

# Session Descriptions

## Session A – Wednesday, October 17 (1:30pm to 3:00pm)

Session Title	Session Description	Speaker(s)/Office	Room
<b>Life of an Intergovernmental Case - Who Does What: Panel Discussion</b>	Learn which partner has what role in Intergovernmental case processing. We will have representatives from all areas of case processing (Support Specialists, Prosecuting Attorneys, and FOC case-workers) who will present their role in intergovernmental case processing. Bring your questions to ask your Michigan Child Support Program	Jillian Thelen (OCS), Bonnie DeLarosa (Oakland PA), Wendy Amell (Livingston FOC), Dan McLean (Macomb FOC) & Liz Stomski (FOCA)	Aurora/Victor
<b>Financial Planning</b>	This workshop will cover four basic parts to a financial wellness plan: Personal cash flow - maximizing what we earn, setting priorities, and minimizing monthly expenses; Protecting what's important - and against life's unexpected events; Savings and growth - putting our money to work to accomplish our goals; and Retirement readiness - understanding what we need in retirement and some options for getting there.	Ben Eichler (Financial Advisor)	Arlberg 1
<b>MiSDU Receipting—Life of a Payment; Focus on irregular ones like Unidentified</b>	The MiSDU is charged with receipting and disbursing child support payments for the MDHHS-OCS IV-Child Support Program. This presentation follows the life of a payment, including suspense issues that may delay payments.	Connie Barnett (MiCSES) & Karynne McAndrew (MiSDU)	Matterhorn D
<b>Locate - DEMO Updating; Best Practices for Social Media &amp; Business Objects</b>	Triangulate on non-located CPs and NCPs with three unique approaches: - Leverage the power of OCS Central Operations' locate services - Accelerate your efforts using methods used by OCS Support Specialists - Broaden the search across State and Federal sources using Business Objects	Michael Grisinger (MiCSES), Erica Stoll (OCS Central Operations) & Cynthia Latham (OCS)	Arlberg 2
<b>Determining Self Employment Income/ Reviewing Tax Returns</b>	This workshop will briefly discuss the MCSF requirements for self-employed individuals and how to handle other unique income situations. A CPA will also present on how to read tax returns and other tips for determining an income in these unique situations.	Michelle F. Gallegher (Gallagher Valuation & Forensics, PLC) & Paul Gehm (FOCB/SCAO)	Matterhorn B

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<b>Difficult Parenting Time Cases - Scenarios</b>	Parenting time enforcement procedures will be addressed. Audience participants will then be given the opportunity to discuss issues facing parenting time enforcement.	Tim Cole (SCAO) & Abbie Schlager (Bay County FOC)	Arlberg 4
<b>Michigan Rules of Court - How do they apply to my cases?</b>	This course will discuss the Michigan Court Rules and how they apply in the establishment arena. It will also cover the new case initiation document and what it means for your office.	Jennifer Granzow (Kalamazoo PA)	Arlberg 3

## Session B – Thursday, October 18 (10:45am to 12:15pm)

Session Title	Session Description	Speaker(s)/Office	Room
<b>Culture &amp; Communication</b>	Father Michael will describe and define how culture invisibly complicates interpersonal communication and offer strategies for dealing with these issues.	Rev. Dr. Michael James Oleksa (Lecturer)	Matterhorn D
<b>Intergovernmental for Beginners</b>	New to intergovernmental case processing? Need a refresher? This session is for you! Learn the basics of intergovernmental case processing, what to expect, and walk away with a few new tricks up your intergovernmental sleeve.	Wendy Amell (Livingston FOC) and Paula Fulton (OCS)	Aurora/Victor
<b>Legends of the Field: End-dates, and Incarcerated and Disabled Payer Cases</b>	Staff often operate based on what someone told them or practices that were developed somewhere in history. Rather than believing the earth orbits the moon, sometimes it is good to do a reality check. Let us demystify how child support end dates can be accurately set even in difficult cases, as well as give some great suggestions on handling cases when a payer is incarcerated or disabled.	Bill Bartels (SCAO) & Hon. Nancy L. Thane (Tuscola County Probate Judge)	Matterhorn B

# Session Descriptions

## Session B – Thursday, October 18 (10:45am to 12:15pm)

Session Title	Session Description	Speaker(s)/Office	Room
<b>Contempt: A View From the Bench</b>	Ever wonder how your judges view contempt, and what they are required to find? Come to this session to learn the requirements of contempt, how judges use it, and how, as court employees, you can help the court.	Paul Gehm (FOCB), Judge Brian Kirkham & Judge Deb McNabb	Arlberg 4
<b>Domestic Violence and Child Support</b>	Research shows that establishing, collecting, and enforcing child support orders can all be triggers for increased domestic violence. Learn how child support professionals can provide multiple opportunities for victims to disclose abuse situations, and how to properly use that information to guarantee safe access to child support services.	Liz Stomski (FOCB) & Tiffany Martinez (MDHHS Domestic and Sexual Violence Prevention and Treatment Board)	Arlberg 3
<b>Legislative and Case Law Updates</b>	A review of proposed legislation and recently enacted legislation will be covered along with a case law update. We also will cover court rule changes and Friend of the Court Bureau Administrative Memoranda.	Suzanne Hollyer (Oakland FOC) & Guy Sweet (Ingham PA)	Arlberg 2
<b>Felony Referrals to the Attorney General</b>	TBA	Scott Teter (Attorney General's Office)	Arlberg 1

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# Session Descriptions

## Session C – Thursday, October 18 (1:30pm to 3:00pm)

Session Title	Session Description	Speaker(s)/Office	Room
<b>Electronic Document Exchange - Michigan's Newest Portal Application</b>	This session will show how you can use the newest tool in Michigan's intergovernmental toolbox – Electronic Document Exchange (EDE). The EDE Portal application is leading the way for intergovernmental communications by allowing states to exchange child support documents securely and efficiently without the snail's pace of postal mail or the cost of printed documents. This interactive session will feature a demo of the application and provide attendees the opportunity to discuss how to incorporate EDE into their daily casework.	Courtney Garnand (Federal Office of Child Support)	Aurora/Victor
<b>Winning at CPS for the FOC</b>	Learn how to "win" at the FOC Contract Performance Standards: Locate, Review and Modification, Timely Enforcement, and Medical Support.	Judy Golden (OCS Training), Denise Shaver (OCS Training), Pam Sala (Oakland FOC) & Michael Grisinger (MiCSES)	Matterhorn D
<b>Enforcement Panel: A Discussion on Enforcement Tools and Methods</b>	Come learn what approaches other offices are taking to enforcement! A panel of local offices will discuss enforcement tools and other considerations when enforcing cases.	Paul Gehm(FOCA), Tony McDowell (Genesee FOC), Pam Bahrman (Marquette FOC), Tonya Schagel (Ogemaw FOC) & Laura Keeth (Macomb FOC)	Arlberg 4
<b>Child Support Magic in Abuse, Neglect, and Guardianship Cases</b>	Like the farmer said "There are lots of cow-pies in the pasture. The trick is not stepping in one." This session will include a frank discussion of the challenges to getting support collected and paid correctly when a child involved in an abuse, neglect, or guardianship case. Session Bonus: Seeing Judge Thane work her magic.	Bill Bartels (SCAO) & Hon. Nancy L. Thane (Tuscola Co. Probate Court)	Matterhorn B
<b>The \$200,000 Pyramid: Adverse Childhood Experiences and Child Support</b>	From 1995 to 1997 Kaiser Permanente conducted a study of over 17,000 people that found the cumulative effect of exposure to certain adverse childhood experiences to have potentially lifelong consequences including social, emotional, and cognitive impairment, adoption of risky behaviors, chronic illness and disability, and even early death. The Centers for Disease Control and Prevention has estimated the lifetime costs of child trauma to be in excess of \$200,000 per person. This workshop will examine adverse childhood experiences, explore their relationship to child support, and discuss ways to counteract their impact.	Steve Capps (FOCB) & Kristen L. Capps Umphlet, Ph.D. (Lourie Center for Children's Social and Emotional Wellness)	Arlberg 2

# Session Descriptions

## Session C – Thursday, October 18 (1:30pm to 3:00pm)

Session Title	Session Description	Speaker(s)/Office	Room
<b>SS/PA Panel</b>	SS and PA workers will answer questions and explain business practices that affect child support workers.	Mindi Stevens, Rachel Gaylord, Patty Buskirk, and Karen Beechler (OCS); Manda Evans (Kalamazoo PA), Nancy Strelecky (Oakland PA), & Beth Kirshner (Macomb PA)	Arlberg 1
<b>Children, Families, and Incarceration: Shaping the Impact</b>	Join a team of presenters including representatives from: SCAO's Friend of the Court Bureau, MDOC's Offender Success program, and a non-profit group working with incarcerated fathers to become better parents. This workshop will provide insight, considerations, and tools for working child support cases that involve parents who have been convicted of a crime, focusing primarily on during and after the period of incarceration. Learn how child support professionals can simultaneously focus on benefits to the family AND to their office's performance measures. This workshop is intended for staff in customer service, support enforcement, support review, custody and parenting time, and management roles.	Amy Lindholm (SCAO), Crissa Blankenburg (Michigan Department of Corrections) & Cole Williams (Founder, Son to a Father)	Arlberg 3

## Session D – Thursday, October 18 (3:15pm to 4:45pm)

Session Title	Session Description	Speaker(s)/Office	Room
<b>SS Q &amp; A – Ask the Panel</b>	Question and answer session geared toward OCS Support Specialists.	Patty Buskirk (OCS), Tricia Bregg (OCS), Sandy Ross (OCS), Amy Coscarelli (OCS), Mindi Stevens (OCS), Mary Jo Neirink (OCS) & Jillian Thelen (OCS)	Arlberg 1
<b>Winning at CPS for the PA</b>	Learn how to "win" at the PA Contract Performance Standards: CAR Processing, Locate, Medical Support, Service of Process, and Order Establishment.	Julie Vandeenboom (OCS), Judy Golden (OCS Training), Denise Shaver (OCS Training), Jennifer Granzow (Kalamazoo PA) & Michael Grisinger (MiCSES)	Matterhorn D

# Session Descriptions

## Session D – Thursday, October 18 (3:15pm to 4:45pm)

Session Title	Session Description	Speaker(s)/Office	Room
<b>PA Intergovernmental Scenarios</b>	Put your intergovernmental skills to the test – troubleshoot case scenarios with some of our program’s intergovernmental experts! Scenarios in this session will be focused on the prosecuting attorney’s office role in intergovernmental case processing, but all intergovernmental users are welcome to attend!	Coessa Kenny (Calhoun PA) & Jenae Anderson (Wayne PA/FOC)	Aurora/Victor
<b>The (Not so) Mysterious World of Collaboration</b>	Step into the (not so) mysterious world of collaborating. What your partners do, doesn’t have to be a mystery to you. Come to the workshop to learn, share and see how connecting with your partners can make your job better and help your caseload flow more effectively. FOC, PA, SS, OCS and SCAO all in one room, discussing ideas and problem solving! Be sure to join in and see how collaboration can help you.	Workgroup members	Arlberg 3
<b>Drug Education For Youth</b>	Come listen to members from DEFY (Drug Education For Youth) present relevant and compelling information about the opioid epidemic in the state of Michigan including first hand accounts of it’s devastating effects on families and the communities we live in. Find out how agencies can help fight this ever present battle to	Sgt. Doug Chapman, Samantha Ardelean, Amy Ballinger, Crystal Wirostek, & Kimber Debelak	Matterhorn B
<b>Don’t Locate the Bots – How to Find the Person You’re Really Looking For</b>	Learn what the requirements of FOC locate are and leave with an overview on locating tools and how to use social media in locating FOC clients.	Paul Gehm (SCAO) & Shannon Kapala (Ottawa County FOC)	Arlberg 4
<b>Ghostbusters: Fighting the Effects of Workplace Burnout and Vicarious Trauma</b>	From time to time we all have ghosts that set up shop in our lives without our welcome. Unlike Hollywood ghosts, workplace hauntings can develop from normal day-to-day job requirements. Chronic demands and pressures can slowly pile up, and thoughts of distressing case material and upsetting interactions can leave us feeling on edge. Burnout and vicarious trauma, the term for PTSD from exposure to others’ trauma, can be common occurrences in stressful jobs. This workshop will explore how to identify the personal and professional impacts of workplace challenges, and implement strategies for building resilience and busting the harmful effects of on-the-job ghosts.	Kristen L. Capps Umphlet, Ph.D. (Lourie Center for Children’s Social and Emotional Wellness)	Arlberg 2

# Session Descriptions

## Session E – Friday, October 19 (9:15am to 10:45am)

Session Title	Session Description	Speaker(s)/Office	Room
<b>Under the Hood Of Your CAR</b>	This session is geared for PA staff. Come learn about CAR processing, closing cases, and how all of this impacts performance measures. This session will be most useful for staff who are new to these topics and for staff who need a refresher.	Keegan Malone (OCS), Amy Rebideaux (Muskegon FOC), Judy Golden (MiCSES) & Gail Seaton (DMI Inc)	Matterhorn D
<b>Tribal</b>	TBA	Lisa Skenandore (Systems & Methods, Inc.) & Jerry Sweet (Cherokee Nation)	Aurora/Victor
<b>Everyday Leadership</b>	Everyday leadership is found in many Michigan Child Support Program Partners! Come join our workshop to learn about key leadership concepts, such as modeling good behavior, developing a shared vision, and enabling others to act. Hear testimonials from those in the field who have demonstrated these leadership concepts. As a result of this workshop you will find opportunities for you to discover the everyday leader in you.	Suzy Crittenden (FOCB) & Jason Walker (Muskegon)	Arlberg 3
<b>MiChildSupport Website Updates</b>	This session will go over the latest enhancements to the MiChildSupport website as future plans.	Kim Lubbers (OCS)	Matterhorn B
<b>Family Feud</b>	It's Friday, you don't want to hear a trivial lecture. This session will leave you buzzing with excitement about support calculations at the world premiere of a new game-show, Formula Fewd. [Beyond gaining priceless knowledge, prizes will be awarded].	Bill Bartels (SCAO) & Paul Gehm (FOCB)	Arlberg 4
<b>Custody - Case Law &amp; Child Custody Factors</b>	Recent Court of Appeals cases regarding custody and parenting time will be reviewed. Discussions will be held on what child custody factors were addressed for each case and what information would need to be gathered for those factors.	Tim Cole, (SCAO) & Traci Schenkel (Kent County)	Arlberg 2
<b>Winning at CPS for the FOC</b>	Learn how to "win" at the FOC Contract Performance Standards: Locate, Review and Modification, Timely Enforcement, and Medical Support.	Julie Vandenoorn (OCS), Judy Golden (OCS Training), Denise Shaver (OCS Training), Jennifer Granzow (Kalamazoo PA) & Michael Grisinger (MiCSES)	Arlberg 1

# Session Descriptions

## Session F – Friday, October 19 (11:00am to 12:00pm)

Session Title	Session Description	Speaker(s)/Office	Room
PA Forum	TBA	PA Representatives	Arlberg 1
Security - Active Shooter	TBA	Dennis Mac Donnell Court Security Specialist, Michigan Supreme Court)	Arlberg 4
Confidentiality Escape Room	Put the fun back in confidentiality and security training! Play our Escape Room Challenge, where an Evil Bureaucrat transforms the MiCSES system into a series of puzzles for you to solve! To get back to normal you have to mail the first child support check for the case. But be careful, this Evil Bureaucrat is a stickler for proper protocol. Make sure to observe good security practices and follow the most up-to-date procedures or risk being stuck due to non-compliance. A perfect way to get to know colleagues in other offices while having fun testing your own knowledge of	Kristie Peete (OCS), Ericka Kahler (MiCSES), Anita Smale-Bilek (Courtland Consulting/MiCSES) & Jennifer Marlatt (OCS)	Matterhorn B
How to Follow Orders	Step by Step and screen by screen information for SS on how to tell if there is a valid order for parties and whether that order can be re-opened or modified.	Tricia Bregg (OCS), Jillian Thelen (OCS) & Amy Rebideaux (Muskegon FOC)	Arlberg 2
Uncovering Pilot Project Land Mines	In the CBS "60 Minutes" investigative journalism format, FOCB staff reveal common pitfalls in applying for, implementing, and concluding a pilot project.	Suzy Crittenden & Amy Lindholm (FOCA-B)	Arlberg 3
FOC Intergovernmental Scenarios in 60 minutes or Less	Put your intergovernmental skills to the test – troubleshoot case scenarios with some of our program's intergovernmental experts! Scenarios in this session will be FOC caseworker focused, but all intergovernmental users are welcome to attend!	Reyna Masko (Ottawa FOC), Robyn Bourgeois (Menominee FOC), Marcia Coughlin (Saginaw FOC), & Liz Stomski (FOCA-B)	Aurora/Victor
Confidentiality & Security	Come one, come all to learn how to ensure you are doing what it takes to secure IV-D data.	Sandy Ross & Tamara Marques (OCS)	Matterhorn D