

# Maryland Joint Child Support Council

Annual Conference  
& Training Seminar

The Conference Center at the Maritime Institute  
Linthicum Heights, MD  
October 21 -23, 2019



**MARYLAND JOINT CHILD SUPPORT COUNCIL**

## Maryland Joint Child Support Council Executive Committee and Board Members

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Cynthia Shockey  
CSA Central

***Vice President:***

Samantha Phillips-Chester  
*Programming*  
Prince George's County OCS

***Secretary:***

Melissa Lewis  
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Anne Arundel County OCS

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CSA Central

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Christina Castro  
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Whitney Harter  
Monica Jackson  
Lori Keel  
Keri Smolka Kelly, Esq.  
Linda Garnett-Lucas  
Monique Sykes-Moore  
Angelia Warden

Welcome!

## Welcome to the 2019 Maryland Joint Child Support Council (MJCS) Training Conference

This is the second year that I have been honored to host the Maryland Joint Child Support Council Training Conference and I am very excited. In my 24 years with Child Support I have been able to attend this annual conference numerous times and have previously held positions on the Board of Governors. Knowing the hard work that goes into planning this conference truly makes me appreciate the board members and presenters.

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

Our committees have done a fantastic job of putting together a conference that has something for everyone who supports the child support program. Our program book will give you the schedule and descriptions of all of the programming for the next two days.

As always...a huge thank you to our sponsors for their generous support and they are featured in our program book and have tables in the main hallway. Our sponsors play an important role by both helping to keep conference costs down and providing us with vital services and speakers. I also want to thank Kevin Guistwite, Executive Director of Child Support Administration, and the Maryland Department of Human Services as well as Jamie Haskel and the Maryland School of Social Work for their continued support of our efforts.

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

Cynthia E. Shockey  
President MJCS

# Agenda at-a-Glance

## October 21, 2019

10:00 AM	Registration
12:00 PM	Lunch
1:15 PM	Welcome Messages
1:45 PM	Child Support Administration/MD Think Updates
2:15 PM	Break
2:30 PM	Conference Keynote
3:30 PM	Break
3:45 PM	Breakout Session #1
4:45 PM	Break/hotel check in
6:00 PM	President's Welcome Reception

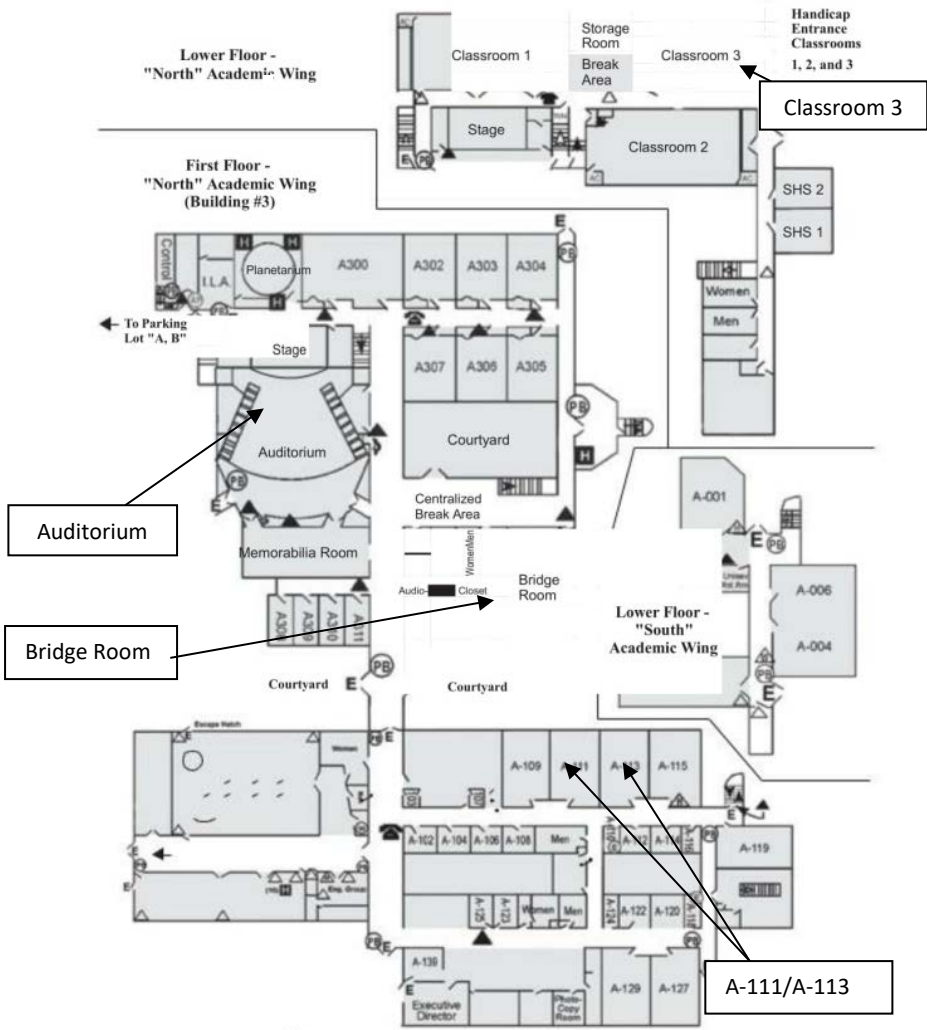
## October 22, 2019

7:30 AM	Registration
8:30 AM	Announcements
8:45 AM	Plenary #1
9:30 AM	Break
9:45 AM	Breakout Session #2
10:45 AM	Break
11:00 AM	Plenary #2
12:15 PM	Lunch
1:30 PM	Breakout Session #3
2:30 PM	Break
2:45 PM	Breakout Session #4
3:45 PM	Break
4:00 PM	Breakout Session #5

## October 23, 2019

8:45 AM	Announcements
9:00 AM	Secretary's Message
9:15 AM	Marc Clausen Award
9:45 AM	Legislative Updates
10:00 AM	Plenary #3
11:00 AM	Break
11:15 AM	Plenary #4
12:00 PM	Elections
12:15 PM	Closing Remarks

# Academic Building Meeting Room Layouts



October 21, 2019

- 10:00 AM**      **Registration**  
Central Break Area
- 12:00 PM**      **Lunch**  
*Sponsored by Veritas HHS*  
Dining Room
- 1:15 PM**      **Welcome Messages**  
*Cynthia Shockey, President, Maryland Joint Child Support Council*  
*Maryland Department of Human Services*  
Auditorium
- Kevin Guistwite, Executive Director, Child Support Administration*  
*Maryland Department of Human Services*  
Auditorium
- Craig Eichler, Chief of Staff & Deputy Secretary for Strategy & Administration*  
*Maryland Department of Human Services*  
Auditorium
- 1:45 PM**      **Child Support Administration/MD Think Updates**  
*Kevin Guistwite, Executive Director, Child Support Administration*  
*Maryland Department of Human Services*  
Auditorium
- 2:15 PM**      **Break**  
*Sponsored by SMI (System & Methods Inc.)*  
Central Break Area
- 2:30 PM**      **Conference Keynote**  
*John Carver – Impact Generations of People*  
*The Carver Group, LLC*  
Auditorium
- 3:30 PM**      **Break**  
*Sponsored by SMI (System & Methods Inc.)*  
Central Break Area
- 3:45 PM**      **Breakout Session #1**  
  
**Understanding the OCSE 157 Report**  
*Jamie Haskel*  
Auditorium

**Boosting Morale with Limited Resources**  
*Mark Button*  
**Bridge Room**

**UDC Best Practices**  
*Michelle Armsworthy*  
**Classroom # 3**

**Doing Business with DHS: CRA Roundtable**  
*Stephanie Hunt & David Walton*  
**Room A-111/A-113**

**4:45 PM**            ***Break/Hotel Check-In***

**6:00 PM**            ***President's Welcome Reception***  
*Sponsored by Deloitte*  
**Central Break Area**

**October 22, 2019**

**7:30 AM**            ***Registration***  
**Central Break Area**

**8:30 AM**            ***Announcements***  
**Auditorium**

**8:45 AM**            ***Plenary #1 – The Office of Child Support Enforcement's  
Guiding Principles to Working with Fathers***  
*Carnell Lofton, Child Support Program Specialist, Region III  
Administration for Children and Families*  
**Auditorium**

**9:30 AM**            ***Break***  
*Sponsored by SMI (System & Methods Inc.)*  
**Central Break Area**

**9:45 AM**            ***Breakout Session #2***

**Providing Effective Customer Service**  
*Mia Sena, Senior Associate SLI Government Solutions*  
*Center for the Support of Families (CSF)*  
**Auditorium**

**What's New in CSA: Executive Roundtable**  
*Kevin Guistwite, Executive Director; Jarnice Johnson, Deputy Executive  
Director of Programs; Christina Tabuteau, Deputy Executive Director of  
Operations; Leslie Kleban, Acting Division Director, Program Development;  
and Erin Easton, Chief of Staff*  
**Bridge Room**

**Fiscal Reconciliation Accounting**  
*Charise Proctor & Aileen Hoyle*  
**Room A-111/A-113**

**Sheriff's Roundtable**  
*Mark Tausen, Carroll County; Patrick Hood, Charles County; Jeffrey Murphy, Calvert County; Billy Withrow, Harford County; and Stephanie Hunt, Director, CRA Division*  
**Classroom #3**

**10:45 AM**      **Break**  
*Sponsored by SMI (System & Methods Inc.)*  
**Central Break Area**

**11:00 AM**      **Plenary #2 – Active Shooter Training**  
*Lt. William Chevront, Howard County Police*  
**Auditorium**

**12:15 PM**      **Lunch**  
*Sponsored by Bank of America*  
**Dining Room**

**1:30 PM**      **Breakout Session #3**  
  
**The In's and Out's of Intergovernmental Child Support (UIFSA)**  
*Molly Murphy & Mia Pinkney*  
**Auditorium**

**NCP Resource Spotlight – Fatherhood Programs**  
*Vernice Gonzalez, Henry Goodson, & Dawn Coleman*  
**Room A-111/A-113**

**Policy Roundtable**  
*Leslie Kleban, Stephen Holmes, & Victor Brundage*  
**Bridge Room**

**Judges & Magistrates Roundtable**  
*Judge DaNeeka A. Cotton*  
**Classroom #3**

**2:30 PM**      **Break**  
*Sponsored by SMI (System & Methods Inc.)*  
**Central Break Area**



**2:45 PM**

***Breakout Session #4***

**Excel Basic & Intermediate Skills**

*Imetrea Vinnie*

**Room A-111/A-113**

**The Elevator Pitch**

*Sheneé Woodson*

**Auditorium**

**Self-Care**

*Pamela Hinshaw*

**Bridge Room**

**Fiscal Roundtable**

*Cynthia Shockey, Debbie Brevard, & Teresa Stouffer*

**Classroom #3**

**3:45 PM**

***Break***

**Central Break Area**

**4:00 PM**

***Breakout Session #5***

**Google Apps Updates**

*Dee Corbett*

**Classroom #3**

**Quality Assurance: Mitigating Audit Findings & Other Strategies**

*David Walton*

**Auditorium**

**Paternity Strategies**

*Michelle Armsworthy & Jamie Haskel*

**Bridge Room**

**It's EPIC! The EPiC Card & Its FAQs Answered**

*Doris Dixon*

**Room A-111/A-113**

**October 23, 2018**

**8:45 AM**

***Announcements***

**Auditorium**

**9:00 AM**

***Secretary's Message***

*Lourdes Padilla, Secretary*

*Department of Human Services*

**Auditorium**

- 9:15 AM**                    ***Marc Clausen Award***  
*Kevin Guistwite, Executive Director, Child Support Administration*  
*Department of Human Services*  
**Auditorium**
- 9:45 AM**                    ***Legislative Updates***  
*Lauren Graziano, Director of Government Affairs*  
*Department of Human Services*  
**Auditorium**
- 10:00 AM**                ***Plenary #3 – Unintended Bias***  
*Mia Sena, Senior Associate*  
*SLI Government Solutions – Center for the Support of Families (CSF)*  
**Auditorium**
- 11:00 AM**                ***Break***  
*Sponsored by SMI (System & Methods Inc.)*  
**Central Break Area**
- 11:15 AM**                ***Plenary #4 – Choice, Chance, Change***  
*Rosa Uddeme, Training & Staff Development Unit*  
*Department of Human Services*  
**Auditorium**
- 12:00 PM**                ***Elections***  
**Auditorium**
- 12:15 PM**                ***Closing Remarks***  
**Auditorium**

October 21, 2019

2:30 PM – 3:30 PM

### **Impact Generations of People**

*John Carver*

#### **Auditorium**

Listen to John's passion for people. Learn how you can reach the hearts of those you serve. Learn how to inspire struggling families and much more.

3:45 PM – 4:45 PM

### **Understanding the OCSE 157 Report**

*Jamie Haskel*

#### **Auditorium**

The OCSE 157 report is a complicated and mysterious report used to determine how well the Child Support Program is performing. This session will attempt to pull back the curtain through a discussion on the background and purpose of the OCSE 157 Report. We will look in detail at the areas of the report used to calculate performance on the four main measures (Court Order Establishment, Paternity Establishment, Payment on Current Support, and Cases Paying Arrears). Finally, we will include strategies to increase performance on these lines.

### **Boosting Morale with Limited Resources**

*Mark Button*

#### **Bridge Room**

Leading a successful team requires managing many things at once - from major initiatives to small tasks. Often times, financial and time resources are low. This presentation will provide some strategic ways to help increase and improve morale in your office, using limited resources

### **UDC Best Practices**

*Michelle Armsworthy*

#### **Classroom #3**

This presentation will provide an overview of Undistributed Collections, and will provide best practices on how to resolve Unprocessed Payments, Escrow and Futures.

### **Doing Business with DHS: CRA Roundtable**

*Stephanie Hunt & David Walton*

#### **Room A-111/A-113**

This will provide an open overview of the Cooperative Reimbursement Agreement process between DHS and our partners.

**October 22, 2018**

8:45 AM – 9:30 AM

## **The Office of Child Support Enforcement’s Guiding Principles to Working with Fathers**

*Carnell Lofton*

**Auditorium**

OCSE Initiatives and Positions Surrounding Fatherhood.

9:45 AM – 10:45 AM

## **Providing Effective Customer Service**

*Mia Sena*

**Auditorium**

Customer service is of critical importance to our business. This session will provide discussion on providing service to our customers that will be impactful.

## **What’s new in CSA: Executive Roundtable**

*Kevin Guistwite, Jarnice Johnson, Christina Tabuteau, Leslie Kleban & Erin Easton*

**Bridge Room**

The roundtable is an opportunity for Executive Leadership to discuss child support topics from a Central perspective.

## **Fiscal Reconciliation Accounting**

*Charise Proctor & Aileen Hoyle*

**Room A-111/A-113**

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

## **Sheriff’s Roundtable**

*Mark Tausen, Patrick Hood, Jeffrey Murphy, Billy Withrow, & Stephanie Hunt*

**Classroom #3**

This roundtable is an opportunity for partner organizations to discuss child support issues relevant to them, including best practices for warrant execution and extradition processing.

11:00 AM – 12:15 PM

### **Active Shooter Training**

*Lt. William Cheuvront*

#### **Auditorium**

What is an active shooter event? This presentation will educate participants on the topic, including a historical overview, a definition and explanation of the active shooter event, trends, policy, indicators, awareness, personal protection and interaction with first responders.

1:30 PM – 2:30 PM

### **The In's and Out's of Intergovernmental Child Support (UIFSA)**

*Molly Murphy & Mia Pinkney*

#### **Auditorium**

Moderators will facilitate a group discussion regarding UIFSA laws and processing, to include mandatory forms and roles in the intergovernmental process.

### **NCP Resource Spotlight – Fatherhood Programs**

*Vernice Gonzalez, Henry Goodson, & Dawn Coleman*

#### **Room A-111/A-113**

This session will provide an overview of fatherhood programs being offered in various jurisdictions across the state. The discussion will include outcomes and the impact on customers.

### **Policy Roundtable**

*Leslie Kleban, Stephen Holmes, & Victor Brundage*

#### **Bridge Room**

The roundtable is an opportunity for the Policy unit to review recent changes in child support policy and to answer any existing questions.

### **Judges and Magistrates Roundtable**

*Judge DaNeeka V. Cotton*

#### **Classroom #3**

This roundtable is an opportunity for partner organizations to discuss judicial processes relevant to the child support program.

2:45 PM – 3:45 PM

### **Excel Basic & Intermediate Skills**

*Imetrea Vinnie*

#### **Room A-111/A-113**

This session will provide an overview of the basic and intermediate skills to navigate through Excel.

## **The Elevator Pitch**

*Shenee' Woodson*

### **Auditorium**

This workshop will discuss why it's important to sell yourself, and will provide you with the tools to effectively communicate your worth.

## **Self-Care**

*Pamela Hinshaw*

### **Bridge Room**

This workshop will teach participants breathwork and mediation to stay calm and centered under stress, and how to begin the process of gratitude journaling. We will debunk nutrition myths about what is healing and what isn't. And lastly, participants will leave the work-shop with a tool kit of self-care techniques they can use immediately.

## **Fiscal Roundtable**

*Cynthia Shockey, Debbie Brevard, Teresa Stouffer*

### **Classroom #3**

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

4:00 PM – 5:00 PM

## **Google Apps Updates**

*Dee Corbett*

### **Classroom #3**

This session will provide an overview of Google Suite, to include navigation and functionality in Gmail, Apps, Hangouts, Forms, etc. Bring your questions so that we can help make these applications useful to you!

## **Quality Assurance: Mitigating Audit Findings & Other Strategies**

*David Walton*

### **Auditorium**

This session will discuss the audit process, and how to identify factors that could potentially result in an audit finding. Also discussed will be strategies and direction on how to prevent such findings.

## **Paternity Strategies**

*Michelle Armsworthy & Jamie Haskel*

### **Bridge Room**

This session will provide an explanation on what impacts our paternity establishment number, and will offer best practices on how to move the needle on this metric from a local and state level.

## **It's EPIC! The EPiC Card & It's FAQs Answered**

*Doris Dixon*

### **Room A-111/A-113**

This session will explain the EPiC program automatic enrollment process, and will provide answers for frequently asked questions regarding the program.

**October 23, 2018**

9:45 AM – 10:00 AM

## **Legislative Updates**

*Lauren Graziano*

### **Auditorium**

This session will provide an overview of the legislative bills that passed this year and their impact on the child support program.

10:00 AM – 11:00 AM

## **Unintended Bias**

*Mia Sena*

### **Auditorium**

Unintended bias exists when we unconsciously hold beliefs that affect our actions. This session will discuss how this bias is formed, and what impact it has on the work that we do every day.

11:15 AM – 12:00 PM

## **Choice, Chance, Change**

*Rosa Uddeme*

### **Auditorium**

We will explore the Choices made and the Chance for Change. We make choices, others make different choices and at times choices are made for us. Change is inevitable so we must consider the Chance of the Choices we make may Change everything.

## Presenter Bios

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

While working in the Judiciary I was accepted into and completed the Court Supervisor/Manager Certificate program. This was a three year program and the goal of the program was to promote professional growth and development by educating lead workers, supervisors, and managers about leadership and the Maryland court system.

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

**Debbie Brevard** I’ve been working for Prince George’s County Office of Child Support for 25 years. I started out processing IV-A referrals (formerly known as “903s”) and working the customer service counter. After two years, I transferred to the Establishment Unit and later went on to work with the Programs and Interstate Units. I have always pride myself on learning the total business of child support and in 2005, I became the Fiscal Accounts and Procurement and Budget Supervisor. Although my access to perform certain child support tasks are limited, I still maintain the knowledge I learned from working in the other units, and it is very helpful and useful when work is received for processing. I love my job, and the most rewarding aspect is putting a smile on a customer’s face.

**Victor Brundage** is a Trainer Extraordinaire.

**Mark Button** is the Training Manager for the DHS Learning Office within HRDT; Mark Button oversees a staff of trainers tasked with professional development for DHS workers around the state. Mark is passionate about helping people better themselves to achieve greater results at work as well as in their private lives.

Mark’s journey began with a dream to affect lives through filmmaking, but he found himself working in academia, restaurant management, and marketing because of his affinity for helping others achieve their goals. No matter what the role, Mark found his fulfillment in educating and motivating those around him.



In 2015, Mark came to Maryland's Department of Human Services as a corporate trainer and moved into the role of manager in 2018 where he is motivated to equip leaders at every level of the organization. Mark has been a co-facilitator with the Leadership Development Initiative, he is certified in Emotional Intelligence, and he shares the duties of facilitating the FAST Track for Supervisors and Managers.

Mark resides in Carroll County along with his wife, Amy, and their three children. Mark spends his spare time serving in his church by organizing community groups and offering counseling services to men and couples.

**Lt. William (Bill) Chevront** has 28 years law enforcement experience. He is currently the commander of the Operational Preparedness Division for the Howard County Police Department. Oversees the Gang Unit, the Crime Analysis Section, the Criminal Intel Section, and the Homeland Security Section. Provides Active Assailant Training to Howard County Government Agencies, Houses of Worship, Private Businesses, and Private Schools. Serves on Howard County's Physical Security Workgroup and Threat Assessment Team. Works part time for Safe Plans and conduct school security assessments for public school systems. Has been a part of the security team for the last four Superbowls.

**Dawn Marie Coleman**, Assistant Director-Talbot County Department of Social Services Office of Child Support graduated North East High School in June of 1978 and obtained position with the Clerk of the Court for Anne Arundel County. While working in the capacity of Assignment Clerk for, I developed an interest in the field of Child Support and obtained employment with Anne Arundel County Domestic Relations as a Support Officer in July of 1986. I have worked 29 of the past 33 years in Child Support for the State of Maryland in a variety of capacities and responsibilities; Frontline worker, Program Coordinator for Talbot County Department of Social Services Young Fathers/NPEP Program 2008-2010, Child Support Supervisor for Talbot County 2010-2018 and currently as Assistant Director for Talbot County August of 2018. I stepped away from the Child Support Program and worked for the Anne Arundel County District Court and Office of the State's Attorney for Talbot County from 2002-2006. The experience I gained while working with Drug Court and Prescription Fraud in Anne Arundel County and local experience while working for the State's Attorney in Talbot County afforded me the ability to see our Child Support customers through a different lens. Those experiences helped me develop the Talbot County Young Fathers Program in 2008. I continue to supervise this Program which demonstrates the need to engage individuals where they are to help them navigate to self-sufficiency which results in successful outcomes for families we serve.

**Dee Corbett** has been a career Maryland state government employee for over 40 years. Her current role is as a Google Admin with the Email & Identity Management Division of the Maryland Department of Information Technology. As part of a team of 8, Dee was instrumental in the preparation, migration, and training of over 50 plus Maryland Government agencies from MS Outlook, GroupWise and other server-based emailing systems to Cloud-based Google applications, beginning in 2011.

**DaNeeka Varner Cotton** earned her J.D. from the University Of Maryland School Of Law, Baltimore, Maryland. She completed her undergraduate studies at Hampton University, Hampton, Virginia.

Judge Cotton was admitted to the Maryland Bar in 1992. She was appointed to the District Court in 2006 by Governor Robert Ehrlich, Jr. and confirmed by the Maryland Senate to serve a 10 year term. Judge Cotton was recognized as one of five outstanding women in Maryland by the office of Lieutenant Governor.

Judge Cotton is currently the Coordinating Judge for the Family Division of the Prince George's County Circuit Court. Judge Cotton serves as the liaison to the Administrative judge on all issues related to Family Division matters.

Judge Cotton is a former Domestic Relations Magistrate for Prince George's County, Maryland. As a Magistrate, she presided over cases involving divorce, custody, visitation, alimony, child support, and other family related issues. She held that position from 1998 until her current appointment.

Judge Cotton is a member of the Prince George's County Bar Association, Maryland State Bar Association, J. Franklyn Bourne Bar Association, Women's Bar Association, National Bar Association, National Association of Women Judges, National Council of Juvenile & Family Court Judges and Maryland Circuit Court Judges Association. She is a member of the Public Awareness, Family Law, Domestic Violence, and Community Relations Sub-committees for the Maryland Judiciary. Judge Cotton is also a member of the Guardianship and Vulnerable Adult Workgroup for the Maryland Judiciary. She is a member of the Fair Application Sub-committee for the Prince George's County Domestic Violence Committee. Judge Cotton is the Chair of the Education and Curriculum Committee for Saint Mary of the Assumption Advisory Board. Judge Cotton serves on the Board of Directors for Bishop McNamara High School. Judge Cotton is a member of Delta Sigma Theta Sorority, Inc.

**Doris N. Dixon**, Global Product Sales, Director, Doris N. Dixon is a senior prepaid card product specialist on the Bank of America Prepaid Card Products team, focusing on government prepaid card solutions. Within this team under Global Transaction Services, she is responsible for working with government client teams to identify and understand client needs and strategically develop prepaid card solutions to meet those needs. In addition to government clients, she also supports clients in the specialized industries and higher education segments.

Doris joined Bank of America Merrill Lynch in 2001 as a marketing product manager, responsible for the marketing of all Commercial Prepaid and Payroll Card products. Over the years she has also served as a senior product manager for the bank's CashPay® Payroll Card, Commercial Prepaid Card and Government Prepaid Card products, where she was responsible for the strategy, marketing and financial statement execution of these card programs. She was instrumental in building our Government Prepaid Card state agency program offering, which currently provides the largest unemployment card program in the nation.

Doris received a Bachelor of Arts degree in Communications from the University of Southern California and holds a Masters of Business Administration degree from Wake Forest University Babcock School of Management.

**Craig Eichler** has extensive experience with strategic planning and performance, and human capital development. He has great skill and knowledge in change management, collaboration, and conflict resolution. Prior to coming to DHS, Craig was the Director of Operations for a midsize corporation where he designed plans and led initiatives to streamline organizational processes to improve operational costs and increase efficiencies. Craig also worked in corporate banking where he successfully led multiple integrations and FDIC receiverships.

In addition to his professional career, he retired from the USAF, and earned his Executive MBA from Loyola University, MD. He also sits on the Board of Directors for the Fuel Fund of Maryland. Craig is a proud father of two sons, coaches youth lacrosse, and is an avid outdoorsman and cyclist.

**Vernice González** is a Certified Workforce Development Expert who currently serves as the Manager of Job Seeker Services with Employ Prince George's at the American Job Center Largo. Vernice is a multi-lingual and dedicated professional with over 10 years' experience of outstanding services to Job Seeker in Prince George's County. She has an extensive workforce services portfolio as well as experience managing large, complex industry bridge programs. She has worked on major Federal and State grants and contributed to their successful outcomes. She specializes in managing the delivery of career services to ensure that job seeker get back to meaningful employment as quickly as possible. She was instrumental in exceeding her department's most recent employment performance goal with an 83% placement rate. She has a rich knowledge of the Workforce Innovation and Opportunity Act (WIOA) which governs the operations of the American Job Center. Vernice has excelled in skillfully applying policy guidelines and labor market trends, in helping persons to become employed. Her strong background in career counseling, interpreting assessments and managing programs allows her to bridge the gap between job seekers and employers within the Prince George's County community at large. Vernice holds a Bachelor of Arts from the University of Central Florida. She has received multiple recognitions from community-based organizations including the Maryland Department of Labor office of the State Secretary and was featured on Who's Who among America's Teachers.

**Henry "Pete" Goodson** is a decorated U.S. Army Veteran with over twenty years of experience providing employment services to the Reentry population. He currently serves as the Reentry Coordinator to Employ Prince George's at the American Job Center Largo.

He has dedicated the last two decades working in Prince George's County providing an array of services to the Reentry community including employability workshops, counseling/case management, job coaching, and fulfilling ex-offenders needs. Pete has worked directly with Prince Georges' County Judges and child enforcement staff to provide job placement assistance to non-custodial parents. As a result of his intense

engagement within the community to assist reentry job seekers, Pete is considered a legend in his field.

In addition to his extensive Workforce Services experiences, Pete is a certified Global Career Development Facilitator and Offender Workforce Development Specialist and is the Local Federal Bonding Coordinator. He holds a Bachelor of Arts degree in Sociology Community Development from Marshall University.

Pete has received several awards and recognitions for his service including the Community Service Award Fairfield West, Huntington, WV, and a street named in his honor, West Virginia Honorary Street Name "Pete Goodson Way" and Raising the Bar Award Bridges Re-entry Program DOC.

**Lauren C. Graziano, Esq.** currently serves as the Director of Government Affairs for the Maryland Department of Human Services. In this role, Lauren oversees the unit that coordinates and supports all of the Department's regulatory and legislative activities, advocates for the Agency's legislative agenda at both the State and Federal levels, and serves as the Department's primary liaison to Governor Hogan's Legislative Office, the Maryland General Assembly, and other governmental entities. Prior to this position, Lauren served as Director of Minority Business Enterprise for the Maryland Department of Human Services, where she ensured minority owned businesses were included in the State's contracting opportunities.

Lauren has always been passionate about public interest law. Prior to her work with the State of Maryland, Lauren represented low income taxpayers before the United States Tax Court, in tax controversies and litigation, and dispute resolutions. Lauren is also an earnest advocate for human trafficking prevention, and has worked with sex trafficking victims to provide them with pro bono legal assistance.

Lauren is a native New Yorker, and comes from a large, traditional, Italian-American family. She received her Juris Doctor degree from the University of Baltimore School of Law, and completed her undergraduate work at Niagara University. Lauren and her two dogs are outdoors enthusiasts who enjoy hiking and kayaking. She is an avid reader, and loves to travel.

**Kevin Guistwite** is the Executive Director for the Maryland Department of Human Services, Child Support Administration. As the Title IV-D Director for Maryland, Kevin has over 17 years of child support experience and a proven track record of establishing strong relationships with local, state, and national child support program partners. Kevin has a BA in Psychology and an MS in Communication Studies from Shippensburg University.

**Jamie Haskel** has been with the Family Welfare Research and Training Group (FWRTG) at the University of Maryland, Baltimore since 1998. He is responsible for the operational functions of the organization, including grants and contracts, purchasing, recruitment and hiring, and general personnel issues. Jamie oversees the group's Database Programming and Information Systems units and is the Data and Information support liaison between the FWRTG and the Department of Human Resources' Child Support and Family Investment administrations. Additionally, he provides consulting services on technical issues to state agencies. Mr. Haskel, who has an MBA from the University of Baltimore, and a BS in Computer Science from the University of Maryland, Baltimore County, became a MJCS board member in 2009 and served as president from 2015-2017.

**Pam Hinshaw MSN, RN, CCM, CIHC** is a transformational coach who helps others create the lives they dream of. A graduate of The Institute of Integrative Nutrition, she has a passion for improving lives and work environments by helping people recognize their own potential. Pam specializes in teaching stress relief techniques such as breathwork and meditation, and group exercise. She has many years experience in traditional health care as an RN Case Manager. Pam coaches clients one on one and in group settings. She holds a Masters Degree in Nursing and certifications in both Case Management, Health Coaching and is a Reiki Master.

**Stephen J. Holmes** is a policy Analyst with CSA since February, 2014. He is the Executive Assistant MD Board of Pharmacy and a former Attorney with Law Offices of Peter G. Angelos. He has a J.D. from The University of Baltimore School of Law and a Bachelors of Science in Psychology from Towson State University. Mr. Holmes is a lifelong MD resident currently residing in Harford County since 1998. He has been married to Lynn Holmes for 31 years and has two children. His son is in United States Air Force and his daughter is studying martial arts and pursuing acting career in Si Ping, China.

**Pfc. Patrick Hood, #369** has been employed with the Charles County Sheriff's Office since November, 2001. He is currently assigned to Judicial Services, Child Support Enforcement Unit, where he has been for over 5 years. Prior to this assignment, Hood served in the Patrol Division; Special Services Division as a community Police Officer; and as a Juvenile Intervention Officer, where he worked with both high school and middle school students.

Prior to becoming a police officer in Charles County, PFC Hood served in the United States Air Force for eight years. He was stationed at Nellis Air Force Base in Nevada, with the 66th Rescue Squadron; his military career was a stepping stone into his law enforcement career.

Officer Hood has been married to his wife Kim for six years. They have 2 children, one who is in high school, and one who is schooling them at home.

**Aileen C. Hoyle** is the Supervisor of the Program Planning, Reports, Quality Assurance and Training Unit for the Prince George's County Office of Child Support. Ms. Hoyle is responsible for drafting local policies and standard operating procedures; providing technical assistance and consultation to local child support staff; and researching agency processes for staffing needs. She is also responsible for ensuring that the agency is compliant with mandatory reports. In her 14 years with the agency, Ms. Hoyle has created several Excel spreadsheets that assisted the agency in tracking processes such as Application Registration and Modification Requests. Ms. Hoyle created the Fiscal Reconciliation Workbook for Prince George's County to make the process of reconciling case balances easier and more efficient. The Workbook is now used in several child support offices around the State of Maryland. Ms. Hoyle has a bachelor's degree in Family Studies from the University of Maryland, College Park.

**Stephanie (Usserey) Hunt** is the Director for Cooperative Reimbursement Agreements (CRA) for the Child Support Administration (CSA). Stephanie is a dedicated career professional with more than 21 years of exemplary State service, beginning her career in the Family Investment Administration, then as a Child Support Agent in Baltimore City to her current position. Stephanie now manages the operational and communications interactivity between CSA and the local Child Support Offices, Sheriff's Departments, States Attorneys' Offices and Judiciaries to assure the highest levels of coordination and cooperation. Stephanie is a seasoned management veteran with a strong work ethic and a passion for excellence.

**Jarnice Johnson** is the Deputy Executive Director of Programs for the Maryland Child Support Administration. Prior to becoming the Deputy Executive Director, Jarnice was the Director of the Prince George's County Office of Child Support for seven years. During her 32 year career in child support, Jarnice has worked in several states in various capacities. Her tenure includes consulting, drafting and developing policy, process re-engineering, technological enhancements and many others. She continues to be committed to ensure our mission is being fulfilled: To partner with our customers and the community in providing responsible child support services that strengthen families. Jarnice received her Bachelor of Science degree from Virginia State University in Petersburg, Virginia.

**Leslie Kleban** has been with CSA since 2006. She is currently Acting Division Director, Program Development, where she manages the Policy, Training and Legislative; Customer Service, and Intergovernmental Programs. She is a past MJCS Board Member, and Secretary.

**Deputy Sheriff Jeff Murphy** is a Detective with the Calvert County Sheriff's Office in Maryland, with over 30 years of experience in various Law Enforcement capacities. Prior to joining the Calvert County Sheriff's Office, he retired from Prince George's County Sheriff's Office, also in Maryland, as a Deputy Sheriff Sergeant. His primary duty assignment with PG Sheriff was with the Fugitive Warrant Unit and Child Support Enforcement Unit, as well as being detailed to the US Marshall's Task Force for many years. Currently, he is assigned to the Child Support Unit as a Warrant Apprehension Deputy with Calvert County. In addition to being a sworn Deputy Sheriff, he is currently

certified as a Firearms Instructor providing training to new police recruits as well as currently certified police officers, Weapons Armorer, General Police Instructor, Firefighter, CPR Instructor and Emergency Medical Technician.

**Mary C. (Molly) Murphy**, Lead Attorney, Prince George's County Office of Child Support, 2010 to present; Special Counsel, Prince George's County Office of Child Support, 7/2001 to 2010; Assistant Attorney General for the Maryland Child Support Administration, 1/1999 to 6/2001; Assistant Public Defender, Maryland Public Defender's Office 10/1996 to 12/1998; Special Counsel, Garrett County Department of Social Services, Office of Child Support Enforcement, 12/1993 to 9/1996; Law Office of Mary C. Murphy, Solo Practice, Cumberland, Maryland 7/1994-9/1996; Managing Attorney, Allegany County Human Resources Development Commission, Pro Bono and Elderly Legal Services Program, 10/1991 – 6/1994; Law Clerk for the Honorable Frederick J. Sharer and the Honorable Gary Leasure, Allegany County Circuit Court, Maryland, 8/1990 to 10/1991; Duquesne University, School of Law, Juris Doctor, 1990 (Pittsburgh, PA); University of Pittsburgh, Paralegal Certificate Program, 1987 (Pittsburgh, PA); St. Francis College, Bachelor of Arts, 1986 (Loretto, PA).

**Mia Harris Pinkney** is currently a Legal Assistant with the Prince George's County Office of Child Support with 26 years of child support experience. Mia attended Howard University as a Communication major but found her passion for law after continuing her education to receive her Paralegal Certificate from Prince George's County Community College. She began her career in 1993 as a Support Enforcement Specialist. In 2001 Mia transferred to the Legal Unit to become one of the first in a newly created Legal Assistant position. In this position Mia not only assists Special Counsel on child support issues such as Paternity, Establishment, Modification, and Contempt, Mia also has worked with Special Counsel to create procedures for Judicial Liens which served as a guideline for the Administrative Financial Institution Date Match (FIDM) process. She has initiated a Faith-Based Outreach Program speaking to local church ministries about child support and has been a guest lecturer at the Alpha Phi Alpha Boys and Men's Conference. In 2010, she was promoted to Lead Legal Assistant where she formed a work group to enhance the modification process that allowed the agency to meet Federal, State, and Local goals. In 2017 Mia was asked to join the Guideline Advisory Committee where she sits on the Cliff Effect subcommittee and the Legislative Strategy subcommittee.

In addition to promoting positivity and encouragement to all, Mia enjoys spending time with family, enjoys her faith in God and being inducted in the World Tae Kwon Do Federation (1<sup>st</sup> degree black belt).

**Secretary Lourdes R. Padilla** leads a \$2.6 billion agency with 6,500 employees serving more than 1 million Marylanders across the state. She has more than 28 years of experience in the human services field. Prior to her role as Secretary of DHS, she served as the Deputy Secretary for Income Maintenance at the Pennsylvania Department of Human Services, where she oversaw an operating budget of more than \$2 billion and operations for five bureaus under the agency, including Child Support Administration, Program Support, and Program Evaluation.

**Mia Sena** is a Senior Associate at the Center for the Support of Families (CSF), a division of SLI Government Solutions. As a Senior Associate, she is responsible for the development and implementation of high-quality training and professional development for child support professionals using the latest trends and technologies to support instructor-led training, web-based training (WBT), professional development training, technical assistance, and coaching. Mia has an established reputation in training, curriculum development, and program evaluation, with more than 25 years of corporate and non-profit experience. Mia also presents at conferences and policy forums locally and nationally, is a charter member of the National Child Support Enforcement Association NCSEA U Committee and the e-Learning Committee and serves as a Public Member on the New Jersey Board of Licensed Marriage and Family Therapists. Mia is a graduate of Montclair State University and holds certifications in Project Management, Help Desk Management, and Non-Profit and Public Management.

**Teresa Stouffer** lives in Thurmont, Maryland and has worked for Frederick County Department of Social Services for over 26 years. I am the Fiscal Lead for Child Support. I enjoy working with numbers and making sure that families receive their much needed Child Support money. I enjoy spending time with family and especially my three Grandsons. I love spending time at the beach and just having fun in life. I look forward to many more years in Child Support.

**Corporal Mark S. Tausen #0198** has 24 years in law enforcement with 9 additional years in the Baltimore County Police Department's Reserve Auxiliary Unit. Corporal Tausen has 21 years with the Carroll County's Sheriff's Department, Community Deputy for Town of New Windsor, and Bike Officer with the last two years assigned to the Child Support Division. He is currently, the sole Deputy/Supervisor of the Child Support Division. He resides in Carroll County with his wife and children.

**Rosa Uddeme** was born and raised in Little Italy, Baltimore, MD. Rosa Uddeme began her service to the citizens of Baltimore City as a Traffic Enforcement Officer. After serving for almost 20 years in traffic control, Rosa joined the Office of Emergency Operations (OEO) at the State of Maryland's Department of Human Services (DHS). In this role, Rosa assisted with evacuations for hurricanes, tornadoes, and floods, as well as the operation of local and state emergency shelters. It was here that Rosa assisted with her largest operation, the Lebanon Repatriation in 2006, where over 4,600 Americans returned home, passing through Baltimore Washington Airport to their final home destination.

Rosa was able to put her law enforcement skills to work with the Division of Administrative Operations by developing security and public safety procedures for Maryland's Department of Social Services, Child Support Administration, and Child Protective Services facilities. Rosa's responsibilities included overseeing county security contracts, security assessments, safety training, and tracking and investigating incidents statewide.



In 2014, Rosa was asked to be a part of a statewide training initiative to supplement the team at Maryland's Human Resources Development and Training (HRDT) which brought to light her natural teaching skills. By the end of the year, Rosa was brought on as a full-time trainer with HRDT.

Rosa uses her organizational and public speaking skills to enhance her work experience in public service. Rosa spends most days traveling the state to equip Maryland's DHS workers with Situational Awareness, Ethics, Managing Stress, Team Dynamics, Team Building and many other tools that will allow her fellow workers to excel in all facets of their jobs. Rosa was named Project Manager of DHS's G.O.L.D. Standard Service training and has inspired hundreds of state workers to view customer service as leading others to think beyond their circumstances.

In her personal life, Rosa is passionate about raising awareness for several different foundations that she believes are making a difference for those around her. Rosa can be found running in the Chesapeake Bay for Special Olympics, shaving her head for St. Baldrick's Foundation, being blasted with cornstarch at the Color Run for Kids, walking 39.3 miles in Washington D.C. for the Avon Walk for Breast Cancer, and walking with family members at the annual Red Devil's PJ 5K to support local breast cancer survivors. Rosa lives with her very humorous Havanese (Prince Harry) who is now well-known within Maryland's DHS due to Rosa's lighthearted view of the idiosyncrasies of her pets. If that wasn't enough to keep Rosa busier than most people you know, she also completed a pre-bucket list of her "50 by 50" that included a 25 foot cliff jump in Jamaica and skydiving from 11,000 feet.

**Imetrea Vennie** has more than 25 years' experience as an Instructional Designer and Systems Application Training Specialist with the federal, state and local government and private sector. She is a trainer with expertise in teaching off-the-shelf and in-house developed applications for high profile clients, including customized training to nationwide clients across the US that include the U.S. Tax Court in Washington DC, the U.S. Coast Guard, AFSCME, Temple University, Cox Communications, Unisys, The Public Defender Service for the District of Columbia and more.

With a background in Information Systems Management and having leveraged her subject matter expertise as a Lead Trainer, she has successfully worked with subject matter experts in developing training for various platforms such as file management systems, case management systems and a Jail Management System for a correctional facility in Florida where she learned and taught the entire jail process from intake to release.

Ms. Vennie is a Professional Track Faculty member for the University of Maryland where she leverages a wealth of subject matter expertise to train and develop in house computer applications and business operations for the State of Maryland.

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

**Charise White** (formally Proctor), Assistant Director of Administration for Prince George's County Office of Child Support with more than 30 years of experience in the Human Service field, I'm very knowledgeable in Child Support Administration policies and procedures. Throughout my tenure I have played many roles within the organization. I currently oversee the direction of the Customer Service Units, Performance & Planning Unit, and the Quality Assurance Unit. I also oversee the day to day operation of the agency in the absence of the Director and Deputy Directors. In 2010 under my supervisory role I was recognized for my leadership in achieving the agency's undistributed collection goal of less than 1% of collections. Recently I was nominated for the 2019 DHS Customer Service Excellence Award. I was instrumental in having the new Fiscal Reconciliation Worksheet created, which is currently being utilized by the state.

**Dfc. Billy J. Withrow #741** has 18 years of law enforcement with 15 of those years with the Harford County Sheriff's Office (12 with the Child Support Unit) and 3 years with the Rising Sun Police Dept. Deputy Withrow brings a wealth of law enforcement knowledge.

**Sheneé Woodson** is an enthusiastic individual that has overcome many obstacles. However, she has not allowed those things keep her from pursuing her goals. She heart to serve others is evident in everything that she does. From being an author and publisher, she has been able to reach many people even the "unreachable". Aside from being a business owner, she enjoys her role as a trainer for the Maryland Department of Human Services. She often shares, "as a trainer, I get to meet some of the most caring people in my state".

MJCSC would like to acknowledge the continued support of the University of Maryland, School of Social Work and the Maryland Department of Human Services.



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