

CFSC *In-Basket*

2017 SUMMER EDITION

THE NEWSLETTER OF THE
COLORADO FAMILY SUPPORT
COUNCIL

Our Mission: Training the Colorado Family Support Professionals since 1974. The Colorado Family Support Council is a non-profit corporation whose purpose is to update and train individuals and agencies on the laws and procedures related to child support establishment and enforcement.



Greetings CSS Professionals,

With only weeks to go, we're soaring towards yet another exhilarating CFSC Conference filled with exceptional trainings, fun filled events and lots of really great food!

First, I would like to give a huge thank you to this year's CFSC board for working their wings off to ensure this year's conference is one of epic proportion. We started off the year by recognizing all the hard work and dedication our child support community puts in every day to ensure a better future for the families we serve. We also took ideas from last year's survey results to determine how we can better serve you. Yes... we listened! The Agenda Committee, led by President Elect Tracy Rumans, has put together an impressive agenda with an array of fresh and innovating topics. The agenda is provided on the next few pages so you can plan which of these great sessions will allow for strengthening your knowledge of the IV-D programs while enhancing your job skills.

If you're arriving Sunday, please join us in the pool deck area for the Presidential Reception. This is a great opportunity to visit with friends, new and old, while enjoying treats served from a nacho bar. There will be a cash bar available for those who wish to enjoy some spirits while they socialize.

Our Entertainment Committee is ready to take you back 100 years in time during Monday's Entertainment Night. Whether it's trying your luck at gambling or learning how to do The Charleston, Mary Clair and Team ensures the evening will be a swinging good time for all.

The annual Awards Banquet will be Tuesday evening which will also include a live auction. Thank you, Ms. Lupe Abeyta and Committee for making this a special event for all of those who've been nominated by their peers for their outstanding contributions to the child support program.

We'll close out the conference on Wednesday with a new and progressive training session called "Training on the Fly." Brunch and a live auction to raise money for the CFSC charity recipient will follow. This year's charity, Casa of Colorado, is an organization of volunteers that serve the best interests of children. Their goal is to end the cycle of abused and neglected children.

Make sure to visit our PR Booth located next to the registration desk and learn more about becoming a CFSC Board member. We're always looking for new members who are hard workers and willing to contribute fresh ideas. Planning and preparing for the annual conference is not only fun and exciting, it also provides the reward of developing lifelong friendships with fellow board members.

On behalf of the entire CFSC Board, I would like to thank you for your support of the conference charity recipient and for the dedication you put in each day to ensure a better life for the families we serve. We wish you all a merry and peaceful Rocky Mountain experience during your stay in Vail!

- Shelby Sundeen, CFSC Board President

*A Letter
from
Mr. Larry Desbien*



Dear Colorado Child Support Professionals,

The theme for the 2017 CFSC conference is ***Soaring to the Summit*** and that also applies to the current state of Colorado's Child Support Services

program. We have a real opportunity on a daily basis to assist families to soar to the summit with the Child Support Services we provide and especially in the manner in which we provide those services.

On April 1 we successfully implemented the Direct Support for Children project that makes us the only state to pass through the full amount of current child support to recipients of Colorado Works Basic Cash Assistance. As of April 10 this project has already made a significant impact to nearly 1,500 low income families who have received over \$93,000 in payments. We now are faced with the opportunity to prioritize all of the existing ACSES/CSe-tools project requests and get to work on implementing them. Based on feedback we have received from our county partners, priority # 1 is to develop system changes that fully support the work at the caseload manager, supervisor and IV-D Administrator levels and contribute to a "one and done" approach for caseload management.

We are working hard with our county partners to develop, test and implement a 2Gen approach to augment our core services in order to connect parents and families to the resources they need to be successful, consistently pay their child support and be fully engaged with their children.

The IV-D Task Force is close to finishing the 2017 – 2020 Strategic Plan that we are calling "***A 20/20 Vision of the Future***". The ***20/20 Vision of the Future*** focuses on the Strategic Goals to: 1) Promote the establishment of paternity for all children; 2) Establish financial support for all children in IV-D cases; 3) Ensure that all children in IV-D cases receive financial support from parents as ordered; 4) Ensure that all children in IV-D cases have medical support established and provided; and 5) Operate the IV-D program in an effective and efficient manner.

Over the four years of the strategic plan we will focus on the following eight key strategies that have specific Action Plans associated with each strategy:

1. Promote uniform resources available statewide
2. Pursue intuitive, integrated, effective and efficient systems
3. Develop and deliver comprehensive robust training
4. Seek an understanding of the customers and staff experience to know how to improve engagement
5. Implement timely internal and external comprehensive communication
6. Develop streamlined business processes that add value
7. Expand and enhance the face and awareness of the CSS program
8. Develop and maintain updated uniform policies and procedures

All decisions about how we allocate our resources from system changes, legislative initiatives, training, policy development and business process re-engineering, etc. will be made based on if they support and will directly (and significantly) contribute to accomplishment of the ***20/20 Vision of the Future*** strategic plan. We look forward to continue to work collaboratively with our county, state and community partners to achieve this exciting and challenging strategic plan.

It is going to be an exciting four years for the Colorado Child Support Services program. As always, if you have suggestions for improving our program, please contact me at larry.desbien@state.co.us

I encourage you to attend the 2017 Colorado Family Support Council (CFSC) conference in Vail to share your expertise with and learn from your colleagues in our outstanding program. The CFSC board has worked very hard to put together an outstanding and fun agenda. I hope to see you in Vail.

Thank you for what you do every day to make a difference for the families we serve.

***- Larry Desbien
Director
Division of Child Support Services***

Introducing your Keynote Speakers



*Monday, June 5, 2017
8:30am*

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 Judicial District Bar Association (2000-2001). 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.



Tuesday, June 6, 2017

8:30am

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).

If We’re So Good—How Come We Ain’t Better?

Managing your attitude and presenting a positive image while communicating with others can be challenging. Surprisingly, we unintentionally solicit negative responses, reactions, or behaviors that get in the way of effective customer interaction.

Have you ever taken a negative attitude to work? If the workday progresses without a hitch, chances are your attitude will improve. But, if your day is riddled with irate callers, tight deadlines, too many meetings, conflict or delays, it’s likely you’ll have a worse attitude than the one you had. Everyone experiences bad days—times when you’re not at your best.

This fun, interactive program reinforces the benefits of demonstrating positive attitudes and behaviors while presenting exactly the image you want your customers to see. You’ll learn the “how-to’s” of establishing a rapport using tips, tricks and techniques to own every customer interaction, look good to yourself, eliminate negative thoughts, use positive words and phrases, and speak in mutuality.

Meet your Auctioneer!!



Kevin Rutter is a professional benefit auctioneer, speaker and writer. An all-around entertainer (just ask his old high school teachers), he is lots of fun to see and hear. Kevin has worked with a group as few as two people, to as large as a sold-out crowd of thousands!

A graduate of many schools of education inside and out of the auctioneering profession, Kevin is a past winner of the “World Auctioneer Championship Rising Star Award,” given to the best up and coming auctioneer in the nation. He is a graduate of the Worldwide College of Auctioneering, graduate of the Professional Ringmen’s Institute, and graduate of the Leroy Van Dyke Auctioneer Course. He has also been a finalist in the state auctioneer competition and at the World Automobile Auctioneer Championship.

Kevin enjoys being active in the auction industry and is a member of the National Auctioneer Association (NAA) and a member of the Colorado Auctioneer Association (CAA).

Kevin has conducted all types of auctions in diverse locations, including the highest city in North America! He is experienced with auctions of all sizes, some generating revenues well over a million dollars. He has helped sell everything from rabbits to real estate, but has a special place in his heart for charity auctions.

His lifelong study of selling techniques has given him extensive experience in sales, marketing, and business as well. Kevin is certified in the Dale Carnegie training courses, certified in the Sandler Sales System, and as a Friedman Group management/sales trainer who works with Fortune 500 companies, along with numerous other professional management and speaking schools and courses. His love of speaking has led him to become a local award-winning Toastmasters member.

When he is not found at work auctioneering, you can find Kevin at an auctioneer competition, enjoying his hobby of magic and balloon art, spending time with his family, or climbing to the top of some of the world’s highest mountains.



You are cordially invited

to the



*Colorado Family Support Council's
2017 President's Reception*

When: Sunday, June 4, 2017

Where: Mountain View Patio, Vail Marriott Resort

Time: 6pm - 8pm

*Please gather on the patio to enjoy drinks, snacks, and
the company of fellow child support staff.*

*You will also have the chance to meet the President of
the Council and it's board members.*

2017 CFSC Special Events

Monday, June 5, 2017

- 12pm - Lunch State Awards - lunch provided

***Casual dress*

- 7pm - Prohibition Party

***1920's attire strongly suggested but not required*

Tuesday, June 6, 2017

- 5pm - Business Meeting - All are welcome

- 7pm - Cocktails

- 7:30pm - Banquet

***Dress Code - Business Formal*

- Awards to follow dinner

- Small auction to follow awards

Wednesday, June 7, 2017

- 10:15am - Plated Brunch

- Closing session and live auction to follow brunch

- Live auction featuring Auctioneer, Mr. Kevin Rutter

Let's Remember What We're Here For!



CASA in Colorado

Colorado CASA and the 16 local CASA programs in Colorado work cooperatively with the Department of Human Services, the county courts, child-serving agencies, and other partners to improve the lives of abused and neglected children in Colorado. Currently, there are 16 CASA programs in Colorado, serving 16 of the 22 Judicial Districts.

From 1981-1984, CASA was part of a national demonstration project in conjunction with Rocky Mountain Children's Law Center. The focus was to find the best way to provide effective legal representation for children.

The first CASA program to incorporate in Colorado, CASA of Larimer County, was established in 1984. The next four programs, Voices For Children in Boulder, Advocates for Children in Arapahoe County, Denver CASA, and CASA of Colorado Springs (now CASA of the Pikes Peak Region), followed in short order, and by 1989 the state had five CASA agencies.

Also in 1989, the Executive Directors of these five programs formed Colorado CASA as a statewide coordinating agency.

The next expansion of the network of CASA programs in Colorado was CASA of Pueblo in 1995.

In 1996, Colorado's legislature passed a statute formally authorizing CASA services in Colorado. This law, part of the Colorado Children's Code, includes a description of the CASA volunteer role, and provides authorization for CASA volunteers to work in specific cases, called Dependency and Neglect.

In 1997, two additional jurisdictions, Weld and Mesa Counties, were established with CASA programs. CASA of the Continental Divide joined the network in 1999.

Three more programs were established in 2000, CASA of Jefferson and Gilpin Counties, CASA of Adams County (later to become CASA of Adams and Broomfield Counties) and CASA of the 7th Judicial District, located in Montrose.

Heart of Colorado CASA, located in Cañon City, was created in 2007. Northwest Rocky Mountain CASA, located in Steamboat Springs, was created in mid-2008. In 2011, CASA of the Ninth, was formed in Glenwood Springs. The most recent program to be created is CASA of the Southwest (formerly CASA of the Four Corners) in 2016, which was incubated by CASA of the 7th JD and is now located in Durango.

To learn more please visit: <https://coloradocasa.iescentral.com/>

2017 CFSC Conference Agenda

MONDAY
June 5th

MONDAY – JUNE 5, 2017				
8:30 a.m.	OPENING SESSION Keynote Speaker: Justice Brian D. Bostright, Colorado Supreme Court Salons E & F			
10:00 a.m.	BREAK			
	IV-D TRACK A Salons A-D	IV-D TRACK B Salons G-J	ATTORNEY Sun Down	PROFESSIONAL GROWTH Blue Sky
10:30 a.m.	Inmate Reintegration Simulation DOC Staff	Pass Through: All Aboard! Amber Athey	Collecting Judgments Terry Erlich	Domestic Violence Awareness Get Smart, Get Safe, Get Support—Providing Child Support Services to Domestic Violence Victims Michael Hayes
12:00 p.m.	LUNCH (STATE AWARDS) Salons E & F			
1:30 p.m.	Establishment Track Peeking Your Interest in Intake Mary Clair	Helping Families Reach the Top by Effectively Working Disbursements on Hold Kathy Edwards & Lonnie VanDeGrift	Due Diligence: Pragmatic Approaches for Domestic Violence Cases for Child Support Legal Teams Michael Hayes	Verbal Judo/De-Escalation Training Vail Police Department
2:15 p.m.	Establishment Track Multiple Alleged & Presumed Paternity Cases: Who's the Daddy? Erica James	APA Mods: An Overview of the Law and Procedures Robert Kurtz		2-Gen Update Sabrina Montoya
3:00 p.m.	BREAK			
3:30 p.m.	Establishment Track APA Establishment Do's and Don'ts Robert Kurtz	SSP: A QUICK Ascent Chris Sorenson	Administrative Enforcement Remedies Jessie Woodruff & Stacy Williams	Rule Change Update Larry Desbien
4:15 p.m.	Establishment Track Judicial Establishment Challenges: What to Do If Your Court Doesn't Speak IV-D Robert Kurtz	Elevating the Interface of IV-A/IV-D Mary Clair		Movin' Up! C.J. Juleff
5:00 p.m.	DINNER ON YOUR OWN			
7:00 p.m.	ENTERTAINMENT NIGHT Colorado Ballroom Salons 1, 2, & 3			

TUESDAY & WEDNESDAY

June 6th - June 7th

TUESDAY – JUNE 6, 2017				
8:30 a.m.	PLENARY SESSION—Customer Communication “If We’re So Good, How Come We Ain’t Better?” Jeannie Davis Salons E & F			
10:00 a.m.	BREAK			
	IV-D TRACK A Salons A-D	IV-D TRACK B Salons G-J	ATTORNEY Sun Down	PROFESSIONAL GROWTH Blue Sky
10:30 a.m.	Inmate Reintegration Simulation DOC Staff	Interstate: UIFSA 2008 Chris Sorenson	Understanding Cultural Differences (Ethics) Samera Habib	DNA Testing-Forensic & Paternity Applications Dr. Melanie Trapeal
12:00 p.m.	LUNCH ON YOUR OWN			
1:30 p.m.	Enforcement Track Climbing to Peak Performance: Becoming a Proactive Enforcement Technician Jessie Woodruff	Climbing to the Top to Meet & Exceed ACES Time Frames (OAs)	Enforcement/ UIFSA 2008 Angela Arkin & Meghan Loftus	Procedural Justice in Action Maureen Laff
	Enforcement Track Hello...hello...hello...Answering the Customer’s Enforcement Questions Call Jessie Woodruff	Interstate Financial: Money Down the Slopes? Tammy Judd & Chris Sorenson		Meditation Jason Cornell
2:15 p.m.				
3:00 p.m.	BREAK			
3:30 p.m.	Enforcement Track Judicial Enforcement Through Rule 69 Vivian Pareda	Exploring the Apex of Applications Mary Clair	IV-D Attorney Meeting	Motivational Interviewing: Effective Tools for Change Averi G. Dilger
	Enforcement Track Putting the Crowning Touch on Case Closure Mary Clair	Payment & Disbursement Options Heather Deckelman & Suzanne Martin		
4:15 p.m.				
5:00 p.m.	BUSINESS MEETING Salons G-J			
7:00 p.m.	COCKTAILS Salons E & F			
7:30 p.m.	BANQUET Salons E & F			

WEDNESDAY – JUNE 7, 2017	
8:30 a.m.	PLENARY SESSION Training on the Fly (Speed-training session with 10 short topics spanning the CSS program) <i>Salons E & F</i>
10:00 a.m.	BREAK
10:15 a.m.	BRUNCH CLOSING SESSION LIVE AUCTION <i>Salons E & F</i>

****BRAND NEW****
TO THE
CFSC

Inmate Reintegration Simulation

When: Monday, June 5, 2017 & Tuesday June 6, 2017

Time: 10:30am - Noon

Did you know that about 95% of the over 1.5 million incarcerated individuals in the U.S. will eventually be released back into the community? Of those, about 65% will reoffend and return to prison within 3 years. While offenders are released to diverse communities with differing levels of support and motivation, experience suggests that they share many of the same challenges.

This Reentry Simulation will illustrate the journey to self-sufficiency.

Participants will assume the identity of an ex-offender and perform tasks in four 15 minutes sessions with each session representing a week. By the end of the hour the participant will have simulated a month in the life of someone who has released from prison. You will encounter the same challenges faced by many ex-offenders as they try to reintegrate into the world as we know it.

TRAINING ON THE FLY!!

When: Wednesday, June 7, 2017

Time: 8:30am - 10am

Training on the Fly is a fast-paced training that will cover establishment to enforcement with a little legal thrown in for good measure.

Ten topics will be covered. Ten minutes per topic. Get ready!

At the end of the session you will walk away with a packet of desk aids and materials that you can use back at your desk!

PROHIBITION PARTY

For entertainment night this year we will be taking you back to the 20's with our Prohibition era themed night!

AT 7PM COME TEST YOUR SLEUTHING SKILLS AT OUR MURDER MYSTERY
GAME WHICH WILL BE GOING ON THROUGHOUT THE NIGHT



ENJOY PROHIBITION ERA DRINKS INCLUDING: BEE'S KNEES, WARD 8
AND THE COTTON CLUB COSMO

DANCING - WE WILL HAVE "DENVER SWING" PROVIDING CHARLESTON
DANCE LESSONS FROM 8-9PM



TRY YOUR LUCK AT TEXAS HOLD'EM, BLACKJACK AND ROULETTE

*There will be prizes for:
Best Dressed (Prohibition era/Gatsby costumes)
Biggest winner at the tables
Along with other drawings throughout the night*

Last Round of Bios!



**JoAnna
Finney
Otero
County**

Hello,
every-

one! I am JoAnna Finney, IV-D Administrator for Otero County. I have been with Otero County since July 2012 and I just love it! I work with some of the best people on the planet! This is my 4th year on the CFSC Board.

In addition to being the IV-D Administrator for Otero, I also supervise several other program areas including: Adult Financial, Colorado Works, SNAP, Medicaid, Employment First, EBT, Recoveries and Fraud. Never a dull moment in my world! This has been one of the most challenging positions I've held so far in my career. Working backwards from my current position, my work experience includes: Program Manager for a Community Center Board (5 years); Child Support Enforcement Technician (6 years) and

Assistant Manager for a Federal Credit Union (10 years).

As far as my personal life goes, I am married to a pretty cool guy and I have 2 children. My son is 23 and married to a terrific young lady.

My daughter is 18 and is a YouTube sensation. No, I'm not kidding. Look her up: <https://www.youtube.com/user/PetShopGirl111> I am a die-hard New England Patriots fan, and have been so, for over 25 years. (Go Pats!) I tend to volunteer far more than I probably should. I am a Past Exalted Ruler for the Benevolent and Protective Order of Elks and have served on the board for several different community events including the local Relay for Life Event and LaJunta Tribune-Democrat Cinco de Mayo Event. My hobbies include: football, camping, fishing, photography, and wine tasting. It's been an honor serving on the CFSC Board!



**Richard
Moore
IV-D
Attorney**

Richard
Moore has

been a IV-D attorney with the Denver City Attorney's Office since 2008, JeffCo for a couple of years prior, and in private practice many years even before that.



Last Round of Bios!



**Mary
Clair
State
Office**

Hi, I am
Mary
Clair. I'm

a Policy Specialist with the State Office. I have been around here for a long, long time - almost 20 years, prior to that I was an enforcement tech in Denver County. I am married to my best friend Dana for 30 years. We have two sweet son's Clinton and Collin. We have a black lab named Colbie and a tabby cat named Spud. We love to take our boat and truck camper around this beautiful state. This is my second year on the board as a member at large. This year, I am your chair for the Entertainment Committee and we are planning a fun-filled night for everyone. Looking forward to seeing all of you in June!



**Jerri Fritz
Otero County**

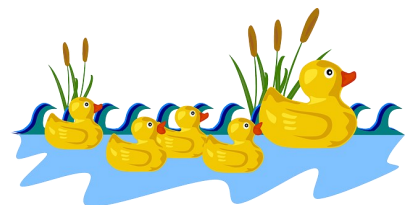
Hello, I am Jerri Fritz, the CFSC Southeast VP and child support technician in Otero County. I have been with Otero County child support for 5 years and this is my 3rd year on the CFSC board.

I am a Colorado native, born and raised in Southeast corner. I married a local 19 years ago and we have made this our home with 3 beautiful girls and 1 handsome boy. My oldest daughter is 21 married to a great young man and they have blessed us with a beautiful granddaughter who just turned 2.

My next daughter is 20 and lives at home and works as her great grandmother's caregiver. My son will soon be 14 and is the spitting image of my husband; hunting, fishing and the great outdoors. My youngest daughter is 12 and keeps me busy with competitive swimming in the summer. We spend most of our weekends in the summer at the pool for meets or camping.

I stay very busy between work, home, family but I wouldn't change any of it. After working in Child Support I have found my passion in the working world.

This is going to be an amazing conference this year in Vail, and I look forward to seeing you all there!





Board Member Contact Info!

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Follow and "like" us on Facebook to catch great photos, updates on upcoming conference contests, and to connect with colleagues from around the state!

