

Maryland Joint Child Support Council

Annual Conference
& Training Seminar

The Conference Center at the Maritime Institute
Linthicum Heights, MD
October 15 -17, 2018



MARYLAND JOINT CHILD SUPPORT COUNCIL

Maryland Joint Child Support Council
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Welcome to the 2018 Maryland Joint Child Support Council (MJCS) Training Conference.

This is the first year that I have been honored to host the Maryland Joint Child Support Council Training Conference and I am very excited. In my 23 years with Child Support I have been able to attend this annual conference numerous times and have previously held positions on the Board of Governors. Knowing the hard work that goes into planning this conference truly makes me appreciate the board members and presenters.

The annual training conference provides a forum for people from different offices and agencies, invested in making the program the best it can be, to gather and discuss the important work they do. This is also a wonderful opportunity for people to network and finally meet some of the people that they might only know as that helpful voice on the other end of the phone or through email. This is also a conference where, through networking, you can make new contacts and learn about the work someone in a different office or agency is doing. Please take time to meet, talk, and ask questions with the people who are attending and presenting sessions – this is your time to immerse yourself in the child support culture.

Our Program Committee, chaired by Kimberly Smith, has done a fantastic job of putting together a program that has something for everyone who supports the child support program. Our program book, edited and designed by Missy Greene, will give you the schedule and descriptions of all of the programming for the next two days.

As always...a huge thank you to our sponsors for their generous support: Systems and Methods Incorporated (SMI), Veritas HHS, The Center for Support of Families, and Deloitte Consulting LLP. Our sponsors play an important role by both helping to keep conference costs down and providing us with vital services and speakers. I also want to thank the University of Maryland School of Social Work and the Maryland Department of Human Services for their continued support of our efforts.

We are looking forward to the next couple of days and we hope you are too! Our presenters are excited to be with us this year and they will provide excellent training opportunities for everyone. We have one challenge for you...meet someone new and share your experiences with the child support program!

Cynthia E. Shockey
President MJCS

Agenda at-a-Glance

October 15, 2018

6:00 - 8:00 PM Welcome Reception

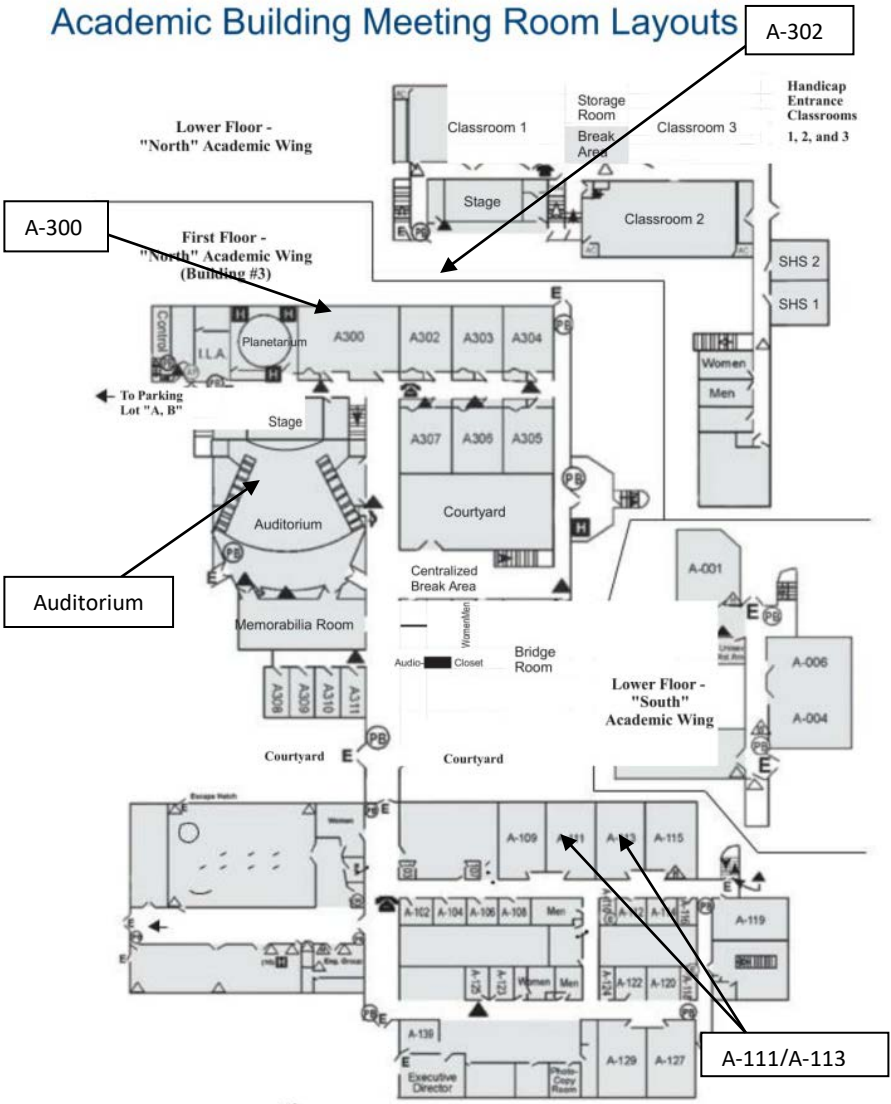
October 16, 2018

8:30 AM Welcome Message
8:45 AM Welcome Message
9:00 AM Conference Keynote
9:15 AM Child Support Administration Update
9:45 AM Plenary #1 – Domestic Violence
10:45 AM Break
11:00 AM Breakout Session #1
12:00 PM Lunch
1:15 PM Plenary #2 – Workforce Development
2:45 PM Break
3:00 PM Breakout Session #2
4:00 PM Breakout Session #3
5:00 PM Social Time

October 17, 2018

8:30 AM Announcements
8:45 AM Plenary #3 – Workplace Trauma
10:45 AM Break
11:00 AM Breakout Session #4
12:00 PM Lunch
1:15 PM Plenary #4 – The Art of Resolving Conflict
2:30 PM Election Results
2:45 PM Break
3:00 PM Breakout Session #5
4:00 PM Social Time

Academic Building Meeting Room Layouts



Detailed Agenda

October 15, 2018

6:00 – 8:00 PM *Welcome Reception*

Central Break Area

October 16, 2018

8:30 AM

Welcome Message

*Cynthia Shockey, President, Maryland Joint Child Support Council
Maryland Department of Human Services*

8:45 AM

Welcome Message

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

9:00 AM

Conference Keynote

*Dr. Randi Walters, Deputy Secretary of Programs
Maryland Department of Human Services
Auditorium*

9:15 AM

Child Support Administration Update

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

9:45 AM

Plenary #1 – Maximizing DV Victim Safety in Child Support Collections

*Sarah Ramsey, Address Confidentiality Program Outreach
Trainer/Program Specialist
Maryland APC*

*Emma Craig, Address Confidentiality Program Outreach
Trainer/Program Specialist
Maryland APC*

*Tanya Johnson, Child Support Program Specialist
Division of Program Innovation
Office of Child Support Enforcement
Auditorium*

10:45 AM

Break

Sponsored by Center for the Support of Families (CSF)
Central Break Area

11:00 AM

Breakout Sessions

Your Money, Your Goals
Artish Jacobs
Auditorium

Adverse Childhood Experiences (ACES)
Johnette Lanham
Room A-300

Time Management Like a Pro
Mark Button
Room A-302

LTRs Requesting & Processing
Jenica Medley & Teressa Stouffer
Room A-111/A-113

12:00 PM

Lunch

Sponsored by Veritas HHS
Dining Room

1:15 PM

Plenary #2 – Workforce Development

Kirkland Murray
Auditorium

2:45 PM

Break

Central Break Area

3:00 PM

Breakout Sessions

Locate and Locate Tools
Jeremy Anderson
Auditorium

FISCAL Roundtable
Julie Smith & Teressa Stouffer
Room A-300

MD THINK Updates
Ray Stewart, Susan Pistorio, David Lockwood, & Tathagata (Ted) Dasgupta
Room A-302

Attorney/Judicial Round Table
Melanie Rowe-Partridge
Room A-111/A-113

4:00 PM

Breakout Sessions

OAH Review & Preparation
Karen Lee Rohrbaugh
Auditorium

Dashboard – Newest Tools
Lori Keel & Robert Blevins
Room A-300

Performance Measures & Tracking
Doug Fraley
Room A-302

NCP Employment Program
Alex Skidmore & Isaiah Greene
Room A-111/A-113

5:00 PM

Social Time

Central Break Area/Maritime

October 17, 2018

8:30 AM

Announcements

Auditorium

8:45 AM

Plenary #3 – Stress, Compassion Fatigue, Secondary Trauma, and Trauma in the Child Support Systems

Dorinda Adams
Auditorium

10:45 AM

Break

Central Break Area

11:00 AM

Breakout Sessions

URPA Research & setting Balances
Christina Castro & Kimberly Smith
Auditorium

UIFSA – New Forms, Training & Best Practices
Sharon McEachern
Room A-300

Paternity Codes and Policy
Tavaughn McKenny & Michelle Armsworthy
Room A-302

Law Enforcement Round Table
Monica Jackson & Stephanie Usserey
Room A-111/A-113

12:00 PM

Lunch

Sponsored Deloitte Consulting, LLP
Dining Room

1:15 PM

Plenary #4 – The Art of Resolving Conflict

Michael L. Dorsey, Sr.
Auditorium

2:30 PM

MJCSC – Election Results & Passing the Gavel

Auditorium

2:45 PM

Break

Central Break Area

3:00 PM

Breakout Sessions

Human Trafficking and Intercession
Laura Coleman
Auditorium

The SMILE Factor: Keys to Engaging Effective Change
Michael L. Dorsey, Sr.
Room A-300

UIFSA Roundtable
Sharon McEachern
Room A-302

Account Reconciliation
Kimberly Smith & Christina Castro
Room A-111/A-113

4:00 PM

Social Time

Central Break Area

October 16, 2018

9:45 AM – 10:45 AM

Maximizing DV Victim Safety in Child Support Collections

Sarah Ramsey, Emma Craig & Tanya Johnson

Auditorium

Numerous victims of Domestic Violence become survivors when they receive assistance from programs such as the Address Confidentiality Program (ACP). Many working with and for the judicial system benefit from training to help domestic violence survivors by assuring their safety and access to needed programs such as Child Support and Social Services. This session will provide you with information to help in this process and serving vulnerable residents of Maryland.

11:00 AM – 12:00 PM

Your Money, Your Goals

Artish Jacobs

Auditorium

The federal Office of Child Support Enforcement (OCSE) has partnered with the Consumer Financial Protection Bureau (CFPB) to equip caseworkers with tools from the CFPB's Your Money, Your Goals suite of materials. Attendees will learn how to use cash flow budgeting tools to help parents think through the money management issues that arise in common child support conversations.

Adverse Childhood Experiences (ACES)

Johnette Lanham

Room A-300

Our childhood has a direct impact on who we are today. Adverse Childhood Experiences (ACEs) affect children throughout their lives. They can impact their health, behavior and choices in life. We can work to identify those who have dealt with traumatic childhood experiences. We can also help to prevent ACEs with several tools and outreach from before a child's birth to support for families.

Time Management Like a Pro

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 person goals.

LTRs Requesting & Processing

Jenica Medley & Teressa Stouffer

Room A-111/A-113

This is the reintroduction of the LTR desk Guide based on the Dashboard platform. This presentation will include an Updated Desk Guide for processing LTRs as well. This will give everyone a clear overview of the need for clear and specific case information to process an LTR request as needed and in a timely manner.

1:15 PM – 2:45 PM

Workforce Development

Kirk Murray

Auditorium

Innovative Solutions to Building Success: Hear how Anne Arundel County Workforce Development Corporation is helping residents start, transition, and advance their careers. Learn the innovative strategies and partnerships that have been developed to help residents overcome employment barriers, gain the technical and soft skills in-demand, and connect to employment opportunities that lead to long-term success.

3:00 PM – 4:00 PM

Locate and Locate Tools

Jeremy Anderson

Auditorium

This session provides an overview of the process for locating clients in order to establish or support a child support case. Over the course of the session, tools and investigative techniques that may be used in location will be introduced, with explanations and examples provided. Tools that will be discussed during this session include the eFPLS, CLEAR, and letters to employers and to the postmaster.

FISCAL Roundtable

Julie Smith & Teressa Stouffer

Room A-300

Moderators will facilitate an open discussion on following the flow of money from the beginning of the case to disbursement and in various scenarios. Along with group questions for best practices for the Fiscal staff across the state.

MD THINK Updates

Raymond Stewart, Susan Pistorio, David Lockwood, & Tathagata (Ted) Dasgupta

Room A-302

This session will focus on the implementation timeline of the CSA project and the current collaboration between MDTHINK personnel and CSA Team (Management, Liaison, SME and other committees) for the requirement gathering process.

Attorney/Judiciary Roundtable

Melanie Rowe-Partridge

Room A-111/A-113

Moderators will facilitate a lively group discussion in and around changes faced by Child Support team members and changes with Maryland code.

4:00 PM – 5:00 PM

OAH Review & Preparation

Karen Lee Rohrbaugh

Auditorium

This training will discuss how to present child support cases at the Office of Administrative Hearings, including license suspensions, credit bureau reporting, FIDM, and tax intercept appeals.

Dashboard – Newest Tools

Lori Keel & Robert Blevins

Room A-300

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

Performance Measures & Tracking

Doug Fraley
Room A-302

Discuss the four federal indicators for child support (percentage of cases with court order, paternity resolved, current collection and paying on arrears) as well as total collections. Discussion will emphasize the fundamental importance of each number, how to use the 157 report, and strategy, best practice and tips for maximizing outcomes within the federal fiscal year.

NCP Employment Program

Alex Skidmore & Isaiah Greene
Room A-111/A-113

The Office of Child Support Enforcement provides services designed to maximize child support payments received by custodial parents on behalf of their minor or dependent children. The Non-Custodial Parent Employment Program (NPEP) works in partnership with the DSS Family Investment Program and local Career Center to provide employment-related services to parents who owe child support. This panel discussion of NPEP programs around the state will provide some best practice information to help local child support programs increase collections and non-custodial parent participation in the child support process.

October 17, 2018

8:45 AM – 10:45 AM

Stress, Compassion Fatigue, Secondary Trauma, and Trauma in the Child Support Systems

Dorinda Adams
Auditorium

This presentation will provide an overview of the impact of Trauma across the disciplines within the Child Support System and how we may choose to use our own experiences to create a system that is "Trauma Informed". This will include research that is currently being used to develop support of communities and organizations throughout Maryland and across the nation.

URPA Research & Setting Balances

Christina Castro & Kimberly Smith

Auditorium

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.

UIFSA – New Forms, Training, & Best Practices

Sharon McEachern

Room A-300

This workshop features an overview of the New Transmittal forms, a review of Federal timelines for interstate case processing. Interstate staff from across Maryland and several interstate case workers from neighboring jurisdictions will be present to share their insight and questions. Along with highlights of best practices to keep cases; moving in a timely manner from court into enforcement.

Paternity Codes and Policy

Tavaughn McKenny & Michelle Armsworthy

Room A-302

This workshop will present what to enter for the correct paternity code for a child and the impact on the case when the wrong code is entered. The effects of correct paternity coding as an important part of case management regarding meeting Federal standards and reporting on the 157b Report completed annually.

Law Enforcement Roundtable

Monica Jackson & Stephanie Usserey

Room A-111/A-113

Moderators will facilitate a group discussion in and around challenges faced by Child Support team members in law enforcement.

1:15 PM – 2:30 PM

The Art of Resolving Conflict

Michael L. Dorsey, Sr.

Auditorium

Can we agree to disagree? There really is an art to speaking with each other, working with each other and resolving the conflict that comes with change. Michael L. Dorsey, Sr. is walking us through this session with his unique perspective with proven tools.

3:00 PM – 4:00 PM

Human Trafficking and Intercession

Laura Coleman

Auditorium

This session will provide an overview of domestic child sex trafficking and the scope of problem in our community and across the state. Identify heightened risk-factors and adolescent vulnerabilities. Identify the relevant federal and state laws related to trafficking and how these standards direct the procedures of law enforcement. Explain how to recognize CST and provide appropriate support and response in cases involving the trafficking of a child.

The SMILE Factor: Keys to Engaging Effective Change

Michael L. Dorsey, Sr.

Room A-300

The workshop will actively address effective changes in the work place. To help increase and improve coping with changes and communication as they happen in your daily routine.

UIFSA Roundtable

Sharon McEachern

Room A-302

Moderators will facilitate a lively group discussion in and around UIFSA forms and interstate case processing. Sign in to be sure you receive a contact list.

Account Reconciliation

Kimberly Smith & Christina Castro

Room A-111/A-113

This workshop will walk you through the account reconciliation process and how to find issues and resolve them. How to enter and set up multi state orders; in addition to

formatting the spreadsheet for weekly and biweekly court orders. This workshop is a continuation on the URPA workshop and how to address balances due to the Custodial Parent and to the state.

Presenter Bios

Dorinda Adams, LMSW, MSW has worked professionally in the field of Social Work for three decades. She has been employed with the State of Maryland Department of Human Services within the Office of Adult Services at the Social Services Administration for over 19 years. She is the Acting Director of the Office and has administrative responsibility for five statewide programs which provide protection and support to vulnerable adults and their families. Ms. Adams serves as the Executive Staff to the Maryland Commission on Caregiving. The Commission is a 19 member body appointed by the Governor to provide recommendations on Family Caregiving issues and resource needs within Maryland.

Additionally she provides legislative coordination for the Office of Adult Services. She manages a contract in partnership with the University of Maryland School of Social Work that provides both pre-service & in-service training to local Adult Services employees, as well as evaluation and technical assistance of Adult Services Programs.

Dorinda has presented numerous workshops at the state and national levels throughout her career on many different topics including the impact of Secondary Trauma on Adult Services staff. She led a team that trained all local Department of Social Services Adult Services' team members on the impact of trauma as it relates to their work and organizational & personal strategies to address it. She is committed to constant learning for herself and is always interested in engaging all potential partners.

Jeremy Anderson is a Supervisor in the Enforcement unit of the Anne Arundel County Office of Child Support. Prior becoming a supervisor, Jeremy performed work on cases in which contempt petitions were filed, which frequently required use of the location process in order to ensure that Non-Custodial Parents were successfully served to appear in court. Jeremy takes great pride in knowing that his efforts and the efforts of his colleagues allow for Custodial Parents to receive the support they need in order to ensure their children are well provided for. Outside of the office, Jeremy enjoys spending time with his family and striving to develop a green thumb in his garden.

Michelle Armsworthy The State of Maryland has been my professional "home" my entire adult career. In June 1985, I started working for the Maryland Judiciary and in June of 1986 I was hired full time. During my career with the Judiciary I worked in many departments and was trained in all areas of the courts. The last eight years with the Judiciary I was the Supervisor of Paternity/Child Support Division and was responsible for the daily operations of this unit and working closely with the Office of Child Support Enforcement.

While working in the Judiciary I was accepted into and completed the Court Supervisor/Manager Certificate program. This was a three year program and the goal of

the program was to promote professional growth and development by educating lead workers, supervisors, and managers about leadership and the Maryland court system.

In July of 2008, I transferred to the St. Mary's County Department of Social Services as Supervisor of Child Support Enforcement. In this position I was responsible for the daily operations of the program and worked with my interagency partners to make sure all of our goals were met. Then in June of 2011 I transferred to the Calvert County Department of Social Services in the same capacity. In November of 2017 I graduated from the Leadership Development Program that DHS offers and currently I'm the Assistant Director of Child Support and IT at the Calvert County Department of Social Services.

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.

Laura Coleman, MAT, EdS is a Specialist in Education from Louisville, Kentucky with 15 years of teaching experience. After moving to Baltimore in 2012, she first learned of the issue of human trafficking in this region and started volunteering on a street outreach along some of the busiest tracks in the city. Her passion for this mission and desire to learn everything she could about the issue eventually brought her to Araminta Freedom Initiative where she currently works as the Training and Education Coordinator.

Emma Craig is the Address Confidentiality Program Outreach Trainer/Program Specialist. Emma trains domestic violence and human trafficking advocates throughout the state of Maryland. Emma brings a unique perspective to the program as she is expanding on her Bachelor's degree in Sociology and is currently attending the University Of Maryland School Of Law. Emma's main tasks are to communicate and participate in all National Association of Confidential Address Program meetings and data collection, to verify voting precinct numbers for all participants registered to vote, and is the lead investigator/processor of all new Maryland ACP program applications. Emma also assists with all daily office tasks and any additional task required by the Maryland ACP as needed.

Tathagata 'Ted' Dasgupta is an experienced Project Manager who is currently part of the Program Management Office of the MD THINK program. His currently serves as the Technical Product Owner (TPO) for the design, development, and implementation of the new Child Support Administration system. Ted has a doctorate degree from Syracuse University.

Before MDTHINK, Ted managed research and pedagogical projects at Kent State University, OH. Ted has certification related to the Scaled Agile Framework style of project management.

Michael L. Dorsey, Sr. oversees the Department of Human Resources, HRDT Training Unit which provides leadership development and soft skills training to it's 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.

Doug Fraley the Assistant Director for Child Support for Wicomico County with a total of twenty-two years' experience in Maryland Child Support, including stints in Dorchester, Queen Anne and Baltimore City, and under the auspices of private vendor contracts with Lockheed Martin, Maximus and Policy Studies Inc, performing managerial,

supervisory and line level case management in the areas of intake, locate, enforcement, and finance. Doug possesses a M.A. Degree in English Literature from Salisbury University and enjoyed the opportunity to instruct English 101 and 102 courses for both Salisbury University and Chesapeake College.

Isaiah Greene is a Non-Custodial Parent Employment Program (NPEP) case manager for the Caroline County Child Support Office. Isaiah also serves as a case manager for the R.I.S.E. (Re-Engaging Individuals through Successful Employment) program, a grant funded regional program for Non-Custodial Parents on the eastern shore. These programs have received statewide recognition for assisting non-custodial parents in obtaining employment and dismantling barriers they may experience in obtaining/retaining a job. Before joining Caroline County Child Support, Mr. Greene worked for the State of Delaware as a special education teacher. Mr. Greene holds a Bachelor's degree from Delaware State University.

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 has over 16 years of child support experience and a proven track record of establishing strong relationships with local, state, and national child support program partners. Kevin has a BA in Psychology and an MS in Communication Studies from Shippensburg University.

Artish D. Jacobs, is a Program Specialist with the U.S. Department of Health and Human Services, Administration for Children and Families, Office of Child Support Enforcement (OCSE). Her responsibilities are to monitor programs, provide technical assistance to state and local offices, interpret federal regulations, and assist grantees with program policies and guidelines. She has dedicated over 19 years in serving children and families an embraces being a public servant.

Before joining OCSE, Artish served as a manager with the District of Columbia Child Support Services Division for 10 years and with the Delaware Division of Child Support Services for 7 years as a Support Enforcement Specialist III (Team Lead).

Artish holds a Masters in Public Administration and a Masters in Human Resource Management with Honors from Wilmington University, and received her B.S. in Criminal Justice, *summa cum laude* from Wilmington University.

Artish enjoys serving in her community, traveling, reading, mentoring, and spending quality time with family.

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.

Jhonnette Lanham, MSW has over 20+ years of experience as an administrator-primarily in the Developmental Disabilities field. Additionally, a former Adjunct Professor of Social Work, Psychology, and Sociology in the University of Maryland System. Mrs. Lanham is currently an Assistant Director of Child Support at Dorchester County Department of Social Services, having also worked in Adult and Child Welfare services in order to not be so far removed from the customers we serve. A nationally certified Positive Behavior Support trainer with a firm belief that serving others derives from having formed relationships with those we serve. She has also 20 years of training staff on how to keep themselves safe from our clients without having to intervene physically. Physical intervention is taught to be used only as a last resort. To that end, learning about the backgrounds of our customers and understanding how an individual’s past experiences shape and influence how we relate to each other-whether it’s positive or negative. Learning how Adverse Childhood Experiences (ACES) shape our customers is the utmost demonstration of dignity and respect and will help us and our customers form relationships that will be beneficial in the long run as we help the people we serve on the road to self-sufficiency. Mrs. Lanham has been married for over 38 years with 2 sons, 2 daughters in love (laws) and 4 grandchildren.

Dave Lockwood is a Project Manager in the Program Management Office of the MD THINK program. His primary task is to support the design, development, and implementation of the new Child Support Administration system. Dave is a graduate of MIT and UMUC.

In a previous assignment, Dave supported the IRS’ IT modernization effort as System Deployment Manager and Transition Manager, and participated in the transition from the Waterfall development approach to Agile. He has two Agile certifications.

Dave is an experienced IT professional with several entrepreneurial endeavors. He bought and sold Pan Am, started an innovative telecom firm, ran for Congress, and has consulted in over 15 countries around the world. He is the proud father of five wonderful kids.

Sharon McEachern I started with the State of Maryland Child Support Enforcement Administration in 1996 as a contractual employee. I continued to work with Child Support through the various vendors Lockheed Martin, Maximus, and Policy Studies. Employment with each vendor afforded me the opportunity gain child support knowledge and I was afforded countless opportunities which prepared me for my current position.

In 2010, I became a State employee in the Intergovernmental Services Unit. I am currently the supervisor of Central Registry. I communicate with various child support offices in the United States and other countries.

Tavaughn McKenny became employed with the Maryland Child Support Administration in March, 2003 as a Customer Service Representative for the Baltimore City Office of Child Support. During my tenure with the Baltimore City Office, I was promoted to an Enforcement Case Manager in 2004. In 2005, I became an Outreach Coordinator for the Baltimore City OCS. In 2006, I was promoted to Supervisor of Baltimore City's Customer Service Unit. I continued in my Supervisor capacity until I resigned in January 2014, after accepting a position with the Child Support Administration at the Department of Human Services. Tavaughn began his employment with the Department of Human Service, Child Support Administration on February 5, 2014 as a Customer Service Lead. On August 15, 2018, I was transitioned to the Policy Unit with the Department of Human Service's Child Support Administration. In total, I have 15 years of child support experience, knowledge, and expertise.

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.

Tanya Miller is a Child Support Program Specialist in the Division of Program Innovation at the federal Office of Child Support Enforcement. In this role, she serves as one of the Project Officers for the Procedural Justice Informed Alternatives to Contempt (PJAC) national demonstration grant. Tanya has over 25 years of public service and before accepting her current position with OCSE in May 2016 she worked for over eight years at the state level. Tanya briefly served as a Field Supervisor with Virginia's Division of Child Support Enforcement Fairfax District Office and prior to that she was a Child Support Specialist Supervisor with Maryland's Prince George's County OCSE. Tanya began her career as a social worker with the Department of Children and Family Services in the Cayman Islands. During her tenure with DCFS she served in various capacities. Most notably, Tanya worked closely with their courts to develop and implement a mediation program that offered parenting education and mediation services which facilitated parental agreements that addressed both child support and access. She served as a research analyst and advisor on the National Youth Commission of Inquiry, commissioned by the Legislative Assembly of the Cayman Islands to investigate causes

of youth violence. Tanya holds a Master Degree in Conflict Resolution from Columbia College, SC and BA in Criminology and Social Work from the University of Tampa, FL.

Kirkland J. Murray is the President and CEO of Anne Arundel Workforce Development Corporation (AAWDC), the administrator and operator of the federal Workforce Innovation and Opportunity Act funded services and workforce initiatives for Anne Arundel County, Maryland. AAWDC is committed to ensuring that Anne Arundel County has a highly skilled workforce that meets the current and future needs of county businesses, and that citizens have the tools and resources to maximize their career potential. Named *The Daily Record's 2012 Most Influential Marylander* in Civic Leadership, Murray currently serves as the Maryland Director on NAWDP's Board of Directors. He is a member of the Governor's Workforce Development Board and the Maryland Workforce Association.

Susan Pistorio is a State employee at DHR/DHS for 38 years and 9 months; started Jan 1980. Worked for Master Files at the DSS on Guilford Avenue from Jan 1980 to Dec 1981. This was her first state job. Worked for Child Support from Dec 1981 to Present. Worked as State Parent Locator, then worked in the URESA (now UIFSA/Intergovernmental) unit for many years. October 1993, she was offered the opportunity to work on CSES. As part of the CSES conversion team, she trained local staff in all the jurisdictions except for the metros. Once the metros were converted to CSES, she went to each metro, handling the problem cases and information that didn't convert to CSES and ensured that all information displayed correctly in CSES.

Once conversion was completed in 1998, she worked in the Field Services Unit until she became a CSES tester from Sept 2000 to May 2012. In May 2012, she started working in the System Support and Operations Unit where she is today.

Sarah Ramsey is the Address Confidentiality Program Outreach Trainer/Program Specialist. She trains domestic violence and human trafficking advocates on the Maryland ACP program throughout the state of Maryland. Sarah notifies and processes all renewal letters, renewal applications, and participants who turn 18 and need to convert from child to adult. Additionally, Sarah comes from a background in working with school systems and is able to take the lead on verifying student zoning and transportation, along with student record transfers. With her Bachelor's Degree in Conflict Analysis and Dispute Resolution, she is also able to assist in addressing parent concerns regarding student safety. Sarah also assists with all daily office tasks and any additional task required by the Maryland ACP as needed.

Karen Rohrbaugh is an Assistant Attorney General with DHS and the senior counsel for child support. She has been with the Office of the Attorney General since July 2013. Before joining the Office of the Attorney General, she spent several years in private practice and also worked for the Department of Labor, Licensing and Regulation in the Office of Unemployment Insurance. Ms. Rohrbaugh graduated with honors from the University of Maryland School of Law in 2003 after obtaining her undergraduate degree in Family Studies from the University of Maryland, College Park.

Alex Skidmore has worked in public administration and for-profit workforce development arena for fifteen years. In her role at a for-profit training institution, she developed and managed federal and state funded pre-apprenticeship programs assisting in serving thousands of students in skilled trades over the course of ten years. In August 2013, Alex joined the Baltimore County Department of Social Services (DSS) Job Network, a workforce service program accredited through the Counsel of Accreditation, to support and lead the Non-Custodial Employment Program for a unique partnership with DSS Job Network, Child Support Administration, Community College of Baltimore County and the Baltimore County Circuit Court. Over the course of five years, hundreds of Child support participants were trained or placed in jobs through the Community College, meeting the objectives and increasing collections in child support revenue. Alex was nominated for a statewide customer service award, meeting high performing standards. Under her collaboration, Alex participated in expanding the local program to a regional workforce grant providing workforce services for participants who owe child support. In addition to her role with Job Network, Alex is an adjunct instructor at the Community College of Baltimore County, where she teaches Job Readiness classes and provides employment placement services for at risk youth. Ms. Skidmore earned a Bachelor's of Science in Psychology and is committed to the development of regional initiatives that address employment needs of job seekers and supports the growth of business and economic needs.

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.

Kimberly Smith is the former Anne Arundel County, Fiscal & Operations Supervisor. She came to Maryland Office of Child Support over three years ago from the West Virginia Bureau for Child Support. Kimberly has almost eighteen years' of experience from case establishment, enforcement to the fiscal responsibilities. She enjoys training staff and learning on the job. She earned her Master of Business Administration from Mount Saint Mary's University in Emmitsburg, MD. She is a very devoted Soccer and Lacrosse mom on the weekends.

Raymond Stewart has been employed by the State of Maryland for almost 6 years in the position of Director of System Development and Operations. Prior to coming to the state he worked for Verizon for 37 year in various job capacities, leaving as a Senior Engineer, working in a team responsible for system development and support for the

Outside Plant Engineering Division. Raymond has an undergraduate degree in Information Systems Management from UMBC and a master's certificate in Project Management from The George Washington University in addition to numerous engineering courses through Bell Labs.

Dr. Randi Walters is a results driven executive with 25 years of progressive leadership in the field of health and human services. Prior to coming to serve in Maryland, Randi was the Senior Advisor to the Assistant Secretary for Administration at the U.S. Department of Human Services where she managed the day to day operations of an office responsible for 3 billion dollars in annual spending. Randi brings over a decade of experience working at the federal level with the Administration for Children and Families and is regarded as a national expert in child welfare workforce development and systems reform. Over the course of her career, Randi has been a child protective services worker, adoption specialist, government consultant, trainer and speaker, adjunct faculty member, and psychotherapist.

Randi completed her Ph.D. in Social Work and a Certificate of Women's Studies at Howard University and her MSW at California State University. She received her LCSW-C in Maryland in 2002. Randi lives in University Park with her husband of 25 years and has two daughters attending the University of Maryland.

Notes

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