***June 3rd, 2019***

**Opening Session**

**8:00 AM – 9:30 AM**

**Key Note Speaker: Jeffrey Newsome – Fear to Freedom: Finding Success in the Storm.**

Jeff wants to inspire and empower people to recognize where “fear” is playing a role in their life and adopt new ways of processing information and situations that seem challenging and fearful.

**Track - A**

**10:00 AM – 11:30 AM**

**Colorado Parent Employment Opportunity Program's (Co-Pep) Impacts and Possibilities For Each County**

This five year grant has some good and futurist outcomes for the Child Support Services Program statewide - this session will explain the how to implement and sustain services to parents that will improve program outcomes.

**1:00 PM – 2:30 PM**

**MMR**

We will review the MMR, going over what the statistics mean and where they come from, why they are relevant to what we do on a daily basis, and how can we improve county stats by analyzing the MMR and other reports.

**3:00 PM – 4:30 PM**

**Nightmare on Intake Street and other Enforcing County Torments**

Do you get confused when you are putting up a case? Who should be enforcing? Who is the parent? Who is the care-taker? Have you been asked to take enforcing on a case where you only have one parent in your caseload? Do you ever wonder why you are being asked to take all of the party’s cases and do the post order change of physical care? Are other counties dumping on you, or so it seems? Come and get all of these torturous questions answered as we explore the scary world of enforcing county. Bring your worst case scenarios and we will get to the bottom of who’s enforcing who!

***June 4th, 2019***

**10:30 AM – 12:00 PM**

**ACSES Accounting**

Are there things every CSS professional should know regarding the ledger whether you do financial or not? WE SAY DEFINITELY, KNOWLEDGE IS POWER! We can’t give you everything financial in 90 minutes, but we can and will touch on some high points!

**1:30 PM – 3:00 PM**

**2Gen**

This is an opportunity to collaborate with your peers to focus on identifying community resources and explore 2Gen communication skills.

**3:30 PM – 5:00 PM**

**How to spot a liar**

How many times have you been involved in a discussion or formal interview with someone that gave you a bad feeling? You brushed it aside, but something wasn’t right in their answers, tone, or maybe even their smile. Hindsight is 20/20, but it’s also expensive.

Doug Cash is a retired law enforcement officer with decades of experience as a forensic interviewer and investigator, tracking down individuals suspected of fraud or embezzlement. He has studied the patterns of body language, observation and questioning to get to the truth, whether the witness wants to admit it or not.

CFSC has asked Doug to come share his wisdom and experience with our conference attendees on how to identify and understand a person’s responses during a discussion/interview. You’ll leave with a fresh perspective on how body language and speech patterns of others around you inadvertently speak volumes of truth.

***June 3rd, 2019***

**Track - B**

**10:00 AM – 11:30 AM**

**Fishing for IWO’s**

Am I able to answer questions employers have about the Income Withholding Orders (IWOs)? Do I know the withholding percentage policy? How about advance notices? Do I know how to have manual ledgers and IWOs work together? What about when the IWO doesn't match ACSES? There is so much to learn surrounding IWOs! Come and discover all that you need to know to become an IWO expert for your county!

**1:00 PM – 2:30 PM**

**Dispelling the Myth**

This session will eliminate the most common misconceptions about the Automate Enforcement Remedies. We will discuss the facts and provided best practices to remove any misunderstanding around topics like when the system will issue a Notice of Compliance for DLS or how passport holds get removed.

**3:00 PM – 4:30 PM**

**PechaKucha**

Six minutes and forty seconds. That’s all the time our presenters will have to tell their story. We will have a mix of county and state staff presenting in this fast paced session, 20 slides and each slide is only on for 20 seconds. Topics are still being developed but you won’t want to miss this fun session! More info to come.

***June 4th, 2019***

**10:30 AM – 12:00 PM**

**Coloradod Works Intersections**

**1:30 PM – 3:00 PM**

**Abracadabra - The Magic of Interstate Case Processing**

Is the effective handling of interstate cases an illusion you are tying to master? Ever wonder if there's a "trick" to them? In this session we will unlock the magic about the interstate tools and resources that will improve the way you manage cases. We will also uncover the most common pitfalls that can make your outgoing cases disappear into a cloud of Central Registry smoke.

**3:30 PM – 5:00 PM**

**Volume 6 Changes – What’s changing and how does it impact you?**

Changes to volume 6 take effective 7/1/2019. What is volume 6 and how does it impact you? Come take a walk through the revised and new rules of volume 6 and learn how the changes influence your work.

***June 3rd, 2019***

**Professional Growth**

**10:00 AM – 11:30 AM**

**Encourage, Empower, Impress**

We will explore effective and successful ways to embrace the drudgery of work, the burden of stress and the misery of everyday living in this **tongue in cheek** session on emotional health.

**1:00 PM – 2:30 PM**

**Attitude Determines Altitude**

This session is for those of you that would like encouragement within your own behavioral attitudes.  A positive attitude will trigger enthusiasm, creativity and attract attention to outstanding traits in your own personality.  This will be a do-it-yourself happening as you find a renewed existence in a world of your own making.

**3:00 PM – 4:30 PM**

**Change Resiliency**

Resilience - the ability to recover from setbacks, adapt well to change, and keep going in the face of adversity - is one of the most critical elements for success in organizations, yet 75% of recently studied professionals felt their resilience reserves were being drained by their work environment. In this session, you will learn how to identify the problem, make meaning of hardship instead of taking a victim mentality, and improvise solutions.

***June 4th, 2019***

**10:30 AM – 12:00 PM**

**Strategic Thinking**

Do you always feel a step behind at work? Learn to break out of a reactive response cycle by thinking strategically about processes and relationships. In this interactive and hands-on class, we will identify and practice the skills needed to think, assess, and view the future for ourselves and others.

**1:30 PM – 3:00 PM**

**Personality Lingo**

Our personality style line-up can be thought of as an internal compass. It produces a strong urge or drive that tugs us in a direction towards our core values. Each of the four basic personality styles has its own values, needs, beliefs, judgments, and behaviors. Discover your personality styles and tips and techniques to communicate with those of differing styles.

**3:30 PM – 5:00 PM**

**Communicate Like a Leader**

You work hard in your position, but truly effective employees not only need to be proficient in their own jobs; they also need to know how to communicate with others about the goals and values of the team. Communicating Like a Leader will help you learn the skills you need to communicate effectively in your role.

***June 3rd, 2019***

**Legal Track**

**10:00 AM – 11:30 AM**

**The Ethics of Self-Care and Stress Management**

The session will discuss the ethical rules for attorneys to maintain competence and professionalism, and then connect that to strategies for self-care and stress management in dealing with the potential for burnout in the stressful area of domestic relations law.

**1:00 PM – 2:30 PM**

**Updates and Changes to CSS Law (DCC Case)**

A presentation and discussion regarding legal Issues with recent case law changes, specifically the DCC case

**3:00 PM – 4:30 PM**

**HIPAA and Privacy Challenges in CSS**

HIPAA and privacy challenges in Child Support Services presented by Jordan Humphries and Tara Segura, with assistance from Tracy Rumans, Kelly Keane, Kelley Gibler and Stacy Williams.

***June 4th, 2019***

**10:30 AM – 12:00 PM**

**How to Spot a Liar (attorney class)**

How many times have you been involved in a discussion or formal interview with someone that gave you a bad feeling? You brushed it aside, but something wasn’t right in their answers, tone, or maybe even their smile. Hindsight is 20/20, but it’s also expensive.

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**1:30 PM – 3:00 PM**

**How to Spot a Liar Part II (attorney class)**

See above.

**3:30 PM – 5:00 PM**

**Attorney Meeting**

Case law updates, legislative updates and commission updates.