

2010

ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO



October 5-7, 2010 | Orange County, California



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Message from the President

Dear Child Support Professionals,

As the President of the Child Support Directors Association, it is my pleasure to invite you to attend the 2010 Annual Child Support Training Conference & Expo in Orange County, California.

This year's conference will draw attendance from child support professionals from across California as well as from other states. Speakers include representatives from local child support programs, state and federal government policy makers, and academic scholars familiar with the issues facing child support professionals today and in the future.

The 2010 conference program includes tracks on topics such as: Program Administration, Program Delivery, Professional Development, Legal, Statewide Collaboration and Training.

We are looking forward to your attendance as we listen together to interesting and informative plenary speakers including Vicki Turetsky, Commissioner of the Office of Child Support Enforcement and Jan Sturla, Director of California's Department of Child Support Services and Dr. Manuel Pastor, Director of USC Program for Environmental & Regional Equity.

This conference is an excellent opportunity for you to meet, learn and share ideas with child support professionals from across the state. There will be plenty of opportunity for collaboration and sharing of best practices with individuals from varied backgrounds in the child support program.

I am looking forward to meeting you in Orange County in October at what promises to be a most interesting and enjoyable event!

Sharon A. Stone

President, California Child Support Directors Association and
Director, Butte County CSS





About the Conference

Who Should Attend?

The annual conference is designed to afford all child support professionals from local, state and federal government agencies, tribes, and vendors providing services to the Child Support Program with a meaningful and relevant training experience. California and National staff, including directors, child support officers, attorneys, clerical staff, supervisors, managers, trainers, customer service staff, and accounting and fiscal staff will gain useful information and resources.

We invite IV-D funded court personnel including commissioners, Family Law Facilitators, and court clerks; IV-A agency staff involved with the IV-D program or interface; and other Health and Human Services staff to join us and derive the benefits from our annual conference.

Should you have questions about whether this conference is appropriate for your attendance, please contact the conference chair, Debbie Frahm, Ventura County Department of Child Support Services Assistant Director, (805) 654-5262, debbie.frahm@ventura.org.

About CSDA

The Child Support Directors Association of California (CSDA) was established as a non-profit association to represent the local child support directors of California's 58 counties. The Association strives to be of service to local child support agencies (LCSAs) in their effort to provide children and families with the financial, medical, and emotional support required to be productive and healthy citizens in our society.

CSDA Mission

CSDA promotes and supports the county child support agencies in their efforts to provide for the economic well-being of the children and families served by California's Child Support Program.

CSDA 2010 Goals

- Implementation of the state strategic plan in a manner that is consistent with the timely, efficient and effective delivery of services at the local level
- Stabilizing revenue; sharing of ideas and best practices related to the cost effective operation of the program
- Furthering of LCSAs as the "trusted resource" of DCSS





Conference Agenda at A Glance

Monday, October 4, 2010

9:00 am – 1:00 pm	Private Bar Training
10:00 am – 5:00 pm	Joint meeting of CSDA Legal Practices Committee and Managing Attorney Forum
Noon – 5:00 pm	Conference Registration
1:00 pm – 5:00 pm	Training Coordinator Forum

Tuesday, October 5, 2010

7:00 am – 5:00 pm	Conference Registration
7:30 am – 8:30 am	Continental Breakfast
8:30 am – 10:00 am	Opening Plenary Session
10:00 am – 10:30 am	Refreshment Networking Break
10:30 am – Noon	Concurrent Workshop Sessions
Noon – 1:30 pm	Luncheon
1:30 pm – 3:00 pm	Concurrent Workshop Sessions
3:00 pm – 3:30 pm	Refreshment Networking Break
3:30 pm – 5:00 pm	Concurrent Workshop Sessions
6:00 pm – 7:30 pm	President's Reception

Wednesday, October 6, 2010

7:30 am – 5:00 pm	Conference Registration
7:30 am – 8:30 am	Continental Breakfast
8:30 am – 10:00 am	General Plenary Session
10:00 am – 10:30 am	Refreshment Networking Break
10:30 am – Noon	Concurrent Workshop Sessions
Noon – 1:30 pm	Luncheon
1:30 pm – 3:00 pm	Concurrent Workshop Sessions
3:00 pm – 3:30 pm	Refreshment Networking Break
3:30 pm – 5:00 pm	Concurrent Workshop Sessions
5:30 pm – 6:30 pm	No Host Reception
6:30 pm – 9:30 pm	Awards Banquet

Thursday, October 7, 2010

7:30 am – Noon	Conference Registration
7:30 am – 8:30 am	Full Breakfast
8:30 am – 10:00 am	Concurrent Workshop Sessions
10:00 am – 10:30 am	Refreshment Networking Break
10:30 am – Noon	Closing Plenary Session

Keynote Speakers

Vicki Turetsky

Vicki Turetsky was appointed as the Commissioner for the Office of Child Support Enforcement in the U.S. Department of Health and Human Services Administration for Children and Families. As Commissioner, she oversees the child support program operated by each state and by many tribes.



Ms. Turetsky brings more than 25 years of experience as a public administrator and advocate for low-income families. She is a nationally recognized expert in family policy, and has been instrumental in efforts to boost child support payments to families and to establish realistic child support policies that encourage fathers to work and play an active parenting role. Prior to her appointment, she served as the Director of Family Policy at the Center for Law and Social Policy, where she specialized in child support, responsible fatherhood, and prisoner reentry policies. The author of numerous publications, she was a visiting lecturer at the Woodrow Wilson School of Public and International Affairs at Princeton University and has received several national awards.

She also has held positions at the U.S. Corporation for National and Community Service, MDRC, Union County Legal Services in New Jersey, and the Minnesota Attorney General's Office. As a division director at the Minnesota Department of Human Services, she received one of the state's first "reinventing government" awards. She received her B.A. from the University of Minnesota and her J.D. from the University of Chicago Law School.

Jan Sturla

Jan Sturla is the Director of the California Department of Child Support Services. In this role, Jan oversees an annual budget of over \$1 billion dollars and over 8000 child support professionals working at both the State level and in the 52 local child support agencies in California. Mr. Sturla also has executive management responsibility for the operation of the California Statewide Disbursement Unit which annually processes and distributes over \$2.3 billion in child support collections.

Prior to joining the State, Jan was the Director of the Orange County, Department of Child Support Services where he had management responsibility for 100,000 child support cases, 630 staff, and an annual budget of \$55 million.

Mr. Sturla earned a Juris Doctor degree and graduated cum laude from Pepperdine University School of Law and a Bachelor of Arts degree in economics from California State University, Fullerton.

Jan is a former president of the Child Support Directors Association of California and a former member of its Board of Directors. In 2007, he received the Western Interstate Child Support Enforcement Council "Excellence in Management Award" and the 2008 "Outstanding Individual Achievement Award" from the California Child Support Directors Association.



Keynote Speakers/Events

Dr. Manuel Pastor

Dr. Manuel Pastor is Professor of Geography and American Studies & Ethnicity at the University of Southern California where he also serves as Director of USC's Program for Environmental and Regional Equity and as Co-Director of USC's Center for the Study of Immigrant Integration. Dr. Pastor is a Founding Director of the Center for Justice, Tolerance, and Community at the University of California, Santa Cruz. Dr. Pastor holds an economics Ph.D. from the University of Massachusetts, Amherst, and has received fellowships from the Danforth, Guggenheim, and Kellogg foundations and grants from the Irvine Foundation, the Rockefeller Foundation, and many others.



In recent years, Dr. Pastor's research has focused on the economic, environmental and social conditions facing low-income urban communities in the U.S., resulting in articles published in *Economic Development Quarterly*, *Review of Regional Studies*, *Social Science Quarterly*, *Journal of Economic Issues*, and elsewhere. His most recent book, co-authored with Chris Benner and Martha Matsuoka, is "This Could Be the Start of Something Big: How Social Movements for Regional Equity are Reshaping Metropolitan America".

Dr. Pastor speaks frequently on issues of demographic change, economic inequality, and community empowerment and has contributed opinion pieces to such outlets as the *Los Angeles Times*, the *San Jose Mercury News* and the *Los Angeles Business Journal*. He served as a member of the Commission on Regions appointed by California's Speaker of the State Assembly, and in January 2002 was awarded a Civic Entrepreneur of the Year award from the California Center for Regional Leadership. He is currently a member of the Regional Targets Advisory Committee for the California Air Resources Board and is also a member of the Building Resilient Regions research network sponsored by the MacArthur Foundation.

Private Bar Training

The Child Support Directors Association (CSDA) and local child support agencies (LCSA) are sponsoring an opportunity for members of the private family law bar to learn everything about the life cycle of the IV-D child support case - from case opening to case closure. We will discuss the SDU (State Disbursement Unit), Guideline Calculator, COAP (Compromise of Arrears Program) and much more. Furthermore this seminar is an opportunity for the private bar to learn how to work with the LCSAs. The pre conference training will be held on Monday October 4, 2010 from 9:00 am – 1:00 pm. The event will provide attendees with 4 MCLE credits. Additionally, attendees will receive a complimentary copy of the CSDA Child Support Attorney Sourcebook. The cost to attend this event is \$100 per person. To register, please visit: www.csdaevents.com.

Charity

Sharon A. Stone, President of the Child Support Directors Association, and director of the Butte County Department of Child Support Services, selected the Boys & Girls Clubs of the North Valley as the beneficiary of the raffle to be held at the 2010 Annual Child Support Training Conference & Expo.

The Boys & Girls Clubs of the North Valley occupies a pod located within Butte County Juvenile Hall. The Boys & Girls Clubs of the North Valley opened in the Hall in September of 2007 and since that time over 850 minors have received programs and services. Having a Boys & Girls Club within the Juvenile Hall has been a natural fit for collaborating with community services. The program has a positive impact on the lives of some of our most vulnerable youth.

The Boys & Girls Clubs of the North Valley serves youth ages 6-18 in the communities of Chico, Paradise, Magalia, and Oroville. It provides direct and outreach services to over 8,000 youth annually throughout Butte County. The Boys & Girls Clubs of the North Valley's mission is to inspire and enable all youth to reach their full potential as caring, responsible, and productive citizens.

Track and Workshop Descriptions

MCLE Credits

The CSDA is a State Bar of California approved provider for minimum continuing legal education (MCLE) and certifies that activities designated with the scales of justice icon (⚖️) conform to the standards for approved education activities prescribed by the rules and regulations of the State Bar of California governing MCLE.

Workshops are subject to change.

Legal

When you walk into a courtroom or pick up a court file, do you think "extreme" or do you think "hum-drum?" The legal track will show you how "extreme" the practice of child support law can be, from the helicopter view of child support to the ever changing legal case law, court opinions and state/federal regulations and finally, the intense and extreme focus on improvement for all California child support agencies. Our workshops will demonstrate how the practice of child support law can be a dynamic and positive driver of improvement for child support at all levels and how child support attorneys can lead the way toward improved performance for all child support processes and ultimately, for California families.



Legal Requirements v. Business Needs ⚖️

Why is it important to understand the program side of the house? Come hear how other local child support offices have dealt with the practical tug of war between what is necessary to achieve program goals and what is required to comply with the law.

A Death in the Family ⚖️

What actions should be taken when a participant in a child support matter dies? What legal ramifications do these circumstances present? Whether or not you've encountered these situations – and inevitably you will – you need to attend this workshop.

Bias and How to be Sensitive to it When it Rearrs its Ugly Head ⚖️

Have you attended the required Human Resource classes about organizational sensitivity? Do you pride yourself on being objective and tolerant? Whether you answered yes or no, attend this workshop to learn the latest in preventing bias.

The Administrative Process: What Does It Mean? ⚖️

The Administrative process is being discussed in California. There is a buzz about what that could mean for the Child Support Program. If you want to be on the cutting edge of "extreme" practices, come hear more about administrative process.

A Judicial Perspective on Child Support Hot Topics ⚖️

Do you scratch your head wondering how the court made a decision? Come hear child support commissioners and representatives from the Administrative Office of the Courts discuss decision making factors and how child support staff can impact decisions.

Track and Workshop Descriptions

How Can I, the Local Child Support Attorney, Impact Performance Goals? ⚖️

Do you view your role, as a child support attorney, predominantly as a court advocate? Do you think, "The State Bar doesn't ask me to certify whether I have had training in performance goals, so why should I care?" This workshop will show you why you should care and how child support attorneys have integrated child support law and performance goals, resulting in both successful advocacy and improved performance.

Parenting in the 2K10 ⚖️

Come hear how child support law has adapted to address paternity/maternity establishment needs when the modern family breaks up and when children are conceived via non-traditional methods like artificial insemination and *in vitro* fertilization (IVF).

Case Ownership: What Case Managers Can Learn From Attorneys and What Attorneys Can Learn From Case Managers ⚖️

Case management results thrive when case managers and attorneys are on the same team and regularly learn from each other. Come hear how one very large child support office has torn down common barriers and the benefits realized.

Case Law Updates from A to Z - In 90 Easy Minutes ⚖️

This workshop will discuss how court decisions in 2009 and 2010 impact the current practice of child support.

From Quid Pro Quo to Res Ipsa Loquitir and the Ethics in Between ⚖️

Workshop attendees will grapple with real life ethical situations in a comfortable, non-threatening environment and will leave with well reasoned solutions they can use to answer questions that arise in their daily practice.

Professional Development

Professional development is a critical cornerstone of an effective organization. This track provides substantive principles and tools for effective employee development. Attendees will be challenged to assess their professional commitment, hear how to select the right role model and mentor and will be inspired to ignite their drive to apply new skills. Sessions offer a variety of presentations suited for anyone who is ready to set meaningful professional goals, and to develop management skills in the areas of performance, time, and human resources. Key topics include facilitating teambuilding and conflict resolution in the workplace.

What is Critical Thinking?

Critical thinking makes all the difference in an organization! What skills make a critical thinker in child support? Join this workshop and learn how to ask the right questions to find the right solutions.





Track and Workshop Descriptions

Are You Culturally Competent?

Cultural diversity is a necessary component of meeting our customer needs. Cross cultural education is essential to increasing effectiveness on the job and building our professional abilities. This session will focus on understanding cultural variations such as language, behaviors and customs of all employees, while gaining an appreciation for the diversity that exists in the workplace.

Writing 101 and Beyond!

You know how to do your job and you know how to say what you mean, but can you capture that in writing? This workshop will teach you how to organize your material, structure your ideas, and frame your concepts in a written format. Learn tips and skills to ensure your writing is precise enough to be accurate and direct enough to be clear.

Born in 1902-1992? Can You Understand, Relate and Communicate?

Generational differences affect communication, values, attitudes and behaviors at work. Learn to navigate successfully in a multigenerational workplace. Understand the defining characteristics and stereotypes that exist. This workshop will provide useful information to build a respectful, effective workplace.

Workers Compensation: Issues and Incidents

What is reasonable and necessary? Come to this workshop to learn more about state and federal definitions, risk mitigation, and incident reporting. During this session you will walk through a Workers Comp claim process so that you will be better prepared when you return to your office.

Effective Communication: How and Why

Two-way information flow is critical to all work performed and what's more - professional growth

depends on it! This workshop will provide tools for effective communication, especially during challenging situations.

Performance Management: What is it?

Learn how to set expectations for employees and how to evaluate their performance to enhance their productivity and job satisfaction. This workshop will expand and reinforce supervisor competencies in communication, conflict management, effective decision making and organizational performance management.

What Does the Future Look Like for Your Organization?

Succession planning is a critical component of a human resource and strategic planning process. It ensures leadership continuity, prevents transition obstacles, and reduces premature promotions. This workshop will show you how and why mentoring leads to a cultural and leadership vision for your organization.

Leadership IQ: What is Yours and Why Do You Need to Know?

How do you examine and assess your own leadership style? Learn to identify your weaknesses, and how to use your strengths to meet challenges in your workplace. What are the best practices of people admired by their superiors, peers, and subordinates?





Track and Workshop Descriptions

Program Administration

Running any business is a constant exercise in managing resources. Change is ever present and just when you think you've got it down, something changes. It takes more than just a director or a management team to run a successful program. The workshops in this track will provide information about programs at both the State and local levels, and will give some fresh "how-tos" for running an effective and efficient program, with the goal of educating staff of all levels about the obstacles and challenges of operating a child support program.

DCSS 101 – State Director Update

As another federal fiscal year gets under way, come listen to Jan Sturla, State Director, discuss some of the highlights of the year past, and what we can all look forward to in 2011.

Maintaining and Updating CSE

In 2010 the State Department of Child Support Services (DCSS) will take over responsibility for maintaining and updating our CSE system. Come to this workshop as State DCSS staff will discuss the new CSE support model and how we will continue to work together to enhance CSE.

Caseload Stratification

Finding the right cases to work in child support can sometimes be like looking for a needle in a pile of needles. This workshop will showcase some of the system tools available that can be used to prioritize our caseloads. In addition, attendees will walk away with some fresh ideas for what types of cases to look for, and some "best-practice" approaches for getting the most out of this effort.

How to Conduct Strategic Planning

From discussion to design to delivery, how do you implement a strategic work plan? From management through supervision to line staff, what are the roles and communication mechanisms for being successful? This workshop will provide tangible tools that you can use in your organization's strategic planning process.

SDU 101

Whether you are new to the program or have been around since its inception, the State Disbursement Unit still holds a bit of mystery. How do they process all those payments? What ends up in suspense - and why? What is the difference between IV-D and non IV-D payment processing? And which of my issues are SDU issues -- and which are really CSE-related? Come hear from the experts on what goes on behind the SDU curtain.

2010-2011 Outreach Strategies

Child support outreach is alive and well. It happens at the State level, and it happens at the local level. Come hear about the latest efforts underway, and the results of those programs. While not every county can commit to a full-blown outreach program, this discussion will provide insight into how outreach can positively impact your performance.

Getting the Most from Interstate

Interstate – Winner of the most under- appreciated case function for the 35th year in a row. But can interstate cases really help our performance? This workshop will address not only the latest innovations that CSE has to offer, but why we should make sure we are working these cases to their fullest potential.

Track and Workshop Descriptions

Information Security Audits – Lessons Learned

Who does not love an audit? This workshop will put a spotlight on some of the best “lessons learned” and corrective action plans that were implemented as a result of last year’s information security audits. As we are all committed to constantly improving, this workshop will provide information that we need to remember to ensure that we are providing the proper level of security for our information.

COAP – Present and Future

Originally designed as a temporary program, the Compromise of Arrears Program is here to stay. Come learn about the current status of COAP and about changes on the horizon that will keep this such a successful part of California’s Child Support Program.

Workload Analysis – Doing More with Less

As staff numbers decrease, the automatic reaction from supervisors and staff is to cry “we need more people!” However, “extreme” circumstances can be an opportunity to reevaluate your processes and find better ways of doing more with fewer people.



Program Delivery

The California Child Support Program is going to extremes to benefit families and inspire innovation. We are looking to child support professionals to improve performance, deliver top notch results and find new ways to move us to the top. Come to these exciting workshops to discover new approaches to improve performance, employ new technologies, and identify innovative ways to manage caseloads. Expand your CSE knowledge and expertise and learn fresh strategies to provide excellent customer service while focusing on obtaining support for the families.

State Tools in the Local Budget Process

How does the State use the CS921 and does it matter how we complete it? What should we know about the A-87 and how it affects our budget and our Admin claiming? How are we to track the ARRA funds? Come to this Q&A roundtable where State and local program staff discuss topics relevant to the State and local budget process.

Statewide Data Repository, Part 1: What is it?

Come to this 3-part session to learn everything you ever wanted to know about the statewide data repository. This workshop will provide you an understanding of what the data repository is, what data is available, how it is populated, and how to extract the data to use it.

Social Security 101: Payments and Child Support Impacts

Confused by the different types of Social Security benefits? Wondering how it affects collection of support? This workshop will focus on: determining the differences between Social Security Payments (OASDI) and Supplemental Social Security (SSI); how to handle lump sum payments; whether derivative benefits should be applied as a credit on a child support obligation; Federal Institution Data Match rules and the limitations of collections.



Track and Workshop Descriptions

Good Use of Social Networking Sites

Facebook, Faceparty, My Space, MyYearbook, MyLife, Twitter... wondering how these can help you? Learn how we can use social networking sites to locate participants and get our message out to the public.

Statewide Data Repository, Part 2: Analyzing the Data

Now you have the data you need, what do you do with it? Come to part 2 of this workshop which will give you the tools you need to analyze the data and determine the next steps.

State Contracting for Locate

How can the State's contracts help us with locate? This workshop will focus on the tools currently available to assist caseworkers in locating participants. Learn about *Accurint*, *Choicepoint*, *Justice Xchange*, and *LexisNexis*. In addition, come learn about the next steps the State is taking to provide more locate tools.

Early Intervention Best Practices

We're all doing some form of Early Intervention, but it always helps to share good ideas. Come to this workshop to learn from other states and counties about how their early intervention processes have improved collections and performance.

Statewide Data Repository, Part 3: Making your Next Project Work

Join part 3 of this workshop to learn what to do once you have gathered and analyzed the data you received from the repository. This workshop will focus on how to use the data to assess project results.

Bridging the Gap: Split Cases

What is a split case -or CMR- and why should you care? This workshop will focus on split cases and case management responsibility. You will learn how to determine case management, identify new and existing cases, process these cases, and handle the automated actions in CSE when CMR changes.

Effectively using CSE for Locate

Still wondering what locate information in CSE can assist you in establishing and enforcing child support? This workshop will focus on using the locate information in CSE to improve performance and results.

CSE Financial Tidbits

Eager to expand your understanding of UAP Audits and the SAT tool? What is a Central Financial Worker? Come to this workshop to learn how other counties conduct UAP audits, use the SAT tool and utilize their CFW staff.

All About LCSA Budgets

Excited to learn how other counties put their budgets together? Come to this roundtable workshop to discuss the preparation, administration and submission of local child support program budgets.

Customer Service: The Statewide Vision

What is customer service? Come to this workshop to learn about the statewide vision for customer service and what it means to provide excellent customer service for our internal and external customers.

Working with Our Tribal Partners

Attend this workshop to learn how to work with our tribal partners to ensure that the needs of state and tribal citizens are met. This workshop will focus on building and strengthening working relationships with California Indian Tribes that further the Child Support Program.



Track and Workshop Descriptions

Statewide Collaboration

The Child Support Program is a complex program, supported by CSE, a very complex system. But fear not, there are many great minds across the State delving into the programmatic issues, systems, and interfaces to come up with the best processes and needed changes to make life easier for all of us. Exactly who is working on what, why are they working on it, and when are they hoping to deliver the desired enhancements? The Statewide Collaboration track will bring together members of various workgroups and stakeholder groups to share the key issues challenging California and what the current solutions are shaping up to look like. This track will certainly be "Going to Extremes," focusing on what is being done to "Innovate, Improve Performance, and Deliver Results for California."

NICR & CSENET – Tools for Working Interstate Cases

Everything you ever wanted to know about NICR and CSENET, but were afraid to ask. What can they do for me? How do I use them? This workshop will answer about how these nationwide services are connected to working Interstate cases.

Fatherhood Program Collaborative

Local child support agencies are expanding their efforts to reach out and educate non-custodial fathers. This includes working with fatherhood, parenting and veterans organizations to address the challenges faced by individuals with child support cases. Come learn about the various Fatherhood Programs and concepts which are gaining momentum throughout the State.

Shared Services

What are "Shared Services?" This workshop will describe current shared services such as Call Centers and regionalized local child support programs. We will also

explore ideas for future shared services, creating uniform statewide business practices, and sharing resources between LCSAs.

Teen Parent / Pregnancy Prevention

How can the Child Support Program collaborate with teen parenting and pregnancy prevention programs that educate on responsible planning for parenting? Attend this workshop to hear how LCSAs are reaching out to collaborate with youth programs to discuss responsible parenting, pregnancy prevention and paternity establishment.

Serving Children in Need: Foster Care Collaboration

Many of our most vulnerable children, those in the Foster Care system, often need an extra hand to help them through their difficult circumstances. Child support can be a tremendous resource to the social service agencies serving the child's needs. In this workshop learn how innovative State and local child support agencies are working with their child welfare counterparts to develop effective partnerships and service delivery models.

CSDA Committees

CSDA committees provide technical expertise and policy direction for California's Child Support Program. In addition, these committees update the CSDA Board and membership on important local, state, and federal child support issues. Come hear what the Appellate, Customer Service, Finance, Education, Judicial Council Forms, Legal Practices, Policy and Regulations, Publications and Research Committees are working on. You may just decide to join a committee!

Incarceration Workgroup

This workshop will present creative strategies for working with incarcerated parents and will discuss innovative programs to improve these parents' ability to support their families. Come learn about efforts underway to develop a video for use in jails and prisons, as well as standardized practices and forms intended to streamline child support processes for the incarcerated and recently released inmate populations.

Track and Workshop Descriptions

Employer Portal

Through Child Support Program Employer Portals, employers are able to quickly and easily determine if a new-hire has a child support obligation and wage withholding order, can provide insurance coverage information and enrollment, and can report changes in employee status on-line. What is in California's future with regard to establishing an employer portal? Learn how the use of web-based technology can improve access to accurate data for child support professionals and employers.

CSE/CMCC Vision: What's Next?

We are no longer in the development or implementation stages of the statewide automation system. In October, the State will have a new relationship with a Maintenance and Operations (M&O) business partner, and will then "own" CSE. What do those changes mean for CSE Governance and the Change Management Coordination Committee Workgroups? Come learn about the new plan for maintenance, modifications and improvements to CSE.



Training

Going to Extremes – providing the latest and greatest techniques for increasing and enhancing performance and ultimately benefiting families. Many of us are wearing multiple hats but still need to meet statewide performance measures. How do we do that on a limited budget? During these tough economic times, it is imperative to streamline efforts and develop new skills. The Training Track workshops are designed to provide tools, tips, and techniques for not only trainers but all Child Support Program staff who are facing doing more with less.

How to be a Collector

Do you shy away from the phone? Do you cringe at the idea of asking for money? Then this workshop is for you. In the new world of fewer collections from property liens, more people out of work, and Early Intervention efforts, there is a need for staff to develop collector skills. This workshop will give you the skills to manage your phone fears, ask for the money, follow-up on promises to pay, and reap the rewards.

Guideline Calculator

Are you a wizard at using the Guideline Calculator in CSE? Or, do you avoid it like the plague? This class is designed to train you on how the calculator works, how to enter information, and how to analyze the results for establishing support orders. This workshop will cover using the calculator when you have income information as well as what to do when you have no income information.



Track and Workshop Descriptions

Time Management

Regardless of how your agency works its caseload -- by function, in a team or cradle-to-grave --, this workshop will help you manage your time. From phone calls to appointments, tasks to casework, documentation to Early Intervention, learn how to prioritize your activities and institute best practices for managing your caseload. We are all doing more with less, so see how you can streamline your work and increase your performance.

Disclosure & Confidentiality

Do you struggle with what you can and can not say? Do you ever question your decision to release certain information? Do you know who is allowed to see what information and do they have a need to know? These questions will be answered during this workshop, resulting in a renewed confidence in your knowledge of your responsibilities regarding disclosure of information and the duties of confidentiality.

Tribal Issues and Solutions

Do you have tribal communities in your county? Do you struggle with establishing paternity or securing a support order? This workshop will provide you with tools and information to help you better understand the issues surrounding tribal communities and how to best work with them.

Interviewing and Negotiation Techniques

Do you want to hone your interviewing skills? Do you want to improve your negotiation techniques? This workshop will be an entertaining class providing new tools, skills, and best practices to use when dealing with an angry or reluctant noncustodial parent - or even when buying a car!

CSE Task Management

Tasks, tasks everywhere – are you drowning in tasks? Does the idea of facing mountains of tasks have you heading for the door? Wait - we have a solution! Come to this workshop and you will leave a calmer, more confident, and better organized case worker than when you walked in. Learn how to get a handle on your tasks and never let them get the best of you again.

Statewide Policy Manual

What is the Statewide Policy Manual? Where is it? How do you access it? How will it be kept up-to-date? Get all of these questions and more answered in this workshop about how to find everything you ever wanted to know about how to perform your work in the child support enforcement program.

Training for Trainers

Have you been a trainer for a long time and feel you need to learn new “tricks” in order to keep your participants interested? Then this workshop is for you. Come join other trainers in a discussion of what works for them, and what works for you. By working together, we can keep our training fresh and new!

How to Write Training Plans

You are responsible for writing training plans. Where do you start? Is there a standard process? This workshop will show you the ins and outs of writing a training plan as well as provide examples so your next training plan will be a breeze.

Customer Service

What are the expectations of your internal and external customers? How can you win over upset or disappointed customers? Attend this workshop to learn how to project patience, concern, and caring while creating lasting, positive impressions. Learn the ABC skills that form the basis of all communications.



Registration Information

Registration

To register for this year's Annual Child Support Training Conference and Expo, please visit www.csdacvents.com and click on the 2010 Annual Child Support Training Conference & Expo event.

Conference Rates

Full registration fees include:

- All conference materials
- Admission to conference workshop and plenary sessions and the Exposition Hall
- Continental breakfast and lunch served on Tuesday and Wednesday, full breakfast on Thursday and daily refreshment breaks
- President's Reception (Tuesday)
- Awards Banquet (Wednesday)
- MCLE Credits (as provided with designated workshops)

PACKAGE	EARLY BIRD	AFTER JULY 1, 2010
Full Conference	\$375	\$425
One Day Registration	\$150	\$200

Guests

Registrants may invite up to two guests each to the following:

- President's Reception.....\$15/per Guest**
- Awards Banquet.....\$50/per Guest**
- Lunch.....\$30/per Guest**

Payment

Registrants may pay online by credit card (Visa/MasterCard/American Express) or by check. If paying by check, please note which registrants should receive credit for payment in the check memo.

Mail checks to:

Child Support Directors Association
 925 L Street, Suite 1402
 Sacramento, CA 95814
 Attn: Annual Training Conference

Refund Policy

User initiated cancellations without penalty can be made online prior to **September 6, 2010**. After this date, registered attendees unable to attend due to special circumstances must submit a detailed request in writing to CSDA for refund consideration. **Send request to: CSDA, 925 L Street, Suite 1402, Sacramento, CA 95814, Attn: Annual Training Conference.** Requests for refunds must be received by September 20, 2010. If approved, refund of registration fee, less a \$25 processing charge, will be issued to the agency by check.

Attire/Weather

The attire for this conference is business casual. The temperature in Garden Grove in October averages 70°.

Special Needs

Registrants who require special accommodations related to facility access, communication, or diet are asked to please contact CSDA Event Coordinator Lisa Bispham at (916) 446-6700 extension 100 or lbispham@csdaca.org.



Hotel and Travel Information

Conference Hotel

Hyatt Regency Orange County
11999 Harbor Blvd.,
Garden Grove, CA, USA 92840
(714) 750-1234
www.orangecounty.hyatt.com

Rates

Single.....\$129 (plus applicable taxes and fees)
Double....\$129 (plus applicable taxes and fees)
Triple.....\$169 (plus applicable taxes and fees)
Parking*...\$11 per day

*(*special discount on self parking rate for conference attendees)*

About the Hyatt Regency OC

Have it all at Hyatt Regency Orange County. Whether planning a business trip or family vacation, this inviting Anaheim hotel is positioned to make any visit a success. Guests will find this hotel easily accessible from several local airports and the Anaheim Convention Center. The Hyatt Regency Orange County recently completed a \$25 million transformation and can't wait for you to see their new hotel.



Reservations

To make hotel reservations online, visit https://resweb.passkey.com/Resweb.do?mode=welcome_gi_new&groupID=2588355. If making your reservations by phone, please mention that you would like the **group rate** for the Child Support Directors Association (CSDA). The special rate is only available if you reserve your room **BEFORE Friday, September 10, 2010**.

Note: Please **do not** make a hotel reservation unless you are certain you will use it, as rooms in the Conference hotel are highly prized. Making reservations merely to ensure a space when you are not ready to commit to attending denies other attendees a room of their choice, costs the hotel business and is costly for the Association due to our room block guarantees. Additionally, if you make a reservation and later need to cancel, please do so as early as possible so the room may be made available to someone else.

Transportation

John Wayne Orange County Airport (SNA)

Drive time: 20 minutes, Distance: 13 miles

Los Angeles International Airport (LAX)

Drive time: 50 minutes, Distance: 35 miles

Super Shuttle

From **Orange County Airport**, at the time of this publication, Super Shuttle costs \$10.00 per person, one way. Shuttle pick up is at the Van Stop on the lower level outside baggage claim. Advanced reservations are recommended, so please contact Super Shuttle at **(800) 258-3826** or online at www.supershuttle.com.

From **Los Angeles International Airport**, at the time of this publication, Super Shuttle costs \$16.00 per person, one way. Shuttle pick up is at the Van Stop on the lower level. Advanced reservations are not required.

2010

ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO



Click here to register at
www.csdaevents.com



Child Support
Directors Association

*A Coalition of Experts Collecting Billions
for California's Children*