

Ohio CSEA Directors' Association

Spring Symposium

April 15 - 16, 2019



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

Registration Information

Member Registration Fees

OCDA Members 2 Day Registration Fee \$250/per person

OCDA Conference Presenter Fee \$125/per person

April 15, 2019 ONLY Registration Fee \$175/per person

April 16, 2019 ONLY Registration Fee \$175/per person

Non-Member Registration Fees

Non OCDA Member 2 Day Fee \$500/per person

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

Reservations must be made by:

March 15, 2019



Code: OCSEAD

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

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.

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

Calendar of Events

Monday, April 15, 2019

8:00 am - 9:00 am	Registration and Continental Breakfast
9:00 am - 4:00 pm	New Hearing Officer Training
9:00 am - 11:30 am	Opening/General Session
11:30 am - 1:00 pm	Lunch (on your own)
1:00 pm - 2:15 pm	Afternoon Sessions
2:15 pm - 2:45 pm	Break
2:45 pm - 4:00 pm	Afternoon Sessions

Tuesday, April 16, 2019

7:45 am - 8:30 am	Registration and Continental Breakfast
8:30am - 4:00 pm	New Hearing Officer Training
8:30 am - 9:45 am	Early Morning Sessions
9:45 am - 10:15 am	Break
10:15 am - 11:30 am	Late Morning Sessions
11:30 am - 1:00 pm	Lunch (on your own)
1:00 pm - 2:15 pm	Early Afternoon Sessions
2:15 pm - 2:45 pm	Break
2:45 pm - 4:00 pm	Late Afternoon Sessions

Monday, April 15, 2019

New Hearing Officers must attend and sign in at all 10 hours of training in order to receive HOCC accreditation.

9:00 - 4:00 on 4/15 and 8:30 - 4:00 on 4/16



New Hearing Officer Training



Presenters: *Hearing Officer Trainers*

Recommended Staff: Attorneys, New Hearing Officers, Supervisors, Case Managers interested in learning the process

This training will provide an extensive overview of the Child Support Program's Administrative Process Evolution, from establishment of paternity and support through terminations of support as well as review and adjustment, defaults and conducting hearings.

Fun Facts from Adams To Wyandot Roll Call

We are delighted to provide several opportunities in which you can learn fun facts about other counties, meet new people, participate in networking with other counties and have fun doing so!

FUN FACTS FROM ADAMS TO WYANDOT Roll Call

- Plan to participate in the Opening Session Roll Call. Each county is encouraged to answer the roll call with an interesting fact about your county. This will be fast paced in order to accommodate all counties.
- You're invited to bring banners or flags or other items to promote your county during the roll call.

OUR COUNTY IS BEST BANNER Contest

- Banners representing your county will be displayed in the hallways and the best banner will win a prize.

BRING YOUR BEST BASKET Raffle

- We are encouraging participants to donate a basket filled with items representing your county. Everyone will receive a ticket for a chance to win a basket. Increase your chances by completing your B-I-N-G-O card for more tickets. Who doesn't love a good basket raffle?
- If you can commit to providing a basket, please notify christy@ocda.us by **March 29th**.

COUNTY TID-BIT B-I-N-G-O

- All conference attendees will receive a B-I-N-G-O card in your registration packet. Fill your card by finding attendees from the challenges listed on the card. Once you find a person from the specified county, ask them to initial your square. Complete your card and turn it into the registration desk to receive additional tickets for the county themed basket raffle.

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Monday, April 15, 2019

9:00 - 9:30 Opening Remarks and County Roll Call

General Session Opening Remarks

Opening remarks from the Ohio CSEA Directors' Association President, Traci Berry, Tuscarawas County CSEA

Each County will announce their presence and state a fact about their county.

Recommended Staff: All Staff

9:30 - 11:30 Session



Leadership in the Child Support World: Learning the "Seven Habits of Highly Effective People"

We are all leaders in the child support world, whether you are leading a small team, a large agency, or just leading by example in your work, but we can all learn to be more effective in serving Ohio's families. "The Seven Habits of Highly Effective People" is one of the most impactful self-help books ever written, and its strategies have been taught throughout the world – in colleges and universities, in Fortune 100 corporations and in all branches of the armed forces. There is a powerful reason: these strategies resonate with people from all backgrounds and of all ages, much like our workforce and the families we serve. During this session, you will review the critical concepts and learn how to apply these principles to your own personal and professional life. Our presenter, Larry Center, is a former Assistant Dean at the Georgetown University Law Center. He will boil the essence of this three-day course into a fast-paced, interactive two hours. You will leave this session having gained greater control over your physical, mental, emotional and spiritual health and can take these principles to become a more effective child support professional and a more effective person!

Presenter: **Lawrence J. Center, Esq.**—Leadership Coach

Recommended Staff: Attorneys, Hearing Officers and All Staff

Monday, April 15, 2019

1:00 - 2:15 Sessions

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<div> <div>CLE</div> <div>HOCC</div> </div> <p>Legal Situational Awareness</p> <p>Presenter: Utah Bailey-Director of Safety, Butler County Board of Commissioners</p> <p>Recommended Staff: Attorneys, Hearing Officers and All Staff</p>	<p>This workshop will provide learning objectives for situational awareness in a child support hearing environment. This includes preparing for incidents that may be present before, during, and after Administrative or Court hearings.</p>
<p>Supervisor New Hire Training and Onboarding</p> <p>Presenters: Tamica London-Social Program Coordinator, Montgomery CSEA Rachel Tilley-Training Officer, Franklin County CSEA Jason Frisbee-Training Officer, Franklin County CSEA Angela Blatz-Training Supervisor, Stark County CSEA</p> <p>Recommended Staff: Directors, Administrators and Supervisors</p>	<p>Are you looking for new ways to train your new hires as well as veteran employees? Do you need to develop or enhance your training program? If your answer to these questions is yes, then come to this session to learn how to develop a training program, onboard your employees, prepare training and conduct that training in a manner that best meets the needs of your staff. Also, learn how to assess skill levels and help struggling employees improve their skill sets.</p>
<div> <div>CLE</div> <div>HOCC</div> </div> <p>Case Management Guidelines Workshop</p> <p>Presenter: Ryann Levering-White, Esq.-Sr. Policy Analyst, Ohio CSEA Directors' Assoc</p> <p>Recommended Staff: Attorneys, Hearing Officers and All Staff</p>	<p>This session will walk attendees through the new child support guidelines line-by-line based on an actual case scenario. Attendees will also be given time to walk through a guidelines calculation on their own and ask questions during the process.</p>
<p>Director/Administrator CSPC Updates</p> <p>Presenter: CSPC Vendor</p> <p>Recommended Staff: Directors, Administrators, Supervisors and Fiscal Staff</p>	<p>As we transition to a new contract for CSPC services in mid-2019, several important changes will impact both child support clients and CSEA staff. Please join us for updates to payment processing procedures and timeframes, and to learn about new tools for reporting, document management and debit cards.</p>

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2:45 - 4:00 Sessions

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<div>  Legal </div> <div>  Self-Employment – What counts as income? </div> <div> <p>Presenter: Patrick Southern-Magistrate, Hamilton County DR Court</p> <p>Recommended Staff: Attorneys, Hearing Officers and All Staff</p> </div>	<p>It is often hard to determine income for a self-employed party when calculating child support. Income deductions for the IRS do not automatically get used for the calculation of support. This session will walk you through the various documents that are often provided by self-employed parties and discuss how to ascertain what's income and what's not when calculating child support.</p>
<div> Supervisor </div> <div> Enterprise Document Management System for CSEAs </div> <div> <p>Presenters:</p> <p>Lisa Fay-JFS Administrator, Portage County JFS-CSEA Narka Gray-Assistant Director, Butler County CSEA Thomas McGrath-Deputy Director, Clark County CSEA Greg Tipping-Northwoods Gene Myers-Northwoods</p> <p>Recommended Staff: Directors, Administrators and Supervisors</p> </div>	<p>A look at the process of EMDS from the view of a pilot county and recent counties that have gone live. How to plan and what to expect, as well as discussion of success and challenges. Also, hear from Northwoods regarding where we are now and what is in the works.</p>
<div>  Case Management </div> <div>  Active Threat Training </div> <div> <p>Presenter: Utah Bailey-Director of Safety, Butler County Board of Commissioners</p> <p>Recommended Staff: Attorneys, Hearing Officers and All Staff</p> </div>	<p>This class is designed to show techniques on responding during an active threat situation and heightening employee awareness to recognize warning signs.</p>
<div> Director/Administrator </div> <div> CSPC Updates—Repeat Session </div> <div> <p>Presenter: CSPC Vendor</p> <p>Recommended Staff: Directors, Administrators, Supervisors and Fiscal Staff</p> </div>	<p>As we transition to a new contract for CSPC services in mid-2019, several important changes will impact both child support clients and CSEA staff. Please join us for updates to payment processing procedures and timeframes, and to learn about new tools for reporting, document management and debit cards.</p>





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Tuesday, April 16, 2019

8:30 - 9:45 Sessions		CLE Requested	HOCC Approved
 Legal  SETS for CSEA Attorneys and Hearing Officers		OCS County Consultants will walk attendees through useful Support Enforcement Tracking System (SETS) screens to assist them in locating valuable information for hearings and for self-assessment.	
	Presenter: Eric Payne -Office of Child Support (OCS) Recommended Staff: Attorneys, Hearing Officers and All Staff		
 Supervisor  Documenting Employee Performance, Part I: Employee Evaluations		A good evaluation system can serve as a litigation shield for the employer, while bad evaluation systems can be used as a litigation sword against them. This session will discuss documenting employee performance and the components of an effective performance evaluation.	
	Presenter: Deborah Watkins, Esq. -Chief Assistant Prosecutor, Summit CSEA Recommended Staff: Attorneys, Hearing Officers, Directors, Administrators and Supervisors		
Case Management Stop Looking—Start Finding		During this session, representatives from Thomson Reuters CLEAR Investigative Solutions and Appriss Safety Services will be reviewing best practices for conducting an investigation. They will be sharing their tips and tricks for better results, locates, and creating cohesive family outcomes.	
	Presenters: Andrew Shrout -Account Executive, CLEAR Jonah Fitz -Client Management, CLEAR Emily Staples-Kamer -Appriss Safety Recommended Staff: Supervisors and Case Managers		
Director/Administrator JFS Technical Audit –Part 1		What policies and procedures should your agency have in place to track and secure the software, and device tools that you use to manage your business? JFS has begun piloting a new Technical Audit Process to ensure that controls based on NIST SP800-53 are in place in county agencies.	
	Presenters: Suneeta Ganga -OIS IT Audit Lead, ODJFS Marie Huber, MBA -Business Analyst/TPOC Warren County CSEA Beth Anne Schorr, Esq. -Director, Warren County CSEA Recommended Staff: Directors, TPOC, Local Security Coordinators		

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10:15 - 11:30 Sessions		CLE Requested	HOCC Approved
 Legal  Legislative Update and Rule Review Presenters: Recommended Staff:	Join us for an overview of the legislative and rule review process, as well as an update on recently passed and pending legislation that could impact our program. Amy Roehrenbeck, Esq. -Executive Director, Ohio CSEA Directors' Assoc Ryann Levering-White, Esq. -Sr. Policy Analyst, Ohio CSEA Directors' Assoc Attorneys, Hearing Officers, Directors/Administrators and Supervisors		
 Supervisor  Documenting Employee Performance, Part II: Using Coaching to Improve Performance Presenter: Recommended Staff:	The first step in any effort to improve employee performance is coaching. Regular coaching can bring performance issues to an employee's attention to solve problems and improve work that benefits the employee, the team, and the agency. This session will discuss the benefits of employee coaching and how you can use coaching to improve performance. Deborah Watkins, Esq. -Chief Assistant Prosecutor, Summit CSEA Attorneys, Hearing Officers, Directors, Administrators and Supervisors		
Case Management Case Management Enforcement & Engagement Presenters: Recommended Staff:	This panel based discussion will focus on effective enforcement tools and techniques geared towards client engagement focusing on both parents. Case Managers, Supervisors and Directors will share best practices and best tools used in the field and not just on paper. Also, hear about how Stark County's Procedural Justice strategies strive to engage each party in the case to enforce effectively without the need for court involvement. Nate Franck -Investigator III, Wayne CSEA Traci A Berry, Esq. -Director, Tuscarawas County CSEA Josh Edwards -Enforcement Unit Supervisor, Summit County CSEA Michael Terry -Child Support Specialist, Summit County CSEA Ann Durkin -Program Administrator -Right Path, Stark County JFS/CSEA Supervisors and Case Managers		
Director/Administrator JFS Technical Audit-Part 2 Presenters: Recommended Staff:	This two part session is intended to familiarize you with how this will proceed and will include discussion about how counties can prepare for an IT Compliance Assessment. Presenters will share lessons from a Pilot County – Warren. Please register to receive emailed handouts prior to attendance. Part two will be a continuation of part one. Suneeta Ganga -OIS IT Audit Lead, ODJFS Marie Huber, MBA -Business Analyst/TPOC Warren County CSEA Beth Anne Schorr, Esq. -Director, Warren County CSEA Directors, TPOC, Local Security Coordinators		

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Tuesday, April 16, 2019








1:00 - 2:15 Sessions

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<p>CLE Legal</p> <p>HOCC Professional Conduct- Mental Health –Part 1</p> <p>Presenter: Megan R. Snyder, MSW, LISW-S-Clinical Director, Ohio Lawyers Assistance Program, Inc (OLAP)</p> <p>Recommended Staff: Attorneys and Hearing Officers</p>	<p>Substance abuse and mental health issues are prevalent in today's society. The legal community at large has significantly high numbers of these issues as well. During this session we will discuss the difference between symptoms of emotional health and a diagnosis of a mental health disorders, as well as substance use disorders.</p>
<p>CLE Supervisor</p> <p>HOCC Investigations</p> <p>Presenter: Stephanie L. Schoolcraft, Esq.-Associate, Fishel Downey Albrecht Riepenhoff</p> <p>Recommended Staff: Attorneys, Hearing Officers, Directors, Administrators and Supervisors</p>	<p>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.</p>
<p>Case Management</p> <p>Wacky World of Reports</p> <p>Presenters: David Kowaleski-Process Improvement /Compliance Mgr., Franklin CSEA Dusty Dunaway-Program Analyst, Butler County CSEA Susan Schlepp-CSEA Supervisor, Ottawa County DJFS Lisa Thompson-Case Manager II/Training Officer, Delaware County CSEA</p> <p>Recommended Staff: Attorneys, Hearing Officers and All Staff</p>	<p>Welcome to the Wacky World of Child Support Reports. The Session Panel will share tips on which reports each panelist finds to be most effective, how they measure the level of effectiveness, how to work reports to their fullest potential, when an Ad Hoc Report should be considered, differences between BIC, COGNOS, FIDO, Ad Hoc, etc. You are sure to find new and helpful ideas on how to get the best results from the available reports.</p>
<p>HOCC Director/Administrator</p> <p>How Behavioral Science Can Improve Child Support Outcomes-Part 1</p> <p>Presenters: Rachael Balanson-Program Officer 3, Cuyahoga OCSS Cassie Young-Social Program Developer, Franklin County CSEA</p> <p>Recommended Staff: Hearing Officers, Directors, Administrators and Supervisors</p>	<p>This is the first in a 2-part series on Ohio's work on the federal Behavioral Interventions in Child Support (BICS) grant. The site managers for Franklin and Cuyahoga Counties will give an overview of their 4 year journey in applying behavioral science to improve child support programming. This presentation will include two case studies and how they played out in each county. You're sure to gain plenty of useful nuggets as the team walks you through some of the hottest trends in behavioral science that they were able to use to dramatically increase the percentage of clients who received a modification to their order. There will be a short Q&A at the end of this session, but stick around for session 2, which will have a much longer Q&A session.</p>

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2:45 - 4:00 Sessions		CLE Requested	HOCC Approved
 Legal  Professional Conduct-Mental Health-Part 2	<p>We will discuss the signs and symptoms to be aware of in yourself, as well as other colleagues. We will discuss what to do if you become aware of any of these issues within yourself, or others. We will also discuss proper treatment for mental health issues, as well as substance abuse problems.</p> <p>Presenter: Megan R. Snyder, MSW, LISW-S-Clinical Director, Ohio Lawyers Assistance Program, Inc (OLAP)</p> <p>Recommended Staff: Attorneys and Hearing Officers</p>		
 Supervisor  ROPAA Strategies	<p>Join us to learn about the newest developments in the Reduction of Permanently Assigned Arrears (ROPAA) process, including recent rule updates which allow for expanded county-initiated reductions. We will provide tips for submitting ROPAA requests, discuss the Office of Child Support (OCS) approval process, and provide statistics to demonstrate the impact and benefits of this valuable arrears management tool. Staff from Lucas and Stark CSEAs will also share insight into their local processes for reviewing and initiating ROPAA submissions.</p> <p>Presenters: Rob Pierson-Deputy Director of Child Support, Stark County JFS Al Marcinonis-Program Services Section Chief, Office of Child Support Janet Mowry-Wilson, Hearing Officer, Lucas County CSEA</p> <p>Recommended Staff: Attorneys, Hearing Officers, Directors, Administrators and Supervisors</p>		
 Case Management  Deceased Party Case Administration	<p>What is the process to administer a case when a party dies? What policies should you have in place? What is the role of the case manager in investigating the death and preparing the case for a legal referral? Three counties will share their processes and best practices for working through these cases at a difficult time.</p> <p>Presenters: Emily Jackson -Enforcement Section Chief, Hamilton County Tonia Hairston-Abrams-Enforcement Supervisor, Montgomery County Nancy Morrison, Esq.-Staff Attorney, Portage County CSEA</p> <p>Recommended Staff: Attorneys, Hearing Officers, Supervisors and Case Managers</p>		
 Director/Administrator How Behavioral Science Can Improve Child Support Outcomes-Part 2	<p>This is the second in a 2-part series on Ohio's work on the federal Behavioral Interventions in Child Support (BICS) grant. In this session, the site managers for Franklin and Cuyahoga Counties will quickly review the case studies outlined in session I and will discuss the ways in which the BICS project team intends to apply what they've learned in their own counties and beyond. They will provide insight into how counties can do this work in their own agency and highlight helpful resources. A half hour or more will be devoted to a Q&A with the speakers, as well as a panel which includes diverse insights from the following types of people who also worked on the project: the project director from OCS, a director or similar level admin from each county, and a caseworker each county.</p> <p>Presenters: Rachael Balanson-Program Officer 3, Cuyahoga OCSS Cassie Young-Social Program Developer, Franklin County CSEA</p> <p>Recommended Staff: Hearing Officers, Directors, Administrators and Supervisors</p>		

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