**MONDAY**

**Opening Session**

Brian D. Boatright was sworn in as Justice of the Colorado Supreme Court on November 21, 2011.  He was appointed by Governor John Hickenlooper.  Before joining the Supreme Court, Justice Boatright was a District Court Judge in the First Judicial District in Golden, Colorado and had been appointed to that position on June 16, 1999 by Governor Bill Owens. As a District Court Judge, Justice Boatright presided over Felony Criminal matters, Probate matters, Civil Cases matters, Dependency & Neglect matters and Juvenile Delinquency matters. While serving on the District Court Bench, he presided well over a hundred jury trials.

Prior to his appointment to the District Court Bench, he was a Deputy District Attorney in the First Judicial District for over nine years.  During his tenure with the D.A.’s office, Justice Boatright tried everything from first degree murder cases to third degree assault cases.  Prior to being appointed as a Deputy D.A., he was in private practice for approximately a year and a half with the firm of Boatright and Ripp.  
   
Justice Boatright was born in Golden, Colorado and graduated from Jefferson High school in 1980.  He graduated from Westminster College in Fulton, Missouri in 1984 and received his Juris Doctorate from the University of Denver in 1988.

Justice Boatright is a member of the Colorado Bar Association and the First Judicial District Bar Association and has held several offices including being President of the First JudicialDistrict Bar Association (2000-001).  Justice Boatright has served on several boards and committees including the Juvenile Services Planning Committee; Children Youth Leadership Commission; Plain English Jury Instruction Committee; and the Lieutenant Governors Committee to Promote Adoptions.

He has been the Dean of the Advance New Judges Training, which is an annual training for all new judicial officers, since 2007.  Justice Boatright was named Colorado CASA Judicial Officer of the Year for 2011. Justice Boatright and his wife Kara have two children.

**Inmate Reintegration Simulation**  
  
Can you walk a mile in the shoes of an NCP who was just paroled?  This Re-Entry Simulation is designed to help participants understand the barriers ex-offenders face in trying to re-establish themselves as parents, citizens and members of the community.  
  
Participants will assume the identity of an ex-offender and perform tasks in four 15 minute sessions with each session representing a week. By the end of this hour-long, eye-opening activity, participants will have simulated a month in the life of someone who has just been released from prison. Participants will encounter the same challenges faced by many ex-offenders as they try to complete their court ordered obligations as well as maintain their day to day life.  
  
Presenter: Adam Haight, BOP

Bio: Adam Haight has been in correctional education for 10 years.  He worked for the California Department of Corrections for 4 years and the Federal Bureau of Prisons for the past 6.  He taught 4th grade before starting his correctional career.  He has been involved with Reentry initiatives for most of his career.  He was the student advisor for over 300 inmate college students which saw many of his students earning AA degrees.  He was one of the founding members of the Reentry committees at two Federal Prisons and has been part of developing courses and activities which assist offenders in reentering society.  He has developed courses in parenting, vocational training, money management, life skills, and many more. In his personal life he spends most of his time with his wife of 18 years and their six kids.  He is also very much involved with the Boy Scout of America.  Over the past 18 years he has worked with dozens of boys teaching them, as he puts it, to become honorable men worthy of dating his daughters.

**Performance Improvement…  
In Plain English**  
  
Are you confused by the performance indicators used in Child Support Services?  Do you have trouble understanding how to make those percentages go up, instead of down?  Join us to learn more about the performance indicators used to measure the health of your county Child Support program, and how you can impact those numbers to go in the right direction.  
  
Presenter: Leslie McGrew

Bio: Leslie McGrew is the Section Manager of the Systems and Operations Section of the State office. She started her Child Support career with Weld County CSE as a bookkeeper. Leslie joined the State office in 1998 and has spent time as a Financial Operations Analyst (OA), FSR Specialist, and Evaluation Supervisor, in addition to her current position. Leslie has a BS in Business Administration/ Accounting and an MS in Organizational Leadership/Business Strategy Design. Leslie has been the recipient of two of CFSC’s awards: the 1998 Meritorious Achievement Award and the 2012 Lifetime Achievement Award.

**Collecting Judgments**  
  
This program will focus on debt collection including writs and garnishments, debt collection exemptions and creditor priority, and when to choose one option over another. Learn about collections within the bounds of the law and ethics rules.  
  
Presenter:  Terry Ehrlich

Bio: Terry Ehrlich is a partner at Arnold & Arnold, LLP where she practices in the area of collections, civil litigation, family law, mediation and creditor’s representation in bankruptcy.

**Get Smart, Get Safe, Get Support – Providing Child Support Services to Domestic Violence Victims**

When victims don’t know what protections are available to them in the child support process or when the child support program has not fully developed procedures and policy for safe access to services, victims and their children go without critical financial support.  Not only can consistent financial support help victims leave an abusive relationship, but knowledge of the dynamics of domestic violence can help child support professionals understand parents’ actions, lead to improved case processing, and increase safety for parents and staff.  This workshop will feature interactive elements designed to increase participant knowledge and build skills for working with victims in the child support program.  
  
Presenter:  Michael Hayes

Bio: Michael Hayes works in the Federal Office of Child Support Enforcement – Division of Program Innovation where he’s responsible for OCSE’s parenting time portfolio, leads work on domestic violence policy and program development, manages the State Access and Visitation Grant program, and provides technical assistance and training to state and tribal child support programs to improve the effectiveness and efficiency of child support services. As part of the Division of Program Innovation team, he is involved in developing and supporting implementation of several grant projects including the Behavioral Interventions in Child Support and Procedural Justice Informed Alternatives to Contempt Section 1115 demonstrations.

Immediately prior to his position at OCSE, Michael spent 12 years in the Texas Child Support Division where he was the Deputy Director for Family Initiatives. His work in Texas included development and leadership of a wide range of innovative programs for teens, young parents, military families, survivors of domestic violence, and low-income noncustodial parents.

**Peaking Your Interest in Intake**  
  
We will review some time tested steps to help you do the research needed so that your cases are off to the best start possible. We will also talk about dueling applications:  What happens when you have two parties apply for the same children?  
  
Presenter:  Mary Clair

Bio: Mary Clair is a Policy Specialist with the Policy and Evaluation Section of the Colorado Division of Child Support Services (CSS). The section is responsible for assisting in the development and implementation of policies, procedures, regulation and legislation for the intake, locate, establishment and enforcement functions of child support services. Mary’s emphasis is on Case Closure, Non-Disclosure of Information (NDI), Confidentiality, Foster Care, Medical and Public Relations. Mary joined the Colorado Division of CSS in June 1998. Prior to that, Mary was a legal technician with Denver County and also worked as an eligibility technician for AFDC (old TANF) and Adult Medical Programs.

**Helping Families Reach the Top by  
Effectively Working Disbursements on Hold!**

How do we get that money that's sitting on hold out the door to families?  This session will cover the best approaches to working your disbursement on hold report.  Come to learn the procedures you can use to make sure the money that's been collected gets to the kids that need it!  
  
Presenter: Kathy Edwards & Lonnie VanDegrift

Bio: Kathy Edwards is an Operations Analyst at the state office working problem logs and user acceptance testing. Her career started in Larimer County in 1986 as an accounting clerk and she worked her way up to a supervisor position, supervising accounting, intake and review and adjustment. Kathy started with the state office in 2014 as a Policy Specialist in the P&E section and joined the OA team mid 2016.

Bio: Lonnie VanDegrift has been worked in Child Support since 1998 where he started out in Larimer County for 7 and a half years. Lonnie came to the state office in 2005 and worked in the State Enforcement Unit for 2 years. Lonnie transferred to the ACSES Financial Team in 2007 and is currently a Financial Operation Analyst doing testing, financial problem logs, taking financial issue phone calls, and financial training.

**Due Diligence: Pragmatic Approaches for Domestic Violence Cases for Child Support   Legal Teams**  
  
This session is designed to increase child support legal staff knowledge and understanding of how domestic violence dynamics are likely to present in the IV-D court setting, present best practices for child support legal teams handling family violence cases, and build skills and competency for consistent development of safe, workable orders addressing paternity and child support.  
  
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**Verbal Judo-De-Escalation**

Verbal Judo provides trainees with the necessary skills to be successful. We must be able to read people and situations as opportunities for progress, taking appropriate action for each event without letting our personal feelings sabotage the results we are looking for.  
  
Verbal Judo teaches the skills necessary to remain centered and focused during any verbal circumstance. You will learn to redirect behavior, diffuse difficult situations, and generate voluntary compliance from people not on their best behavior. Although people may not always like what they have to do, they will understand the need to be cooperative.  
  
 Presenter: Vail Police Department

**Multiple Alleged & Presumed Paternity Cases:  
Who’s the Daddy?**  
  
Is establishing paternity just ONE of your many job responsibilities?  This session will focus on the process of establishing paternity cases for multiple alleged/presumed fathers.  Get ready to “Buccal” up for tips, tools, and best practices on how to initiate action against the alleged, provide notice to parties, and perform genetic testing.  Participants will walk away with a better understanding on how to educate and encourage parent participation, resources, and a handy desk aid to start the establishment process!  
  
  
Presenter:  Erica James

Bio: Erica James is the *Paternity Establishment Specialist* for the Office of Economic Security, Child Support Division. In her current role on the Policy and Evaluation team, she is responsible for answering all questions pertaining to paternity from other states, counties, and the general public. She also works in collaboration with hospitals and Colorado’s Department of Health and Environment to meet and maintain a state required 90% of paternity establishment. Erica’s experience and training in community organization, social justice, social networking and social issues has enhanced her ability to work effectively and efficiently with diverse populations and backgrounds. As a native of Colorado, Erica is very passionate about giving back to her community and assisting others to become self-sufficient successful citizens.

**APA Mods:  
An Overview of the Law and Procedures**  
  
A quick review of the “Review” process, Determining if the APA process is still appropriate, The APA NFR, What to do and when at the Negotiation Conference,  When is my new Order Effective (That pesky “objection” period) and Default Orders.  
  
Presenter:  Robert Kurtz

Bio: Robert Kurtz is a Policy Specialist at the State Office and has been the subject matter expert on the child support guidelines, emancipation, paternity, modification, Administrative Process Action (APA) and judicial order establishment. He has also been the Advisory and guidelines subject expert to the Governor’s Child Support Commission and is currently the state chair of the APA and Judicial Task Group. Before moving to Colorado and joining the state office in 2007, Robert was an attorney in private practice for over 25 years specializing in the areas of Family and Probate law. He was certified by the Texas Supreme Court as a Guardian and Attorney Ad Litum for judicial appointments to represent children in family law cases and adults with disabilities in a variety of court cases.

*(1:30 p.m. - 3:00 p.m.)*  
**Due Diligence: Pragmatic Approaches for Domestic Violence Cases for Child Support   Legal Teams**  
  
This session is designed to increase child support legal staff knowledge and understanding of how domestic violence dynamics are likely to present in the IV-D court setting, present best practices for child support legal teams handling family violence cases, and build skills and competency for consistent development of safe, workable orders addressing paternity and child support.  
  
  
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**A New Approach to Collecting Child Support  
2Gen One Year Later**  
  
Follow us through our journey over the past year as we build upon CSS's efforts to support the whole family, the 2Gen approach provides a lens to implement such practice in a way that maximizes outcomes for families. This session will: 1) review actions taken over the past year, 2) discover what's more to come for the CSS 2Gen approaches and 3) learn how you and your fellow child support works can become involved.  Join the 2Gen conversation and get in on the existing efforts moving CSS toward family-centered practice!  
  
  
Presenter:  Sabrina Montoya & 2Gen Team

Bio: Sabrina Montoya has been in child support for over a decade. She began her child support journey in 2005 in the El Paso & Teller County office. She worked her way through all aspects of the program, from an admin assistant to supervising multiple programs to include the Administrative Team, the Military Grant, the Parent Opportunity Program, Community Outreach and Teller County CSS (yes, all at the same time). She continued her journey in Arapahoe County in 2012 and is now the Behavioral Interventions in Child Support Grant Manager and 2Generation Project Manager at the State Office.

**APA Establishment Do’s and Don’ts**  
  
A review of the law and Best Practices regarding Order Research, What to do if an order already exists, What to do if there is an pending court case, Issuance and Service of Process problems, Effective Interviewing of the parties/parents, Special problems in calculating the guidelines and child support obligations and much more.  
  
Presenter:  Robert Kurtz

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**Interstate:  UIFSA 2008**  
  
What is UIFSA 2008?  What are the major changes?  What are the changes to the Colorado Statutes?  What is a ‘319 Redirect’?   This workshop will provide an overview of these topics with a more detailed focus on new UIFSA 2008 ‘319 Redirect’ process under C.R.S. § 14-5-319.  
  
Target Audience:  Intergovernmental Technicians, Supervisors  
  
  
Presenter: Chris Sorenson

Bio: **Chris Sorenson holds the position of Interstate Lead with the Colorado Central Registry.    She participates in the National QUICK Workgroup, NCSEA International Sub-Committee, Region 9-10 Workgroup, as well as other workgroups with State and County stakeholders.  Chris conducts in depth Interstate training for county and state staff and an overview for new workers across the state.  Chris joined the Department of Human Services 17 years ago bringing with her several years of child support experience from the county level.  She has a strong interest in networking with contacts in other states and feels this is key in successfully resolving interstate child support issues.  Chris is a member of the WICSEC Planning Committee and enjoys having the opportunity to collaborate with others, share ideas and learn from other constituents.**

**Soaring to the Summit with New  
Federal Program Requirements**  
  
After many years of anticipation, the Federal Office of Child Support Enforcement  has issued the final Federal rule changes relating to: 1) a parent's ability to pay impact on the child support guidelines; 2) working with parents who are inmates; 3) screening and notice requirements on contempts; 4) case closure; 5) medical support; 6) preventing FIDM interception for parent's receiving SSI; 7) Paternity-only cases.  Come to this informative workshop to learn about how the Colorado Child Support Services program will implement the mandatory and optional portions of these rule changes.  
  
Presenter: Larry Desbien

Bio: Larry Desbien has more than 36 years experience with child support programs at both the state and county level in Colorado starting as a legal technician and progressing to County Child Support Manager to Director of the Division of Child Support Services at the Colorado Department of Human Services. He has served on the Board of Directors of the National Child Support Enforcement Association (NCSEA), co-chaired the NCSEA Research Committee, and served on the National Judicial Child Support Task Force. He began his tenure as director in January 2015. His focus is to provide improved support, technology and training to the county child support professionals and implement strategies and initiatives to move the Colorado program from purely enforcement to a 2-Generational model by providing enhanced child support services, emphasizing employment, child wellbeing, and connecting both parents to the  resources they need.  Larry is proud to be a part of the 600 plus child support professionals in Colorado who dedicate themselves every day to deliver high quality, effective and efficient services to the families served.

**Judicial Establishment Challenges:  
What to Do if Your Court Doesn’t Speak IV-D**  
  
Getting done what needs to be done in IV-D cases, Effective Interviewing/preparation of witnesses, How to handle your case when the court wants to handle other matters first (Parenting Time, Allocation of Parental Responsibilities, etc.), Getting the Order right and dealing with our customers, before, in and after court.  
  
Presenter:  Robert Kurtz

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**Elevating the Interface of IV-A/IV-D**  
  
The IV-A/IV-D Interface Workgroup has been meeting over the last year to address issues with the Recently Referred List, the child support application and CBMS screens. Come give your input and get your questions answered. We will also share CBMS’ new referral page that will help our partners send us more information on our families.  
  
Presenter:  Mary Clair

Bio: Mary Clair is a Policy Specialist with the Policy and Evaluation Section of the Colorado Division of Child Support Services (CSS). The section is responsible for assisting in the development and implementation of policies, procedures, regulation and legislation for the intake, locate, establishment and enforcement functions of child support services. Mary’s emphasis is on Case Closure, Non-Disclosure of Information (NDI), Confidentiality, Foster Care, Medical and Public Relations. Mary joined the Colorado Division of CSS in June 1998. Prior to that, Mary was a legal technician with Denver County and also worked as an eligibility technician for AFDC (old TANF) and Adult Medical Programs.

*(3:30 - 5:00 p.m.)*  
**Automated Enforcement, You can do what?**  
This session will cover what gives CSS the legal authority to utilize the automated enforcement remedies.  We will also discuss the pay criteria, the notice process and all the points along the way where the county caseworker can intervene, and the legal implications of such. Learn more about the attorney role in the automated enforcement process, what can be done and when, and how to explain the process to outside counsel and the Court.  
  
Presenter:  Jessica Woodruff & Stacy Williams

Bio: Jessica Woodruff works for the State Enforcement Unit, Division of Child Support Services and is an expert in administration and automated enforcement remedies.

Bio: Stacy Williams is currently an attorney with the Denver City Attorney’s Office, Child Support Services.

**Movin’ Up!**  
  
Ever wondered how some people manage to get all the opportunities and you seem be left doing the same thing?  This workshop is designed to provide you with practical tips and techniques for managing your career.  Discover the 5 steps to successfully marketing your skills and moving up to the next position and then the next and so on.  You cannot afford to miss the workshop!  
  
Presenter:  C.J. Juleff

Bio: C.J. Juleff enjoys careers in teaching, corporate consulting, organizational development and finance, and each of these careers has helped her develop important life skills which, as a Learning for Living® teacher, she shares with college students. C.J. earned a master’s degree in Nonprofit Organization and Leadership from Regis University in Denver and a bachelor’s degree in Politics and Government from Ripon College in Wisconsin. As Vice President of Programs at the world’s only bank for young people, the Young Americans Center for Financial Education in Denver, she designs and facilitates educational programs in world trade for 10th graders, community economics for 5th graders, financial management for young people, and much more.

C.J. exemplifies the capacity to empower college students by teaching them the crucial life skills they need for success in their personal and professional lives: leadership, team building, decision making, communication skills, goal setting and goal achievement, career planning, credit card and personal budgeting and money management, etc. Her popularity and effectiveness with college students stems from a powerful combination of expertise in the subject matter, mastery of experiential teaching techniques, humor, and a practical approach that allows students to “literally go home that night and begin their momentum forward.”

C.J.’s many successes include an ongoing corporate and nonprofit consulting practice, seminar development for the Institute of American Banking, and consultation with such national and international organizations as AT&T, Wells Fargo Bank, Red Rocks Community College and Red Rocks Institute, Smith International, the EPA, Central Colorado Library System, CANPO, and the Institute for International Research.

C.J.gives trainings at Learning for Living® in [Excellence in Leadership](http://learningforliving.org/train.train.leadership.shtml), [Achieve Your Goals](http://learningforliving.org/train.train.goals.shtml), [Strategic Planning](http://learningforliving.org/train.train.planning.shtml), [Team Building](http://learningforliving.org/train.train.team.shtml), [Managing Meetings](http://learningforliving.org/train.train.meetings.shtml), [Managing Conflict](http://learningforliving.org/train.train.conflict.shtml) and [Personal Money Management](http://learningforliving.org/train.train.money.html).

**TUESDAY**

**Plenary Session**

***Jeannie Davis*** is president of **Now Hear This, Inc.**, a Colorado-based communication training company established in 1995. A nationally recognized professional speaker, trainer, and award-winning author, she is a respected authority on interpersonal communication skills and telephone customer service.

She is the award-winning author of *Beyond “Hello” – A Practical Guide for Excellent Telephone Communication and Quality Customer Service* and contributing author in *Real World Customer Service Strategies That Work.* Lorman Education Services recognizes Jeannie as a *Platinum Distinguished Faculty* member. She is an active 22-year member of the National Speakers Association and member of the Colorado Independent Publishers Association (CIPA).

**Inmate Reintegration Simulation**  
  
Can you walk a mile in the shoes of an NCP who was just paroled?  This Re-Entry Simulation is designed to help participants understand the barriers ex-offenders face in trying to re-establish themselves as parents, citizens and members of the community.  
  
Participants will assume the identity of an ex-offender and perform tasks in four 15 minute sessions with each session representing a week. By the end of this hour-long, eye-opening activity, participants will have simulated a month in the life of someone who has just been released from prison. Participants will encounter the same challenges faced by many ex-offenders as they try to complete their court ordered obligations as well as maintain their day to day life.  
  
Presenter: Adam Haight, BOP

Bio: Adam Haight has been in correctional education for 10 years.  He worked for the California Department of Corrections for 4 years and the Federal Bureau of Prisons for the past 6.  He taught 4th grade before starting his correctional career.  He has been involved with Reentry initiatives for most of his career.  He was the student advisor for over 300 inmate college students which saw many of his students earning AA degrees.  He was one of the founding members of the Reentry committees at two Federal Prisons and has been part of developing courses and activities which assist offenders in reentering society.  He has developed courses in parenting, vocational training, money management, life skills, and many more. In his personal life he spends most of his time with his wife of 18 years and their six kids.  He is also very much involved with the Boy Scout of America.  Over the past 18 years he has worked with dozens of boys teaching them, as he puts it, to become honorable men worthy of dating his daughters.

**SSP:  A QUICK Ascent**  
  
How do I find out if parties have cases in other states?  Is there an existing Child Support Order?  How do I find Contact Information for another state or another state caseworker?  Can I see other state’s payment records?  What is Electronic Document Exchange (EDE)?  
Do you ever find yourself asking these types of questions?  
Attend this informative workshop which will focus on the State Services Portal (SSP) and the many applications available to you in researching many of these important questions.  Emphasis will be on the Query Interstate Cases for Kids (QUICK) application.  
  
Target Audience:  Intake, Technicians, Supervisors  
  
Presenter: Chris Sorenson

Bio: **Chris Sorenson holds the position of Interstate Lead with the Colorado Central Registry.    She participates in the National QUICK Workgroup, NCSEA International Sub-Committee, Region 9-10 Workgroup, as well as other workgroups with State and County stakeholders.  Chris conducts in depth Interstate training for county and state staff and an overview for new workers across the state.  Chris joined the Department of Human Services 17 years ago bringing with her several years of child support experience from the county level.  She has a strong interest in networking with contacts in other states and feels this is key in successfully resolving interstate child support issues.  Chris is a member of the WICSEC Planning Committee and enjoys having the opportunity to collaborate with others, share ideas and learn from other constituents.**

**Understanding Cultural Differences:  
The legal and ethical implications**  
  
Cultural competence refers to an ability to interact effectively with people of different cultures and socioeconomic backgrounds. Learn the legal and ethical implications that are present when working with people from different cultures and socio-economic backgrounds. Get a refresher on the rules of professional conduct and how you can be a better advocate and professional no matter the cultural or socioeconomic barriers.  
  
Presenter: Samera Habib

Bio: Samera Habib is the managing attorney at SH Law Solutions. Samera specializes in all matters relating to family law, and has a vast knowledge of issues relating to international family law, jurisdiction, and cultural differences related to family law issues. Samera is a frequent presenter at family law conferences.

**DNA Testing-Forensic & Paternity Applications**

As technology advances, the ability to use DNA analysis as a tool increases, both to solve crimes and to investigate familial relationships. This session explains how genetic testing works, starting with an introduction to chromosomes and DNA.  Currently available DNA analysis methods will be discussed and examples of how these methods have been used to solve actual cases will be presented.  
Presenter: Melanie S. Trapani, Ph.D., F-ABC

Bio: Dr. Trapani is a Director in the DNA Identity Division of the Laboratory Corporation of America (LabCorp) in Burlington, North Carolina. She earned her doctorate with a concentration in Human & Molecular Genetics from the Graduate School of Biological Sciences of the University Health Science Center in Houston, Texas, where she performed research regarding genes causing inherited blindness in children. After working as an Assistant Professor at Columbia University in New York City, Dr. Trapani worked in the field of forensic DNA analysis for more than 10 years before joining the DNA Identity Division of LabCorp. In her current position, Dr. Trapani assists with family studies and Immuknow testing in addition to paternity testing. Additionally, Dr. Trapani continues to support Bode Cellmark Forensics in providing expert witness testimony and other support services relating to her previous forensic casework.

Dr. Trapani is a Molecular Biology Fellow with the American Board of Criminalistics, a certified Technical Inspector for the Association for Crime Laboratory Directors/ Laboratory Accreditation Board-International, and a certified Forensic Identity Laboratory Director by the State of New York.

**Climbing to Peak Performance: Becoming a Proactive Enforcement Technician**

Who has the time to work every alert, report, flashcard, dashboard, calendar review, locate, and return phone calls?  The proactive caseworker is who.  This session will help identify the top actions the highest performing enforcement caseworkers take on a monthly basis that contribute to their success.  We will demonstrate how to use CSe-Tools to help streamline the cases in your caseload that need early intervention actions taken.  
  
Presenter: Jessica Woodruff

Bio: Jessica Woodruff works for the State Enforcement Unit, Division of Child Support Services and is an expert in administration and automated enforcement remedies.

**Climbing to the Top to Meet &  
Exceed ACSES Time Frames**  
  
Meeting time frames assists with that all-important goal of supporting our families to self-sufficiency.  You all know that ACSES tracks the federal time frames, but do you know what triggers the start and end dates?  Join the Operations Analysts to understand the process and how the system can assist you!  
  
Presenter: Operation Analysts

Bio: Susan Jess has worked in the child support program since 1986. She started her career in Morgan County in 1986 and eventually became manager of that county office. Susan came to the State Office in 2000 and her current position is as an Operations analyst for the ACSES Case Team.

Bio: Renee Vigil-Stokes is presently an ACSES Operations Analyst at State Child Support Services (CSS).  She began her career in Denver County as Legal Tech from 1999-2004.  She then was the Agency Trainer in Denver County from 2005-2014.  She has over 18 years of experience in the child support program!!

 (1:30 p.m. - 3:00 p.m.)  
**Enforcement Remedies: Contempt,  
What it is and what it isn’t**  
  
Contempt is still one of the most popular judicial enforcement remedies, but what exactly is it, and what can it do for us? Learn the ins and outs of contempt, what is effective from a judicial perspective, and the best legal ways to present your case.  
  
Presenter: Angela Arkin & Meghan Loftus

Bio: The Honorable Angela R. Arkin (Ret.) served as a District Court Judge in the 18th Judicial District from 2002 through 2015. She began her judicial career in August 2000 by serving two years as a District Court Magistrate in Arapahoe County. Judge Arkin served as a District Judge in all four counties in the District, with mixed dockets of criminal, civil, probate, mental health, juvenile and domestic cases, with a 100% Domestic Relations (DR) docket for her final 7 years. Angela R. Arkin is now retired from the Domestic Relations (DR) bench and working at The Harris Law Firm as the Director of The Self-Represented Resource Center™ (SRRC).

Bio: Meghan Loftus graduated from Regis University in 2001 with a B.S. in Business Administration and Economics. She earned her J.D. from the University of Denver, College of Law in 2005. After law school she worked as a law clerk for Judge Angela Arkin in Arapahoe and Douglas Counties. Meghan joined the Arapahoe County Attorney’s Office in the Child Support Services Division in December 2006. Meghan was appointed by the governor to the Child Support Commission in July 2016.

**Procedural Fairness in Action**  
  
When our clients perceive the child support process is fair, they are more likely to comply with the orders. So, how can we help them understand and thus perceive the process as fair? People will perceive fairness if they are treated with respect, understand the process and their rights, and feel heard. There are many thing child support offices can do to implement procedural fairness into their child support processes. Come to this interactive session to learn how we can be doing a better job for Colorado families.  
  
Presenter: Maureen Leif, J.D.

Bio-Maureen Leif, President - graduated from Purdue University in 1996 with a B.A. and then went on obtain a J.D. from Indiana University School of Law – Indianapolis in 1999.

Prior to founding Grays Peak Strategies, Maureen served as the Child Support Enforcement Coordinator at the Colorado Judicial Branch, as a liaison between the Judicial Branch and the State, County and Federal Offices of Child Support.  She was awarded the 2013 Excalibur Award by the Colorado Family Support Council for leadership and vision in the child support community for her work with the State and County offices of child support and courts.   Maureen was appointed by the Governor as Chair of the Colorado Child Support Commission.

Prior to joining the Judicial Branch, Maureen worked as a Deputy District Attorney in the Child Support Division for the 18th Judicial District, during which time she was awarded the “Statewide IV-D Attorney of the Year” award and “Spirit of the Child Award”.   She has also worked as a private attorney specializing in family law and was awarded the Arapaho Bar Association Young Lawyer of the Year award in 2004.  Maureen is on the Board of Directors of the National Child Support Enforcement Association and currently the 2nd VP and Board Member for the Western Interstate Support Enforcement Conference.

**Hello….Hello…..Hello….Answering the Customer’s Enforcement Questions**  
  
Are you unsure how to answer and NCP’s question about why a remedy is impacting him/her?  This session will cover the most common calls the SEU receives and will help you gain a better foundation for being able to explain the remedies and de-escalate phone calls you receive from the NCP’s on your caseload.  
  
Presenter: Jessica Woodruff

Bio-Jessica Woodruff works for the State Enforcement Unit, Division of Child Support Services and is an expert in administration and automated enforcement remedies.

**Interstate Financial:  Money Down the Slopes?**  
  
Ledgers for intergovernmental cases can be a little different than a ledger on an in-state case.    Join us to learn what research must take place, how to handle over collect payments, reconciliation of balances, and other financial slippery slopes.  
  
Target Audience:  Bookkeepers, Interstate Caseworkers, Supervisors  
  
Presenter: Tammy Judd & Chris Sorenson

Bio: Tammy Judd is an ACSES Operations Analyst at the state office responsible for problem logs, user acceptance testing, and financial phone calls. She has been in child support for 29 ½ years and loves ACSES financial!

Bio:  **Chris Sorenson holds the position of Interstate Lead with the Colorado Central Registry.    She participates in the National QUICK Workgroup, NCSEA International Sub-Committee, Region 9-10 Workgroup, as well as other workgroups with State and County stakeholders.  Chris conducts in depth Interstate training for county and state staff and an overview for new workers across the state.  Chris joined the Department of Human Services 17 years ago bringing with her several years of child support experience from the county level.  She has a strong interest in networking with contacts in other states and feels this is key in successfully resolving interstate child support issues.  Chris is a member of the WICSEC Planning Committee and enjoys having the opportunity to collaborate with others, share ideas and learn from other constituents.**

**Finding Your Inner Citadel: An Introduction to Meditation and Mental Management**  
  
When you work in a high stress environment, and are forced to deal with angry clients, it's easy to become overwhelmed yourself.  
  
Fortunately, there are simple strategies that will enable you to gain increased control over your mind and emotions even in the most demanding moments.  
  
During this session Jason will teach meditation techniques that allow you to access the quiet source of calm, control, and joy resting within. The lesson will be followed by a guided meditation.  
  
Presenter: Jason Connell

Bio: Jason Connell is an international speaker on self-love, self-compassion, and the art of mental and emotional management. He's trusted by Fortune 500 executives, elite athletes, members of President Obama's cabinet, and professional entertainers. He blends insight from the ancient wisdom traditions with positive psychology to help people fall in love with themselves and their lives. Learn more at JasonConnell.co

**Judicial Enforcement Through Rule 69**  
  
Rule 69? Ever heard of it?  What is it? Come learn about this judicial tool which allows a judgment creditor (us) to find out from a judgment debtor (NCP) information about his or her employment and/or assets.  This could include information about existing businesses, bank accounts, whether the debtor owns other property, or has other assets. This session will explain not just the “why” of using Rule 69, but “how” child support professionals may use this exciting tool for enforcement of support.  
  
Presenter: Viviann Pereda

Bio: Greetings everyone! My name is Viviann Pereda. I joined the Adams County Child Support family in May 1997. I started on the accounting team as an accountant. Moved on up to the Enforcement team, Contempt team, and am currently honored to serve as a supervisor for a very amazing enforcement team.  I earned a Bachelor’s in Biology from University of Colorado, and an MBA and Doctorate from the University of Phoenix.  As an Air Force brat, I enjoyed the beauty of many states, but fell in love with Colorado when we were stationed at Lowry AFB, in 1973. So, we consider Colorado our home. Since, we live in the one of the most beautiful states, my hobbies include, reading and enjoying the outdoors, such hiking, fishing, motorcycles, riding bicycles- or any other reason to feel the sun on my face and the wind in my hair.  I have even wrestled alligators in Alamosa!  My greatest passion, however, is helping others.

**Exploring the Apex of Applications**  
  
We will review the recommended changes made by the IV-A/IV-D Interface Workgroup to the CSE-6. We will talk about the web application and possible enhancements to be made to make the online process easier. Come and give your input so our application processes can be the best possible for our clients.  
  
Presenter: Mary Clair

Bio: Mary Clair is a Policy Specialist with the Policy and Evaluation Section of the Colorado Division of Child Support Services (CSS). The section is responsible for assisting in the development and implementation of policies, procedures, regulation and legislation for the intake, locate, establishment and enforcement functions of child support services. Mary’s emphasis is on Case Closure, Non-Disclosure of Information (NDI), Confidentiality, Foster Care, Medical and Public Relations. Mary joined the Colorado Division of CSS in June 1998. Prior to that, Mary was a legal technician with Denver County and also worked as an eligibility technician for AFDC (old TANF) and Adult Medical Programs.

*(3:30 - 5:00 p.m.)*  
**IVD Attorney Meeting**  
  
Case Law Update, Child Support Commission Update, and Legislative Update  
  
The conference favorite, Richard Moore, will present his inspiring update on the recent case law that impacts child support. This educational presentation will include summaries and case law citations. Additionally, Tracy Rumans will update the attorneys on the recent state happenings, including proposed and recently enacted legislative changes, rules changes and federal development. The Child Support Commission members will also update the group on happenings and important legal information that may have an impact on us and our client.

*(3:30 - 5:00 p.m.)*  
**A Taste of Motivational Interviewing**  
  
As an evidence-based practice, Motivational Interviewing has consistently shown positive outcomes in dealing with resistance and defensiveness. It has been used with populations where resistance is prevalent, including clients who deal with legal problems, substance abuse, and mental health issues. Motivational Interviewing is an art and a philosophy – but it also provides a “tool box” of techniques and strategies to be more effective in challenging situations.  
  
In this workshop you are invited to:  
  
• Learn about the basic principles and skills of Motivational Interviewing  
• Experience a collaborative versus a persuasive communication style and see how you can effectively decrease defensiveness  
• Take away specific tools for dealing with defensiveness that you can implement in your work right away  
  
Presenter: Avani G. Dilger

Bio: Avani G. Dilger, MEd, MA, LPC, CACIII, is a certified Addiction Counselor Supervisor, a Licensed Professional Counselor, and a Somatic Psychotherapist who has specialized in substance abuse treatment with adults, teens-at-risk, and their families. She has done extensive research, training, and clinical work with traditional and alternative approaches to substance abuse treatment. She is the founder and director of the “Natural Highs – Healthy Alternatives to Drugs & Alcohol” Program, an interactive, holistic substance abuse prevention and intervention program that is currently offered in several Boulder high schools and at Naropa University. She works as a substance abuse counselor for teens, families, and adults. She is passionate about effective ways of supporting people with issues of resistance and ambivalence and is a member of the International Motivational Interviewing Network of Trainers (MINT). She has been training Motivational Interviewing in the Criminal Justice System, in mental health, and substance abuse treatment in Maine, Massachusetts, Illinois, Nebraska, Idaho, Arizona, New Jersey, Florida, Hawaii, and Colorado since 2005.

**Putting the Crowning Touch on Case Closure**  
  
We just love our closure codes but they just don’t seem to match our case situations. We have been working on some new codes and changes to the old codes in response to the new federal regulations that were approved in December of last year. Come and see what’s new to help you in your daily closures.  
  
Presenter: Mary Clair  
Bio: Mary Clair is a Policy Specialist with the Policy and Evaluation Section of the Colorado Division of Child Support Services (CSS). The section is responsible for assisting in the development and implementation of policies, procedures, regulation and legislation for the intake, locate, establishment and enforcement functions of child support services. Mary’s emphasis is on Case Closure, Non-Disclosure of Information (NDI), Confidentiality, Foster Care, Medical and Public Relations. Mary joined the Colorado Division of CSS in June 1998. Prior to that, Mary was a legal technician with Denver County and also worked as an eligibility technician for AFDC (old TANF) and Adult Medical Programs.

**Payment & Disbursement Options**  
  
Help educate families on how to pay and receive their monthly child support funds.  The FSR will host a "Connecting Funds to Families" training session. This session will cover payment and disbursement options. Gain knowledge on processing time frames, fees and where families can make their payments.  
  
Presenter: Heather Deckelman & Suzanne Martin

Bio: Heather Deckelman has been the FSR Program/Notice Production Specialist since June of 2015.  She transplanted to Colorado from the east coast and began her career at Denver County Child Support in 2013. She earned a B.A degree in Psychology at East Carolina University. With a passion to serve others, she is proud to be part of the Child Support program and looks forward to being involved with of all the positive strides the program is making to help families.

Bio: Suzanne Martin started as a contractor at the state office supervising the work of the Employer and Financial Services Unit in 2007. In 2014 she became FSR program specialist working with the courts on setting up NIVD cases and FSR Customer Service. Suzanne is currently working as FSR Financial Unit Specialist and team lead over Financial Services. She is also the main contact for cases that have been sent to Central Collection Services. Suzanne and her husband love to travel and are looking forward to going to Israel this June to visit their daughter.

WEDNESDAY  
  
 **Training on the Fly**  
  
  
Come and learn about ten different topics that will help to expand your knowledge from intake to enforcement. You will walk away with desk aids for each subject. The trainers will discuss a topic for five minutes and you will have an opportunity to ask questions for five minutes. This will be a fast past training that will be a fun energetic ending to our wonderful conference.