

Maryland Joint Child Support Council

Annual Conference & Training Seminar

The Conference Center at the Maritime Institute
Linthicum Heights, MD
October 2 – 4, 2017



MARYLAND JOINT CHILD SUPPORT COUNCIL

Maryland Joint Child Support Council Executive Committee and Board Members

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University of Maryland School of Social Work

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Welcome!

Welcome to the 2017 Maryland Joint Child Support Council (MJCSC) Training Conference.

This is the second year I have been fortunate enough to host the Maryland Joint Child Support Council Training Conference and I am just as excited as I was last year. I have always enjoyed attending this annual conference and being a part of it for these past two years has really made me appreciate everyone who has had a hand in putting these together in the past.

The annual training conference provides a forum for people, invested in making this program the best it can be, to gather and discuss the important work they do. It also creates a fantastic opportunity for people to network, getting to know new colleagues and renewing relationships with old friends. I hope everyone in attendance takes advantage of this opportunity and gets a chance to talk to others working in different offices or areas.

Our Program Committee, headed up by Cindy Shockey, has once again done a great job putting together a program that includes something for everyone involved in supporting the child support program.

A big thank you goes out to our sponsors for their generous support: Systems and Methods Incorporated (SMI), The Center for the Support of Families, LabCorp, and Appriss Safety. Our sponsors play an important role by both helping to keep conference costs down and providing us with vital services and engaging speakers. I also want to thank the Maryland Department of Human Services for supporting our efforts.

Please enjoy the next couple of days. I am sure this will be an engaging and educational experience for us all.

Jamie Haskel
President MJCSC

Agenda at-a-Glance

October 2, 2017

6:00 - 8:00 PM Welcome Reception

October 3, 2017

8:30 AM Welcome Messages
9:30 AM Conference Keynote
OCSE Commissioner Scott M. Lekan
10:30 AM Break – Sponsored by SMI
10:45 AM Breakout Session #1
12:00 PM Lunch
1:15 PM Plenary #1 - MDTHINK
2:30 PM Breakout Session #2
3:45 PM Break – Sponsored by Appriss Safety
4:00 PM Breakout Session #3
5:30 PM Social Time

October 4, 2017

8:30 AM Announcements
9:00 AM Breakout Session #4
10:15 AM Break – Sponsored by Center for Support of Families
10:30 AM Plenary #2 – Waiting for My Green Light
11:45 PM Election Results & Passing the Gavel
12:00 PM Lunch
1:15 PM Plenary #2 – Effects of the Opioid Crisis on Families
2:15 PM Break – Sponsored by LabCorp
2:30 PM Breakout Session #5
4:00 PM Breakout Session #6

Detailed Agenda

October 2, 2017

6:00 – 8:00 PM *Welcome Reception*

Memorabilia Room

October 3, 2017

8:30 AM

Welcome Messages

Jamie Haskel, President, Maryland Joint Child Support Council

*Kevin P. Guistwite, Executive Director, Child Support Administration,
Maryland Department of Human Services*

*Craig F. Eichler, Deputy Secretary of Strategy and Administration,
Maryland Department of Human Services*
Auditorium

9:30 AM

Conference Keynote

*Scott M. Lekan, Commissioner, Office of Child Support Enforcement,
Administration for Children & Families*
Auditorium

10:30 AM

Break

10:45 AM

Breakout Sessions

Leadership Development

Lori Keel, Daniel Wait

Auditorium

Child Support Guidelines and Imputed Income

Letitia Logan Passarella, Natalie Demyan

Room A-302

Final Rule Provisions

Yvette Hilderson Riddick, Barb Addison

Classroom 3

Locate – Justice Xchange

Sergeant Robert Selkirk, Ray Atencio

Room A-113

12:00 PM

Lunch

Dining Room

1:15 PM

MD Think – Overview

MD Think Team

Auditorium

2:30 PM

Breakout Sessions

CSA Grant Programs Overview & Resolving Program Challenges

Tywanna Taylor, Erica Kea-Muhammad, Melissa Jones-Harris

Auditorium

URPA – Unreimbursed Public Assistance

Christina Castro

Room A-302

Federal System Data – Here to Help You Work Your Cases

Cristol Jones

Classroom 3

An Introduction to the Sovereign Citizen Movement

Det. Gregory Shackelford

Room A-113

3:45 PM

Break

4:00 PM

Breakout Sessions

Labcorp Customer Service....Staying Focused on Service in a Time of Change

Teresa Clifton, Marcus Howard, Prince D. Miles

Auditorium

Time Management

Mark Button

Room A-302

Safeguarding Child Support Data in the Information Age

LaShawn Scroggins, Adrian Lee

Classroom 3

Sheriff's Roundtable

Room A-113

8:30 AM

Announcements

Auditorium

9:00 AM

Breakout Sessions

Situational Awareness

Rosa Uddeme

Auditorium

Maryland Electronic Courts (MDEC) – An Overview

Chief Judge John P. Morrissey, Arthur H. Pham

Room A-302

Dashboard Training and Updates

Lori Keel, Robert Lance Blevins, Jenica E. Medley

Classroom 3

Overview for New Child Support Workers

Victor Brundage

Room A-113

10:15 AM

Break

10:30 AM

Waiting for My Green Light

Michael Dorsey

Auditorium

11:45 PM

MJCSC – Election Results & Passing the Gavel

Auditorium

12:00 PM

Lunch

Dining Room

1:15 PM

Effects of the Opioid Crisis on Families

Dr. Jay Unick

Auditorium

2:15 PM

Break

2:30 PM

Breakout Sessions

Fiscal 101

Julie Smith

Auditorium

Giving 'Attention' to Interviewing

Alfred Guy

Room – A-302

Government Fraud

David Walton

Classroom 3

It's All about Approach: Helping Non-Custodial Parents Discover Hope

Ronald Nix

Room A-113

4:00 PM

Breakout Sessions

Enforcement 101

Melissa Jones-Harris

Auditorium

Take Five: Stress Reduction at Work

Alfred Guy

Room – A-302

Risk Assessment

David Walton

Classroom 3

Sheriff's Roundtable

Room A-113

October 3, 2017

10:45 AM – 12:00 PM

Leadership Development

Lori Keel, Daniel Wait

Auditorium

Team Building and Employee Engagement as the path to leadership.

Child Support Guidelines and Imputed Income

Letitia Logan Passarella, Natalie Demyan

Room A-302

According to federal and state law, Maryland must review its child support orders to ensure the order amounts adhere to the established guidelines. That is, orders should reflect the amount that is determined appropriate to care for children who do not reside with both of their parents. The University of Maryland School of Social Work completes this review every four years, and this workshop will provide the most recent findings. Specifically, the workshop will provide information about parental income including income imputation, deviations from the guidelines, and how orders with special circumstances are established. We will also discuss how these findings vary across the state.

Final Rule Provisions

Yvette Hilderson Riddick, Barb Addison

Classroom 3

This workshop will provide a summary of the Final Rule provisions, including an update on the federal perspective on how the new regulations will impact the state child support program operations.

Locate – Justice Xchange

Sergeant Robert Selkirk, Ray Atencio

Room A-113

The Calvert County Sheriff's Office Warrant Unit will conduct a presentation, which will include available investigative resources used in law enforcement to assist in locating wanted persons. Also presenting is Justice Xchange Business Development Executive, Ray Atencio, who will speak about one particular investigative resource as well as provide product information.

1:15 PM – 2:15 PM

MD Think - Overview

MD Think Team

Auditorium

The Department of Human Services is modernizing its systems, including CSES, through the MD Think! project. During this session, you will learn more about how the new systems are being developed, the timeline for implementation and how this project will impact you.

2:30 PM – 3:45 PM

CSA Grant Programs Overview & Resolving Program Challenges

Tywanna Taylor, Erica Kea-Muhammad, Melissa Jones-Harris

Auditorium

This workshop will provide a general overview of CSA-funded grant programs that provide employment services for non-custodial parent programs. It will also go over challenges experienced by programs, such as finding funding, providing services to incarcerated or formerly incarcerated NCPs, and addressing transportation.

URPA – Unreimbursed Public Assistance

Christina Castro

Room A-302

What is URPA? How do you calculate it? How important is it to have the correct URPA balance on a case, and how does it relate to state-owed arrears? There are different scenarios from basic cases (one TCA AU, one child and one Child Support case), to the more complex (numerous TCA AU's, abandoned grant amounts, multiple children and multiple cases). Learn how to determine URPA and why it is so important to have the correct URPA in CSES.

An Introduction to the Sovereign Citizen Movement

Det. Gregory Shackelford

Room A-113

This class is an introduction to the sovereign citizen ideology and will cover several topics to familiarize attendees with the movement both within the state of Maryland and throughout the country.

Federal System Data – Here to Help You Work Your Cases

Cristol Jones

Classroom 3

Are you feeling overwhelmed and hitting a brick wall in finding information needed to proceed with case processing? With all of the recent changes regarding establishing equitable orders, are you maximizing use of the federal system data to identify actual income, wage, and/or benefit data? New Hire data can help with order establishment and your collection efforts. Additionally, learning of new income sources may promote review and adjustment that will ensure arrearages do not increase inappropriately. Does your system capture when there is a change in Quarterly Wages (QW)? If not, did you know this information is available through the federal systems? You can find the percentage and amount of change and be alerted when the employer did not submit a New Hire record. States collect about \$85M per month from the Social Security Administration (SSA) through garnishments. Are you getting your fair share? Although your statewide system captures some of the information, some of it may not be available, and that is where the Child Support Portal (Portal) comes to the rescue. The Portal has about 18 applications with a wealth of information readily available. Come hear the creative ways that the federal system data assists with case management and how many of the Portal applications can benefit most users, regardless of their job function.

4:00 PM – 5:15 PM

Maryland Electronic Courts (MDEC) – An Overview

Chief Judge John P. Morrissey, Arthur H. Pham

Auditorium

This workshop is highlighted by a presentation by the Honorable Chief Judge John P. Morrissey on how the Maryland Electronic Courts System (MDEC) came to be, why it is needed, and what it can accomplish. Judge Morrissey's law clerk Arthur Pham will demonstrate e-filing and remote case access utilizing the MDEC systems followed by a question and answer period.

Time Management

Mark Button

Room A-302

Learn techniques that will help you achieve more effective use of your time so that you can direct your energy towards the activities that will further your professional and personal goals.

Safeguarding Child Support Data in the Information Age

LaShawn Scroggins, Adrian Lee

Classroom 3

Child support workers have access to many powerful databases that provide reliable, timely, and accurate data. While this access greatly improves our services to the children that we work so hard to support, it also carries the responsibility of the entire child support community to safeguard the personal data of our customers.

This workshop will discuss issues relating to the explosive increase of identity theft, credit card fraud, and helpful tips to prevent these crimes. The workshop will then highlight the changing world of technology and its impact on the child support program with an emphasis placed on safeguarding requirements as they relate to child support data, specifically data obtained from the Federal Parent Locator Service.

Sheriff's Roundtable

Room A-113

These roundtables are an opportunity for partner organizations to discuss child support issues relevant to them.

October 4, 2017

9:00 AM – 10:15 AM

Overview for New Child Support Workers

Victor Brundage

Room A-302

This session provides an overview of the child support program and processes for new child support workers.

Labcorp - Customer Service....Staying Focused on Service in a Time of Change

Teresa Clifton, Marcus Howard, Prince D. Miles

Room A-113

As Maryland's partner in Genetic Testing, we continuously endeavor to provide the state with the industry's highest level of service. LabCorp's discussion will focus on our multi-tier customer service as well as new advancements aimed at improving the customer service experience. Representing three of the tiers will be Teresa Clifton, Customer Service Supervisor, Prince Miles, Regional Account Manager and Marcus Howard, Regional Account Executive.

Situational Awareness

Rosa Uddeme

Auditorium

One of the leading causes of misfortune at work and in our personal lives is the lack of awareness of situations that surround us daily. We lead busy, active lives, and we may become unaware of our surroundings and potential threats and dangerous situations. Situational Awareness is the ability to identify, process and comprehend information. It is knowing what is going on around you at all times. It is recognizing danger, which usually comes with intuition (a gut feeling). We must first recognize the threat exists, listen and trust our intuition, and understand the need to take responsibility for our own safety.

This interactive session allows participants to sharpen their intuitive senses while gaining a comprehensive understanding of the dangers that exist within our environment. Any staff member who has to work with the public or in the community should take this training.

Dashboard Training and Updates

Lori Keel, Robert Lance Blevins, Jenica E. Medley

Classroom 3

This workshop will be an overall training of the Dashboard, screens to populate in Dashboard and Dashboard Updates.

10:30 AM – 11:45 AM

Waiting for My Green Light

Michael Dorsey

Auditorium

This talk is a continuation of, "What's Your One Click?" and it explores the journey we all take as we go through our quest to pursue our passion and purpose. In a perfect world, we recognize what needs to be done, we do it and then move on living happily ever after. However, we don't live in a perfect world, and there are obstacles and barriers that come about even when we are doing many things right. How do you persevere and keep the faith in spite of those challenges?

1:15 PM – 2:15 PM

Effects of the Opioid Crisis on Families

Dr. Jay Unick

Auditorium

Drug overdoses in America have increased dramatically in the past few years, with a current death toll that the President’s Commission on Combating Drug Addiction and the Opioid Crisis recently described as equivalent to “Sept. 11 every three weeks.” The presentation will explore this public health emergency and the impact it is having on families in the United States.

2:30 PM – 3:45 PM

Fiscal 101

Julie Smith

Auditorium

A comprehensive overview of the fiscal side of child support. Follow the flow of money from the beginning of the case to disbursement and various scenarios in between. Learn about types of accounts, hierarchy, SOA calculations, reports, LTRs and SMART, all parts of the puzzle that we call Fiscal!

Government Fraud

David Walton

Classroom 3

Government fraud is defined as “intentional acts designed to deprive the government of funds by deception or other unfair means.” The ACFE also identified the most significant types of government fraud as: occupational fraud by government employees, public corruption, procurement fraud, false claims and statements, fraud in government social programs, agricultural subsidies fraud, tax evasion, counterfeit and forged documents, conspiracy to defraud the government, grand fraud, and student financial aid fraud. Fraud presents a significant threat to government entities’ missions and efforts to carry out their functions effectively, efficiently, ethically and in accordance with applicable laws and regulations. The governmental environment is that in which public sector entities exercise responsibility for the use of resources derived from taxation and other sources in delivery of the expected services to citizens. As a result, government fraud reduces the public resources, and taxpayers may experience a reduction of public services. Fraud not only causes a loss of public confidence and reputational damage to government officials but also costs the taxpayers and beneficiaries of government resources.

Giving ‘Attention’ to Interviewing

Alfred Guy

Room – A-302

Reflecting on the “What” and “Who” of interviewing helps to prepare for a successful interaction. Use this opportunity to consider the impact of identity labels on the interview process, practice your observation skills, and review interview characteristics and expectations. You will receive handouts and notes for future reference.

It’s All about Approach: Helping Non-Custodial Parents Discover Hope

Ronald Nix

Room A-113

Workshop attendees will receive a brief overview of Maryland’s long history of reaching out to noncustodial fathers and the Child Support Administration’s current program efforts to reach unemployed and underemployed noncustodial parents. They also will get information about CSA’s Young Fathers Employment Programs and the CSA NCP Employment Mini Grant Employment Programs. Additionally, workshop attendees will find out how the Maryland Child Support Administration is a leader in providing services to unemployed and underemployed NCPs. They will hear how our current programs are not afraid of creativity in their attempt to reconnect the lives of fathers and families. Attendees will leave encouraged as they learn how the Maryland Child Support Administration is helping Noncustodial Parents Discover Hope. Simultaneously, family relationships are being strengthened, and financial support is leveraging all for the betterment of the lives of their children.

4:00 PM – 5:15 PM

Take Five: Stress Reduction at Work

Alfred Guy

Room – A-302

Sitting at a desk, using a computer, interacting with co-workers and customers during the workday can all be stress producers. ‘Take Five’ is about building personal stress reduction breaks into the workday. It is about encouraging physical and mental well-being by energizing with personal stress reduction exercises. Be aware of your body and your stress level and learn to give yourself a mini stress break. You will leave this session with a booklet containing activities that you can use for your benefit, at work or anywhere.

Enforcement 101

Melissa Jones-Harris

Auditorium

This workshop is geared for the Child Support Specialist Trainee and Child Support Specialist I classifications. This breakout session is a miniature Enforcement Academy, which will highlight the role of an enforcement worker, key CSES/Dashboard screens that require case management by the enforcement worker, automated enforcement tools, manual enforcement tools, and best practices every enforcement worker should know.

Risk Assessment

David Walton

Classroom 3

A risk assessment is the identification and analysis of relevant risks to the achievement of an organization's objectives to determine how those risks should be managed. Risk assessment implies an initial determination of operating objectives, then a systematic identification of those things that could prevent each objective from being attained. In other words, it is an analysis of what could go wrong. Not all risks are equal. Some are more likely than others to occur, and some will have a greater impact than others if they occur. So once risks are identified, their probability and significance must be assessed.

Sheriff's Roundtable

Room A-113

These roundtables are an opportunity for partner organizations to discuss child support issues relevant to them.

Presenter Bios

Barb Addison is a technical senior policy advisor with the U.S. Federal Office of Child Support Enforcement (OCSE), Division of Policy and Training. She has over 38 years of child support experience. Her major areas of responsibilities include, but are not limited to, the Flexibility, Efficiency, and Modernization Proposed Rule; Medical Support; Federal Enforcement tools; and Safeguarding. Addison also takes the lead role for coordinating analysis and comments on legislative proposals, bills, testimony, technical assistance, questions for the record, etc., requiring OCSE analysis and comments, as well as leading the OCSE budget team, which is responsible for developing legislative proposals, scoring and costs estimates, and budget justification documents for the Department and OMB. Prior to being reassigned to the Division of Policy and Training in 2011, Addison was a supervisory auditor for the Office of Audit within OCSE for over 30 years. She was a regional audit manager responsible for planning, coordinating, and directing all audit activities for one of the audit regions (approximately 18 states). She also served as the chief, Audit Support, providing technical assistance and audit support services to the audit staff in resolving audit-related and child support issues. Prior to OCSE, she was a management auditor with the General Accounting Office for five years. She received her MBA in Information Systems Management from George Washington University and her BS degree in Economics from West Virginia University.

Robert Lance Blevins serves as executive director of the Office of Academic Computing Services (OACS) at the University of Maryland. OACS is charged with providing computing and other information technology services to the College of Behavioral & Social Sciences (BSOS) at the University of Maryland's College Park campus. Since 2009, he has served as the principle investigator of sponsored research projects with the Maryland State Department of Human Services (DHS). This joint partnership between BSOS and DHS has benefited millions of Marylanders and state employees over the course of its existence by providing solutions to those who directly support families and children within the state of Maryland.

Mark Button is a trainer with Maryland's Department of Human Services in the Human Resources Development and Training unit. This unit provides leadership development and soft skills training to its over 6,500 employees who serve more than 1 million Marylanders across the state. He has been training in the academic, private and public sectors since 1997 and has garnered awards such as Staff Member of the Year, Outstanding Manager, and the DHS Customer Service Award. Button currently resides in Carroll County, Md., with his wife and three children.

Christina Castro graduated with a bachelor's degree in Criminal Justice from Michigan State University in 2002. After graduation, she worked for the Central Enforcement Unit for the state of Michigan until 2008. The Central Enforcement Unit was responsible for all FIDM liens for the state of Michigan. Castro worked in Prince George's County OCSE from 2009 to 2016. She began in the enforcement unit as a Child Support Specialist II and then became the interstate supervisor in the Establishment Unit. In January 2016, Castro transferred to Baltimore County OCSE where she continued her work as an interstate case worker. She is now assistant director for the Howard County Department of Social Services Child Support.

Teresa Clifton is the Customer Service Supervisor for the LabCorp Identification testing laboratory in Burlington, North Carolina. Teresa has worked for LabCorp for 28 years, leading a team of Customer Care professionals dedicated to servicing government agencies, the legal and medical communities, immigration and private clients, and other entities. Teresa has received the LabCorp President's Achievement Award, LabCorp's Division Excellence Patient Care Award, and the divisional Pride in Performance Award. She lives in Greensboro, NC where she is an active volunteer in the community and works with local non-profit agencies.

Natalie Demyan is a research analyst with the Family Welfare Research and Training Group at the Ruth H. Young Center for Families and Children, University of Maryland School of Social Work. Her work focuses primarily on trends and outcomes for families in Maryland participating in the public child support system, and she was a co-author of Maryland Child Support Guidelines: 2011-2014 Case-Level Review. Her research interests include jurisdictional variation in approaches to complex cases within Maryland's child support caseload, employment and training programs for low-income noncustodial parents, and continuous quality improvement of child welfare services in Maryland. She received her bachelor's degree in Anthropology from Towson University, and she is currently enrolled in the University of Maryland School of Social Work's Master of Social Work (MSW) program.

Michael Dorsey oversees the Department of Human Resources, HRDT Training Unit which provides leadership development and soft skills training to its over 6,500 employees who serve more than 1 million Marylanders across the state. He is a charismatic, and results driven leader who believes in the power of transformation to impact culture. Since his days as a national champion in collegiate speech, he has been captivating audiences with his engaging and dynamic style. His areas of expertise include, personal branding, leadership development, and empowerment. He is driven by a desire to help individuals discover and develop their professional and personal success traits. He takes joy in using words to motivate and empower others. This native of Baltimore, Md., received his Bachelor of Arts in Organizational Communication from Cedarville University (Ohio), Master of Divinity from Faith Evangelical Seminary (Washington) and his Master of Arts in Communication Studies from The Ohio State University (Ohio). In 2013, he appeared as a Contestant on the 14th season of NBC's Hit reality show, "The Biggest Loser" where he lost over 136 pounds and has incorporated the good, bad and ugly of that experience into his presentations. He has also appeared on The Today Show and Access Hollywood and has been featured in *US Weekly*, *People Magazine* and The Tom Joyner Morning Show. He currently resides in Baltimore County with his wife of 7 years, Chavalle', and their son, Michael, Jr., and serves on the preaching staff at Mount Pleasant Church and Ministries in Baltimore.

Craig F. Eichler has extensive experience with strategic planning and performance, and human capital development. He has great skill and knowledge in change management, collaboration, and conflict resolution. Prior to coming to DHS, he was the director of operations for a midsize corporation where he designed plans and led initiatives to streamline organizational processes to improve operational costs and increase efficiencies. He also worked in corporate banking where he successfully led multiple integrations and FDIC receiverships. In addition to his professional career, he retired from the USAF, and earned his Executive MBA from Loyola University, Md. He also sits on the Board of Directors for the Fuel Fund of Maryland. He is a proud father of two sons, coaches youth lacrosse, and is an avid outdoorsman and cyclist.

Kevin P. Guistwite is the Executive Director for the Maryland Department of Human Services, Child Support Administration. As the Title IV-D Director for Maryland, Kevin brings over 15 years of prior child support experience to the position and a proven track record of establishing strong relationships with local, state, and national child support program partners. Most recently, Kevin was Director for the Division of Program Development and Evaluation with the Pennsylvania Department of Human Services, Bureau of Child Support Enforcement where he was responsible for policy; training; analyzing, interpreting, and drafting rules, statutes, and regulations; contracts/procurement; cooperative agreements; financial and performance audits; state single audit; and administrative financials. While with Pennsylvania, Kevin oversaw a multi-million dollar Intergovernmental Agreement with Penn State University that developed a statewide training institute for child support employees at both the local and state level. Kevin has a BA in Psychology and an MS in Communication Studies from Shippensburg University.

Alfred Guy has worked as a training officer at the University of Maryland School of Social Work since 1996. He is responsible for designing and developing training sessions of various lengths, with topics including communication skills, decision-making and stress management. He is the presenter or facilitator of these training programs for Family Investment Administration employees. Guy has 24 total years of state service. He is a former U.S. Army Captain. He served as an assistant executive officer, platoon leader, and classroom instructor. Guy has a BBA in Marketing from Temple University and holds the rank of 3rd Degree Black Belt in Tae Kwon Do.

Jamie Haskel has been with the Ruth Young Center for Families and Children (RYC) at the University of Maryland School of Social Work since 1998. He is responsible for the operational functions of the organization, including grants and contracts, purchasing, recruitment and hiring, and general personnel issues. He oversees the group's Database Programming and Information Systems units and is the data and information support liaison between the RYC and the Department of Human Resources' Child Support and Family Investment administrations. Additionally, he provides consulting services on technical issues to state agencies. Haskel, who has an MBA from the University of Baltimore, and a BS in Computer Science from the University of Maryland, Baltimore County, became a MJCS board member in 2009 and was elected president in 2015.

Marcus Dion Howard has been employed at LabCorp for 17 years. Out of the 17 years of working at LabCorp Marcus has been promoted 4 times. Currently Marcus serves as Regional Account Executive covering 25 states east of the Mississippi River. In this role Marcus is responsible for Business Development and growth along with strategizing to support new markets. Marcus currently serves as the President of the North Carolina Child Support Board where he plans events, host meetings, and approves ideas for the state of North Carolina's Child Support Program. Marcus has been employed with LabCorp for 17 years; he and his wife have 4 kids together. In his spare time Marcus enjoys spending time with family, reading, and travelling. Marcus is a member of Toastmasters and is a certified mental health counselor.

Cristol Jones is a business analyst for Northrop Grumman Information Systems with 22 years of experience working with the child support program. Since 2005, she has served as a state program and technical support liaison for the Federal Parent Locator Service (FPLS) for the Office of Child Support Enforcement (OCSE). In this role, she provides technical support to help state child support agencies maximize their use of the FPLS data through automated processes and the Portal. Before joining Northrop Grumman, she worked for the Commonwealth of Virginia, Division of Child Support Enforcement.

Melissa Jones-Harris is the lead supervisor for the Caroline County Child Support Administration. She has been with Caroline County for 22 years. She has assisted in developing, monitoring and establishing procedures for the Noncustodial Parent Employment Program (NPEP) since its inception 13 years ago. This program has received statewide recognition for assisting noncustodial parents in obtaining employment and dismantling barriers they may experience in obtaining/retaining a job. She has also been actively involved with overseeing and expanding the local Fatherhood Programs, which focus on assisting noncustodial parents to be able to make child support payments, as well as helping them re-engage with their children to become more active parents.

Erica Kea-Muhammad is contract manager for Maryland's Food Supplement Employment and Training Program (FSET). She earned her bachelor's in Psychology with a minor in Human Services and master's in Public Health. She previously served as assistant program manager for the Maryland Department of Housing and Community Development's Customer Investment Fund (CIF) Enhanced Weatherization Program, a \$19 million program aimed at eliminating household health and safety issues while improving energy efficiency in low-income Maryland homes.

Lori Keel is director for the Baltimore County Office of Child Support. She has been with Baltimore County for 29 years. She has assisted in developing, monitoring and establishing procedures for the Family Employment and Support Program since its inception 10 years ago. This program has received national recognition and national awards for assisting non-custodial parents in obtaining employment, and dismantling barriers they may experience in obtaining a job. She has also been actively involved with establishing Fatherhood Programs at the state and federal level, which have resulted in the collection of child support on cases that were uncollectable. Through her leadership, dedication, and accomplishments, she has received the prestigious national "The Office of Child Support Enforcement Commissioner's Award for Exemplary Customer Service." This past year she has assisted in developing the Mentoring Program and the Executive Leadership Program for the Department of Human Resources and the state of Maryland. She is on the Executive Board for LDI, Mentoring and the Executive Leadership Program.

Adrian Lee is a cyber-security analyst for CSRA. Since 2015, she has served as a state agency security analyst for the Federal Parent Locator Service (FPLS) for the Office of Child Support Enforcement (OCSE). In this role, she evaluates the security posture for state agencies to participate in the National Directory of New Hires (NDNH) matching program. Prior to joining OCSE, she worked as a technical support analyst and consultant for several Affordable Care Act (ACA) contracts. She received several cyber security certifications and her master's degree in Cyber Security from University of Maryland University College.

Scott M. Lekan is currently serving as commissioner of the Office of Child Support Enforcement (OCSE). Prior to his appointment, Lekan worked as a business development manager for Informatix Inc., an information technology and business solutions company. He previously served as assistant director for Arizona's Department of Economic Security, Division of Aging & Adult Services. As assistant director, Lekan oversaw a number of programs, including Adult Protective Services, Aging and Disability Services, Community Action Programs and Services, Refugee Resettlement, Domestic Violence and Homelessness Programs, and Finance and Business Operations. Lekan originally joined the Department of Economic Security as the operations administrator for the Division of Child Support Services. In his early career, Lekan served as a senior law enforcement official. During this time, he successfully managed several law enforcement functions. These included overseeing the daily operations and administrative tasks of a police precinct; handling employment, accreditation, and training functions; managing labor and contracts negotiations; and handling public information tasks. Lekan holds a BS in Criminal Justice from Northern Arizona University, and an MBA from California Pacific University.

Jenica E. Medley joined Systems and Methods, Inc., in 2016 as the project director for the Maryland State Disbursement Unit (MD SDU). In her project director role, she is responsible for providing management oversight to all areas of the MD SDU, including mail handling, payment processing, customer service and financial reconciliation. Her strong background in management, banking, and financial operations has allowed her to make positive changes to streamline processes and improve efficiencies at the MD SDU. She spent 10 years working in banking and financial operations with progressive responsibilities and eight-plus years managing offices, operations, programs, and projects. With her banking and financial background, she has a keen understanding and appreciation of the need to maintain operations within all contractual, legal, and regulatory requirements. She earned her BS in Sociology from Towson University and her MBA from University of Phoenix.

Prince D. Miles has been a LabCorp team member for over a decade serving the company in various capacities. He began in LabCorp's Paternity Customer Service department assisting clients and addressing their concerns. Shortly after his first year he was promoted to Account Specialist, providing internal leadership and managing special projects. In 2010 Mr. Miles was again promoted to LabCorp's DNA Immigration division in which capacity he assisted our international clients and customers. While working in the immigration sector Prince support our U.S. embassies and established new partnerships with various law firms, adoption agencies and refugee support groups as well as represented LabCorp at immigration conferences. In 2013 Mr. Miles was promoted to the Regional Account Manager position, allowing him to once again work closely with LabCorp's clients while offering specialized service solutions to provide a unique experience for LabCorp's genetic testing customers. Mr. Miles conducts various training exercises, speaking engagements, and manages many of the support staff servicing our clientele, such as specimen collectors and phlebotomists. Prince is an avid reader, enjoys spending his free time at the local symphony and is excited to lead LabCorp's team in providing excellent service to Maryland.

Judge John P. Morrissey graduated in 1986 with a Bachelor of Business Administration degree from James Madison University, and in 1989 earned his Doctorate of Jurisprudence from the University of Baltimore School of Law. While at the University of Baltimore, Judge Morrissey was editor-in-chief of Volume 18 of the *Law Review*. He started his career as an associate with the law firm of Venable, Baetjer and Howard, concentrating his practice on complex tort litigation. In 1992, he joined his three brothers in forming the law firm of Morrissey Brothers, P.C. In 2003, he was named counsel to the Prince George's County Board of Elections. In 2005, he was appointed a District Court Judge for Prince George's County. In 2014, Judge Morrissey was named chief judge of the District Court of Maryland. Chief Judge Morrissey is a member of the Judicial Council Executive Committee, chair of the Judicial Council District Court Chief Judge's Committee, a member of the Judicial Council Legislative Committee, a member of the Judicial Council Technology Committee, a member of the Special Committee on Judicial Compensation, and a member of the Justice Reinvestment Advisory Board. He is also chair of the Maryland Electronic Courts Executive Steering Committee and chair of the Maryland Electronic Courts Advisory Committee. Previously, Chief Judge Morrissey has been vice-chair of the Access to Justice Commission, a member of the Governor's Task Force on Civil Right to Counsel, a member of the Governor's Commission on Pretrial Reform, a member of the Maryland State Commission on Criminal Sentencing Policy, and a member of the Judicial Ethics Committee. He was named Judge of the Year in 2013-2014 by the Maryland State Bar Association Litigation Section and has been named as a 2017 Influential Marylander by the *Daily Record*.

Ronald Nix has served as grant monitor with the Maryland Department of Human Services (DHS), Child Support Administration (CSA) since 2012. As CSA's grant monitor he meets quarterly with program grantees, monitors program performance measures, and conducts program site visits. Prior to joining CSA, he had worked closely with CSA's Young Father's Employment Programs through DHS's former Office of Grant Managements. He also has served as Maryland's state fatherhood coordinator and monitored Maryland's Responsible Fatherhood Demonstration Grant from 2009-2011.

Letitia Logan Passarella is research director with the Family Welfare Research and Training Group at the Ruth H. Young Center for Families and Children, University of Maryland School of Social Work. She manages a research agenda that addresses trends and outcomes of families that receive Temporary Cash Assistance (TCA, Maryland's TANF program) and of families that are a part of the public child support program. As research director, she aims to demonstrate the organization's commitment to providing policymakers with information that can improve the lives of Maryland's low-income families. In particular, her research interests focus on the well-being of families participating in Maryland's TCA program as well as the ability of low-income noncustodial parents to comply with child support orders. Passarella earned her Master of Public Policy from Rutgers, the State University of New Jersey. Prior to joining the Family Welfare Research and Training Group, she focused on education policy and research by examining indicators of success among low-income children.

Arthur Pham graduated *magna cum laude* from the University of Maryland, College Park in 2007 with a BA in Criminology and Criminal Justice. He earned his Doctorate of Jurisprudence from the Catholic University of America Columbus School of Law in 2011 and was admitted to the Maryland Bar in June 2013. He served as a district court commissioner in Anne Arundel County from 2014 to 2017, when he started as a law clerk for Chief Judge Morrissey.

Yvette Hilderson Riddick is director of the Federal Office of Child Support Enforcement's (OCSE) Division of Policy and Training (DPT). She is responsible for development and implementation of federal legislation, regulations, and program policy for state and tribal child support programs. DPT also houses the U.S. Central Authority team responsible for implementation of the 2007 Convention on the International Recovery of Child Support and other Forms of Family Maintenance (Hague Convention), international child support policy, and customer inquiries. She served as chief of OCSE's National Training Center where she initiated many training activities that required distance learning technology. She has more than 35 years of management experience in the child support program, has worked at the county level (Wicomico County, Md.), the state level (Missouri), and the federal level. She holds an MPA from the University of Missouri and a BA from Salisbury State College.

LaShawn Scroggins is special matching programs manager in the Division of Federal Systems at the Federal Office of Child Support Enforcement (OCSE). She has also served as the training branch chief in the Division of Policy and Training, where she worked for 10 years. Prior to joining OCSE, Scroggins worked in the child welfare field in Baltimore city and Baltimore County for over 14 years. She holds a Master of Social Work degree from the University of Maryland School of Social Work and a certificate in Legislative Studies from the Government Affairs Institute at Georgetown University.

Detective Sergeant Greg Shackelford is a 16-year veteran of the Maryland State Police. He spent 9 years working uniformed road patrol throughout the state prior to being assigned to the Maryland Coordination and Analysis Command's Gang Branch. He has spent seven years studying, analyzing, and providing instruction on sovereign citizen activity throughout Maryland to both law enforcement and our private citizenry partners. In 2012, he was named the Maryland Police and Correctional Training Commissions Instructor of the Year. Prior to joining the Maryland State Police, he attended the University of Maryland, College Park where he graduated in 2000 with a bachelor's degree in Criminology and Criminal Justice.

Julie Smith has worked at the Allegany County Department of Social Services for 28 years. Over that time she has worked in many capacities. She began in the finance unit in 1989 and transferred to Child Support Fiscal in 1995 as a fiscal clerk. Along with all of the regular fiscal duties, she created many electronic spreadsheets (including an URPA reconciliation) to enhance the efficiency of the unit. After completing a Bachelor of Science degree in Accounting, she became administrative assistant to the director at ACDSS along with supervisor for the front desk staff and agency training coordinator. Before officially moving back to Child Support in 2012, she served as acting supervisor for the Child Support Fiscal unit and currently holds that position. Her diverse work and educational experiences have provided her with an all-encompassing perspective of the inner workings of child support and the Department of Social Services.

Tywanna L. Taylor is director of special projects for the Maryland Department of Human Services' Child Support Administration. As director of the Special Projects Units, she has oversight for the Baltimore City Child Support Privatization Contract, Baltimore City State Court Unit, Maryland's Financial Institute Data Matching (FIDM) program, and the Grants Unit. She has over 12 years of human service experience; many of those years dedicated to working with extremely vulnerable populations.

Rosa Uddeme was born and raised in Little Italy, Baltimore, and began her service to the citizens of Baltimore city as a traffic officer. After serving for 20 years in traffic control, she joined the Office of Emergency Operations Unit (OEO) at the state of Maryland's Department of Human Resources (DHR). There, she assisted with evacuations for hurricanes, tornadoes, and floods, as well as the operation of local and state emergency shelters. It was there that she assisted with her largest operation, the Lebanon Repatriation in 2006, where over 4,600 Americans returned home, passing through Baltimore-Washington airport to their final home destination. She was able to put her law enforcement skills to work while at the OEO by developing security and public safety procedures for Maryland's Department of Social Services, Child Support Enforcement Agency, and Child Protective Services facilities. Her responsibilities included overseeing county security contracts, security assessments, safety training, and tracking and investigating incidents statewide. In 2014, she was asked to be a part of a statewide training initiative to supplement the team at Maryland's Human Resources Development and Training (HRDT), which brought to light her natural teaching skills. By the end of the year, she was brought on as a full-time trainer with HRDT. She uses her organizational and public speaking skills to enhance her work experience in public service. She spends most days traveling the state to equip Maryland's DHR workers with Situational Awareness, Ethics, Team Dynamics, Team Building, and many other tools that will allow her fellow workers to excel in all facets of their jobs.

Dr. Jay Unick, PhD MSW, associate professor at the University of Maryland School of Social Work, has over 20 years of experience working with injection drug using populations in both a clinical and research capacity. His recent work is focused on understanding how the changing supply and use of opiates affects the health of opiate using populations. He is widely published in the field and has been funded by two National Institute of Drug Abuse grants focused on understanding the health consequences of changes in the heroin market.

Daniel Wait is deputy director, HRDT. He has with DHR since 2009, starting as an employee relations officer and then employee relations manager. In 2013, he became deputy director. Prior to starting at DHR, he worked for three years at the Insurance Administration as a consumer complaints investigator and doing consumer outreach. Before starting with the state, he built a homebased business. He graduated from the University of Albany with a degree in Political Science, and attended the University of Maryland School of Law.

David Walton leads the Internal Audit and Quality Assurance Unit of the Child Support Enforcement Administration as chief internal auditor. As a CPA with 20 years of public accounting experience, he has worked for Pricewaterhouse Coopers, Wieser, Mitchell and Titus, Pustorino & Puglisi, and McGladrey & Pullen. While at those firms, his work included financial statement audits for various industries including both publicly-held and private corporations, religious organizations and schools, and state and local government. He is currently chief of internal audit and specializes in internal audit for CSA and has implemented various types of auditing processes to make CSA more efficient and compliant.

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