Ohio CSEA Directors' Association

FALL TRAINING

October 15-16, 2018

Hilton Columbus/Polaris

8700 Lyra Drive, Columbus, OH 43240

Registration Information

OCDA Member Registration Fees

Members 2 Day Registration Fee	$250/per person
Conference Presenter Fee	$125/per person
Single Day Registration Fee	$175/per person

OCDA Non-Member Registration Fees

Non-Member 2 Day Registration Fee	$500/per person
Non-Member Single Day Registration fee	$300/per person/per day

Register online at www.ocda.us under the conferences and trainings page. You must log in to receive the member rate.

Hotel Information

Hilton Columbus/Polaris
8700 Lyra Drive
Columbus, OH 43240
614-885-1600

Note: The Hilton Garden Inn is not the hotel where our conference is being held.



Reservations must be made by:
September 21, 2018

Rate: $159/night for single, double, triple and quad room.

Hotels Description of Room Types: single - one bed for one person ONLY; double - one bed for two people only; triple - two beds for 3 people and quad - two beds for 4 people. Remember there are a limited number of bed types and these are subject to availability. You will register for a specific room by the amount of people you will have staying in it.

Calendar of Events

October 15, 2018

8:00 - 9:00	Registration and Light Breakfast
9:00 - 10:15	Early Morning Sessions
10:15 - 10:45	Break
10:45 - 12:00	Late Morning Sessions
12:00 - 1:30	Lunch (on your own)
1:30 - 2:45	Early Afternoon Sessions
2:45 - 3:15	Break
3:15 - 4:30	Late Afternoon Sessions

October 16, 2018

8:00 - 8:30	Registration and Light Breakfast
8:30 - 9:45	Early Morning Sessions
9:45 - 10:15	Break
10:15 - 11:30	Late Morning Sessions
11:30 - 1:00	Lunch (on your own)
1:00 - 2:15	Early Afternoon Sessions
2:15 - 2:45	Break
2:45 - 4:00	Late Afternoon Sessions

Monday, October 15, 2018

9:00 - 10:15 Sessions

CLE Credit Requested and HOCC Credit Approved

Legal **Tweaks, Changes, and Clarifications: SB70 is Done!** Presenters: Recommended Staff:	SB70 has been passed—so now what? This session will review the changes contained in the Child Support Technical Fixes bill, what this means for CSEAs and the timeframes for implementing updates to forms and processes. ***Amy Roehrenbeck, Esq.*** - Executive Director, OCDA ***Ryann Levering-White, Esq.*** - Senior Policy Analyst, OCDA Attorneys, Hearing Officers and All Staff
Supervisor **Early Involvement - Part 1 Setting S.M.A.R.T. Goals to Achieve Success** Presenters: Recommended Staff:	Join the Early Involvement Team in an interactive, hands on session in setting S.M.A.R.T. goals to begin or improve upon an Early Involvement program. Session participants will be led in developing each step of a S.M.A.R.T. goal and will set some of their own to take back to their agencies. ****** Participants should come into the session with goals in mind, barriers they face in their agencies, and questions for the group. ***** ***** Consider attending Understanding Financial Processes is SETS Part 1 on 10/16/18 to assist in developing a successful Early Involvement program***** ***Traci Berry, Esq.*** - Director, Tuscarawas County CSEA ***Shanda Mustard*** - Employee Development Supervisor, Franklin CSEA Directors, Administrators and Supervisors
Case Management **Genetic Testing-Science Overview, Analysis, Special Cases** Presenter: Recommended Staff:	DNA Diagnostics Center Chief Science Officer, Dr. Michael Baird will do a Scientific overview of genetic testing and discuss some unique special cases, including reconstruction and family study cases. ***Dr. Michael Baird*** - Chief Science Officer, Laboratory Director, DNA Diagnostics Center, Inc. (DDC) Attorneys, Hearing Officers and All Staff
Office of Child Support **Day in the Life of CSPC – Part 1** Presenters: Recommended Staff:	After summarizing the overall function and workflow of CSPC, this session will delve into specific topics including: posting payments; submitting payments; disbursements; enrollment in electronic disbursement or e-Quickpay; phone calls; password resets and Kidstar reports. We will provide answers to common questions and share information about daily processes and any exceptions. ***Craig Sprankle*** - Customer Support Manager, CSPC - Conduent ***Brian Leonard*** - Employer Outreach Manager, CSPC - Conduent ***Daphne Ralyea*** - Project Manager, CSPC - Conduent ***Dawn Dailey*** - Program Administrator, OCS/CSPC All Staff
Miscellaneous **Hot Topics in Establishment** Presenters: Recommended Staff:	Experienced CSEA professionals will discuss rare, complicated and interesting cases in the establishment world. From establishing paternity when one party is deceased to establishing paternity for identical PPF's and everything in between. These knowledgeable presenters will suggest different ideas and approaches when faced with complicated establishment scenarios. Feel free to bring your own cases for discussion! ***Corrie Dorr*** - Intake Case Manager, Fairfield County CSEA ***Lori Skillings*** - Case Manager Supervisor, Clark County CSEA ***Heather Jacobs*** - Genetic Testing Supervisor, Franklin County CSEA ***Tamara Renollet, Esq.*** - Legal Counsel, Defiance County CSEA Attorneys, Hearing Officers, Supervisors and Case Managers

Monday, October 15, 2018

10:45 - 12:00 Sessions

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Legal

Intergovernmental Modifications

This interactive session focuses on the top mistakes made in processing intergovernmental modification cases, and how to correct them. Issues to be discussed include: jurisdiction, choice of law, modifications when both parties have left the issuing state, change of custody, and much more. Bring your intergovernmental modification nightmare scenarios to this session to learn how they should be handled.

Presenter: ***Thomas Howard, Esq.*** - Deputy Director & Assistant Prosecuting Attorney, Warren County CSEA

Recommended Staff: Attorneys, Hearing Officers and All Staff

Supervisor

Early Involvement - Part 2 Setting S.M.A.R.T. Goals to Achieve Success

As a continuation from Part 1, Early Involvement Team members will answer participants' questions, provide best practices and lessons they learned while developing and implementing their own Early Involvement programs. Team members will also demonstrate an Early Involvement customer-CSEA interaction. *** ***Participants should come into the session with goals in mind, barriers they face in their agencies, and questions for the group*** ***

Presenters:
Liz Harpster - Investigator III, Wayne County CSEA
Brandi Gallebo - Enforcement Supervisor, Franklin County CSEA
Tracy Jackson - CSEA Supervisor, Montgomery County CSEA

Recommended Staff: Directors, Administrators and Supervisors

Case Management

Case Closure: Optimizing Caseload Sizes and Incentives

A review of the IV-D and Support Enforcement Program Services (SEPS) termination guide, including the new Flex Regs (flexibility, efficiency and modernization of the Child Support Enforcement Program) that went into effect 03/22/18. Learn about different reports and best practices that may help manage your caseload size and incentive collections.

Presenters:
Jennifer L. Pett - JFS Supervisor, Montgomery County CSEA
Megan Carroll - JFS Team Lead, Montgomery County CSEA

Recommended Staff: Directors, Administrators, Supervisors and Case Managers

Office of Child Support

Day in the Life of CSPC – Part 2

After summarizing the overall function and workflow of CSPC, this session will delve into specific topics including: County walk in; refunds; FIDM payments; Check travelers; addresses/coupons and EFT/Outreach. We will provide answers to common questions and share information about daily processes and any exceptions.

Presenters:
Craig Sprankle - Customer Support Manager, CSPC - Conduent
Brian Leonard - Employer Outreach Manager, CSPC - Conduent
Daphne Ralyea - Project Manager, CSPC - Conduent
Becky Mitchell - Management Analyst, OCS/CSPC

Recommended Staff: All Staff

Miscellaneous

Enforcement Hot Topics

Ever wonder what goes on behind closed doors? Join us in the situation room to discuss the not so everyday child support enforcement issues that come up from 'Can we take Joe Schmo's go fund me account"? to "How do I enter into a payment agreement with a NCP that actually ends in a collection"? Be prepared to learn new strategies to those rare and interesting cases.

Presenters:
Tara Hand - Hearing Officer, Wayne County CSEA
Alicia Boyle, Esq. - Staff Attorney, Stark County CSEA
Darci Sholler - Case Manager, Delaware County CSEA
Lisa Thompson - Case Manager, Delaware County CSEA
Tonia Hairston-Abrams - Case Manger, Montgomery CSEA

Recommended Staff: Attorneys, Hearing Officers, Supervisors and Case Managers

Monday, October 15, 2018

1:30 - 2:45 Sessions

CLE Credit Requested and HOCC Credit Approved

CLE HOCC **Legal** **A Roadmap for Deceased Parties**	When a party to a case dies the surviving parties are under a high amount of emotional stress. With this in mind, it is particularly important that CSEAs have a solid legal roadmap as to any future actions on the case. This session will discuss numerous legal actions on cases with a deceased party including paternity establishment, case closure, and continued enforcement.
Presenters:	***Anny Fletcher, Esq.*** - Legal Services Division Mgr., Montgomery CSEA ***Kristin Keebaugh-Chambers, Esq.*** - Managing Attorney, Montgomery CSEA
Recommended Staff:	Attorneys and Hearing Officers
Supervisor **Everything You Wanted to Know About Employer Outreach**	Hear how to start the process of reaching out and building partnership with employers. We will cover how to prepare for an employer outreach program, give examples of different presentations, different questions we have encountered, feedback from the employers, and how to stay engaged with the employers.
Presenters:	***Tom McGrath*** - Deputy Director, Clark County CSEA ***Shanda Mustard*** - Supervisor, Franklin County CSEA ***Karen Bennett*** - Program Officer, Cuyahoga Office of Child Support ***Melissa Hiatt*** - Fiscal Supervisor, Montgomery County CSEA
Recommended Staff:	Directors, Administrators, Supervisors and Case Managers
CLE HOCC **Case Management** **HB366/Guidelines for Case Managers**	Review of changes coming to the Ohio Child Support Guidelines and SETS as a result of the passage of HB366 specifically for Case Managers.
Presenters:	***Sarah Fields, Esq.*** - Assistant Director, Montgomery County CSEA ***Teri Earnest*** - Business and Quality Review Supervisor, OCS ***Ryann Levering-White, Esq.*** - Senior Policy Analyst, OCDA
Recommended Staff:	Attorneys, Hearing Officers, Supervisors and Case Managers
Office of Child Support **CSPC/PAAR Joint Session: Suspense, RDIs and Recoupments**	This session will cover RDIs, Recoupments and Suspense. These areas involve both the CSPC and PAAR offices, and the presentation will cover the lifecycle of each of these areas.
Presenters:	***Thomas Gatrell*** - Financial Analyst, OCS/PAAR ***Sherry Friend*** - Senior Financial Analyst, OCS/PAAR ***Margaret Morris*** - Senior Financial Analyst, OCS/PAAR ***Craig Sprankle*** - Customer Support Manager, CSPC - Conduent ***Daphne Ralyea*** - Project Manager, CSPC - Conduent ***Becky Mitchell*** - Management Analyst, OCS/CSPC
Recommended Staff:	All Staff
CLE HOCC **Miscellaneous** **All My Children: A Child Support Saga**	This off-Broadway play teaches you everything you ever wanted to know about the child support process from administrative to judicial actions, including relevant law and rules for each process and how these processes may be difficult for our clients to understand and maneuver.
Presenters:	***Stark, Summit, Madison, Carroll, Portage, Wayne and Columbiana***
Recommended Staff:	Attorneys, Hearing Offices and Case Managers

Monday, October 15, 2018

3:15 - 4:30 Sessions	*CLE Credit Requested and HOCC Credit Approved*
CLE HOCC Legal **An Overview of Children Services Roles and Responsibilities and Mandated Reporting Requirements** Presenters: Recommended Staff:	This workshop will explore the intersection of child support and children services in two key areas: 1) the roles and responsibilities of county public children services agencies (PCSAs), including how allegations of abuse and neglect proceed through the system, and 2) mandated reporting requirements, including what child support workers need to know as mandated reporters and some common scenarios they may face. ***Shawney Johnson, MSA*** - Social Program Specialist, Franklin Children Services ***Mary Wachtel*** - Director of Public Policy, PCSAO Attorneys, Hearing Officers, Directors and Administrators
CLE HOCC Supervisor **Process Matters: How Fair Treatment Promotes Compliance** Presenter: Recommended Staff:	Procedural Justice focuses on the concept that how a case is handled deeply influences a citizen's evaluation of their experience with child support. Research indicates that how people and their problems are managed by a CSEA and its staff have more influence on people's perceptions then the actual case outcome, and that this is true across all people and races. Acceptance of the decisions of a CSEA impacts rates of compliance as well as failure to appear rates. ***Lisa Falgiano*** - Court Administrator, Toledo Municipal Court Attorneys Hearing Officers, Directors, Administrators and Supervisors
CLE HOCC Case Management **A Walk Through the Criminal Non-Support Process** Presenters: Recommended Staff:	A look at the CNS process from the CSEA and Prosecutor's perspective. Beginning with how to identify cases that meet the statutory requirements and the actions taken by the case manager to refer the case to the Prosecutor's Office to indictment, trial, and post-conviction issues. This session will cover every step of the CNS process. ***Wendy Shannon*** - Administrative Hearing Officer, Delaware CSEA ***Michelle Belknap, Esq.*** - Assistant Prosecuting Attorney, Warren CSEA Attorneys, Hearing Officers and All Staff
Office of Child Support **PAAR Session (Payment Analysis and Reconciliation)** Presenters: Recommended Staff:	This session will cover Financial Corrections, Represents, Overrides, QFR061 (tax) report, Holds, HST 14-day waiting period, Holder in Due Course ***Margaret Morris*** - Senior Financial Analyst, OCS/PAAR ***Paul Brinkley*** - Senior Financial Analyst, OCS/PAAR ***April Hedges*** - Senior Financial Analyst, OCS/PAAR ***Tom McManis*** - Financial Analyst, OCS/PAAR ***Sam Harkin***- Financial Analyst, OCS/PAAR All Staff
CLE HOCC Miscellaneous **All My Children: A Child Support Saga Continued** Presenters: Recommended Staff:	The saga continues with award winning actors from the County Child Support agencies telling a tale of two people once in love as they navigate the sometimes-tumultuous world of child support beginning with DNA testing thru termination of support. ***Stark, Summit, Madison, Carroll, Portage, Wayne and Columbiana*** Attorneys, Hearing Offices and Case Managers

Tuesday, October 16, 2018

8:30 - 9:45 Sessions

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CLE HOCC Legal **Spotlight on Collaboration: CSEAs and Sheriffs** Presenters: Recommended Staff:	Through use of IV-D contracts, CSEAs and Sheriffs collaborate for service of process, seek work, and security. This session will review Sheriff contracts, scope of services, and ways to collaborate to achieve better outcomes. ***Anthony Boston*** **-** Director of Admin.– Compliance Summit CSEA ***Matthew Kurtz*** - Director, Knox County JFS ***Deputy Doug Turpen*** - Knox County Sheriff's Office ***Deputy Chad Kennedy*** - Knox County Sheriff's Office Attorneys, Hearing Officers, Directors and Administrators
CLE HOCC Supervisor **Strategies for Employee Retention** Presenter: Recommended Staff:	This session will present strategies for enhancing employee retention through personnel policies and approaches that have worked. We will discuss how to determine what employees want and how to implement programs under collective bargaining agreements and civil service law. Attendees are encouraged to bring ideas to share. ***Marc A. Fishel, Esq.*** - Partner, Fishel Downey Albrecht Riepenhoff, LLP Attorneys, Hearing Officers, Directors, Administrators and Supervisors
CLE HOCC Case Management **Working with Angry & Irate People—Part 1** Presenter: Recommended Staff:	This training offers insight and understanding of the underlying themes of anger in others and ourselves. Recognizing anger early, de-escalation, and managing stress while under verbal and emotional assault will be covered. ***Dan Elliot*** **-** Cooperative Communications Specialists Attorneys, Hearing Officers and All Staff
Office of Child Support **Understanding Financial Processes in SETS- Part 1** Presenter: Recommended Staff:	In this session we will discuss building new orders, accepting early/ voluntary payments, understanding how SETS processes voluntary payments and allocations vs. disbursements. ***Kinyata Carter*** - SETS Help Desk Financial Supervisor, OCS Supervisors, Case Managers and Fiscal Staff
Miscellaneous **PERS Update—What is Happening to Your Retirement** Presenter: Recommended Staff:	This session will update employees earning PERS retirement benefits with the latest changes and how to successfully plan for retirement. Topics will be covered that pertain to all employees regardless of the number of years of service. There will be time allotted for questions from the attendees as we discuss the various options available. ***Representative from OPERS office*** All Staff

Tuesday, October 16, 2018

10:15 - 11:30 Sessions

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CLE HOCC Legal ***Janus* v. AFSCME: Impact on Public Employers and Labor Relations** Presenter: Recommended Staff:	What is the impact of the US Supreme Court's decision in Janus? What action plans need identified from both an employer and union perspective to ensure compliance with the decision, while maintaining good labor relations? This session will review the legal obligations under the *Janus* decision, as well as providing an update on collective bargaining. ***Marc Fishel, Esq.*** - Partner, Fishel Downey & Riepenhoff LLP Attorneys, Hearing Officers, Directors and Administrators
CLE HOCC Supervisor **Investigations** Presenter: Recommended Staff:	This session will explore the do's and don'ts of internal investigations, beginning with selecting the right investigator through writing a thorough investigation report. It will also cover how to make sure you afford employees their due process rights throughout the investigation process and will discuss strategies to ensure your investigation and any resulting disciplinary decision are as defensible as possible. ***Stephanie Schoolcraft, Esq.*** - Associate, Fishel Downey Albrecht Riepenhoff, LLP Attorneys, Hearing Officers, Directors, Administrators and Supervisors
CLE HOCC Case Management **Working with Angry & Irate People—Part 2** Presenter: Recommended Staff:	This training offers insight and understanding of the underlying themes of anger in others and ourselves. Skill of recognizing anger early, de-escalation, and managing stress while under verbal and emotional assault will be covered. ***Dan Elliot*** - Cooperative Communications Specialists Attorneys, Hearing Officers and All Staff
Office of Child Support **Understanding Financial Processes in SETS- Part 2** Presenter: Recommended Staff:	This session will cover multiple participant number issues, looping payments, understanding how SETS processes order modifications and things to keep in mind when modifying/terminating orders in SETS. ***Kinyata Carter*** - SETS Help Desk Financial Supervisor, OCS Supervisors, Case Managers and Fiscal Staff
CLE HOCC Miscellaneous **Bureau of Workers' Compensation From the Employer, Employee, and BWC point of View** Presenter: Recommended Staff:	Discussion of safety services and grants available as well as programs that could help you save money on premiums. New Rule changes have taken place over the last couple years that impact county claims, for instance, medical marijuana, and motor vehicle accident not fault rules changes. ***John Wilton*** - Regional Business Consultant, Bureau of Workers' Compensation Attorneys, Hearing Officers, Directors, Administrators and Supervisors

Tuesday, October 16, 2018

1:00 - 2:15 Sessions

CLE HOCC **Legal** **26 Years in the Making—New Guidelines are Coming! - Part 1**	After 26 long years, the Ohio Legislature voted to pass HB366, which updates Ohio's Child Support Guidelines. Part I will cover the background and changes coming to our child support guidelines.
Presenters:	***Amy Roehrenbeck, Esq.*** - Executive Director, OCDA ***Rodrick Hamilton, Esq.*** - Hearing Officer, Montgomery County JFS ***David Fleischman, Esq.*** - Bureau Chief, Program Services, OCS/ODJFS ***Eric W. Johnson, Esq.*** - Attorney/Partner, Sowald, Sowald, Anderson, Hawley & Johnson
Recommended Staff:	Attorneys, Hearing Officers, and All Staff
CLE HOCC **Supervisor** **Documenting Employee Performance**	This session will help managers (at all levels) to understand the goal of documentation, including how and what to document. Most importantly, attendees will learn about the importance of using facts vs. emotions, and specifically how to identify objectives, solutions & actions for various employee situations.
Presenter:	***Valerie A. Nash, SHRM-SCP, CLRP*** - Summit County Children Services
Recommended Staff:	Attorneys, Hearing Officers, Directors, Administrators and Supervisors
CLE HOCC **Case Management** **Forgive? Forget? Waive? Terms Not Normally Associated With Child Support**	Does your county have cases that wreak havoc on your caseloads? Tired of those uncollectible/unenforceable cases weighing your case managers down? This session will discuss how to increase your county's arrearage performance percentages, reduce the number of IV-D uncollectible cases and how to help families effectively manage unwanted arrearages. Learn about the innovative, game changing approach used to quickly and easily prepare county initiated ROPAAs. With this technique, you can effectively close many assigned arrears only cases that you're never going to collect on. Gather the tips and tricks to get off to a running start and lower your uncollected arrears. Don't miss out, explore what options you have available.
Presenters:	***Tara Goins*** - Administrative Hearing Officer, Lucas County CSEA ***Betty Harrison*** - Administrative Hearing Officer, Lucas County CSEA ***Gregory Sauer, Esq.*** - Chief Legal Counsel, Butler County CSEA
Recommended Staff:	Attorneys, Hearing Officers and All Staff
Office of Child Support **Distribution Basics (So, What's Triggering Your Audit?)-Part 1**	This high overview session lays the groundwork for understanding distribution and when and why manual distribution is necessary. The session will include a discussion on manual distribution for PRWORA, Limited Assignment and URA calculation.
Presenters:	***Amanda Collins*** - Human Services Program Consultant, OCS ***Valerie Fletcher*** - Human Services Program Administrator 3, OCS
Recommended Staff:	All Staff
CLE HOCC **Miscellaneous** **Active Threat Training**	This class is designed to show techniques on responding during an active threat situation and heightening employee awareness to recognize warning signs.
Presenter:	***Utah Bailey*** - Director of Safety, Butler County Board of Commissioners
Recommended Staff:	Attorneys, Hearing Officers and All Staff

Tuesday, October 16, 2018

2:45 - 4:00 Sessions

CLE HOCC Legal **26 Years in the Making—New Guidelines are Coming! - Part 2**	After 26 long years, the Ohio Legislature voted to pass HB366, which updates Ohio's Child Support Guidelines. Part II will review the practical effects and application of the changes, along with scenarios.
Presenters:	***Amy Roehrenbeck, Esq.*** - Executive Director, OCDA ***Rodrick Hamilton, Esq.*** - Hearing Officer, Montgomery County JFS ***David Fleischman*** - Bureau Chief, Program Services, OCS/ODJFS ***Eric W. Johnson, Esq.*** - Attorney/Partner/OSBA Certified in Family Relations Law, Sowald, Sowald, Anderson, Hawley & Johnson
Recommended Staff:	Attorneys, Hearing Officers, and All Staff
CLE HOCC Supervisor **Pay for Performance**	Participants will learn key concepts of the Butler Pay for Performance Evaluation system, including deploying a Pay for Performance model that rewards employees who advance organizational goals, while incentivizing employees to improve performance. PFP models of evaluation are inherently more valid and can lead to core behavior changes that advance organizations. To accomplish this purpose, this workshop guides managers and supervisors in a process to deploy this model accurately, fairly and consistently.
Presenters:	***Shannon Glendon*** - Assistant Director, Butler County JFS ***Julie Gilbert*** - Director, Butler County Children Services
Recommended Staff:	Attorneys, Hearing Officers, Directors, Administrators and Supervisors
CLE HOCC Case Management **Online Resources for Case Managers**	We have a wealth of information at our fingertips-but where do you start? This session will review great online resources for daily practice in paternity, support, military, location and enforcement.
Presenters:	***Kate Lawrence*** - Supervisor, Trainer/Procedure Writer, Summit CSEA ***Annie Spitali*** - Supervisor, Trainer/Procedure Writer, Summit CSEA
Recommended Staff:	Attorneys, Hearing Officers, Supervisors and Case Managers
Office of Child Support **Distribution Basics (So, What's Triggering Your Audit?)-Part 2**	This session will allow participants to build upon their knowledge from session 1 by participating in scenario based examples of single and multiple distribution audits.
Presenters:	***Amanda Collins*** - Human Services Program Consultant, OCS ***Valerie Fletcher*** - Human Services Program Administrator 3, OCS
Recommended Staff:	All Staff
Miscellaneous **Statewide EDMS for Child Support—What You Need to Know**	What do you need to know as the state of Ohio moves forward with the statewide EDMS project? This session is designed for child support workers, supervisors, and anyone else in child support who has not had the opportunity to see the statewide system for child support. The Northwoods team will present a demo and short orientation on the child support system that will be deployed by the end of the year. Attendees will also have an opportunity to ask questions about the system, project time lines, and more.
Presenters:	***Chuck Wilson*** - Business Development Manager, Northwoods ***Greg Tipping*** - Vice President of Complex Solutions, Northwoods
Recommended Staff:	All Staff