

## SOUTHEASTERN REGION Annual Activity Report

**Pres:** Lisa Robinson, Wayne FOC  
**Vice Pres:** Cora Paldo, OCS  
**Treas:** Charles Marth, Macomb FOC  
**Sec:** Beverly Hagerman, Oakland FOC  
**OCS State Rep:** Marcie Prather, OCS  
**FOC State Rep:** David Williams, Lenawee FOC  
**PA State Rep:** Zenell Brown, Wayne FOC/PA

**Southeastern Region Members:** Terrilyn Bolton (OCS), Clarence Campbell (OCS), Gina Donnelly (Monroe Co FOC), Sandra Erickson (St Clair Co FOC), Beverly Hagerman (Oakland Co FOC), Charles Marth (Macomb Co FOC), R. Daniel McLean (Macomb Co FOC), Jackie McGhee (Monroe Co FOC), Richard Lapham (OCS), Mian Rashid (OCS), and Doris Ryans (Wayne Co FOC).

The Southeast Region endured a year of changes, adjustments, and growth among its members in the field of child support. The Southeastern Region board presented its annual spring training conference to share, educate, and discuss the knowledge and information gathered during the year.

The conference was held at the Thomas Edison Inn in Port Huron, Michigan. The Honorable Chief Judge James Adair Circuit Court Family Division welcomed the members to the conference. Jennifer Sutherland, a trainer with the Employee Assistance Center was our first presenter. She provided us with skills for dealing with angry employees. She discussed how to handle angry employees; the importance of attitude in your business; supervisory skills for employee retention; and conflict resolution skills.

Our next guest was Marilyn Stephen, Michigan IV-D Director. Marilyn presented the members with information regarding the state of the budget. She discussed cooperative reimbursements and incentives between the agencies and the state. She also provided members with the five child support program performance measures on which Federal IV-D incentives are based.

Next, Jamie Walker, a partner with Accenture and current project manager for the Accenture/MiCSES team shared some of the application maintenance efforts and system upgrades that the State plans to implement over the next year.

During a wonderful lunch, our region held elections to fill vacancies on the board. Our new board member is Terrilyn Bolton (OCS). We also presented certificates to two members of the Southeastern region for their years of service with the Council. The recipients were Beverly Hagerman from Oakland FOC and Chuck Marth from Macomb FOC.

Our last presenters were Pam Sala, Partner Support FOC co-lead/Central lead and Michelle Lefevre, Technical Communications Manager – MiCSES Support. They entertained us with their version of “MiCSES Jeopardy”. The game tested members’ navigation skills within MI Support.

Evaluations indicated that most of our attendees enjoyed the conference and received valuable information. The conference ended with a raffle of small goodies of appreciation from the Board and wishes of safe return to their destinations.

We look forward to 2006. If you have suggests or ideas for workshops, topics or speakers, please inform any council board member.

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