know!

Sarazen

This workshop will provide what you need to know to enforce health care coverage using various MiCSES screens. Presenters will also discuss OCSE reporting requirements and the new Federal regulations re: medical support.

James Krebs, Oakland County FOC
Ryann Moore, OCS

Splash! Diving Deep in CSES History

Champions West

This workshop will provide participants with an in-depth look at case history using CSES. They will learn what screens to search to view IV-A & IV-D historical information, including assistance status, vital information and case-worker. They will also learn ways to move through CSES efficiently using menus and shortcuts.

Nancy Ruounavaara, Training Services, OCS
Paula Fulton, Training Services, OCS

Session B (10:45 a.m. – 12:15 p.m.)

Session Descriptions

Thursday, October 09, 2008

Session C (1:30 p.m. – 3:00 p.m.)

Meeting Headaches? ...Follow, as directed, the “Prescription” For Effective Meetings

Camelot

Meetings are unavoidable. Let us "prescribe" for you some "remedies" to add some pep and vigor for a "healthy" meeting. Do you want to be more cost effective and improve participation all at the same time? We can help! Come and have some fun. Join the Communication Workgroup; This IS the meeting you won't want to miss!

Communication Workgroup

HOW TO HELP PEOPLE HEAR YOU WHEN THEY'RE NOT LISTENING: Tips from an Actor's Toolkit

Zoo Bar

This highly interactive session is for anyone who wants to be heard more effectively by their colleagues and team members—even those who don't seem to be listening. The session borrows its tools and techniques from the rich tradition of actor training and technique, where listening and speaking skills are the tools of the trade. Professional actors know that the secret to powerful, memorable and effective communication lies in their willingness to bring their authentic, human selves to their words and actions. To this end, actors train consistently and diligently to develop their ability to listen and to speak in ways that help them (and their colleagues) feel truly seen and heard.

Through a series of group and individual exercises, attendees will learn:

- Techniques for “right listening” and “right speaking”
- Why, how and when to implement Breathing and Relaxation Techniques
- Helping vs. Hurting: How to give and get “critique” rather than “criticism”
- Simple techniques to help men and women hear each other with less friction and more understanding (yes, there are gender differences in communication styles!!!)

Eleni Kelakos

Session Descriptions

Thursday, October 09, 2008

Advance Interstate

Sarazen

There will be an open discussion with a panel of intergovernmental experts from the FOC, PA and OCS. Bring your interstate and/or international case problems to the workshop for discussion.

Ardene Martin, OCS Policy

What Exactly Does It Mean When I Say “Sorry, I can’t give legal advice”?

Hagen

This will be an informative workshop to explain the difference between legal advice and information. This workshop will help employees understand the difference in order to provide the best customer service possible.

Zenell Brown, Director, Wayne County FOC
Pam Sala, Chief Assistant, Oakland County FOC

Accurint for Government/Accurint for Government Plus

Tailgate

This workshop provides a basic working knowledge using the Accurint(r) website for government personnel. You will learn how to locate people and assets, and also investigate businesses, by using the next generation search technology to quickly gather and analyze comprehensive and current information.

This workshop will also help you to locate people, investigate fraud, uncover assets and discover relationships using Accurint(r) for Government Plus. Learn how to increase your efficiency and take your investigation to the next level by leveraging powerful analytical tools to visualize complex relationships, analyze geo-spatial relationships, sort and view photographs, share information, and manage case information more effectively. The instructor will also explain the Relavint Plus Link Analysis Tool, drag and drop functionality, mapping, and the query history tool.

Misty Conner, Lexis Nexis

Session C (1:30 p.m. – 3:00 p.m.)

Session Descriptions

Thursday, October 09, 2008

2008 Credit Reporting with Experian – Help Maximize Your Enforcement

Champions East

This workshop provides an overview of the recent updates to the Credit Bureau Reporting process and the implementation of the expansion of the delinquent Child Support Case credit reporting to both Innovis and Experian. We will also provide suggestions on how to use the new online credit reporting enforcement tool to your maximum advantage.

Ryann Moore, OCS-Policy
Darcy Massick, Interstate Analyst, OCS-CEU
Mary Wicklund, OCS-CEU

Felony Non-Support; the PA, OCS and FOC Perspectives

Champions West

The discussion will focus on how to develop a local agreement regarding criteria for referral of cases to the P. A. and/or A. G.; establishing an efficient system to track and process cases from referral through conviction; FOC requirements before making a referral; what FOC workers can expect when a case goes to court; tips for FOC workers who have to testify; out-of-state arrests, extraditions, and transportation options; legal challenges to prosecution and recent case-law; and overcoming evidentiary problems with business records.

Dave Case, Oakland County PA
Vince Welicka, Oakland County FOC

Session C (1:30 p.m. – 3:00 p.m.)

Session Descriptions

Thursday, October 09, 2008

Session D (3:30 p.m. – 5:00 p.m.)

Project Save Our Child (PSOC)

Champions East

Attendees will learn about Project Save Our Children. PSOC is a federally funded program/initiative to assist the States and IV-D agencies in pursuing both Federal and State violators of the Deadbeat Parents Punishment Act.

Brad Pummell, Federal OCSE

Exposure to Domestic Violence – How Can I Help My Clients

Camelot

Karen Hayter, Senior Assistant Prosecutor Kalamazoo

FOC PA OCS Overview

Champions West

Representatives from the Prosecuting Attorney's Office, Friend of the Court and the Office of Child Support will discuss the various aspects of what these agencies do.

Ward Staffeld, Newago FOC
Dan Jaworski, Jackson Prosecutor's Office
Ellen Durnan, OCS

Parents and Children Together (P.A.C.T) A Problem Solving Court - How to Get Started

Tailgate

This workshop will introduce the principles of problem-solving courts. Participants will learn about our current program. The presentation includes the following: where to start, key players to head the steering committee, public and private agencies to bring to the table, staff needed to run the specialty court and budget preparation. As with every other project financing is a key component to success. Funding sources, including grant writing, will be addressed. In addition we have a DVD, which reflects excerpts on an afternoon in our PACT Court.

Honorable Michael J. Theile, Judge of the 7th Judicial Circuit, Family Court
Kristy K. Ocenasek, Special Projects Caseworker, Genesee County FOC

Session Descriptions

Thursday, October 09, 2008

FOCA Package

Sarazen

The Friend of the Court Association's Legislative Committee and Funding and Mandates Committee rose to a challenge raised by former Chief Justice Maura Corrigan and Senator Bill Hardiman to identify areas of unfunded mandates for FOC operations as well as areas where FOC work could be streamlined. Several bills have been introduced as a result of this initiative and an in-depth look at the proposals will be covered during this session.

Suzanne Hollyer, FOCA President

Driving a CAR without Wasting Gas

Hagen

This workshop is directed at PAs, FOC and Support Specialist (SS) staffs who want to learn more about reducing CAR rejections in their county. Your panel will explain a special case read project on cases with rejected CARs, the SS role in creating a good CAR, the PA role in processing a CAR, a best practice for reducing rejected CARs, viewing public assistance information on business objects, along with how to close a IV-D case and reports on CARs. Maybe we can save gas by stopping the CAR.....

Pam McKee, OCS Plan/Eval/Admin Mgr
Bobbi Cornell, OCS Case Mgmt Mgr
Norma Sizemore, OCS Case Mgmt Mgr
Kathy Scott, OCS PEP Liaison

Judy Golden, OCS Trainer
Ramona Fernandez, PA Washtenaw
Laurie Oberle, PA Ingham

Tribal/State Collaboration in Michigan

Zoo Bar

Keweenaw Bay Indian Community (KBIC) is the first Tribe in Michigan to become a Tribal IV-D agency. Join us to learn how KBIC and the State of Michigan have been working collaboratively to develop policies, procedures and protocols to transfer and refer child support cases.

Tami Lorbecke, Tribal IV-D Director
Ardene Martin, OCS Policy

Session D (3:30 p.m. – 5:00 p.m.)

Session Descriptions

Thursday, October 10, 2008

Session E (9:00 a.m. – 10:30 a.m.)

Tools for Talking When Things are Tough

Tailgate

Too often we find ourselves facing what we perceive as a difficult conversation, whether with a supervisor, an employee, or a colleague. We may be stuck because we are avoiding conversation, having one poorly, or having the wrong conversation. This presentation will introduce solutions based on the NY Times bestseller *Crucial Conversation* written by Kerry Patterson, Joseph Grenny, Ron McMillan, and Al Switzler.

Donna Mullins, Training Manager, OCS

New Child Support Formula – GREC, USO, Prognosticator

Champions East

This discussion will focus on using the new GREC and Prognosticator programs

Jennifer Granzow, Sr. Asst Prosecuting Atty, Kalamazoo Prosecutor's Office
Anita Bilek, Senior Consultant, Courtland Consulting
Ellen Wood, OCS
Roland Fancher, Cass County Court Administrator, FOC

Deficit Reduction Act (DRA) Changes That Will Affect Child Support

Camelot

This workshop will provide updates on changes the Michigan Office of Child Support is planning to implement or has already implemented through the DRA. These include a \$25 fee on custodian parents, a pass-through to current TANF recipients, and discontinuing the assignment of pre-assistance arrears. In addition, there will be a roundtable discussion on how these and other potential DRA changes might affect your offices.

Suzy Crittenden, OCS Policy Analyst
Eric Hewitt, OCS Policy Analyst,
Stephen Schwitzer, MiCSES Project Analyst

Session Descriptions

Friday, October 10, 2008

Session E (9:00 a.m. – 10:30 a.m.)

Performance, Performance, Performance – What Can You Do To Help Improve It

Champions West

This workshop will describe the performance factors and is intended for all FOC, PA and OCS staff who wants to learn how to improve performance and incentive funding. You will learn about: Performance factor definitions, goals, measures, incentives, county and state reports and MiCSES screens and data impacting performance. Special focus will be directed to the Paternity Establishment Percentage (PEP), collection agency pilots and to an arrears analysis project.

*Pam McKee
Mark Jasonowicz,
Duane Nowortya*

*Ian Broughton
Wayne Maybaugh
Kathy Scott*

Recommendations for Coordinating Local Friend of the Courts and Child Protective Services

Hagen

The presentation will provide information and recommendations on how Friends of the Court and the Department of Human Services Child Protective Services can coordinate local activities.

*Tim Cole, SCAO
Suzanne Hollyer, Oakland County FOC
Susan Thorman, Shiawassee FOC*

Building a Strong Financial Foundation

Zoo Bar

This workshop will introduce basic concepts of investment philosophies and their relevance to investors today while providing a brief overview of traditional investments and services.

Ben Eichler , Financial Advisor, Edward Jones Investments

Sarazen

Session Descriptions

Friday, October 10, 2008

IV-A & IV-D – How They Work Together

Answers to your IV-A questions- i.e. How are Foods Stamps and Child Care determined? If children are on one parent's employer provided health insurance, why are they still on Medicaid? Join the discussion with the panel from IV-D & IV-A.

Mike McCormick (facilitator), Operations Director

Session E (9:00 a.m. – 10:30 a.m.)