



35TH Annual Conference and Training Seminar

*“Shared Vision: Collective Impact and Shaping the
Future of Customer Service”*

October 10-11, 2024



Maritime Conference Center

692 Maritime Blvd, Linthicum Heights, MD 21090

Welcome to the 35th annual Maryland Joint Child Support Council (MJCSC) Conference. Each year, the MJCSC Conference and Training Seminar provides an opportunity for vendors, sponsors, Child Support professionals and agency partners to share ideas, best practices, and new initiatives to better enable the Child Support program to achieve its mission.

This year's theme is, "Shared Vision, Collective Impact-Shaping the Future of Customer Service". This will be displayed through various plenary and breakout sessions. Each session will give attendees the opportunity to learn, grow, network and make new contacts. We anticipate over 200 attendees across Maryland and Washington, D.C attending the conference this year.

I would like to thank the MJCSC board for all their hard work and efforts putting this conference together, and to our sponsors, this conference would not be possible without your support.

Warm Regards,

Kim Perry - President

President-MJCSC

Maryland Joint Child Support Council Executive Committee and Board Members

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Kim Perry, Director

Baltimore County CSA

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Dr. Brittany Townsend-Galloway, Functional Analyst

MD THINK

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Stacy Cowan, *Manager: Information and Referral Services, Prince George's County Circuit Court*

Harrison Johnson, *Supervisor: Customer Relations/Resource Coordinator, Baltimore City CSA*

Aaron Penman, *Sgt. Harford County Sheriff's Office*

Samantha Phillips-Chester, *Acting Deputy Executive Director, CSA*

Tiffany Gregoire, *Assistant Director, Frederick County CSA*

Yesima Williams, *Training Specialist, Baltimore City CSA*



Conference Agenda

Thursday, October 10th

Time	Session	Presenter	Agency	Location
7:30 AM	Registration	-	-	Central Break Area
8:30 AM	President's Welcome & Jurisdiction Shout-outs	Kim Perry, <i>President</i>	MJCSC	Auditorium
8:45 AM	CSA Executive Leadership Welcome/Updates	Jarnice Johnson, Acting <i>IV-D Director</i>	CSA Central	Auditorium
9:00 AM	Introduction and Welcome - OCSS Updates	Rose Bynum, <i>Program Specialist</i>	DHHS	Auditorium
9:45 AM	Giveaways and Announcements	Kim Perry, <i>President & Brittany Townsend-Galloway, Vice President</i>	MJCSC	Auditorium
10:00 AM	Break	-	-	Central Break Area
10:15 AM	Plenary Session #1: Great Customer Service and Its Impact: <i>Turning Tough Conversations Into Quick Wins</i>	Charese Josie	-	Auditorium
11:45 AM	Lunch	-	-	Dining Room
1:00 PM	Breakout Session #1A: Customer Service and You – Shared Vision: <i>From Conversations to Solutions</i> **Limit to 25**	Charese Josie	-	A-100
	Breakout Session #1B: Policy – Incarcerated Obligor: <i>Impact to Program, Resources, and Compliance</i>	Jenna Janocha, <i>Director of Policy and Training,</i> Ebony Knight, & Dana Edwards	CSA Central	A-300
	Breakout Session #1C: Sheriff Round Table	Aaron Penman	Harford Co. Sheriff	Bridge Room
2:30 PM	Break	-	-	Central Break Area
2:45 PM	Plenary Session #2: Active Shooter Training	Brad Crossley	Harford Co. Sheriff	Auditorium
4:15 PM	Giveaways and Announcements	Kim Perry, <i>President & Brittany Townsend-Galloway, Vice President</i>	MJCSC	Auditorium
4:30 PM	Closing Remarks	Kim Perry, <i>President</i>	MJCSC	Auditorium

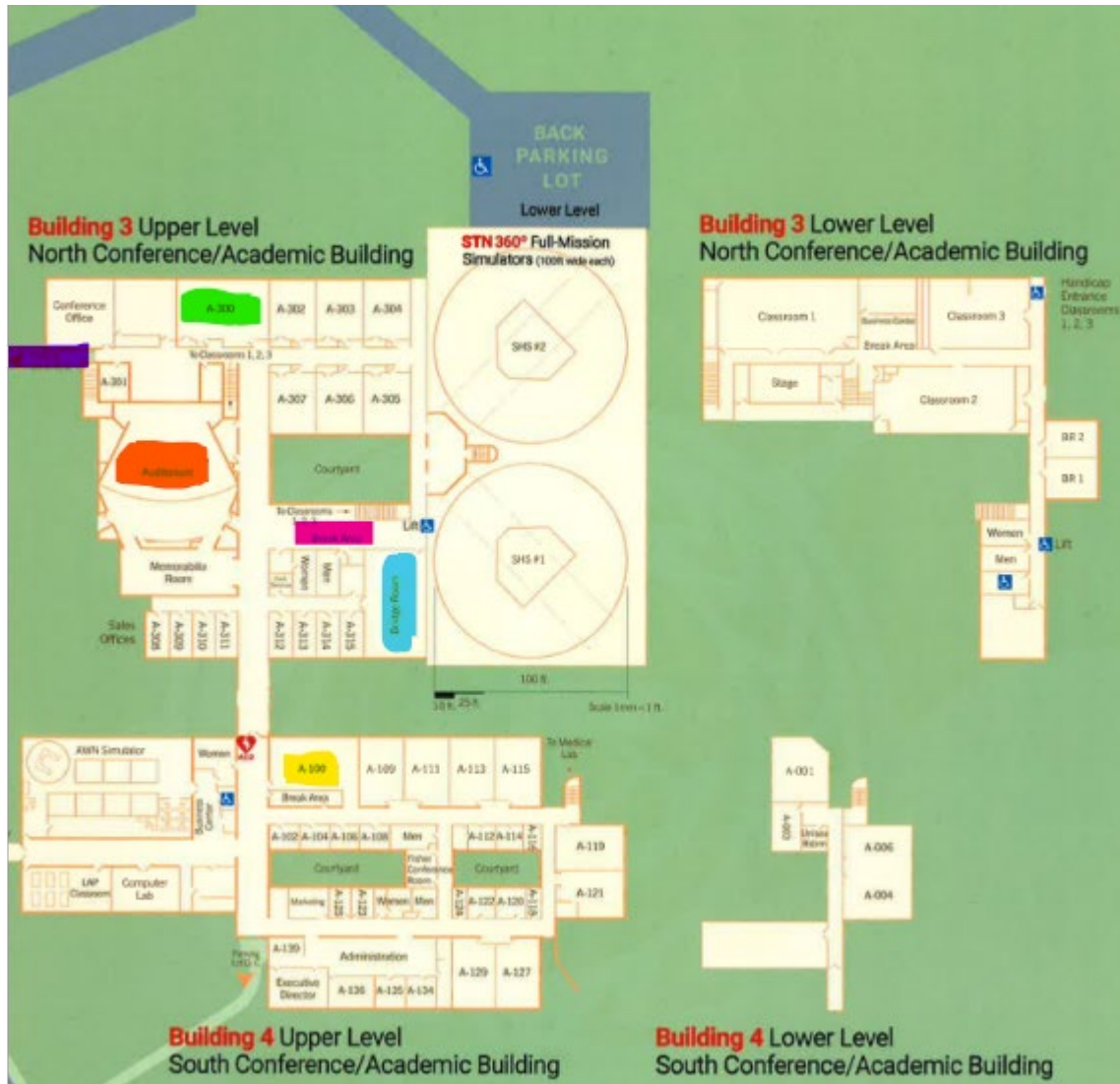
Friday, October 11th

Time	Session	Presenter	Agency	Location
7:30 AM	Registration	-	-	Central Break Area
8:30 AM	Presidential Announcements	Kim Perry, <i>President</i>	MJCSC	Auditorium
8:45 AM	Elections/Board Announcements/Nominations	Samantha Phillips-Chester, <i>Board Member</i>	MJCSC	Auditorium
9:00 AM	Welcome and Introduction of DHS Secretary	Jarnice Johnson, <i>Acting IV-D Director</i>	CSA Central	Auditorium
9:05AM	DHS Secretary Welcome	Rafael Lopez, <i>DHS Secretary</i>	MD DHS	Auditorium
9:35 AM	Conference Updates/Giveaways	Kim Perry, <i>President</i> & Brittany Townsend-Galloway, <i>Vice President</i>	MJCSC	Auditorium
9:45 AM	Plenary Session #3: MD Think Updates: <i>A Look Ahead to CSMS</i>	Ray Hernandez, <i>Director of CSMS</i> & Patrick O'Malley, <i>Chief Portfolio Officer</i>	MD Think	Auditorium
10:30 AM	Break	-	-	Central Break Area
10:45 AM	Breakout Session #2A: CSA Internal Audits: <i>What You Should Know</i>	Grace Osemene, <i>Director of Audit</i> , Sharonda Clay, Tekia Jackson, & Abiola Osikomaiya	CSA Central	A-100
	Breakout Session #2B: Supporting our Customers Beyond the FV Indicator	Rebecca "Beckie" Chandler, <i>LMSW</i>	S.A.R.C.	A-300
	Breakout Session #2C: Stress Reduction (at Work)	Alfred Guy, <i>Training Officer</i>	Univ. of MD	Bridge Room
12:00 PM	Lunch	-	-	Dining Room
1:00 PM	Giveaways	Samantha Phillips-Chester, <i>Board Member</i>	MJCSC	Auditorium
1:15 PM	Plenary Session #4: Alternative Solutions Center: <i>Supporting our NCP's</i>	Michael Stevenson, <i>Workforce Dev. Specialist</i> & Dante Boyd	Washington DC OAG	Auditorium
2:45 PM	Break	-	-	Central Break Area
3:00 PM	Plenary Session #5: Leadership & Neurodiversity: <i>Best Practices with Employees and Customers</i>	Kathy Dow-Burger, <i>M.A., CCC-SLP</i>	Univ. of MD	Auditorium
4:30 PM	Elections/Announcements	Samantha Phillips-Chester, <i>Board Member</i>	MJCSC	Auditorium

4:45 PM	Closing Remarks	Kim Perry, <i>President</i> & Brittany Townsend- Galloway, <i>Vice President</i>	MJCSC	Auditorium
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Map



****Map Key:**

Purple	Orange	Green	Pink	Blue	Yellow
<i>Entrance/ Registration</i>	<i>Auditorium</i>	<i>A-300</i>	<i>Break Area</i>	<i>Bridge Room</i>	<i>A-100</i>



Session Descriptions

Thursday, October 10, 2024

Great Customer Service and Its Impact: *Turning Tough Conversations Into Quick Wins*

Presenter: Charese Josie

Moderator: Samantha Phillips-Chester

Auditorium

In this insightful talk, you'll learn how to turn challenging customer interactions into faster results with less time and energy. Discover how to address client needs effectively without compromising your mood or the flow of your day. You'll gain practical tools to handle unexpected situations, allowing you to stay in control and focused on your priorities. By approaching each day with intention, you'll leave equipped to reduce stress, conserve energy, and achieve quicker resolutions while keeping yourself balanced.

Customer Service and You: *From Conversations to Solutions* *Limited to 25 people*

Presenter: Charese Josie

Moderator: Samantha Phillips-Chester

A-100

In this breakout session, you'll explore practical tools that turn challenging customer interactions into effective solutions. This interactive session will help you apply these tools to manage unexpected situations with confidence. You'll work through real-world scenarios, practicing techniques to reduce stress, save time, and achieve quick resolutions. Walk away with actionable steps to handle even the most difficult situations while staying grounded and in control.

Incarcerated Obligors: *Impact to Program, Resources, and Compliance*

Presenter: Jenna Janocha, Ebony Knight, & Dana Edwards

Moderator: Nina Marrow

A-300

After the passing and implementation of Maryland's House Bill 435, this session will be an interactive round-table discussion. We will explore the communication and education of our customers and community partners, capture innovative ideas for system improvements that will assist workers in case management, and will touch on the importance of attorney involvement. We will also provide an opportunity to hear local experiences since the new law went into effect.

Sheriff Round Table

Presenter: Aaron Penman

Bridge Room

Discussion of trends and best practices, agency collaboration, requirements and needs of court security, and grant writing updates.

Active Shooter Training

Presenter: Brad Crossley

Moderator: Aaron Penman

Auditorium

Be prepared on how to respond to an active shooter. Know the steps to take and when to take them.

Friday, October 11, 2024

MD THINK Updates: *A Look Ahead to CSMS*

Presenters: Ray Hernandez & Patrick O'Malley

Moderator: Brittany Townsend-Galloway

Auditorium

CSMS has come a long way since its launch in 2022, but there's still more to come. This presentation will provide an overview of the plan for changes, improvements, and the overall future of CSMS.

CSA Internal Audits: What You Should Know

Presenters: Grace Osemene, Sharonda Clay, Tekia Jackson, Abiola Osikomaiya

A-100

In this session we will look at what Internal Audit is, who is in the Internal Audit unit, what they do and how they can be helpful to you and your everyday work. We will also explain the upcoming internal inspections, reviews, and the reports that are viewed.

Supporting Our Customers Beyond the FV Indicator

Presenter: Rebecca “Beckie” Chandler

Moderator: Tiffany Gregoire

A-300

“Supporting our Customers Beyond the FV Indicator” will explore the power and control wheel, cycle of abuse, and some of the resources available to those experiencing abuse. This presentation will assist attendees to recognize signs of abuse, understand how intimate partner violence affects survivors, and explain why individuals may remain in these situations.

Stress Reduction (at Work)

Presenter: Alfred Guy

Moderator: Jamie Haskel

Bridge Room

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.

Alternative Solutions Center (ASC): Supporting our NCP’s

Presenters: Dante Boyd & Michael Stevenson

Moderator: Tiffany Gregoire

Auditorium

The Alternative Solutions Center (ASC) is a unique and transformative program, distinct in its dedication to serving parents paying child support, regardless of their background or judicial history.

This workshop will provide:

- An in-depth overview of the ASC.
- Highlighting its mission to assist unemployed or underemployed parents in securing long-term.
- How we **SEE** returning citizens.

- Dante “Rick” Boyd; Home for Good!

Additionally, the ASC is deeply committed to fostering healthy co-parenting relationships and supporting participants in overcoming barriers that may impact their quality of life. Join us to learn how the ASC, with its unwavering commitment, can be a pivotal resource for you or your clients in achieving stability and success.

The SEE Strategy is at the heart of the ASC, a comprehensive approach designed to support returning citizens with a roadmap to staying home for good. The ASC offers tailored support to address the unique challenges faced by parents paying child support. From providing accurate information and right-sizing child support orders to facilitating reunification efforts and promoting healthy co-parenting, the ASC ensures that each participant receives the personalized and caring assistance they need.

Engagement is a critical aspect of the ASC's approach. Participants undergo a one-on-one needs assessment to identify their specific requirements. They are referred to essential resources such as the Mayor's Office of Returning Citizens Affairs (MORCA) and the Mayor's Service Liaison Office (MSLO). The ASC also hosts weekly workforce development webcasts, providing valuable training and insights to help participants enhance their employability and job readiness.

Eligibility for the ASC is open to parents paying child support, un/underemployed, with an active child support order, residing in the District of Columbia, Maryland, or Virginia, and having a valid physical address. Most importantly, participants must have the desire to improve their circumstances and engage with the program. Join us to discover how the ASC can make a meaningful difference in the lives of parents paying child support.

Leadership & Neurodiversity: Best Practices with Employees and Customers

Presenter: Kathy Dow-Burger

Moderator: Brittany Townsend-Galloway

Auditorium

A discussion about neurodiversity where we will cover rationale, shame, stigma, and discrimination as well as what to do and what not to do. Learn and understand the different neurotypes, some terms and their definitions used within the neurodiverse community. You will gain insight on what neurodiverse individuals may experience and how you can best support your neurodiverse employees and customers. You will even hear the voices of some neurodivergent individuals.



Bio's



Secretary Rafael López: Rafael López is a national leader in human services and leading complex organizations across sectors to improve the lives of children, families, and communities. Appointed by Governor Wes Moore and confirmed by the Maryland Senate, López serves as the Secretary of Maryland's Department of Human Services. He joined the Moore-Miller Administration from the United States Department of Health and Human Services where he most recently served as a Senior Advisor to the Administration for Children and Families. In the Biden-Harris Administration, López helped reunite more than 170,000 unaccompanied children with their families or other vetted sponsors at the height of the largest surge of unaccompanied children in U.S. history.

Previously, López was the Principal and Founder of López Consulting where he collaborated with nonprofit, philanthropy, government, and private sector organizations to catalyze results for the people they serve. From 2017-2019 immediately following the Obama-Biden Administration, López was a Managing Director and the Human Services Industry Lead for Accenture's Health & Public Service practice in North America where he partnered with decision makers in government, education, and nonprofit organizations to leverage technology to improve services and mission effectiveness.

López previously served in the United States Department of Health and Human Services as the Commissioner of the Administration on Children, Youth and Families, a role to which he was nominated by President Obama and confirmed by the United States Senate. As Commissioner, he also served as the Acting Associate Commissioner of the United States Children's Bureau and Acting Associate Commissioner for the Family and Youth Services Bureau. Immediately prior to his confirmation, López served as a Senior Policy Advisor at the White House Office of Science and Technology Policy and with the Domestic Policy Council.

López has dedicated his career to improving the lives of children, families, and communities through a variety of leadership roles at the city, county, and state level. Prior to serving in the White House, López was an Associate Director at the Annie E. Casey Foundation, a private, national philanthropy devoted to developing a brighter future for millions of children at risk of poor educational, economic, social and health outcomes. López also led The Family League of Baltimore City, Inc. where he was the President and CEO and served as a member of the Baltimore City Mayor's Cabinet. From 2006-2009, López was appointed by Mayor Antonio Villaraigosa to serve on his Cabinet as the Executive Director of the City of Los Angeles Commission for Children, Youth and Their Families. López previously served as the Deputy Director of the City and County of San Francisco Department of Children, Youth, and Their Families and as Senior Deputy for Health and Human Services for Los Angeles County Supervisor Gloria Molina. From 1999-2004, López served as the Founding Executive Director of First 5 Santa Cruz County where he launched the countywide implementation of the California Children and Families First Act-Proposition 10 and led innovative efforts to expand and create programs and services in health, early care and education, and family strengthening, including the creation of one of California's first comprehensive health coverage programs for all Santa Cruz County children. *(cont)*

In 1999, López launched his public service career by becoming the youngest person in the City’s history to serve on the Watsonville City Council where he led neighborhood-based efforts to civically engage youth and immigrant families in the development of city services. He has worked closely with community-based organizations as a volunteer, manager, executive, founder, and board member. Sponsored by the David and Lucile Packard Foundation, he served as a fellow at Stanford University’s Center for Social Innovation at the Graduate School of Business Executive Program for Nonprofit Leaders. López was awarded a 2007-2008 Annie E. Casey Foundation Children and Family National Fellowship and a 2018 Ambassador for Health Equity Fellowship with PolicyLink.

López is an alumnus of Vassar College and a graduate of the University of California Santa Cruz where he earned his Bachelor of Arts with honors. He is a graduate of Harvard University’s Kennedy School where he earned a Master in Public Administration and was named a Lucius N. Littauer Fellow. López and his wife are the proud parents of two children.



Jarnice Y. Johnson: Jarnice Y. Johnson has over 37 years of child support experience. Currently serving as the Acting Executive Director for the Child Support Administration. Ms. Johnson provides executive leadership, oversight, and technical direction to Maryland’s 24 local child support offices. Prior to her tenure as the Acting Executive Director, Ms. Johnson served as the Deputy Executive Director of Programs for the Child Support Administration. As Deputy Executive Director, she provided oversight to the four-metro county child support offices, in addition to the Baltimore City Office of Child Support Services via contracted services of a private vendor. The four metro offices (Anne Arundel County, Baltimore County, Montgomery County, Prince George’s County) and Baltimore

City have a combined caseload of 197,243 and support collections totaling \$472 million. Ms. Johnson’s tenure over the last 37 years included overseeing the strategic direction of various child support agencies working closely with stakeholders to improve the outcomes for children and families. She developed child support programs for several states, drafted and implemented policy, improved systems and business processes to increase efficiency, and many other leadership milestones. Her passion for advocacy and her proven track record in organizational management makes her a pivotal figure in driving positive change within the child support administration.

Selected Professional Positions

2024-Present	Acting Executive Director, Maryland Child Support Administration
2018-2024	Deputy Executive Director of Programs, Maryland Child Support Administration
2011-2018	Director, Prince George’s County Child Support administration
2003-2011	Assistant Director, Frederick County Office of Child Support
2000-2003	Policy Director, Child Support Administration
1999-2000	Policy Consultant, Tier Technologies
1997-1999	Director, Service Design Associates
1988-1997	Policy Analyst, Virginia Department of Social Services, Child Support Enforcement

Memberships/Affiliations

Delta Sigma Theta Sorority, Inc. – Active Member, initiated 2006, Community Outreach Committee co-chair
 Eastern Regional Interstate Child Support Association (ERICSA) - Prior board member for ten years
 Maryland Joint Child Support Council (MJCSC) – Prior board member for more than ten years



Rose Bynum: Rose Bynum serves as a Program Specialist with the Department of Health and Human Services, Administration for Children and Families, Office of Child Support, Region 3. Rose has 30+ years of child support experience at the local and federal levels. She provides oversight, technical reviews, and assistance with complex matters, among other responsibilities for child support programs of Maryland, Pennsylvania, South Dakota, Virginia, and the Sisseton Wahpeton Oyate Tribe. She facilitates Mindful Moments for ACF, serves on several federal workgroups within HHS/ACF and partners with the Department of Justice on reentry simulations. Rose has a B.A. in Criminal Justice from LaSalle University, a MDiv from the United Lutheran Seminary, a Certificate in Diversity, Equity, and Inclusion in the Workplace from the University of South Florida Muma College of Business.

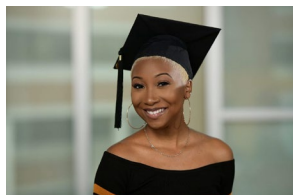


Sergeant Aaron Penman: Aaron Penman joined the Harford County Sheriff's Office 1999 and was promoted to the rank of Sergeant, following a four-year enlistment in the United States Marine Corps. During his tenure with the Harford County Sheriff's Office, Aaron Penman has served in Criminal Patrol, Gang Suppression Unit, Harford County Narcotics Task Force, Community Services Division, Polygraph Examiner and Court Services Division. Currently, Aaron Penman is assigned as the supervisor in charge of the Office of Child Support Enforcement, with the Child Support Administration. Outside of the Sheriff's Office, Aaron Penman was elected in 2022 as the District B representative for the Harford County Council.

Alfred Guy: Alfred Guy has worked as a Training Officer at the University of Maryland, Baltimore, School of Social Work, Family Welfare Research and Training Group since 1996. His responsibilities include design and development of training sessions, with topics including leadership and supervision, communication skills, critical thinking, and stress management. He is the facilitator of these training programs for Family Investment Administration staff. Mr. Guy has over 30 total years of state service. He is a U.S. Army veteran (Captain) and served as an Assistant Executive Officer, Platoon Leader, and classroom instructor. Mr. Guy has a BBA in Marketing from Temple University. He performs in a murder mystery troupe and holds a 3rd Degree Black Belt in Tae Kwon Do.



Becki Chandler (LMSW): Rebecca "Beckie" Chandler moved to Maryland from North Wales, UK, in February 2020. She had been working for the British National Health Service as a mental health practitioner with clients experiencing mild to moderate anxiety, stress and depression. Since her arrival in the USA, she has trained as a Yoga Teacher & continues to promote wellbeing through mind and body awareness. She joined SARC in January 2021 and started a Masters of Social Work at the University of Baltimore at the same time. She believes in the power of community to provide safety for all its members, and her role as a Community Educator with SARC allows her to work in alignment with this value. She loves being active outdoors, solving puzzles and reading mysteries.



Ebony Knight: Ebony Knight is currently the Training Specialist for the Maryland Child Administration. Ebony's role entails developing, implementing, presenting, and delivering training for all new or existing child support staff (local, metro, and Baltimore City) statewide on all facets of the Title IV-D Child Support Program. Also serve as program expert at training sessions presented by other staff.

Ebony has been with DHS for two weeks and prior to her time at DHS, she has worked for Baltimore Public Schools for five years. Ebony received her Associates Degree at Baltimore City Community College in May of 2017. Shortly after graduation, Ebony transferred to

Towson University and received her Bachelor's Degree majoring in Family & Human Services December of 2019. Currently, Ebony is pursuing her Masters Degree in Social Work at Walden University.

Senior Deputy Brad Crossley:



Sheriff Jeffrey R. Cahler

Senior Deputy Brad Crossley #634

26 Years Law Enforcement

(1998-2001) Baltimore City PD

(2001-present) Harford County Sheriff's Office

(2003-2018) Harford County Sheriff's Office
Special Response Team (SWAT)

(2008-2018) Harford County Sheriff's Office
Special Response Team (SWAT) Asst. Team Leader

(2012-2018) Harford County Sheriff's Office
Special Response Team (SWAT) Explosive Breaching Team Leader

(2003-Present) Active Shooter Instructor

U.S Dept. of Homeland Security Active
Shooter Emergency Response Certified Instructor

FEMA Certified Active Shooter Instructor

A.L.I.C.E Training Institute Certified Instructor

National Center for Biomedical Research and
Training Active Threat Integrated Response
Certified Instructor

Stop The Bleed Program Instructor

Instructor for both Law Enforcement and
Civilians



Kathy Dow-Burger, M.A., CCC-SLP: Kathy Dow-Burger is a Clinical Professor at the University of Maryland and the Friedman Endowed Director of the Neurodiversity and Autism Transition Services (NATS) program. She has over 30 years of experience as a certified and licensed speech-language therapist in the evaluation and treatment of autism and other communication differences across the lifespan as well as advocacy for accessibility and use of accommodations and Universal Design for Learning of neurodiverse people. Kathy was the first recipient of the University of Maryland College of Behavioral and Social Sciences' Excellence in Diversity, Equity, Inclusion, and Social Justice Award for her work on Neurodiversity and the intersectionality of other identities. Kathy is a co-organizer of the annual Neurodiversity at Work Research Conference which brings together leading scholars, neurodivergent leaders, neurodiversity practitioners, and leading neurodiversity employers concerned with advancing neurodiversity employment research. This work is related to the preparation, recruitment, persistence, and advancement of neurodivergent individuals in the workplace. Kathy and her husband were foster parents to 20 children and youth over 7 years and adopted their now 31 year old son when he was a teenager.



Grace Osemene: Grace Osemene is the Director of Internal Audit and Quality Assurance for the Maryland Department of Human Services' Child Support Administration.



Jenna Janocha: Jenna Janocha is currently the Director of Policy and Training for the Maryland Child Support Administration (CSA) where she reviews, analyzes, interprets, develops, and implements all policy, regulations, legislation, communications, publications, forms, and training efforts administered by CSA.

She has been with DHS in the Child Support Administration since her start as a Child Support Specialist I in Baltimore County in 2014 specializing in interstate establishment. After accepting an enforcement position in Carroll County she proved her ability to learn different child support procedures, adapt to changes in administrations and their subsequent policy directives, all while encouraging a positive outlook on changes among her coworkers. After her promotion to lead worker, she was able to develop her own training materials to assist coworkers, not only in their learning but, understanding of the laws dictating child support policy. In 2017, she was selected to participate in the DHS Leadership Development Initiative where she was honored with the Emerging Leader Award. In 2021, she accepted a position at CSA Headquarters that allowed her to become a subject matter expert and development liaison for the new state-wide system, the Child Support Management System (CSMS), where she gained more experience implementing policy, conducting training, and facilitating concerns with internal and external partners regarding system functions. During this time she not only became a CSMS expert but became proficient in both the Qlik (Quality, learning, interaction and knowledge) and Eligibility and Enrollment (E&E) systems on the MDThink Applications Platform. She was nominated for the DHS Customer Service Award in 2023 for these efforts.

Prior to her time at DHS, she was the Operations Manager for Westminster Hess/Marathon Inc. She developed training and safety standards used within the small company that met or exceeded state standards for much larger organizations. This resulted in 100% of employees passing the annually required EPA Procedure Training/Knowledge Assessment for hazardous material handling. While in her excess of 6 years in this position, she was assigned to oversee customer complaints that were elevated to company ownership and those duties included overseeing customer services processes for all shift managers within the company. Here, she also gained experience, and is proficient in, Microsoft Office Applications (Word, PowerPoint, Excel, Outlook, etc.) as well as Google Applications (Docs, Slides, Sheets, Gmail, Forms, Chat, Meet, Calendar, Spaces, etc.).

Jenna earned her Bachelor's of Science in Psychology from James Madison University and completed her board certification program for radiologic technology through the Johns Hopkins Hospital.



Dante “Rick” Boyd: After an extended period in prison, Dante "Rick" Boyd has made remarkable strides in reintegrating into society and contributing positively to his community. He is employed full- time at TPM Moving Company, and at night and on weekends, Mr. Boyd works diligently through the night to maintain the cleanliness of DC Metro buses. His dedication extends beyond his employment; he has also founded a youth engagement initiative named "Dedicated to Change." This program focuses on mentoring and supporting young individuals in making positive life choices.

Additionally, Mr. Boyd has successfully launched his own cleaning business, demonstrating his entrepreneurial spirit and commitment to creating opportunities for himself and others.

Dante's journey is a testament to the transformative power of resilience and community support, making him a valued panelist for the upcoming Maryland Joint Child Support Council Conference on October 10-11.



Michael Stevenson: Michael Stevenson is a highly dedicated Workforce Development Specialist, contributing his expertise to the Office of the Attorney General's (OAG), Child Support Services Division (CSSD), and Workforce Services Unit. Since 2016, Michael has been an integral part of the team, actively championing the rights and welfare of the children of the District of Columbia through his role at the Workforce Services Unit's Alternative Solutions Center.

Michael holds a Master's Degree in Legal and Ethical Studies, a testament to his commitment to understanding the intricacies of the legal system and ethical considerations.

His educational background from the University of Baltimore equips him with the knowledge necessary to navigate the complex landscape of child support services.

With over two decades of experience, Michael brings a wealth of knowledge and a deep understanding of diverse communities to his role. His passion lies in connecting individuals to meaningful careers, ensuring they have the tools and opportunities to thrive. Michael's career trajectory has been marked by a tireless dedication to serving communities and positively impacting the lives of individuals he encounters.

The mantra, "Planting Seeds of Greatness," reflects Michael's belief in the transformative power of empowering individuals and providing them with the resources to reach their full potential. Whether through innovative workforce solutions or community engagement initiatives, Michael continues to sow the seeds of greatness, fostering a positive impact on the lives of those he serves.

In his role at CSSD, Michael Stevenson stands as a beacon of advocacy and support for the children of the District of Columbia, embodying the values of justice, ethical conduct, and a commitment to building a better future for all.



Dr. Brittany Townsend-Galloway: Brittany Townsend-Galloway began her child support career in 2016 working with the Howard County Department of Social Services where she was able to gain knowledge and experience in all areas of child support. While at the local department, she was not just known for her child support skills, but she became the team's go-to “techy”. Brittany truly enjoyed her work, especially knowing she was helping people and making a difference in their lives.

In 2020, one of the most complicated years any of us faced, Brittany was made aware of her mother’s ovarian cancer diagnosis November 25th with the start of treatments on December 30th. She ended 2020 and began 2021 as a primary caregiver in addition to being a parent, a student, a child support worker and a newly recruited participant with the new Child Support

Management System (CSMS) development and testing. Brittany will always tell you she has no idea how she did it all, but she did. Fortunately, 2022 was a better year; Brittany got married, graduated with her Doctorate (hello Dr. B!), and her mother was declared NED (No Evidence of Disease).

Recently, Dr. B has become an advocate for neurodiverse individuals and raising awareness on neurodiversity as well as bullying prevention. She has had the opportunity to be a guest speaker at a middle school to discuss the negative impacts bullying has and encouraged students to be kind and respectful toward one another. Several of the school staff reported back to her that there was a significant increase in positive student interactions with a reduction in bullying and poor behavior. Dr. B hopes to continue having the opportunity to make a difference and ensure voices are heard.

Her curious nature, desire of increased understanding of how CSMS works and functions as well as extensive child support knowledge landed her with MD THINK in 2024. While she does miss the customer interactions being at a local office, she looks forward to continuing to help support both MD THINK and CSA on improving CSMS and the worker experience.

Let's not forget about her love for music that she shared with her late Father by joining the school band when she was 10 years old and the two bonded by practicing her music. Despite his sudden passing within a year of her joining, Brittany remained in the band until graduation. Later in life, she began to explore the music world even more; inspired by her husband, Brittany took up DJing. Both her and her husband's love for music and DJing has now been passed onto her 12 year old daughter! DJ B is honored to share her love for music with MJCS.

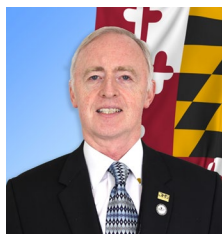


Charese L. Josie: Charese L. Josie is the founder of CJ Counseling and Consulting Services. She is a Leadership Development Trainer, Licensed Clinical Therapist, Speaker, and Author of 'Two Witty Girls.' Her mission is to empower leaders at all expertise levels by nurturing emotional intelligence and fostering genuine connections.

Having transitioned from a thriving corporate leadership position she helped build, Charese is on a purpose-driven journey to teach the value of self-care and emotional well-being. With 15 years of leadership experience, she offers coaching and consulting to businesses, agencies, and corporations, creating positive work climates, enhancing staff retention, and promoting overall team wellness—especially among management.

Charese's expertise has earned her recognition in esteemed media outlets like Cosmopolitan, The Lily-The Washington Post, SHAPE, TODAY and Essence. She has also been the mental wellness expert on programs such as WTKR 3, WHRO NPR's 'Another View' 89.5 FM, WNSB HOT 91.1 FM, Truth Talks and The Christie Taylor Show.

To connect with Charese Josie and discover how she can elevate your leadership journey, visit her website at charesejosie.com and follow her on social media @charesejosie.



Patrick O'Malley: Patrick O'Malley is an accomplished Executive with over 35 years of experience in design, development and implementation of complex, large-scale IT systems for Federal, State, and local governments, as well as private industry in both Europe and the US. The majority of Patrick's career has been in the Human Services arena developing systems for Child Support, Integrated Eligibility and Child Welfare. He is currently serving as the Chief Portfolio Officer at the Maryland Department of Human Services and MD THINK reporting to the Executive Director of MD THINK and the Secretary of DHS.

Patrick assists the Executive team in accomplishing the Secretary's goals for the organization in alignment with the Governor's strategic plan for the state. He works in close partnership with the DHS Executive Directors, MDT Applications Directors, and MDT Executive team to Plan, develop and implement initiatives to support the operations and maintenance of all DHS application systems. Patrick provides oversight on all applications, monitors progress on enhancement and reports status to Federal Partners and the DHS Executive Team. In addition, he provides guidance in strategic planning, and PI planning while translating technical concepts for the business where required. He lives in Upper Marlboro, Maryland with his wife Jackie and his daughter Autumn, his dog Hunter and cat Bella. His son is a senior at Georgia Tech pursuing a degree in Aerospace Engineering.

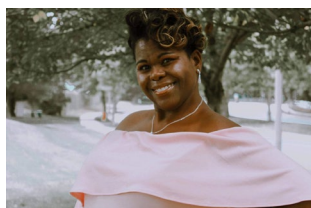
Ray Hernandez: Ray Hernandez has spent over 25 years working in technology, focusing his last 10 years on mobile and cloud-based product strategy. Previously, he has led teams in product management and engineering, working in strategic roles for such companies as the Bank of America Corporation, Northrop Grumman Corporation, and The Advisory Board Company. Before his product work, he worked as a technology and strategy consultant for Accenture and Ernst & Young. He received his B.S. degree in Industrial Engineering from Texas A&M University and a M.B.A. degree from the Darden Graduate School of Business at the University of Virginia. He spends the little bit of free time with his family, coaching youth football, running, and watching college football.



Dana Edwards: Dana Edwards is a Training Specialist with the Policy and Training Unit for the Maryland Child Support Administration (CSA) where she assists with policy implementation and training efforts administered by CSA.

She has been with the Child Support Administration since 2017 where she started as a Child Support Specialist I in Anne Arundel County specializing in fiscal functions. After accepting an enforcement position in Howard County she proved her ability to learn the process and procedures associated with enforcement of a case. She was able to effectively manage her caseload during the pandemic while learning new ways to succeed in case management in a virtual setting. After her promotion to lead worker in 2022, she was able to develop and facilitate training material for her staff to be successful in their positions. In 2024, she accepted a position with CSA headquarters as part of the policy and training unit.

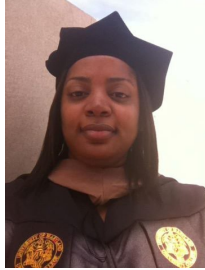
Dana earned her Bachelor's of Arts in Psychology from University of Maryland Baltimore County.



Sharonda Clay: Sharonda Clay attended the College of Notre Dame Baltimore where she majored in Business. She started working for child support in September of 2005 at the Baltimore City local office in the customer service dept as a contractual worker, where we answered calls from customers regarding their child support case. In July of 2007, Sharonda was brought on as a permanent employee and in November of 2007 was promoted to the Walk-In Unit where she worked face to face with the customers when they would come in for services. In 2011, Sharonda was promoted to the Interstate (intergovernmental) Department for child support that handled cases where one of the parties on the child support case was residing in another state or country. In 2015, Sharonda was asked to be the Baltimore City office of Child Support Constituents Coordinator where she worked alongside of the Child Support Administration customer service department to handle escalation that came from legislative officials, the governor's office, judges, lawyers, and the federal office of child support. In June of 2016, Sharonda was offered and accepted a position at DHS Office of Child Support Administration where she serves in my current position as a Program Analyst in the Internal Audit Unit. In May 2023, the director and assistant director left the unit within 2 months of each other and she was asked to supervise the team. Then, in March of 2024 Sharonda was officially promoted to Assistant Director of the Internal Audit and Quality Assurance Unit.

Starting her child support career in Baltimore City and in the customer service unit and each unit after that prepared her for my position on the Internal Audit team. Sharonda says she can recall always getting the cases that nobody wanted or that had a lot of issues, some she could fix right away, others sometimes took days of research, questions and policy review to get an answer. Working in those units taught her how to work with others, how to ask the right types of questions to get the correct answer. It taught her patience because sometimes fixing an issue is not a one step process. It taught her to pay attention to the details. It could be the difference between getting a \$500 order and getting no order. It taught her to listen and not just hear. Sharonda successfully learned about unprocessed, escrow, future payments and what causes them, she learned how to write and interpret case action log notes. She also learned things that reading a policy could never teach her like the timing for drivers and professional licenses, what an Account and Adjustment form should include and why, how to handle FTI, working on and interstate case from start

(filling out initial paperwork) to making sure you use the correct forms to finish (enforcing and order). All those skills helped her to see and know what to look for when we review reports or have a special project in the Internal Audit unit.



Tekia Jackson: Tekia Jackson is currently the Internal Auditor II for the Child Support Administration – Office of Internal Audit and Quality Assurance. She earned a bachelor's degree in Accounting from Morgan State University and a dual master's degree (Master's in Business Management: Concentration in Accounting and MBA) from UMUC. Before coming to CSA, she worked for the City of Baltimore: Audits Department as an Internal Auditor where she gained experience auditing various areas such as the Payroll Department, Accounts Payable and the Food Permit Department. She left the City of Baltimore after 4 years to start her state career with the Department of Public Safety and Correctional Safety (DPSCS): Office of the Secretary in the Budget Unit. She started as an Accountant Trainee and worked her way up to the Assistant Director of Budget Management within her 9 years of working there.

During her time with DPSCS, she gained experience developing and implementing budgets for the various jail systems while also monitoring various grants. Her experience monitoring grants included developing and monitoring the budget throughout the year, while also reviewing and approving quarterly reports. For the past 8 years, she has been working as an Internal Auditor II in DHS – Child Support Administration gaining experience auditing various contracts under the Child Support Administration (i.e. Sheriffs, Magistrates, School of Social Work etc.) and various Child Support systems.



Abiola Osikomaiya: Abiola Osikomaiya is currently an Internal Auditor II in the Child Support Administration – Office of Internal Audit and Quality Assurance. She earned a bachelor's degree in general studies with a focus on Accounting and an MBA from Liberty University. Before coming to CSA, she worked for the Office of Budget and Finance- Department of Supplemental Security Income/Interim Assistance Reimbursement as a Financial Compliance Auditor for 6 years. Abiola received experience submitting Intern Assistance Payment requests from various local Maryland Social Security Administration offices to the Federal Social Security Administration system. In this position, she provided recommendations on processes and procedures to minimize state losses of SSA reimbursement. While also reconciling several bank accounts on a monthly basis and

reviewing and approving quarterly reports. For the past 7 years she has been working as an Internal Auditor II for the Child Support Administration – Office of Internal Audit and Quality Assurance gaining experience auditing various contracts under the Child Support Administration while also learning how various Child Support systems work.



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- **Tung Do, Assistant Director for Howard County CSA**
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