



NCSEA Portable Conference

NCSEA is excited to introduce our 2011 Annual Conference workshop recordings, the **NCSEA Portable Conference**--a great way to get the most from the 2011 NCSEA Annual Conference experience.

Six workshop sessions (listed below) were recorded--including **audio and video recordings, synced to the Power Point Presentation**--and made available for purchase in CD or Streaming format, requiring Microsoft Silverlight (www.Silverlight.net). Please be sure that your system can accommodate the streaming interface recording. No refunds are available for technical difficulties.

If you were **unable to attend** NCSEA's Annual Conference, you can now share in the valuable information presented at the workshops.

NCSEA Portable Conference Pricing

The Portable Conference is available in a bundle including all six workshops. Individual workshops may not be purchased separately.

- **NCSEA members \$ 250**
- **Non-members \$ 375**

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The NCSEA Portable Conference features six workshops highlighting key issues in the child support community --



Reducing Adversarial Relationships: How Child Support Agencies Take On Access and Visitation

Enjoy a frank discussion on how and why to improve the access and visitation program in your state/office. Best practices are shared on how to work with both parents in developing communication tools and conflict resolution ideas for the betterment of the child.

Presenters:

Russell Eastman, Manager, Georgia Division of Child Support Services

Charles Bryson, Director, Tennessee Child Support Field Operations and Management

Gerry White, Compliance and Program Development Manager, Families First.

Ann Russell (Moderator), Program Specialist, OCSE



Modern Measurement and Methodology for Child Support

In difficult economic times, achieving outstanding performance is critical for child support agencies and the families that they serve. Learn what tools and resources various child support

programs are using to propel performance. Discussion will highlight success achieved by British Columbia using real-time and rolled up data and Texas using SAS reporting

Presenters:

Alicia Key, IV-D Director, Child Support Division, Office of the Texas Attorney General

Chris Beresford, Executive Director, Maintenance Enforcement and Locate Services
Ministry of Attorney General, British Columbia

Thomas Meysen (Moderator), German Institute for Youth Human Services



Lex Radio Theater of the Air Presents: How IV-D Litigation Can Go Astray - and What to do When it Does

In this lively session, our mock-players will depict a variety of real-life scenarios having the potential to trip up the real-life IV-D lawyer. In the spirit of "a funny thing happened on the way to the forum", legal experts from across the country portray how to avoid common pitfalls, such as confusion around who really is the IV-D client, what to do when your NCP turns out to be a CP, what to do when your computer or caseworker takes a "legal" action, and what to do if you find yourself at the bottom of one of these pitfalls. An informative and entertaining learning opportunity for all IV-D lawyers, judges, and anyone else interested in improving legal case processing.

Presenters:

Wayne Doss, Head Attorney, Los Angeles County Child Support Services Department

John Cardoza, Managing Attorney, Ventura County Department of Child Support Services

Nick Palos, Support Magistrate, Kings County (NY) Family Court

Zee Williams, Chief, Child Support Enforcement Division, Cook County (IL) State's Attorney's Office

Diane Potts, Deputy Attorney General (IL), Child Support

Pam Sala, (Moderator) Chief Assistant, Oakland County (MI) Friend of the Court



Collaboration & Communication -the New Face of the Innovative Child Support Agency

The role of child support agencies appears to be expanding to include innovations, more collaborations, and better communications. New ideas for programs to reach out to our customers and partners are being tested. Child support agencies are increasingly involved with new initiatives to help parents become more responsible and better able to care for their children and themselves... Work force and prisoner reentry initiatives in child support offices are becoming more popular nationally as we work with NCPs to help them meet their responsibilities. Learn how your agency can better serve its community. We'll discuss some new initiatives, how they started and how they are being funded at a time when we all have to do more with less.

Presenters:

Alicia Key, IV-D Director, Child Support Division, Office of the Texas Attorney General

Angela Anton, Assistant Jefferson (KY) County Attorney, Child Support Division

Kimberly Dent, Human Services Program Administrator 3, Ohio Department of Job and Family Services

Amy B. Gober (Moderator), Senior Associate, Center for the Support of Families



Efficient Customer Focused Strategies

Greater efficiency in delivering core child support program services is a key goal, especially in challenging budget and economic times! This workshop presents successful customer-focused approaches state and local programs have implemented that maximize limited resources and have resulted in improved performance.

Presenters:

Steve Eldred, Director, Orange County (CA) Child Support Services

Charles Smith, Deputy Director, Texas office of the Attorney General, Child Support Division

David Stillman, IV-D Director, State of Washington, Division of Child Support

Connie Brunn (Moderator), Director, San Bernardino County (CA) Dept. of Child Support Services



Debt Compromise, A Giveaway or Good Strategy

Approximately 20 states have debt compromise programs while another 20 settle arrears on a case-by-case basis. In this session, states will discuss their program models, the noncustodial parents they target for participation, and the payment plans they require. Research findings will be presented on obligor compliance with payment plans, amounts of debt actually written off and the impact of program participation on future payment of child support.

Presenters:

Angela Anton, Assistant Jefferson (KY) County Attorney, Child Support Division

Joan Kennedy, Director, Mecklenburg County (NC) Child Support Enforcement Department

Jacqueline Mull (Moderator), Program Manager, Region IV, Federal OCSE

Questions about the **NCSEA Portable Conference**? Contact ncsea@ncsea.org

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