



36TH ANNUAL TRAINING CONFERENCE

November 3-4, 2025



Empowering Families,
Strengthening Communities
and Partnerships:
A Unified Approach to Support

The Conference Center at the Maritime Institute
692 Maritime Blvd, Linthicum Heights, MD 21090

CELEBRATING 50 YEARS OF CHILD SUPPORT

Welcome to Maryland Joint Child Support Council's (MJCSC) 36th Annual Conference and Training Seminar!

It is a pleasure to have you here as we come together once again to learn, connect, and grow as a community. This year is especially meaningful as we celebrate a major milestone – the **50th Anniversary of the Child Support Administration!** Since the inception of the Child Support Program in 1975, we have come a long way, evolving and improving in ways that continue to make a real difference in the lives of families across Maryland. Each and every one of you plays a vital role in the success of the program. I ask that you take a moment to not only recognize one another but recognize those who came before you and those that will come after you.

It has been an absolute honor to serve as President of MJCSC, and I am truly excited about what we have in store for you. Our dedicated board members have worked hard to create a program that is not only enriching, but inspiring and motivating. They took teamwork to a new level – their passion and commitment made this event possible, and I am beyond grateful for each of them.

Each year, this conference provides a wonderful opportunity for Child Support professionals, vendors, sponsors, and agency partners to come together where they can share best practices, explore new ideas, and strengthen the systems that support our mission. It is also a space to connect, build relationships, and broaden your professional network. I encourage you to take advantage of this time to ask questions, exchange ideas, and collaborate with your peers.

Our theme this year, **“Empowering Families, Strengthening Communities and Partnerships: A Unified Approach to Support,”** reflects both the spirit of our work and the future direction of the Maryland Child Support Administration. We believe this unified approach is key to continued success.

We hope you find the sessions not just informative, but the experience valuable and enjoyable. Thank you for being part of this journey with us – we are so glad you are here.

Warmly,

Dr. Brittany Townsend-Galloway

President, Maryland Joint Child Support Council

Maryland Joint Child Support Council Executive Committee and Board Members

President:

Dr. Brittany Townsend-Galloway, Functional Analyst Supervisor

MD Benefits

Vice President:

Nina Marrow, Deputy Director of Operations

Montgomery County CSA

Secretary:

Antwann Childs, Chief of Staff

Prince George's County CSA

Treasurer:

Elizabeth Catterton, Child Support Specialist Supervisor

Anne Arundel County CSA

Board of Governors

Jamie Haskel, *Director, University of Md School of Social Work*

Kendrick Hayward, *Child Support Specialist Lead, Wicomico County CSA*

Myra Davis, *Director: Special Projects & Privatization, CSA*

Sharonda Clay, *Assistant Director: Internal Audit and Quality Assurance, CSA*

Shiquita Henry, *Assistant Director: Special Projects Unit, CSA*

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

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

Tiffany Gregoire, *Director: Montgomery County CSA*

Paula Beetler, *Fiscal Supervisor: Somerset County CSA*

Michelle Hardy, *Legal Unit Manager: Prince George's County CSA*

Francoise Brewster, *Child Support Specialist Supervisor: Prince George's County CSA*

Dana Edwards, *Human Service Specialist: Policy and Training, CSA*



Conference Agenda

Monday, November 3rd

| Time | Session | Presenter | Agency | Location |
|----------|--|---|---------------------|--------------------|
| 7:30 AM | Registration | - | - | Central Break Area |
| 8:30 AM | President's Welcome & Jurisdiction Shout-outs | Dr. Brittany Townsend-Galloway <i>President</i> | MJCSC | Auditorium |
| 8:45 AM | CSA Executive Leadership Welcome/Updates | Jarnice Johnson, <i>IV-D Director</i> | CSA Central | Auditorium |
| 9:00 AM | Basket Giveaways and Announcements | Dr. Brittany Townsend-Galloway <i>President</i> & Nina Marrow, <i>Vice President</i> | MJCSC | Auditorium |
| 9:15 AM | Honoring the Past, Building Tomorrow: 50 Years of Child Support in Action | Jamie Haskel, Tanya Kessell, Karen Mayer, John Clark, Julia Koch, Louis Curry III, & Jarnice Johnson | MJCSC | Auditorium |
| 10:35 AM | Snacks and Music Break | - | - | Central Break Area |
| 10:45 AM | Plenary Session #1 -Service that Matters: The DNA of Effective Human Services Professional | Mark Button, <i>Assistant Chief Learning Officer</i> | DHS Learning Office | Auditorium |
| 12:00 PM | Lunch and Music Break | - | - | Dining Room |
| 1:00 PM | Breakout Session #1A - Can You Survive? - A Re-Entry Simulation | Samantha Phillips-Chester, <i>Deputy Executive Director of Programs</i> & Dr. Lauren Hughes-Holt, <i>Program Administrator for Programs</i> | CSA Central | Classroom 2 |

| | | | | |
|-------------------|---|--|---|--------------------|
| | Breakout Session #1B- Policy/ Legislative Updates (DLS & Multi-Family Adjustment) | Jenna Janocha, <i>Director of Policy and Training</i> , Ebony Knight, <i>Policy and Training Specialist</i> , & Jennifer Caffrey, <i>Deputy Principal Counsel for Child Support</i> | CSA Central | Auditorium |
| | Breakout Session #1C: Sheriff Round Table “Ask the Sheriff” | Sgt. Aaron Penman | Harford Co. Sheriff | Bridge Room |
| 2:30 PM | Snacks and Music Break | - | - | Central Break Area |
| 2:45 PM | Basket Giveaways and Announcements | Dr. Brittany Townsend-Galloway <i>President & Nina Marrow, Vice President</i> | MJCSC | Auditorium |
| 3:00 PM | Breakout Session #2A- Thriving Through Change: Personal Journey in Workplace Transformation | Shenée Woodson | Shenée Shares, LLC | Classroom 2 |
| | Breakout Session #2B - Right Way, Wrong Way: The Audit Perspective | Sharonda Clay, <i>Assistant Director of Internal Audit and Quality Assurance</i> | CSA Central | Bridge Room |
| | Breakout Session #2C - Managing Family Violence Cases: Safely Working with Survivors from Initial Disclosure to Enforcing their Order | Melissa Smith, <i>Assistant Attorney General</i> , Michelle Armsworthy, <i>Assistant Director & Sgt. Joseph Sanchez</i> | AACO CSA, Calvert Co. CSA, & Harford Co. Sheriff's Office | Auditorium |
| 4:30 PM | Basket Giveaways and Announcements | Dr. Brittany Townsend-Galloway <i>President & Nina Marrow, Vice President</i> | MJCSC | Auditorium |
| 4:45 PM | Closing Remarks and Music | Dr. Brittany Townsend-Galloway <i>President & Nina Marrow, Vice President</i> | MJCSC | Auditorium |
| 5:30 PM - 8:30 PM | Reception <i>*Sponsored by GreenCourt & AWS*</i> | - | - | Glory Days |

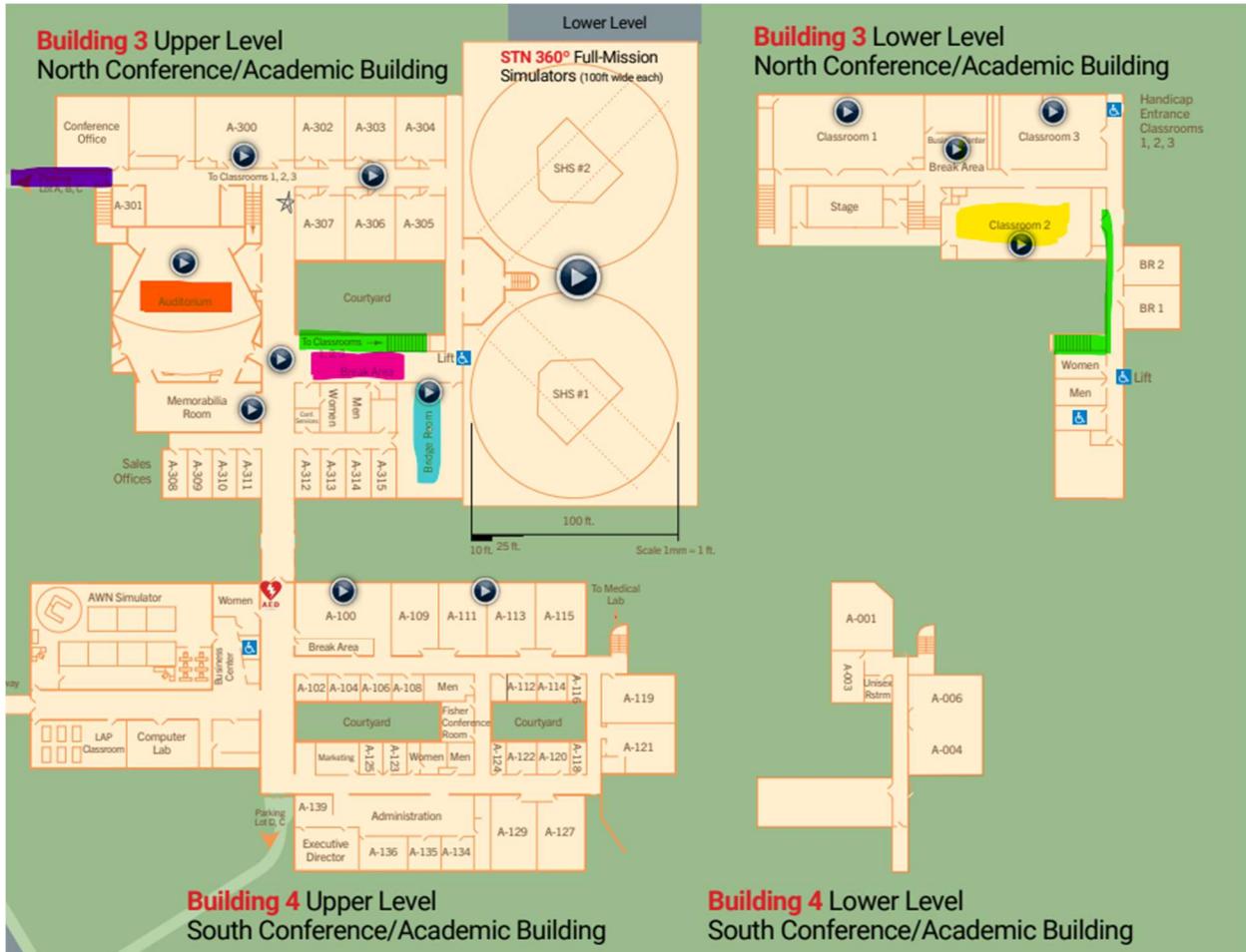
Tuesday, November 4th

| Time | Session | Presenter | Agency | Location |
|----------|--|---|--|--------------------|
| 7:30 AM | Continental Breakfast, Registration and Light Music | - | - | Central Break Area |
| 8:30 AM | Presidential Announcements | Dr. Brittany Townsend-Galloway <i>President</i> | MJCSC | Auditorium |
| 8:45 AM | Elections, Board Announcements, Nominations | Dr. Brittany Townsend-Galloway <i>President & Jamie Haskel</i> | MJCSC | Auditorium |
| 9:00 AM | Conference Updates, Basket Giveaways and Door Prizes | Dr. Brittany Townsend-Galloway <i>President & Nina Marrow, Vice President</i> | MJCSC | Auditorium |
| 9:15AM | Plenary #2 "The Child Support Problem Solving Court" and The RISE Program | Magistrate Mark Tyler, Glenn Anders, <i>Assistant Director</i> , Robert Brown, <i>Guest & Wesley Finneyfrock, Guest</i> | Somerset Co. Circuit Court & Caroline County DSS | Auditorium |
| 10:45 AM | Snack and Music Break | - | - | Central Break Area |
| 11:00 AM | Breakout Session #3A- Take Five: Stress Reduction at Work | Alfred Guy | UMD | Bridge Room |
| | Breakout Session #3B- What To Do When Establishing Paternity Gets Complicated and Messy? | Elizabeth Lee, <i>Assistant Attorney General</i> , & Keri Smolka Kelly, <i>Assistant Attorney General</i> | Howard Co. CSA | Auditorium |
| | Breakout Session #3C- Can You Survive? - A Re-Entry Simulation | Samantha Phillips-Chester, <i>Deputy Executive Director of Programs</i> & Dr. Lauren Hughes-Holt, <i>Program Administrator for Programs</i> | CSA | Classroom 2 |
| 12:15 PM | Lunch and Music Break | - | - | Dining Room |

| | | | | |
|---------|---|--|------------------------------------|--------------------|
| 1:15 PM | Plenary Session # 3 Open Source Intelligence & Social Media Investigation Techniques <i>*Sponsored by Covert Media Consulting*</i> | Detective Scott Kilpatrick | Baltimore County Police Department | Auditorium |
| 2:30 PM | Snack and Music Break | - | - | Central Break Area |
| 2:45 PM | Basket Giveaways, Door Prizes and Cash Raffle Winner | Dr. Brittany Townsend-Galloway <i>President & Nina Marrow, Vice President</i> | MJCSC | Auditorium |
| 3:00 PM | Plenary Session #4 - Child Support Trivia Game | Dr. Brittany Townsend-Galloway <i>President & Nina Marrow, Vice President</i> | MJCSC | Auditorium |
| 4:30 PM | Elections and Board Announcements | Jamie Haskel | MJCSC | Auditorium |
| 4:45 PM | Closing Remarks and Music | Dr. Brittany Townsend-Galloway <i>President & Nina Marrow, Vice President</i> | MJCSC | Auditorium |



Map





Session Descriptions

Monday, November 3, 2025

Honoring the Past, Building Tomorrow: 50 Years of Child Support in Action

Presenter: Jamie Haskel, Karen Mayer, Louis Curry III, Tanya Kessell, John Clark, Julia Koch & Jarnice Johnson

Moderator: Jamie Haskel & Dr. Brittany Townsend-Galloway

Auditorium

Ready for a blast from the past? Join us as child support professionals, past and present, take the mic to share tales of how the field has transformed — from typewriters to technology, and from then to now.

Service that Matters: The DNA of Effective Human Services Professional

Presenter: Mark Button

Moderator: Jamie Haskel

Auditorium

This session has been designed to inspire and reinforce the concept of public service among CSA staff and to illustrate how collaborative partnerships with the courts and sheriff's departments are essential to achieving positive outcomes for children and families.

Can You Survive? – A Re-Entry Simulation #1 (maximum 60 participants)

Presenter: Samantha Phillips-Chester & Dr. Lauren Hughes-Holt

Moderator: Sharonda Clay & Stacy Cowan

Classroom 2

This interactive training places participants in the shoes of individuals re-entering the community after incarceration. Through hands-on activities, participants navigate real-world barriers such as employment, housing, transportation, and child support obligations. The simulation highlights the complexity of reentry systems and the critical role of empathy, coordination, and resource awareness in supporting successful reintegration. By experiencing these challenges firsthand, attendees will gain a deeper understanding of how to better engage and assist returning citizens and their families.

Policy & Legislative

Presenter: Jenna Janocha, Ebony Knight & Jennifer Caffrey

Moderator: Dana Edwards

Auditorium

After the passing and implementation of Maryland's House Bill 681 and House Bill 275, this session will be a brief overview of these laws followed by 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 information accuracy. We will also provide an opportunity to hear local experiences since the new laws went into effect.

Sheriff Round Table

Presenter: Aaron Penman

Moderator: Aaron Penman

Bridge Room

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

Thriving Through Change: Personal Journey in Workplace Transformation

Presenter: Shenée Woodson

Moderator: Dr. Brittany Townsend-Galloway

Classroom 2

The presentation titled "Surviving Change" offers an engaging and insightful look into navigating life's transitions with resilience and adaptability. It weaves in personal experiences to deliver a relatable and authentic viewpoint on overcoming the challenges that come with change.

The presentation emphasizes the significance of flexibility, self-reflection, and a positive mindset. Participants will walk away with a deeper understanding of how to transform change into an opportunity for growth and transformation.

Right Way, Wrong Way: The Audit Perspective

Presenter: Sharonda Clay

Moderator: Tiffany Gregoire

Bridge Room

Are you interested in learning more about the functions of Internal Audit, how to effectively use the Account & Adjustment report, or the compliance requirements set by the IRS? This training session is designed to answer these questions and more. During this session, you will gain insight into various reports, including those reviewed by the Internal Audit and Quality Assurance Teams. We will also cover the policies governing these reports, highlight common errors, and provide essential dos and don'ts for report management. Additionally, there will be an opportunity to ask questions and receive clarification on a range of audit and reporting topics.

Managing Family Violence Cases: Safely Working with Survivors from Initial Disclosure to Enforcing their Order

Presenter: Melissa Smith, Michelle Armsworthy & Sergeant Sanchez

Moderator: Nina Marrow

Auditorium

By having a better understanding of the dynamic of domestic violence, CSA can not only better serve the community but the agency can also ensure safety is the priority for all involved. This training segment will cover important considerations and offer overall best practices when the agency is working with DV victims from the time of their initial interview through the child support court process. Additionally, the training will discuss the importance of collaborating with community partners.

Tuesday, November 4, 2025

The Child Support Problem Solving Court" and the RISE program

Presenters: Magistrate Mark Tyler, Glenn Anders, Robert Brown & Wesley Finneyfrock

Moderator: Paula Beetler

Auditorium

Civil contempt cases have been the standard approach to child support enforcement for decades. However, recently, a workgroup of the Maryland Judicial Council's Child Support Subcommittee drafted a Problem-Solving Program Blueprint to guide circuit courts in the development of a problem solving court program as another strategy to enforce child support orders. The workgroup studied existing child support problem-solving programs in Maryland and across the country to identify the elements of a successful program. This session will highlight key recommendations from the workgroup in developing a child support problem-solving court program in your county.

Take Five: Stress Reduction at Work

Presenter: Alfred Guy

Moderator: Nina Marrow

Bridge Room

Sitting at a desk, using a computer, or interacting with customers and co-workers during the workday can all be stress producers. Take Five training is about building personal wellness breaks into the workday. It is about encouraging physical and mental well-being by energizing with personal stress reduction exercises.

Take Five encourages people to be aware of their body and their stress level and to learn to give themselves mini five-minute stress breaks.

What To Do When Establishing Paternity Gets Complicated and Messy?

Presenter: Elizabeth Lee & Keri Kelly

Moderator: Dr. Brittany Townsend-Galloway

Auditorium

This session is geared for Intake and Establishment Workers, Attorneys, and Magistrates who work on paternity cases. We will look at issues that complicate establishing paternity when we have deceased fathers, incarcerated fathers, and same sex couples.

Can You Survive? – Re-Entry Simulation #2 (maximum 60 participants)

Presenters: Samantha Phillips-Chester & Dr. Lauren Hughes-Holt

Moderator: Tiffany Gregoire & Stacy Cowan

Classroom 2

This interactive training places participants in the shoes of individuals re-entering the community after incarceration. Through hands-on activities, participants navigate real-world barriers such as employment, housing, transportation, and child support obligations. The simulation highlights the complexity of reentry systems and the critical role of empathy, coordination, and resource awareness in supporting successful reintegration. By experiencing these challenges firsthand, attendees will gain a deeper understanding of how to better engage and assist returning citizens and their families.

Open Source Intelligence & Social Media Investigation Techniques

Presenter: Detective Scott Kilpatrick

Moderator: Paula Beetler

Auditorium

This workshop will equip Maryland Child Support Enforcement investigators with the essential skills to locate individuals who are evading child support obligations using open-source intelligence (OSINT) and social media investigation techniques. The course introduces practical, legal, and ethical approaches for identifying digital footprints, analyzing online activity, linking identities across platforms, and developing actionable leads through public information and social networks. Participants will work through hands-on scenarios and guided exercises to master processes such as username and profile discovery, online behavior analysis, image-based clues, and cross-platform tracking of people. Upon completion, investigators will be prepared to leverage public channels, profiles, and investigative strategies to find missing or non-compliant subjects and support enforcement efforts.

Child Support Trivia Game

Presenter: Nina Marrow & Dr. Brittany Townsend-Galloway

Auditorium

We understand how challenging and stressful our day to day work can be, which is why we believe there must be balance. Join us for a fun, trivia filled session where we will challenge you on your knowledge of Child Support, how observant you are, and how much attention you pay. That's right! There will be clues all around you.



Bio's



Jarnice Y. Johnson: Over her 37-year career, Jarnice has moved collaboratively to deliver better results for Maryland families. In September 2024, Jarnice stepped up to serve as the Acting Executive Director where she spearheaded legislative proposals, led budget preparation, and moved urgently to enhance the Child Support Management System (CSMS). In December of 2024, she officially became the Executive Director of the Maryland Child Support Administration.

Jarnice's journey serving Marylanders began in 2000. She served as Policy Director for CSA for three years before answering the call to lead the Frederick County Office of Child Support as Assistant Director. She then took on the leadership of the Prince George's County Child Support Administration, serving for eight years as its Director.

From 2018 to 2024, Jarnice served as the Deputy Executive Director of Programs for CSA. In this role, she supported the four metro county child support offices as well as the Baltimore City Office of Child Support Services, managing a combined caseload of nearly 200,000 cases and annual child support collections totaling \$472 million.

Jarnice's expertise extends beyond Maryland, with significant contributions to child support policy and operations in Delaware, Vermont, Virginia, and Washington, D.C. Jarnice is a proud alumnus of Virginia State University and an active member of Delta Sigma Theta Sorority, Incorporated.

Jarnice's experience, commitment to advocating for families and collaborative spirit will help drive CSA into a new era of world class customer service where moving with urgency matters.



Jennifer Caffrey: Jennifer Caffrey graduated from the College of Notre Dame of Maryland in 2005 with a degree in communications and a burgeoning interest in the law. After graduation from the University of Baltimore School of Law, she clerked for a succession of amazing judges in the Circuit Court for Baltimore City. In 2011, she was hired as an Assistant Public Defender with the post conviction unit, where she argued allegations of ineffective assistance of counsel in every Circuit Court in Maryland. In 2018, she left her position as a supervising attorney to join the Baltimore City Office of the Inspector General as a special agent, investigating fraud, waste, and abuse throughout her beloved city. Since 2020, she has served as an AAG/Chief Supervising Attorney for the Child Support Administration (later rebranded to be the Deputy Principal Counsel for Child Support). In her current role, she has the privilege of working with the most wonderful and talented group of IV-D attorneys. When not indulging her love of PowerPoint, she enjoys outdoor adventures (particularly those involving barn animals and other wildlife) and cozying up with a murder mystery and a cup of tea, while surrounded by her favorite beasts: her two cats (Lenore & Annabel Lee) and her dog Lyra.



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.



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.



Robert Brown: Robert Brown is a dedicated father and active participant in the National Fatherhood Initiative's 24/7 DADS Program, where he serves as an ambassador after completing the program. Committed to personal growth and family support, Robert has also successfully completed the NPEP Program. Recently, he was awarded joint custody of his daughter and has 3 other beautiful children full-time in his home. He has secured full-time employment, demonstrating his unwavering commitment to providing a stable and loving environment for his family. Robert was also a panelist at the 50th Anniversary Celebration of Child Support held on June 24, 2025.



Samantha Phillips-Chester: Samantha Phillips-Chester currently serves as the Deputy Executive Director for Programs with the Maryland Child Support Administration (CSA), where she oversees all programmatic operations across the state. With more than 25 years of experience in collections, legal services, and program leadership, Samantha brings strategic vision, innovation, and a deep commitment to improving outcomes for Maryland's families.

A proud graduate of North Carolina Central University with a B.A. in Political Science, Samantha went on to earn her Juris Doctor from Widener University School of Law. Prior to her current role, she directed Maryland's second-largest child support jurisdiction, where she spearheaded several groundbreaking initiatives including the first Brown Bag Interstate Luncheon connecting the District of Columbia, Prince George's County, and Virginia; the inaugural Criminal Records Expungement Fair during Child Support Awareness Month; the launch of the virtual settlement conference process; and the creation of the agency's first electronic signature workflow.

A respected voice in the field, Samantha has been a featured guest on WHUR Radio's "Daily Drum" and remains focused on standardizing child support operations statewide to ensure a consistent, customer-centered experience for all Maryland families. She is a past President of the Maryland Joint Child Support Council, an active member of Delta Sigma Theta Sorority, Inc., and a dedicated participant in numerous professional associations advancing the mission of child support.



Wesley Finneyfrock: Wesley Finneyfrock is a committed father and an active participant in the National Fatherhood Initiative's 24/7 DADS Program, where he now serves as an ambassador after completing the program. Recently, Wesley was awarded full legal and physical custody of his son and daughter, who now live with him full-time. In addition to his role as a Technician at HughesNet, Wesley is also a passionate photographer and tends to livestock on his small farm, blending his professional and personal passions seamlessly.



Melissa Smith: Melissa Smith joined the Office of the Attorney General as a Child Support Attorney with the Anne Arundel County Child Support Administration in June 2022. Prior to transitioning to the OAG, Melissa served as a Staff Attorney with the Domestic Violence Legal Services at the YWCA of Annapolis and Anne Arundel County. She began her career with the YWCA during her last year of law school in 2013, first as a legal intern, then as a legal advocate. As a Staff Attorney, Melissa represented hundreds of victims of domestic violence in civil peace and protective order hearings. Melissa graduated with a B.A. in Conflict Analysis and Dispute Resolution from Salisbury University before completing a dual degree program, earning her Masters of Science in Negotiations and Conflict Management and Juris Doctorate at the University of Baltimore, School of Law.



Magistrate Mark Tyler: Mark Tyler is a Magistrate for the First Judicial Circuit which includes the four counties of the Lower Eastern Shore of Maryland (Somerset, Wicomico, Worcester and Dorchester). Magistrate Tyler handles juvenile delinquency, child welfare, domestic and truancy cases. Twice a month, he also handles a domestic settlement docket. Prior to his appointment, Magistrate Tyler was counsel for the Wicomico County Department of Social Services for thirteen years where he primarily handled paternity and support cases. He was instrumental in the creation of a "Pay-and-Go" docket in Wicomico County to collect cash payments from support obligors who did not bank or were not subject to wage withholding. He obtained his Juris Doctor from the University of Maryland, Francis King Carey School of Law and a Master of Public Policy degree from the College of William and Mary.



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 knowledgeable in CSMS but also 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 and began serving in her current role later that same year.

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.



Shenèe Woodson: Shenèe Woodson epitomizes resilience and determination through her diverse career and personal experiences. As the founder of His Favor Ministries, she has made notable contributions to the media sector, interviewing influential personalities such as Joyce Meyer and Michael B. Jordan, and reporting on prestigious events like The Stellar Gospel Music Awards and The NAACP Awards.

After moving on from her position as a publicist, Shenèe founded Shenèe Shares LLC, where she shares impactful content across various platforms. Her journey took a challenging turn when she was diagnosed with Idiopathic Intracranial Hypertension (IIH) and Polycystic Ovarian Syndrome (PCOS), in addition to facing struggles with manic depression.

Despite these challenges, Shenèe remains committed to raising awareness about chronic and mental health conditions while continuing her work as a Certified Talent Development Professional (CPTD). In this role, she has been able to design staff training programs, develop engaging PowerPoint presentations, and facilitate both virtual and in-person classes.

Her story is a powerful testament to her unwavering faith, resilience, and strength, as she inspires others while gracefully navigating her journey with courage.



Glenn Anders: Glenn Anders serves as the Assistant Director for Child Support for Caroline County, where he oversees the RISE program for the Eastern Shore. Mr. Anders commenced his career in child support in Queen Anne's County in 2001 as an enforcement agent. He subsequently accepted a position in Caroline County in 2007 and has since advanced through the roles of lead worker, supervisor and ultimately Assistant Director for Child Support in 2022. Mr. Anders played a pivotal role in the development and expansion of the RISE program, facilitating its growth from an initial 5 counties to encompass all 9 counties on the Eastern Shore of Maryland. He maintains strong collaborative relationships with the Kent County Problem-Solving Court and other circuit courts throughout the shore

region to not only continue to expand the RISE program, but also work with courts in new and innovative ways to facilitate the payment of child support.



Mark Button: Mark Button, Assistant Chief Learning Officer for the Maryland Department of Human Services (MDHS) Office of Learning, leads special projects in leadership and organizational development. With over a decade of experience, he has held key training leadership roles across the agency, including Director of Training for the Family Investment Administration (FIA) and Training Manager for the Office of Learning, consistently focusing on professional and personal growth.

Mark's career in learning and development reflects a lifelong passion for empowering others. His diverse background includes filmmaking, academia, restaurant management, and marketing, all reinforcing his drive to help people succeed.

Since joining DHS in 2015, Mark has steadily advanced, co-facilitating the MDHS Leadership Development Initiative (LDI), becoming certified in Emotional Intelligence coaching, and helping lead the FAST Track program. As FIA Director of Training, he redesigned policy training for the new E&E system (launched 2021) and fostered collaboration within FIA statewide. Now, as Assistant Chief Learning Officer, he uses these experiences to strengthen agency-wide learning strategy and culture.

Outside work, Mark lives in Carroll County with his wife, Amy, and their three children. They are active in their community through sports, theater, music, and charity, and enjoy family traditions like weekly homemade pizza and movie nights.



Michelle Armsworthy: The State of Maryland is where I have spent my entire adult career.

I began my career in June 1985 with the Maryland Judiciary, becoming a full-time employee in June 1986. Over the years, I gained comprehensive experience across various court departments. For the last eight years of my tenure with the Judiciary, I served as the Supervisor of the Paternity/Child Support Division, overseeing daily operations and collaborating closely with the Office of Child Support Enforcement. During this time, I also completed the three-year Court Supervisor/Manager Certificate program, which focuses on leadership and professional development within the Maryland court system.

In July 2008, I transitioned to the St. Mary's County Department of Social Services as the Supervisor of Child Support Enforcement, where I managed daily program operations and partnered with interagency teams to achieve our objectives. In June 2011, I transferred to the Calvert County Department of Social Services in the same role. In November 2017, I graduated from the DHS Leadership Development Program. Currently, I hold the position of Assistant Director of Child Support at the Calvert County Department of Social Services.



Elizabeth Lee: In 2025, Elizabeth Lee was promoted from Supervising Attorney for Howard County to Regional Supervising Attorney for the Fifth Circuit, supervising child support AAGs in Howard and Carroll Counties. She has 33 years of family law experience, 32 of those years have been with the Child Support Administration. Prior to joining Howard County, she was an Assistant Attorney General for the Anne Arundel Office of Child Support. She is a graduate of the University of Baltimore School of Law, and Tulane University in New Orleans, Louisiana, where she double majored in Biology and History. Elizabeth is a native of Louisiana, where she learned at a young age how to make a good pot of grits and seafood gumbo. In addition to discussing ideas on how to handle child support cases, she also enjoys discussing cooking and sharing recipes.



Keri Kelly: Keri Smolka Kelly has been an Assistant Attorney General in Child Support representing Howard County Department of Social Services since 2021. Prior to Howard County, she was an Assistant State's Attorney in the Child Support Division of the Frederick County State's Attorney's Office from 2012 to 2021. Keri has served on the Child Support Guidelines Advisory Committee and as a Board Member for the Maryland Joint Child Support Conference. She is the proud co-recipient of the Teamwork Makes the Dreamwork Award in 2022 as well as the Donna Shepherd Client-Centered Award in 2024 and the Power of Positivity Award in 2025. She received her Bachelor of Arts from Villanova University and her Juris Doctorate from The Catholic University of America.



Ebony Knight: Ebony Knight is currently a 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 a year 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.

Alfred Guy: Alfred Guy has worked as a Training Officer at the University of Maryland, School of Social Work, Family Welfare Research and Training Group since 1996. His responsibilities include design and development of training materials, lesson plans, and activities. Alfred creates training sessions, with topics including leadership and supervision, conflict resolution, critical thinking, effective listening, and stress reduction and management. He is also the facilitator of these training programs for Family Investment Administration (FIA) 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, holds a 3rd Degree Black Belt in Tae Kwon Do, and is a novice handpan (hang drum) player.

Tanya Kessell: I began my 32 year career with the state July 22, 1992, in the IHAS unit. In November 1997, I was selected as the new child support aide. This was in the days before the 800 number, of course, and I answered ALL child support calls and provided customer service to ALL child support walk-ins with general questions. I became an intake and establishment specialist in 2000. I was the child support customer service winner for Allegany County in 2007. In 2008, I transferred to Garrett county as a child support enforcement specialist. In 2009, I became lead worker. I was awarded the customer service award for Garrett county DSS that same year. In 2011, I was the child support worker of the year for Garrett county. In 2015, I was honored to have been selected as Assistant Director of the child support program in Garrett, and served in that capacity until my retirement July 1st, 2024.

Julia Koch: Julia Koch worked in local and central child support offices from 1977 to 2011. She began her Child Support career as an Intake/Locate worker in the Baltimore City Office and ended in Management at the central office of the Child Support Enforcement Administration. She received recognition for her contribution to Federal certification of the Child Support Enforcement System (CSES), Y2K conversion of CSES and conversion of CSES from a disk operating system (DOS) to a Windows based system.

She provided assistance and training to Maryland child support staff and participated in panel discussions and workshops throughout the continental United States. After her retirement from State service in 2009, she provided child support related data entry, child support program training and supervision of child support staff for private companies.



Dr. Lauren Hughes-Holt: Dr. Lauren Hughes-Holt is the Program Administrator for Programs within the Child Support Administration at the Maryland Department of Human Services (DHS), where she supports the Deputy Executive Director for Programs in overseeing all programmatic operations across the State of Maryland.

A graduate of Purdue University, Dr. Hughes-Holt holds dual doctorates in Traumatology and Innovation & Leadership, along with an M.S. in Human Services, Organizational Leadership and a B.S. in Psychology and Analytics.

Prior to her current role, Dr. Hughes-Holt served as the System Learning Administrator at DHS, leading statewide CJAMS training and system-learning initiatives. In 2022, she returned to DHS as Program Coordinator and Acting Deputy Director for Data and Compliance within the Office of Home Energy Programs (OHEP), concurrently serving as a Senior Policy Analyst.

Her public service career spans more than fifteen years across human services, including six years in Federal Child Care Head Start programming and nine years as an Educator in the Maryland Women, Infants, and Children (WIC) Program. As a Grant Reviewer for the U.S. Department of Health & Human Services, Dr. Hughes-Holt contributes to shaping national programs that impact millions of families across the country.

Beyond her government leadership, she serves as Chair of the Board for the PUSH Initiative in Newark, New Jersey, and as Vice Chair of the Maryland Head Start Association. She is also an active member of the National Council of Negro Women – Prince George’s County Chapter and Blacks in Government (BIG).

John Clark: I was fortunate to have a career of 39 years with the federal government. I started in 1976 with the Social Security Administration. Transferring to the Administration for Children and Families in 1988, I became a Child Support Enforcement Specialist in 1992.

I became responsible for the Federal Administrator for Maryland in 1995. This was a very pleasant surprise. I was amazed at the passion and commitment to help children displayed by Maryland Child Workers. Unlike many other federal and state government workers, Maryland Child Support workers, from the clerical staff to the IV-D Director, really believed in the program’s goal - to provide children with the support that they deserve.

In 2000, my responsibility shifted to Pennsylvania. I retired in 2015. For the last 10 years, I have volunteered to help low-income families with their Federal and State taxes.

Karen Mayer: I began state service in January 1979 as a contractual employee for the Baltimore City, DSS Income Maintenance Administration, Child Support Division. I worked as a file clerk, fiscal clerk and Absent Parent Locator before transferring to the Central Office in 1981.

While at the central office I was responsible for many of the new mandated programs being rolled out at the federal level. I worked developing the following programs: Tax Refund Intercept Program (TRIP) state income tax refund intercept, Tax Refund Offset Program (TROP) federal income tax refund intercept, Unemployment Insurance Benefit Program (UIBIP) intercept of unemployment benefits, Credit Bureau Reporting, Lottery Intercept Program, Private Collection Services, Adjustment Account collections and disbursement, IRS Full Collection and Driver’s License Suspension. I also worked closely with the 24 local departments to train staff and help implement these programs.

In December 1997, I transferred to Harford County DSS to become their first dedicated Assistant Director for Child Support. I retired from there in January 2025. I worked my entire state career in Maryland's Child Support Program. A total of 46 years and 11 months!

I was an active member of the Maryland Joint Child Support Council, serving several years as a board member. I received the President's Award from MJCSC in October 1989. This was a real honor as it is recognition from peers and only awarded to one person in the statewide child's support program.



Detective Scott Kilpatrick: Detective Kilpatrick boasts an exemplary 21-year service record within the Baltimore County Police Department, with 19 dedicated years as a detective showcasing his unwavering commitment to justice. Early in his illustrious career, he played a vital role in the Vice Narcotics Unit, employing innovative social media strategies to dismantle drug trafficking networks. His prowess was evident as he exposed a rogue unit within the Baltimore Police Department itself, a triumph chronicled in a book and TV series "We Own This City."

Transitioning to the Special Victims Unit, Detective Kilpatrick's dedication remained resolute. In the Crimes Against Children Unit, he adeptly employs social media and open-source intelligence to locate suspects involved in heinous crimes such as sexual abuse and human trafficking. His journey is defined by a ceaseless pursuit of knowledge in OSINT and

SOCMINT.

Noteworthy is his commitment to professional growth, underscored by prestigious certifications as a Maryland Police Training and Standards Commission Certified Instructor and NWC3-accredited Certified Cyber Crime Intelligence Analyst Investigator, and Examiner. He has completed diverse training programs on digital forensics, online investigations, and cutting-edge techniques.

Detective Kilpatrick's remarkable contributions and unwavering commitment underscore his value within the Baltimore County Police Department. His journey, marked by exceptional achievements, positions him as a beacon of inspiration to peers and a guardian of justice within our community.



Louis Curry III: Louis Curry, III is a State of Maryland retiree after serving approximately 34 years.

Louis graduated from Catonsville (MD) High School, 1971, Catonsville (MD) Community College, 1974, and Towson State University, 1979 with a BS Psychology degree. He has lived in Catonsville, MD. for over 60 years. He is a professional photographer and he presently serves as the Photography Ministry Director at his church. He photographs many social events and from time to time he is involved with funeral photography. His most special time in his retirement is spent with his granddaughter.

Louis began his State Service at the Maryland Training School for Boys (Charles H. Hickey Jr. School), 1975, as a Youth Supervisor where his starting salary was just \$7,721.00 a year. Thankfully, State salaries have increased over the years. He transferred to the Baltimore City Office of Child Support in 1976 where he served as an Absent Parent Locator and Leadworker. Following his service at the Baltimore City Office and time served at the Child Support Enforcement Administration (CSEA) central office, he was appointed as the Director of the Baltimore City Office of Child Support Enforcement (BCOSE) 1990-1995. He was appointed as the Deputy Executive Director of CSEA, 1995-2003 and he completed his State service as the Deputy Executive Director of the Family Investment Administration (FIA), 2003-2009.

Louis retired on July 31, 2009, which was a very good day.



Sgt. Joseph Sanchez: Sgt Joe Sanchez has served the Harford County Sheriff's Office since 2006, working in patrol and several specialized units. Over his 19-year career, he spent 15 years as an instructor specializing in defensive tactics and officer survival.

Ad's



Serving Beyond Payments

A photograph of a woman and a young child laughing together on a carpeted floor. The woman is lying on her back, smiling, while the child lies on top of her, also laughing. They are both holding red wooden blocks. The background is a dark, textured carpet.



smi-inc.com

26 years
of Experience in SDU
Operations

5M+
Families Served
Every Year

63M
Child Support
Transactions
Processed Totaling
\$12.8B

647K
CSR Calls
Answered

99.99%
Company-wide
Payment Processing
Accuracy Rate

36M
Payments Disbursed
Totaling \$6.9B

All data as of 2024.

Trusted by agencies. Focused on families. Genuine in every interaction.

COVERT MEDIA CONSULTING



**INNOVATION
WITH PURPOSE**

PERFORMANCE.

Serving families starts with aiding those who support them. While your expertise and compassion are not replaceable, **GovLink** can save time, overcome challenges, and enhance performance. For jurisdictions with eFiling, **GovLink** ensures the smoothest and most reliable experience. And for those not yet eFiling, it delivers powerful document and workflow tools that elevate your service.

RESULTS FOR ONE YEAR MOVING FROM A COURT'S ELECTRONIC FILE MANAGER TO **GovLink:**

| | | |
|---------------------------------------|---|---|
| 127,090 LEGAL ACTIONS FILED | 337,711 AUTOMATED DOCUMENTATION UPDATES | 67,781 HOURS OF STAFF TIME SAVED (32 MIN/FILING) EQUIVALENT TO 31 STAFF POSITIONS |
|---------------------------------------|---|---|

IMAGINE WHAT YOUR TEAM CAN ACCOMPLISH WITH MORE TIME

ESTABLISH MORE ORDERS • IMPROVE CUSTOMER SERVICE
• REDUCE BACKLOGS & BOTTLENECKS • ENGAGE PARENTS HOLISTICALLY • COLLECT SUPPORT MORE CONSISTENTLY

The answer to each of the following questions is **YES**:

- Our courts are not eFiling yet. Can **GovLink** still help?
- Can **GovLink** help avoid licensing costs for Adobe, DocuSign, etc.?
- Will **GovLink** work with our state mandated forms?
- Do **GovLink** customers enjoy faster court filings and fewer rejections?



Innovation and Integrity in Public Programs



A young girl with curly hair is shown in profile, blowing on a dandelion seed head. She is wearing a light-colored, ribbed sweater. The background is a soft-focus outdoor scene with a sunset or sunrise.

Children shouldn't have
to wish for child support.

Veritas HHS is owned by committed child support professionals and proudly delivers high-quality child support services nationally, including Baltimore, Maryland. Partnering for program improvement is our passion.

veritas-hhs.com



Sponsors & Donors

Gold Sponsors



Silver Sponsors

Baltimore City Office of
CHILD SUPPORT SERVICES

Operated by Veritas HHS



Donors



Thank you for your assistance and support!



Flyers: Kathy Patterson, University of Maryland, School of Social Work

