

THE 33rd
ANNUAL

2015

NEW JERSEY
CHILD SUPPORT
TRAINING EVENT

QUALITY CONNECTIONS



Ready. **SET.** **GROW!!**

Presented by:

THE NEW JERSEY CHILD SUPPORT COUNCIL
Tropicana Casino and Resort
Atlantic City, NJ
March 4-6, 2015

guidebook

NJ Child Support Training Event 2015

Has Gone Mobile!

Dear Attendees,
NJ Child Support Training Event 2015 has gone mobile using [Guidebook!](#)



We strongly encourage you to download our mobile guide to enhance your experience at NJ Child Support Training Event 2015. You'll be able to plan your day with a personalized schedule and browse exhibitors, maps and general show info.

The app is compatible with iPhones, iPads, iPod Touches and Android devices. Windows Phone 7 and Blackberry users can access the same information via our mobile site at <http://guidebook.com/browse/>.

To get the guide, choose one of the methods below:

- Download '**Guidebook**' at the Apple App Store or Android Marketplace
- Visit <http://guidebook.com/getit> from your phone's browser
- Scan the following image with your mobile phone (QR-Code reader required, e.g. 'Red Laser', 'Barcode Scanner')



From the Guidebook application, tap "Download Guides" then "Redeem Code". Enter the code **newjersey** and the guide will download to your device!

See you at the event!

- NJ Child Support Training Event 2015 Team

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NEW JERSEY CHILD SUPPORT COUNCIL

A NON PROFIT ORGANIZATION

Dear Colleagues,

Greetings and welcome to the 33rd annual New Jersey Child Support training event. My first year as President was an honor and I look forward to serving you for the next few years. It is my pleasure to again welcome you and announce this year's theme "Quality Connections: Ready, Set, Grow". This year we continue our focus on performance measures and improvement. "Ready" - define expectations, realistic measurements and goals; "Set" - create plans to accomplish, establish a pathway, "how do we get there"; "Grow"- improve Federal performance numbers. Part of this involves training and our ongoing efforts to review and stream line processes.

This year we are launching our program into the mobile age by providing you with the opportunity to down load the guidebook app. This app lets you view the conference schedule and all the session materials right on your mobile device. We are very excited to try this and to get your feedback.

Something for our UIFSA users to look forward to this year is our participation in the InterAct pilot. New Jersey is one of only 11 states piloting this new communication application which will give you direct contact with UIFSA users in other states. We were invited to participate by the Federal Office of Child Support Enforcement which is eager to hear our comments. The Child Support community is looking forward to expanding this across the country.

While our venue has changed once again, our enthusiasm has not! Thanks for your participation, support and to the New Jersey Child Support Council for working so hard to provide you with a quality event, good luck. I hope we all walk out winners!

Dave Broselli
Council President



THE NEW JERSEY CHILD SUPPORT COUNCIL

OFFICERS

David Broselli *President*
Shirley Douglas *First Vice President*
Ray Civitella *Second Vice President*
Lori Tirri *Secretary*
Mike Petrone *Treasurer*
Neal A. Loebel, Esq. *Counsel*

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Frank Cirillo
Brian Giustozzi
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Amy Ronketty
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Denise Slass-Lipson
Joe Travea

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Johanna Antonacci **Robert Fisler** **Barbara Theis**
Ray Civitella **Eugene McGrath** **Brendon Toner**
Eileen Coughlin **Chris Stanecki** **Frances Venney**



CONFERENCE COMMITTEE

Robert Fisler, Chairperson
David Broselli
Frank Cirillo
Brian Giustozzi
Joseph Landers
Karen Silverio
Joseph Travea
Frances Venney

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Barbara Genard
Terry Grabert
Rebecca Hayton
Gary Offer
Ellen Remy
Karen Silverio

GLENN A. GRANT, J.A.D.
Acting Administrative Director of the Courts

March 4, 2015

Dear Colleagues:

Welcome to the 2015 New Jersey Child Support Conference, our annual opportunity to connect and reflect on the challenges we encountered and the goals we achieved during the past year. But the conference is more than just a celebration of past accomplishments. It also provides us the chance to collaborate on creative strategies to best serve the constantly changing needs of our customers and, through that synergy, to propel the Child Support Program to even greater levels of service and performance.

This year's conference theme, "Quality Connections ... Ready, Set, Grow," underscores the importance of collaboration and communication by all of the stakeholders who work together to administer the Child Support Program and, as part of that responsibility, to provide our customers with timely and useful information. Meeting that responsibility is increasingly challenging, complicated by the growing "internet of things" and the increasing technological demands from our web and computer savvy clients. We need to continue to address that challenge on multiple fronts. We already have enhanced our service delivery and expanded customer communication tools with improvements to the Program, such as the Interactive Voice Response system (IVR), the interactive NJKIDS website and new child support mobile application, the call center, as well as outbound call and text reminders to custodial and non-custodial parents to make payments and to attend court hearings. But even with those considerable advances, much more remains to be done.


While leveraging technology is essential to our customer service delivery and operational success, without a doubt, the most important assets of the Child Support Program are you and the commitment and dedication that you each bring to work every day. As a direct result of your efforts to ensure that support payments are made, we collected \$1.36 billion in child and spousal support last year for the families and children who rely on us and the work that we do to receive the support that they often need to survive. Our Child Support Hearing Officer program is another continuing success story. Last year the CSHOs heard nearly 90,000 matters involving support order establishment, modification and enforcement, providing families with access to justice while saving substantial and invaluable bench time.

In addition to these successes, this past year brought changes in the Child Support Program leadership within both the Judiciary and the Department of Human Services. We wish the best to those who have moved on, congratulate those who have assumed these important roles, and look forward to new possibilities, approaches, and initiatives.

Your efforts – both collectively and individually – make a positive difference in the daily lives of children and families. Communication and collaboration are essential elements of that. I encourage you to use today's Conference sessions and workshops to hone these basic but important skills and to learn new concepts and methods to improve your individual and your office's effectiveness. Connect and communicate with your colleagues and with our partners on this. But don't stop with today's session. Continue that approach after you leave here today and throughout the year.

I am proud of your outstanding hard work in helping children and families receive the support they need and deserve. I hope you are proud as well. Please accept my congratulations on the successes of the past year and my best wishes for an exciting and valuable conference and a productive year.

Sincerely,


Glenn A. Grant, J.A.D.



Richard J. Hughes Justice Complex • PO Box 037 • Trenton, New Jersey 08625-0037



State of New Jersey
DEPARTMENT OF HUMAN SERVICES
DIVISION OF FAMILY DEVELOPMENT
PO Box 716
TRENTON, NJ 08625-0716

CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

JENNIFER VELEZ
Commissioner

JEANETTE PAGE-HAWKINS
Director
Tel: (609) 588-2000

Dear Child Support Partners,

As New Jersey's new child support director, it is my pleasure and privilege to welcome you to the 33rd Annual Child Support Conference.

New Jersey's most recent successes and its national reputation for innovation are the result of the collaboration of the former leadership at the Department of Human Services, the Administrative Offices of the Courts, and the County Welfare Agencies. These *quality* connections led to new and exciting ways to better serve our customers. NJKiDS, the New Jersey Child Support Institute, and the New Jersey Family Support Services Center are just a few of the major initiatives created through that partnership.

The New Jersey Child Support Program, now 40 years old, has been left in very good standing and in the capable hands of new leadership. This new leadership is equally committed to ensuring that every family has a right sized order, that thoughtful consideration is given to life-changing circumstances; and support payments are timely and reliable. All of us who work in child support must be on top of our game. We must think outside the box to solve complex problems, and we must remember that our daily work makes a difference in the lives of so many families who rely on the Child Support Program.

Together, we are the stewards of the program, and our future success depends upon the *quality connections* we make: those that technology allows and demands of us; the relationships we develop with our colleagues within and outside of New Jersey; and the important relationships we have with our customers. Their questions, requests for assistance, and expectations for responsiveness must be met with excellent customer service. Our ability and desire to collaborate and connect will continue to define New Jersey as a national leader in child support.

Our work is an ever-changing dynamic. We must be adept at changing with the laws, policies, and practices that will be designed to improve performance at every level. Every improvement strengthens our connection to a family in need of reliable child support. Every workday presents opportunities to make quality connections that will ultimately affect compliance, funding, performance, and, most importantly, families.

This conference is for you. I urge you to celebrate your successes, learn new things, and collaborate with partners and coworkers on ideas that could solve a complex problem, knock down a barrier to better service, or spark a new initiative. I invite you to join me in getting *ready and set to grow* through the varied and interesting sessions the New Jersey Child Support Council has planned for you.

Enjoy the conference!

Sincerely,

Patricia A. Risch
Assistant Director



Helpful Information

Evaluations

Workshop Evaluations (WHITE) are located in each training session. Please fill these out and give them to the moderator in the session. Your opinions are valuable to us as we plan for next year's conference.

Conference Evaluations (BLUE) are located in your conference folder. Please fill them out at the end of the last day of your attendance.

Nametags

Nametags help you meet new people. They will also be required to enter all conference functions. Please help us by wearing yours.

Your nametag contains a unique barcode. This helps us to populate your transcript with each class you attend. Your tag will be scanned at each session.

CLEs

Attorneys requesting Continuing Legal Education Credits (CLEs) must be scanned upon **entering** and **exiting** the session.

REMEMBER TO SIGN IN AND OUT on the CLE credit attendance sheet in each workshop room. Certificates of Attendance will be issued and mailed to the address provided on your CLE registration form.

All CLE classes will be identified with a gold seal 🟡.

If you have not registered to receive CLE credits, no credit will be given. If you wish to register on-site, you may do so at the registration desk at any time during the conference. If you have questions, please contact Neal A. Loebel, Esq. at NealALoebel@maximus.com or phone (609) 744-8329.

Hotel

Individuals must be registered for the conference in order to be eligible for the hotel conference room rate.

Tickets

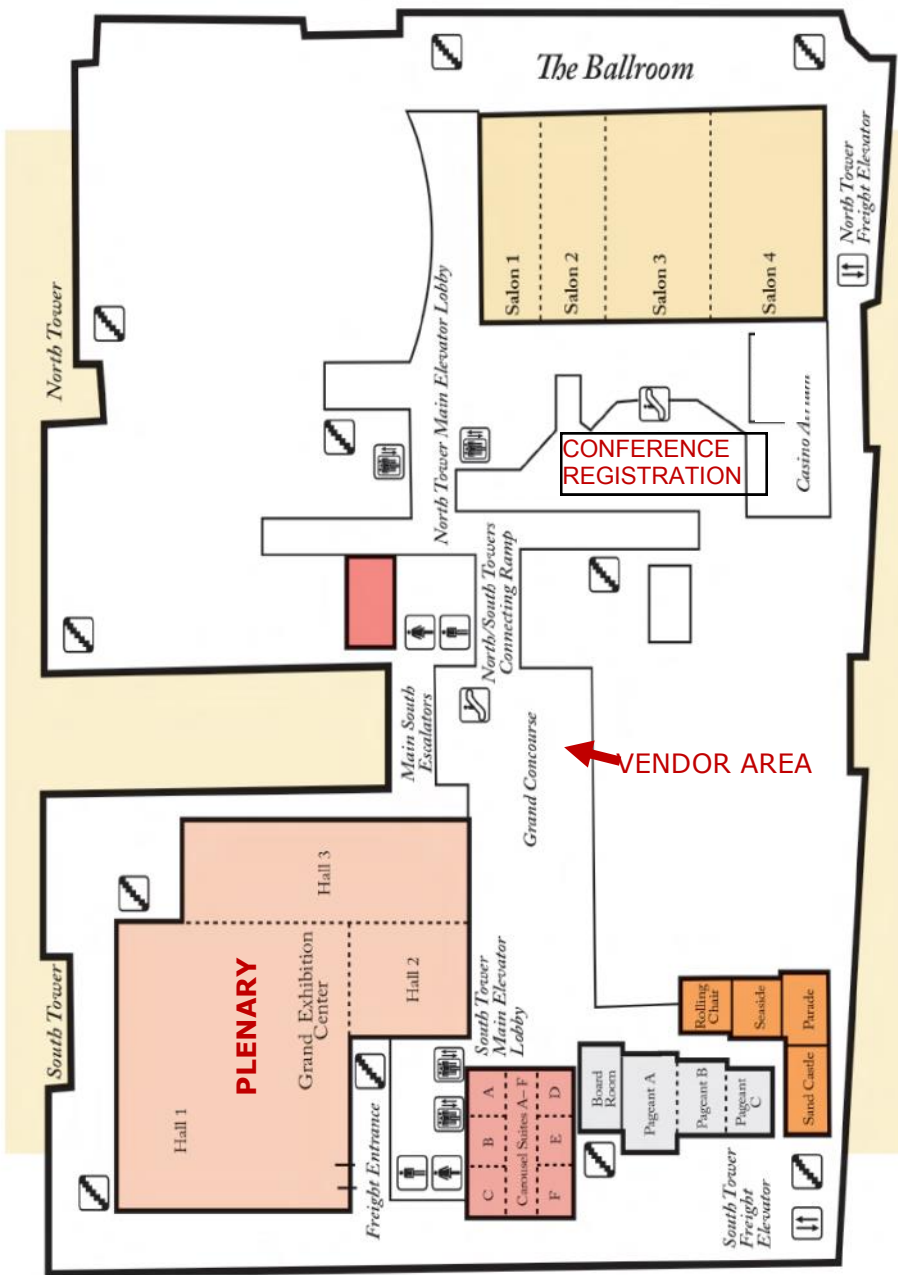
Extra tickets for the Luncheons and **extra wristbands** for the Gala may be purchased at the Registration Desk:







Luncheon Tickets: \$45 each

Gala Wristbands: \$50 each

Replacements for lost luncheon tickets may be purchased at the Registration Desk at a cost of \$45 each.

Conference Floor - North & South Towers



					
Women's Restroom	Men's Restroom	Exit Stairs	Elevators	Escalators	Freight Elevators

Our Advertisers

The New Jersey Child Support Council wishes to express its gratitude to our advertisers and exhibitors for supporting our conference. Their participation contributes greatly to our success.

Please visit each of the exhibitors located in the Registration Area and see their presentations.

The Exhibit Area will be open throughout the conference, and the vendors will also be available during major functions.

Private appointments can be made with individual exhibitors when needed.

ADVERTISERS

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Mission Statement

The New Jersey Child Support Council is a non-profit organization dedicated to improving the provision of child support services to children and families of New Jersey.

Council members include representatives from both the public and private sector working in the Child Support Program.

In order to meet its mission, the Council sponsors regional training and an annual educational conference; it reviews relevant policy and legislation and promotes public awareness.

Special Thanks

The New Jersey Child Support Council extends its sincere appreciation to the following for their contributions to our conference:

The Administrative Office of the Courts

The Division of Family Development

The Chief Probation Officers Association

The County Welfare Directors Association

The Tropicana Casino and Resort

and especially OUR FANTASTIC FACULTY!!



The Annual Sue Gray Award



SUSAN J. GRAY
1950-2013

Sue Gray was a tireless advocate for her fellow coworkers and an innovator of new processes and procedures for the child support program.

In addition to her 31 years of service to the child support program, she was a long time member and Program Chair-person for the New Jersey Child Support Council; and because of her efforts, the annual conference has grown from a small meeting at Middlesex County College to an annual event in Atlantic City that serves nearly 1000 attendees.

As a tribute to her, The NJ Child Support Council began the annual presentation of **The Sue Gray Innovation Award** in 2014 to honor her and the agency that has most improved their service and commitment to child support during the past year.

Join Us

As we award this year's winner
during our Wednesday Night Reception
at 8:45pm

Boogie Nights Nightclub
South Tower, Level 2

AND CONGRATULATIONS

TO LAST YEAR'S WINNER:

Passaic Vicinage Family Division!

Schedule of Events

Wednesday, March 4, 2015

Time	Event	Location
5:00 PM - 8:00 PM	REGISTRATION	Registration Area (see map)
8:00 PM - 10:00 PM	RECEPTION	Boogie Nights Nightclub

8:45PM- PRESENTATION OF THE ANNUAL SUE GRAY INNOVATION AWARD

Thursday, March 5, 2015

Time	Event	Location
7:45 AM - 5:00 PM	REGISTRATION	Registration Area (see map)
7:30 AM - 8:15 AM	CONTINENTAL BREAKFAST	Grand Exhibition Center
8:30 AM - 10:45 AM	OPENING PLENARY	Grand Exhibition Center
9:00 AM - 10:30 AM	CLE SESSION (Attorneys)	
10:45 AM - 11:00 AM	BREAK	Grand Concourse
11:00 AM - 12:30 PM	TRAINING SESSIONS	North & South Towers (see map)
12:30 PM - 2:00 PM	ANNUAL AWARDS LUNCHEON	Grand Exhibition Center
2:15 PM - 3:45 PM	TRAINING SESSIONS	North & South Towers
3:45 PM - 4:00 PM	BREAK	Grand Concourse
4:00 PM - 5:30 PM	TRAINING SESSIONS	North & South Towers
5:30PM - 8:00 PM	FREE TIME	
8:00 PM - 1:00 AM	GALA RECEPTION	Grand Exhibition Center



Fiesta!!

Wear Your Party Gear!



Schedule of Events continued

Friday, March 6, 2015

Time	Event	Location
8:00 AM - 11:00 AM	REGISTRATION	Registration Area (see map)
8:30 AM - 9:30 AM	CONTINENTAL BREAKFAST	Grand Exhibition Center
9:30 AM - 11:00 AM	TRAINING SESSIONS	North & South Towers
11:00 AM - 11:30 AM	BREAK & HOTEL CHECK OUT	
11:30 AM - 1:00 PM	TRAINING SESSIONS	North & South Towers
1:00 PM - 2:00 PM	LUNCH	Grand Exhibition Center
2:00 PM - 3:30 PM	CLE SESSION (Attorneys)	South Tower
2:15 PM - 3:30 PM	ANNUAL MEETING	Boardroom



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- Non-invasive buccal swab collection
- More than 10,000 locations for specimen collection nationwide, including more than 900 LabCorp-operated locations
- Court-ordered collections can be scheduled within hours

Service Expertise

- Sophisticated specimen logistics for secure, timely transportation
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- Skilled customer service representative available 8 AM to 8 PM, Eastern time, Monday through Friday

Secure, Online Access

- IdentilinkSM provides convenient online access to case information and results.
- We send an email when results are ready and a direct link to our site.
- Identilink also includes relevant case information, including scans of completed client authorizations and chain of custody forms with photos.

Accreditations/Listings

- AABB accreditation for parentage testing
- FQS ISO 17025
- NY State Department of Health



For more information, visit www.labcorp.com/paternity or call 800-WE-DO-DNA (800-933-6362).



Partnering and Innovating for Families

Xerox has been the New Jersey State Disbursement Unit (SDU) partner since 2005, when we assumed SDU operations and rolled out the stored value disbursement card (EPPICard). We now operate a full service SDU, including banking disbursements, and a state-wide customer service solution. In partnership with the state, we make sure New Jersey families accurately and promptly receive the funds they need to make ends meet and that all New Jersey stakeholders have the right answers to their questions. We're looking forward to a continued fruitful partnership in the years ahead.

Xerox is proud to support the 33rd Annual New Jersey Child Support Conference.

www.xerox.com/CSIInnovation



Workshops at-a-glance

Thursday, March 5, 2015

8:30am - 10:45am

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
Opening Plenary Session	Grand Exhibition Center	All Attendees
9:00 AM-10:30 AM: The Nuts and Bolts of an Ethics Complaint and How to Avoid One – PART 1 ●	Carousel ABC	Attorneys Only

11:00am - 12:30pm

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
Location...Location...Location	Salon 3	All Attendees
Troubleshooting for NJKiDS Financials	Carousel ABC	All Attendees
Opening the Door to Family Intake	Salon 4	Family Staff
Predictive Analytics	Salon 2	Managers/Supervisors
UIFSA Basics and Beyond ●	Pageant BC	All Attendees/UIFSA Staff
Social Security and the Family Law Practitioner ●	Rolling Chair	Attorneys
The Secret Signals	Salon 1	All Attendees
Child Support Issues After the Death of a Parent ●	Pageant A	All Attendees
Recent Developments in Family Law ●	Carousel DEF	All Attendees



* Gold Dots ● denote CLE courses

Workshops at-a-glance

Thursday, March 5, 2015

2:15 pm - 3:45 pm

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
Trending Topics in the Probation Divisions	Salon 4	Probation Staff
Everything You've Always Wanted to Know About CWA, Family and Probation	Salon 3	CWA, Family and Probation Staff
I Love My Job; It's The People I Can't Stand!	Salon 1	All Attendees
Recent Developments in Family Law ●	Carousel DEF	All Attendees
Sovereign Citizens: Understanding the Movement and the Threat	Pageant BC	All Attendees
Where Is the Money? Finding Assets and Income During Divorce ●	Rolling Chair	Attorneys
Where Did the Time Go?	Salon 2	All Attendees
Domestic Violence Basics for the Child Support Worker ●	Pageant A	All Attendees
Advanced Guidelines Scenarios ●	Carousel ABC	All Attendees

4:00 pm - 5:30 pm

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
CWA Panel Discussion: Innovate and Integrate	Salon 4	CWA Staff
Hot Topics in Financials	Salon 1	All Attendees
It's Finally Here! UIFSA 2008 ●	Carousel DEF	All Attendees/ UIFSA Staff
Legal Advice vs Customer Service	Rolling Chair	All Attendees
Money Smart	Salon 2	All Attendees
Child Support Issues– Court Scenarios ●	Ocean G & H	CWA Staff
Decision Making	Pageant A	All Attendees
To Writ or Not to Writ: Effective Attachment of Lump Sum Payments ●	Carousel ABC	Attorneys/ Probation Staff
Modern Families: An Exploration of LGBT and Alternative Family Structures ●	Pageant BC	All Attendees

Workshops at-a-glance

Friday, March 6, 2015

9:30 am - 11:00 am

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
Trending Topics in the Probation Divisions	Salon 4	Probation Staff
Hot Topics in Financials	Salon1	All Attendees
Federal Performance Incentives	Rolling Chair	All Attendees
Lexis/Nexis and Accurint	Salon 2	All Attendees
UIFSA Basics and Beyond ●	Carousel DEF	All Attendees/ UIFSA Staff
Advanced Guidelines Scenarios ●	Carousel ABC	All Attendees
The Effects of the Recession on Child Support Collections	Salon 3	All Attendees
Social Security and the Family Law Practitioner ●	Pageant BC	All Attendees/ Attorneys
Child Support Issues After the Death of a Parent ●	Pageant A	All Attendees

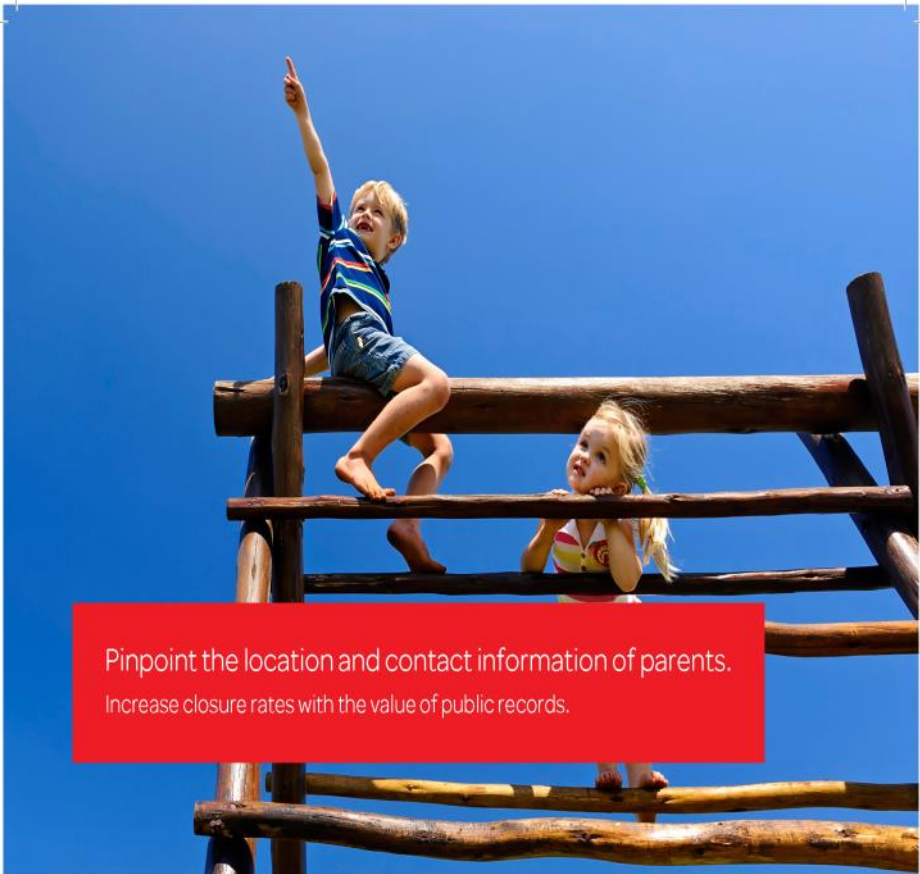
11:30 am - 1:00 pm

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
Opening the Door to Family Intake	Salon 4	Family Staff
Everything You've Always Wanted to Know About CWA, Family and Probation	Salon 3	CWA, Family and Probation Staff
Communication Made Easy	Salon 2	All Attendees
It's Finally Here! UIFSA 2008 ●	Carousel DEF	All Attendees/ UIFSA Staff
Employer Services	Pageant BC	All Attendees/ Probation Staff
Failing Our Fathers	Salon 3	All Attendees
Where Is the Money? Finding Assets and Income During Divorce ●	Rolling Chair	Attorneys
To Writ or Not to Writ: Effective Attachment of Lump Sum Payments ●	Carousel ABC	Attorneys/ Probation Staff
Modern Families: An Exploration of LGBT and Alternative Family Structures ●	Pageant BC	All Attendees

2:00 pm - 3:30 pm

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
The Nuts and Bolts of an Ethics Complaint and How to Avoid One- PART 2 ●	Carousel ABC	Attorneys Only

* Gold Dots ● denote CLE course



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SPECIAL THANKS TO

*Directors Dreu and Miriam Toliver
and the cast of
Winter Guard!*



AMP Winter Guard

Class	Independent A
WGI Results	Semi Finalist
MAIN Results	Silver Medalist
WGI Final Score	80.04
MAIN Final Score	90.94

2014
Cast

Milagros Alvarado
Rachael Anderson
Jonathan Aponte
Malik Betancourt
Caitlin Burnite
Haley Gill
Caitlyn Harrah
Aliyah Irby
Brianna Knox
Crystelle Maldonado
Jonathan Marrero
Joshua Marrero - Captain
Aliyah Norman
Isaiah Norman
Lauren Sprague
Mykel Toliver



Plenary Session

Thursday, March 5, 2015
8:30 am – 10:45 am
Grand Exhibition Center

Welcome:

David Broselli, President

New Jersey Child Support Council

Arts in Motion with Performance (AMP)

Dreu Toliver, Director

Vicki Turetsky, Commissioner

Administration for Children and Families

Office of Child Support Enforcement

Jeanette Page-Hawkins, Director

Division of Family Development

Glenn A. Grant, J.A.D.

Acting Administrative Director

Administrative Office of the Courts

Patricia Risch, Assistant Director

Division of Family Development

Keynote Address:

***“THE NERVE TO SERVE, SAY HELLO TO HUMOR
& GOODBYE TO BURNOUT”***

Presented by:

Jody Urquhart, Motivational Speaker

Idoinspire

***New Jersey Child Support Institute's
PARTICIPANT OF THE YEAR PROGRAM***

**CONGRATULATIONS TO
OUR WINNERS!**

NJCSI introduced the **Participant of the Year Program** to recognize Central Staff and Local Staff members who complete **the most NJCSI courses** each calendar year.

Winners receive:

- ◇ An engraved crystal award
- ◇ Paid Registration to the Child Support Conference

**NJCSI is proud to recognize the following
Participants for 2014:**

CENTRAL STAFF WINNER

Jenn Brown

Office of Child Support Services

LOCAL STAFF WINNER

Dina M. Johnston

Ocean County Board of Social Services

Winners may pick up their crystal award
at the NJCSI Booth on Thursday
immediately following the Opening Plenary Session.

Make the Connection



TRAINING



**ENHANCED
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SERVICE SKILLS**



**MORE \$
FOR FAMILIES**

GET CONNECTED WITH NJCSI

Parsippany - Princeton - Cherry Hill

njcsi.org

RUTGERS
School of Social Work

Workshop Descriptions

Thursday 8:45am - 10:30pm

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
8:45 AM Opening Plenary Session	Grand Exhibition Center	All Attendees
9:00 AM-10:30 AM: The Nuts and Bolts of an Ethics Complaint and How to Avoid One– PART 1 ●	Carousel ABC	Attorneys Only

THE NUTS AND BOLTS OF AN ETHICS COMPLAINT AND HOW TO AVOID ONE– PART 1

Presented by: MEGAN SMITH, ESQ., ATTORNEY, Stark & Stark
 JOANNA PERRILLI, ESQ., Law Offices of Joanna Perrilli
 MARISA TROFIMOV, ESQ., COUNSEL, Deni Law Group

Moderated by: LOU GALLAGHER, ESQ., COUNSEL
 Camden Vicinage Board of Social Services

Part 1 of this course explores the procedural aspects of an ethics complaint.

Workshop Descriptions

Thursday 11:00am - 12:30pm

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
Location...Location...Location	Salon 3	All Attendees
Troubleshooting for NJKiDS Financials	Carousel ABC	All Attendees
Opening the Door to Family Intake	Salon 4	Family Staff
Predictive Analytics	Salon 2	Managers/Supervisors
UIFSA Basics and Beyond ●	Pageant BC	All Attendees/UIFSA Staff
Social Security and the Family Law Practitioner ●	Rolling Chair	Attorneys
The Secret Signals	Salon 1	All Attendees
Child Support Issues After the Death of a Parent ●	Pageant A	All Attendees
Recent Developments in Family Law ●	Carousel DEF	All Attendees

* Gold Dots ● denote CLE course

Workshop Descriptions

Thursday 11:00am - 12:30pm

LOCATION...LOCATION...LOCATION

- Presented by:** JOHN CLARK, PROGRAM SPECIALIST, OCSE Region III-Philadelphia
CRISTOL PORTER-JONES, STATE TECHNICAL LIAISON
Federal Parent Locator Services
IVELISSE ERNST, CHILD SUPPORT AND PATERNITY SPECIALIST
DFD, Office of Child Support Services
- Moderated by:** CHELARE BAYKAL-ALLEN, NJKIDS SYSTEMS SUPPORT MANAGER
DFD, Office of Child Support Services

There are many tools available to locate NCPs and CPs. Learn how NJKIDS and the Federal Case Registry conduct automated locate searches as well other tools that are available to you including the OCSE State Services Portal, free internet search sites; obtaining cell phone numbers; new hire, prisoner and business information and other available locate services.

TROUBLESHOOTING FOR NJKIDS FINANCIALS

- Presented by:** CAROL KALOSY, ADMINISTRATIVE SUPERVISOR 2
Morris-Sussex Vicinage Finance Division
LISA MACINTYRE, ADMINISTRATIVE SUPERVISOR 2
Somerset Vicinage Finance Division
- Moderated by:** MIKE PETRONE, ADMINISTRATIVE SUPERVISOR 3, AOC

This session will provide a closer look at problems that can be associated with reversals, reposts and refunds. This class will review appropriate solutions and course of action on NJKIDS for Probation, CWA, Family and/or Finance staff and the FNOTE requirements to the State Disbursement Unit.

OPENING THE DOOR TO FAMILY INTAKE

- Presented by:** YOLANDA GLOVER, TRAINING COORDINATOR
LISA BENDER, TRAINING COORDINATOR
New Jersey Child Support Institute – NJCSI
- Panelists:** LORETTA OWENS, COURT SERVICES SUPERVISOR 2
Atlantic Vicinage Family Division
AIMEE VELTRI, CHILD SUPPORT & PATERNITY SPECIALIST II, DFD, OCSS
MIGUEL GARCIA, CHILD SUPPORT & PATERNITY SPECIALIST II, DFD, OCSS
- Moderated by:** BRIAN GIUSTOZZI, ASST. DIV. MANAGER, Ocean Vicinage Family Division

This interactive session will touch on topics such as an order to show cause, fees, and case closure. Join us for a walk through an actual scenario where participants can ask questions freely and hear responses from our experts.

Descriptions continued on next page

Workshop Descriptions - cont'd

Thursday 11:00am - 12:30pm

PREDICTIVE ANALYTICS

Presented by: EDWARD V. LEHMANN, JR., DIRECTOR, CASE PROCESS & DATA MGT.
Philadelphia Family Court, Domestic Relations Unit

Moderated by: FRANK CIRILLO, New Jersey Child Support Council

Learn how the Pennsylvania child support program uses predictive analytics to increase productivity and improve federal and collections performance. This workshop will showcase Pennsylvania's use of predictive analytics to handle their establishment and enforcement caseloads. Follow scoring process from concept to final product, and learn about how the scores are used to proactively manage their caseloads.

UIFSA BASICS AND BEYOND

Presented by: DIANE SINKUS, CHILD SUPPORT ENFORCEMENT TRAINING SPECIALIST
PASCETTI Instructor, Penn State Justice & Safety Institute
ROB VELCOFF, MANAGER OF INTERSTATE OPERATIONS
NY State Division of Child Support Enforcement

Moderated by: JOSEPH P. LANDERS, CHIEF, Administrative Office of the Courts

Whether you are a newcomer to the world of interstate child support, or you are a more seasoned professional, this workshop is for you. The session starts with a beginner's guide to processing interstate cases, including information on all three versions of the Uniform Interstate Family Support Act (UIFSA): 1996, 2011 & 2008. Concepts to be discussed include establishment, long-arm jurisdiction, the registration of an order in another state for enforcement and/or modification, continuing exclusive jurisdiction, the determination of controlling order, the federal UIFSA forms, as well as more in-depth issues.

SOCIAL SECURITY AND THE FAMILY LAW PRACTITIONER

Presented by: ALAN POLONSKY, ESQ., Polonsky & Polonsky

Moderated by: FRANCES VENNEY, New Jersey Child Support Council

What family law practitioners need to know about social security benefits. How do social security benefits affect litigants in their pursuit of spousal support, child support and other benefits. Applicable case law will be reviewed.

Workshop Descriptions - cont'd

Thursday 11:00am - 12:30pm

THE SECRET SIGNALS

Presented by: MICHAEL KING, TRAINING OFFICER
Ocean County Superior Court

Moderated by: BRENDON TONER, New Jersey Child Support Council

We are constantly communicating-one on one and in groups, in emails and texts, on the phone and sometimes even over video. In fact, it is very rare when we aren't communicating in one way or another.

In much of our communication we are concerned with words, and the message they carry. We strive to use the right words, the politically correct words, the words that convey intelligence, credibility and professionalism.

But our words are just a small part of the messages we send - actually, a very small part. Creating the backdrop of our verbal messages are all the subtle, yet powerful, non-verbal signals, that are constantly being sent out and received in a constant torrent of attitude, feeling and emotion. You must listen to the non-verbal message as well as the verbal. Much of our perceptions about others is based in these "silent signals."

While we are aware of our words, and choose them with care and precision, we are not always quite so in tune with the non-verbal messages we are sending. And while we may subconsciously aware read the non-verbal messages that others send out, we may not process them on a conscious level and integrate them into the overall message.

This presentation will examine the many facets that make up the non-verbal channels. Participants will come away with a deeper awareness of the dynamics of non-verbal communication and the impact they can have on our communications with family, clients and co-workers.

CHILD SUPPORT ISSUES AFTER THE DEATH OF A PARENT

Presented by: BRENDA EUTSLER, ESQ., PARTNER, Asbell & Eutsler, PA

Moderated by: NEAL LOEBEL, ESQ., COUNSEL, New Jersey Child Support Council

Probate and Estate Administration, presentation of child support claims to estates, child support judgments as liens against inheritance, determining whether the child has an interest in deceased parent's estate, insolvent estates, and addressing child support obligation in divorce.

RECENT DEVELOPMENTS IN FAMILY LAW

Presented by: The HONORABLE ROBERT A. FALL, JUDGE

Moderated by: SHARYN SHERMAN, ESQ., ASSISTANT DIVISION MANAGER
Burlington Vicinage Family Division

Review of recent Court rulings pertaining to child support and related issues. Discussion of the holdings and relating the cases to our everyday work. Audience participation encouraged.



Thursday, March 5, 2015

12:30pm - 2:00pm

Grand Exhibition Center

Tickets required to enter.

Workshop Descriptions

Thursday 2:15pm - 3:45pm

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
Trending Topics in the Probation Divisions	Salon 4	Probation Staff
Everything You've Always Wanted to Know About CWA, Family and Probation	Salon 3	CWA, Family and Probation Staff
I Love My Job; It's The People I Can't Stand!	Salon 1	All Attendees
Recent Developments in Family Law ●	Carousel DEF	All Attendees
Sovereign Citizens: Understanding the Movement and the Threat	Pageant BC	All Attendees
Where Is the Money? Finding Assets and Income During Divorce ●	Rolling Chair	Attorneys
Where Did the Time Go?	Salon 2	All Attendees
Domestic Violence Basics for the Child Support Worker ●	Pageant A	All Attendees
Advanced Guidelines Scenarios ●	Carousel ABC	All Attendees

TRENDING TOPICS IN THE PROBATION DIVISIONS

Presented by: HOPE MILLER, TRAINING COORDINATOR
 ROBERT KAFKA, TRAINING COORDINATOR
 New Jersey Child Support Institute – NJCSI

Panelists: LARRY ASHBRIDGE, COURT SERVICES SUPERVISOR 2
 Cumberland Vicinage Probation Division
 SHAWN MEIER, CHILD SUPPORT & PATERNITY SPECIALIST II, DFD, OCSS
 COTORIA PRILO, CHILD SUPPORT & PATERNITY SPECIALIST II, DFD, OCSS

Moderated by: LORI TIRRI, VICINAGE ASSISTANT CHIEF PROBATION OFFICER
 Bergen Vicinage County Probation

This interactive session follows a panel discussion format and includes representatives from NJCSI, DFD, and the field. The conversation will include key NJKIDS activity chains such as the Bench Warrant, Income Withholding, and Enforcement of Litigants Rights chains. There will also be a discussion on addresses including how NJKIDS selects addresses and prevents duplication of existing addresses.

Descriptions continued on next page

Workshop Descriptions - cont'd

Thursday 2:15pm - 3:45pm

EVERYTHING YOU'VE ALWAYS WANTED TO KNOW ABOUT CWA, FAMILY AND PROBATION

- Presented by:** **BONNIE DUPRE', HSS4, Cumberland County Board of Social Svcs**
SUSAN RUIZ-CHIOCO, HSS4, Union County Board of Social Services
DIANA HUNTER, COURT SVCS SUPV 2, Gloucester Vicinage Family Div.
CHRISTINE REILLY, SR. PROB OFFICER, Somerset/Hunterdon/Warren Vicinage Family Division
JENNIFER WEATHERBY, ASST. CHIEF PROBATION OFCR
Camden Vicinage Probation Department
LOUIS DIGRIGORIO, COURT SERVICES SUPERVISOR 2
Monmouth Vicinage Probation Department
- Moderated by:** **AMY RONKETTY, ADMINISTRATIVE SUPERVISOR**
Salem County Board of Social Services
LAVERNE HARVEY, COURT SVCS SUPERVISOR 2, Middlesex Family Div.
MARYANNE JENKINS, COURT SVCS SUPERVISOR 2, Camden Probation Div.

Did you ever want to know the daily processes of the other offices? Ever wonder what they do and why they do it? Join us while our panel discusses responsibilities processes and problems faced by the CWA, Family and Probation offices. Gain an understanding of the whole process and why our partners utilize the system in different ways.

I LOVE MY JOB; IT'S THE PEOPLE I CAN'T STAND!

- Presented by:** **JODY URQUHART, MOTIVATIONAL SPEAKER**
Idoinspire
- Moderated by:** **RAY CIVITELLA, CHILD SUPPORT SUPERVISOR, Camden Social Services**

Join in this hilariously interactive, practical and inspiring motivational speech that shows you how to develop healthy communication patterns with anyone. You can learn to handle the most difficult situations with the most challenging people and how to get through to others without giving in.

RECENT DEVELOPMENTS IN FAMILY LAW

- Presented by:** **HON. ROBERT A. FALL, JUDGE**
- Moderated by:** **NEAL LOEBEL, ESQ., COUNSEL, New Jersey Child Support Council**

Review of recent Court rulings pertaining to child support and related issues. Discussion of the holdings and relating the cases to our everyday work. Audience participation encouraged.

Workshop Descriptions - cont'd

Thursday 2:15pm - 3:45pm

SOVEREIGN CITIZENS: UNDERSTANDING THE MOVEMENT AND THE THREAT

Presented by: JUDE DEL PREORE, TRIAL COURT ADMINISTRATOR, Burlington Vicinage
MICHELLE SMITH, CLERK OF COURT, Superior Court of New Jersey
THOMAS GARRITY, JR., CHIEF OF COURT AND JUDICIAL SECURITY, AOC

Moderated by: DENISE SLASS-LIPSON, COURT SERVICES SUPERVISOR 2, Burlington Prob.

Sovereign citizens training will equip attendees with the knowledge to recognize and identify sovereign citizens anti-government individuals and allow for a better understanding of the subculture movement. Attendees will learn the fundamentals principles of the sovereign citizen movement, including their ideological beliefs and doctrines. The course also will strive to teach how to identify possible sovereign citizens through language identification and document recognition. Common criminal tactics, focusing on fraud as it pertains to taxation and property, will be discussed, along with numerous examples of fraudulent documents often used by these individuals to further their criminal goals. Common forms of “paper terrorism” will be discussed along with intimidation tactics often employed by sovereign citizens and how to successfully mitigate them.

Course Objectives will include:

- How to recognize common sovereign citizen language, legalese and buzzwords.
- How to recognize common sovereign paperwork often filed, such as: liens, lawsuits, affidavits, fraudulent documentation, etc.
- A review of the basic sovereign ideological pillars and how they relate to our frequent encounters with sovereign citizens.
- Review “paper terrorism” tactics including lawsuits, liens, uniform commercial code financing statements, ethics complaints, ACJC complaints, requests for oaths of office, fraudulent property deeds, fraudulent power of attorney, affidavits and apostilles.

WHERE IS THE MONEY? FINDING ASSETS AND INCOME DURING DIVORCE

Presented by: RICHARD A. DEMICHELE, JR. ESQ., DeMichele & DeMichele, PC

Moderated by: JOE TRAVEA, MANAGER, DFD, OCSS

This course will help attorneys organize their discovery and pre discovery efforts to find hidden sources of income and hidden assets. The analysis will provide a framework as to where to begin a search for hidden assets and what techniques can be used.

WHERE DID THE TIME GO?

Presented by: DANIELLE FRANCESCONI, TRAINING COORDINATOR
SUE BHUYAN, INSTRUCTIONAL COURSE DESIGNER
New Jersey Child Support Institute - NJCSI

Moderated by: ROSE BYNUM, PROGRAM SPECIALIST, DHHS, ACF, OCSE

Do you ever feel like there are not enough hours in the day? This interactive session will help you assess how your time is spent, identify time-wasters in your day, and learn methods to increase productivity. **Description continued on next page**

Workshop Descriptions - cont'd

Thursday 2:15pm - 3:45pm

Using time more effectively and efficiently will help you improve the structure of your day and have more time for those tasks that never seem to get attention. This workshop will provide time management strategies to identify goals, prioritize tasks and plan work. Learn to use the hours you have each day to their fullest potential.

DOMESTIC VIOLENCE BASICS FOR THE CHILD SUPPORT WORKER

Presented by: JENNIFER LOMBARDI, ESQ., COURT SERVICES SUPVR. 2, Ocean Probation

Moderated by: SHARYN SHERMAN, ESQ., ASSISTANT DIV. MANAGER, Family Division

This course will present an overview of the Prevention of Domestic Violence Act. The dynamics of domestic violence explored will include red flags for danger, barriers encountered by victims and limitations of systems. Emphasis will be on why these issues are important for professionals working on child support.

ADVANCED GUIDELINES SCENARIOS

Presented by: THE HON. CHARLES M. RAND, RETIRED PRESIDING JUDGE
WILLIAM WOODWORTH, SUPERVISING HEARING OFFICER, AOC

Moderated by: JOHANNA ANTONACCI, ANALYST, New Jersey Child Support Council

Discussion of complicated guidelines calculations involving multiple families and other dependent deductions. Presenters will also address questions and scenarios presented from the audience.

Workshop Descriptions

Thursday 4:00pm - 5:30pm

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
CWA Panel Discussion: Innovate and Integrate	Salon 4	CWA Staff
Hot Topics in Financials	Salon 1	All Attendees
It's Finally Here! UIFSA 2008 🟡	Carousel DEF	All Attendees/ UIFSA Staff
Legal Advice vs Customer Service	Rolling Chair	All Attendees
Money Smart	Salon 2	All Attendees
Child Support Issues– Court Scenarios 🟡	Ocean G & H	CWA Staff
Decision Making	Pageant A	All Attendees
To Writ or Not to Writ: Effective Attachment of Lump Sum Payments 🟡	Carousel ABC	Attorneys/ Probation Staff
Modern Families: An Exploration of LGBT and Alternative Family Structures 🟡	Pageant BC	All Attendees

Workshop Descriptions - cont'd

Thursday 4:00pm - 5:30pm

CWA PANEL DISCUSSION: INNOVATE AND INTEGRATE

- Presented by:** EILEEN KELLY-O'BRIEN, TRAINING COORDINATOR
New Jersey Child Support Institute – NJCSI
- Panelists:** CARMEN MONTANEZ, CHILD SUPPORT SUPERVISOR
Middlesex Board of Social Services
LISA GATHMAN, CHILD SUPPORT & PATERNITY SPECIALIST II, DFD, OCSS
MIGUEL GARCIA, CHILD SUPPORT & PATERNITY SPECIALIST II, DFD, OCSS
- Moderated by:** AMY RONKETTY, ADMINISTRATIVE SUPERVISOR
Salem County Board of Social Services

Are you successful at merging DCNs? Have you ever had questions about venue? Are you comfortable with handling disbursement holds? Join our interactive session where a few tips will be shared regarding successfully merging DCNs, answering questions regarding venue and shedding light on disbursement holds. This session will make your work life easier by using an interactive approach to answering your questions and solving some of your day to day work problems.

HOT TOPICS IN FINANCIALS

- Presented by:** ANGELA LEE, TRAINING COORDINATOR
NORMA LIENBY-KETTERER, TRAINING COORDINATOR
New Jersey Child Support Institute – NJCSI
- Panelists:** TALEESHA SMITH, CHILD SUPPORT & PATERNITY SPECIALIST I, DFD, OCSS
MARJORIE SCHNECK, IT ANALYST, AOC
- Moderated by:** MIKE PETRONE, ADMINISTRATIVE SUPERVISOR 3, AOC

During this session, attendees and key financial staff will discuss several financial procedures that are frequently performed incorrectly. Financial staff will explain best practices that can help staff enhance the financial accuracy of their cases.

IT'S FINALLY HERE! UIFSA 2008

- Presented by:** DIANE SINKUS, CHILD SUPPORT ENFORCEMENT TRAINING SPECIALIST
PASCETTI Instructor, Penn State Justice & Safety Institute
ROB VELCOFF, MANAGER OF INTERSTATE OPERATIONS
NY State Division of Child Support Enforcement
- Moderated by:** JOSEPH P. LANDERS, CHIEF, Administrative Office of the Courts

HR 4980, which includes the federal mandate that all states adopt UIFSA 2008, has finally passed. This workshop will discuss the differences between the three versions of UIFSA (1996, 2001 & 2008), and highlight its changes to the interstate and international case processing. A listing of which states are currently using each version will be disseminated. Speakers will also provide the latest of U.S. ratification of the Hague Convention on the International Recovery of Child Support, which was the motivation for the new act.

Descriptions continued on next page

Workshop Descriptions-cont'd

Thursday 4:00pm-5:30pm

LEGAL ADVICE vs CUSTOMER SERVICE

Presented by: SANDRA LOPEZ, ESQ., OMBUDSMAN
Cumberland/Gloucester/Salem Vicinage

Moderated by: FRANCES VENNEY, New Jersey Child Support Council

Every day we are bombarded with questions about child support. We know we cannot give legal advice when people ask questions but do we know what information can be provided? This training will try to clear up the haze of what information is good customer service and what information may be legal advice. We will cover some of the things you can and cannot do and provide some guidelines for you to be able to identify when you are being asked to give legal advice. We will also review the reasons why you can't give legal advice and help you understand the difference between legal advice and assistance. There will be exercises for us to practice what we can and cannot say as well as ways to respond to customer questions.

MONEY SMART

Presented by: JOHN CLARK, PROGRAM SPECIALIST, OCSE Region III – Philadelphia
KESHA RODRIGUEZ, PROGRAM SPECIALIST, OCSE Region II – New York

Moderated by: STACEY AMELUNG-BOGDEN, SUPERVISOR, PROGRAM COMPLIANCE
DFD, OCSS

This session will help all participants increase their money management skills by increasing income and decreasing spending. This is based on an extensive financial literacy program developed by the Federal Deposit Insurance Corporation and designed for personal use and to assist child support customers. There are several parts to this 90 minute session: (1) an explanation of the federal Earned Income Tax Credit to help you keep more of what you earned (2) how to make a credit card work for you (3) how to keep track of your money and (4) 25 Tips for saving money.

CHILD SUPPORT ISSUES: COURT SCENARIOS

Presented by: LIANA ALLEN, ESQ., Passaic County Board of Social Services
PATRICK BOYLE, ESQ., Monmouth County Board of Social Services
AUDREY SHARP, ESQ., Atlantic County Board of Social Services
MITCHELL STEINHART, ESQ., Bergen County Board of Social Services

Moderated by: LOU GALLAGHER, ESQ., COUNSEL, Camden Board of Social Services

Presentation and discussion of various child support issues which come before the court, including issues over the past year. Case scenarios will include TANF, DCP&P and UIFSA child support matters along with applicable statutes and case law. Audience participation welcomed.

Workshop Descriptions - cont'd

Thursday 4:00 pm - 5:30 pm

DECISION MAKING

Presented by: ANTHONY LETTERA, PROJECT MANAGEMENT PROFESSIONAL

Moderated by: LAVERNE HARVEY, COURT SERVICES SUPERVISOR 2, Middlesex Family

Decisions, decisions. We make dozens of them every day. But are you confident you are making the right decisions more often than not? Do you suffer regret over decisions you've made? Do you suffer from "decision paralysis" and avoid making decisions altogether? If so, you can benefit from this seminar. You will be introduced to a decision-making methodology that will help you proceed with confidence.

TO WRIT OR NOT TO WRIT: EFFECTIVE ATTACHMENT OF LUMP SUM PAYMENTS

Presented by: BEVERLY MURPHY, ESQ., STAFF ATTORNEY, AOC

JEANETTE MURRAY, MANAGER, DFD, OCSS

ROSEANNE VOGLER, ADMINISTRATIVE SPECIALIST 3, Bergen Probation

Moderated by: CHRIS STANECKI, New Jersey Child Support Council

Child support enforcement agencies have been authorized to employ an ever expanding arsenal of enforcement tools to collect child support. This workshop is designed to provide Child Support Program workers with information on the federal and state laws, rules and procedures regarding the withholding of lump sum payments in order to satisfy outstanding child support arrearages. Participants will be given the opportunity to learn about best practices for using Writs of Execution, Income Withholding Orders, Limited Services Requests and the Debt Inquiry Service portal application to judicially or administratively attach lump sum payments.

MODERN FAMILIES: AN EXPLORATION OF LGBT AND ALTERNATIVE FAMILY STRUCTURES

Presented by: JODI ARGENTINO, ESQ., PARTNER, Argentino & Jacobs, LLC

ROBYN GIGL, ESQ., MANAGING PARTNER

Stein, McGuire, Pantages & Gigl, LLP

Moderated by: NEAL LOEBEL, ESQ., COUNSEL, New Jersey Child Support Council

Speakers will lead an in-depth discussion of sexual orientation, gender identity, relationship statuses and the intersection among them, in order to increase participants' cultural competency in working with individuals and families in those communities.

Program will also include interactive discussion regarding the complexities and quandaries that non-traditional families face within the legal system and the challenges that legal professions face when dealing with unprecedented sets of facts.

This concludes Thursday's workshop sessions

Ay Caramba!



at

OUR ANNUAL GALA

8pm-1am

Grand Exhibition Center

Wristbands Required to Enter.

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Contact Vernon Drew, President
301.587.9622 or vdrew@csfmail.org

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Workshop Descriptions

Friday 9:30am - 11:00am

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
Trending Topics in the Probation Divisions	Salon 4	Probation Staff
Hot Topics in Financials	Salon1	All Attendees
Federal Performance Incentives	Rolling Chair	All Attendees
Lexis/Nexis and Accurant	Salon 2	All Attendees
UIFSA Basics and Beyond ●	Carousel DEF	All Attendees/ UIFSA Staff
Advanced Guidelines Scenarios ●	Carousel ABC	All Attendees
The Effects of the Recession on Child Support Collections	Salon 3	All Attendees
Social Security and the Family Law Practitioner ●	Pageant BC	All Attendees/ Attorneys
Child Support Issues After the Death of a Parent ●	Pageant A	All Attendees

TRENDING TOPICS IN THE PROBATION DIVISIONS

Presented by: HOPE MILLER, TRAINING COORDINATOR
ROBERT KAFKA, TRAINING COORDINATOR
New Jersey Child Support Institute – NJCSI

Panelists: LARRY ASHBRIDGE, COURT SERVICES SUPERVISOR 2
Cumberland Vicinage Probation Division
SHAWN MEIER, CHILD SUPPORT & PATERNITY SPECIALIST II, DFD, OCSS
COTORIA PRILO, CHILD SUPPORT & PATERNITY SPECIALIST II, DFD, OCSS

Moderated by: CHRIS STANECKI, New Jersey Child Support Council

This interactive session follows a panel discussion format and includes representatives from NJCSI, DFD, and the field. The conversation will include key NJKiDS activity chains such as the Bench Warrant, Income Withholding, and Enforcement of Litigants Rights chains. There will also be a discussion on addresses including how NJKiDS selects addresses and prevents duplication of existing addresses.

HOT TOPICS IN FINANCIALS

Presented by: ANGELA LEE, TRAINING COORDINATOR
NORMA LISEBY-KETTERER, TRAINING COORDINATOR
New Jersey Child Support Institute – NJCSI

Panelists: TALEESHA SMITH, CHILD SUPPORT & PATERNITY SPECIALIST I, DFD, OCSS
MARJORIE SCHNECK, IT ANALYST, AOC

Moderated by: MIKE PETRONE, ADMINISTRATIVE SUPERVISOR 3, AOC

During this session, attendees and key financial staff will discuss several financial procedures that are frequently performed incorrectly. Financial staff will explain best practices that can help staff enhance the financial accuracy of their cases.

Descriptions continued on next page

* Gold Dots ● denote CLE course

Workshop Descriptions - cont'd

Friday 9:30am - 11:00am

FEDERAL PERFORMANCE INCENTIVES

Presented by: JOHN CLARK, PROGRAM SPECIALIST, OCSE Region III – Philadelphia
KESHA RODRIGUEZ, PROGRAM SPECIALIST, OCSE Region II – New York

Moderated by: STACEY AMELUNG-BOGDEN, SUPERVISOR, PROGRAM COMPLIANCE
DFD, OCSS

The amount of cash incentives paid to the State is based on performance in five essential areas of child support:

- Paternity Establishment
- Support Order Establishment
- Collection on Current Support
- Collection on Arrears
- Cost Effectiveness

This session will provide important information on the topic of performance improvement by local and state managers that “live the incentives” every day and have developed techniques for improving performance.

LEXIS/NEXIS AND ACCURINT

Presented by: KRISTY GANNON, GOVERNMENT SOLUTIONS CONSULTANT, Lexis/Nexis

Moderated by: CHELARE BAYKAL-ALLEN, MANAGER, DFD, OCSS

This session will focus on conducting locate searches in both Accurint and Lexis-Nexis for NCPs, CPs, and Employers as well as new technologies available including web foot-prints.

UIFSA BASICS AND BEYOND

Presented by: DIANE SINKUS, CHILD SUPPORT ENFORCEMENT TRAINING SPECIALIST
PASCETTI Instructor, Penn State Justice & Safety Institute
ROB VELCOFF, MANAGER OF INTERSTATE OPERATIONS
NY State Division of Child Support Enforcement

Moderated by: LOU GALLAGHER, ESQ., COUNSEL, Camden Board of Social Services

Whether you are a newcomer to the world of interstate child support, or you are a more seasoned professional, this workshop is for you. The session starts with a beginner’s guide to processing interstate cases, including information on all three versions of the Uniform Interstate Family Support Act (UIFSA): 1996, 2011 & 2008. Concepts to be discussed include establishment, long-arm jurisdiction, the registration of an order in another state for enforcement and/or modification, continuing exclusive jurisdiction, the determination of controlling order, the federal UIFSA forms, as well as more in-depth issues.

Workshop Descriptions - cont'd

Friday 9:30am - 11:00am

ADVANCED GUIDELINES SCENARIOS

Presented by: THE HON. CHARLES M. RAND, RETIRED PRESIDING JUDGE
WILLIAM WOODWORTH, SUPERVISING HEARING OFFICER, AOC

Moderated by: NEAL LOEBEL, ESQ., COUNSEL, New Jersey Child Support Council

Discussion of complicated guidelines calculations involving multiple families and other dependent deductions. Presenters will also address questions and scenarios presented from the audience.

THE EFFECTS OF THE RECESSION ON CHILD SUPPORT COLLECTIONS

Presented by: DR. RONALD B. MINCY, MAURICE V. RUSSELL PROFESSOR OF SOCIAL POLICY
DIRECTOR, CENTER FOR RESEARCH ON FATHERS, CHILDREN & WELL BEING
Columbia University School of Social Work

Moderated by: JOHANNA ANTONACCI, ANALYST, New Jersey Child Support Council

Child Support compliance during economic downturns. This course will discuss new evidence of the effects of economic recession, including the 2007-2009 recession, on child support compliance using data from the Current Population Survey and Fragile Families and Child Well-Being Survey.

SOCIAL SECURITY AND THE FAMILY LAW PRACTITIONER

Presented by: ALAN POLONSKY, ESQ., Polonsky & Polonsky

Moderated by: FRANK CIRILLO, New Jersey Child Support Council

What family law practitioners need to know about social security benefits. How do social security benefits affect litigants in their pursuit of spousal support, child support and other benefits. Applicable case law will be reviewed.

CHILD SUPPORT ISSUES AFTER THE DEATH OF A PARENT

Presented by: BRENDA EUTSLER, ESQ., PARTNER, Asbell & Eutsler, PA

Moderated by: JOE TRAVEA, MANAGER, DFD, OCSS

Probate and Estate Administration, presentation of child support claims to estates, child support judgments as liens against inheritance, determining whether the child has an interest in deceased parent's estate, insolvent estates, and addressing child support obligation in divorce.

Workshop Descriptions

Friday 11:30am-1:00pm

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
Opening the Door to Family Intake	Salon 4	Family Staff
Everything You've Always Wanted to Know About CWA, Family and Probation	Salon 3	CWA, Family and Probation Staff
Communication Made Easy	Salon 2	All Attendees
It's Finally Here! UIFSA 2008 ●	Carousel DEF	All Attendees/ UIFSA Staff
Employer Services	Pageant BC	All Attendees/ Probation Staff
Failing Our Fathers	Salon 3	All Attendees
Where Is the Money? Finding Assets and Income During Divorce ●	Rolling Chair	Attorneys
To Writ or Not to Writ: Effective Attachment of Lump Sum Payments ●	Carousel ABC	Attorneys/ Probation Staff
Modern Families: An Exploration of LGBT and Alternative Family Structures ●	Pageant BC	All Attendees

OPENING THE DOOR TO FAMILY INTAKE

Presented by: YOLANDA GLOVER, TRAINING COORDINATOR
LISA BENDER, TRAINING COORDINATOR
New Jersey Child Support Institute – NJCSI

Panelists: LORETTA OWENS, COURT SERVICES SUPERVISOR 2
Atlantic Vicinage Family Division
AIMEE VELTRI, CHILD SUPPORT & PATERNITY SPECIALIST II, DFD, OCSS
MIGUEL GARCIA, CHILD SUPPORT & PATERNITY SPECIALIST II, DFD, OCSS

Moderated by: BRENDON TONER, New Jersey Child Support Council

This interactive session will touch on topics such as an order to show cause, fees, and case closure. Join us for a walk through an actual scenario where participants can ask questions freely and hear responses from our experts.

Workshop Descriptions - cont'd

Friday 11:30am - 1:00pm

EVERYTHING YOU'VE ALWAYS WANTED TO KNOW ABOUT CWA, FAMILY AND PROBATION

- Presented by:** **BONNIE DUPRE', HSS4, Cumberland County Board of Social Services**
SUSAN RUIZ-CHIOCO, HSS4, Union County Board of Social Services
DIANA HUNTER, COURT SVCS SUPV 2, Gloucester Vicinage Family Division
CHRISTINE REILLY, SR. PROBATION OFFICER
Somerset/Hunterdon/Warren Vicinage Family Division
JENNIFER WEATHERBY, ASST. CHIEF PROBATION OFFICER
Camden Vicinage Probation Department
LOUIS DIGRIGORIO, COURT SERVICES SUPERVISOR 2
Monmouth Vicinage Probation Department
- Moderated by:** **AMY RONKETTY, ADMINISTRATIVE SUPERVISOR**
Salem County Board of Social Services
LAVERNE HARVEY, COURT SVCS SUPERVISOR 2, Middlesex Family Div.
MARYANNE JENKINS, COURT SVCS SUPERVISOR 2, Camden Probation Div.

Did you ever want to know the daily processes of the other offices? Ever wonder what they do and why they do it? Join us while our panel discusses responsibilities processes and problems faced by the CWA, Family and Probation offices. Gain an understanding of the whole process and why our partners utilize the system in different ways.

COMMUNICATION MADE EASY

- Presented by:** **MARY E. LIVINGSTON, PRESIDENT/OWNER, M. Livingston Group**
- Moderated by:** **RAY CIVITELLA, SUPERVISOR, Camden County Board of Social Services**

Dealing with others isn't always easy. In fact, if you're like most people, it's one of the biggest day-to-day challenges you face. It usually stems from lack of crucial communications skills that are so needed in today's workplaces. What most people don't realize is the effects of good communication in the business world can be immense. The more people are inspired by your words, the more successful you will be in your interactions and outcomes with others. Something to keep in mind is the importance of being positive. Negative communication causes people to have negative reactions and negative feelings. If people do not feel positive, then they are not going to make positive reactions.

Learn how to meet the challenge and become more successful with the people you interact with. You'll be able to build stronger and better relationships with your work associates (including clients, customers, peers, co-workers, and bosses) as you consider:

- What Game Are You Playing At Work Today?
- Effective Workplace Communication is More Than Just Talk
- The Impact of Different Communication Styles

Descriptions continued on next page

Workshop Descriptions-cont'd

Friday 11:30am-1:00pm

IT'S FINALLY HERE! UIFSA 2008

Presented by: **DIANE SINKUS, CHILD SUPPORT ENFORCEMENT TRAINING SPECIALIST**
PASCETTI Instructor, Penn State Justice & Safety Institute
ROB VELCOFF, MANAGER OF INTERSTATE OPERATIONS
NY State Division of Child Support Enforcement

Moderated by: **FRANK CIRILLO, New Jersey Child Support Council**

HR 4980, which includes the federal mandate that all states adopt UIFSA 2008, has finally passed. This workshop will discuss the differences between the three versions of UIFSA (1996, 2001 & 2008), and highlight its changes to the interstate and international case processing. A listing of which states are currently using each version will be disseminated. Speakers will also provide the latest of U.S. ratification of the Hague Convention on the International Recovery of Child Support, which was the motivation for the new act.

EMPLOYER SERVICES

Presented by: **WILLIAM DUNN, CPP, DIRECTOR OF GOVERNMENTAL RELATIONS**
American Payroll Association
SHERRI GRIGSBY, MANAGER
Federal Office of Child Support Enforcement, Employer Services NDNH
CHELARE BAYKAL-ALLEN, NJKIDS SYSTEMS SUPPORT MANAGER
DFD, Office of Child Support Services
IVELISSE ERNST, CHILD SUPPORT AND PATERNITY SPECIALIST
DFD, Office of Child Support Services

Moderated by: **CHELARE BAYKAL-ALLEN, NJKIDS SYSTEMS SUPPORT MANAGER**
DFD, Office of Child Support Services

This session will include an overview of all federal and state employer services including eWFO, Debt Inquiry (Bonus Reporting), eTermination, NMSN, New Hire, Verification of Employment and the utilization of the OCSE State Services Portal. Join us and hear a panel of employer. Federal, and State representatives discuss challenges and potential solutions to improve communication between child support and the employer community.

FAILING OUR FATHERS

Presented by: **DR. RONALD B. MINCY, MAURICE V. RUSSELL PROFESSOR OF SOCIAL POLICY**
DIRECTOR, CENTER FOR RESEARCH ON FATHERS, CHILDREN & WELL BEING
Columbia University School of Social Work

Moderated by: **BARBARA THEIS, New Jersey Child Support Council**

This presentation provides recent estimates, based upon nationally representative data, of the number of nonresident fathers who would be poor or near poor if they paid their child support obligations in full. It describes relationships between these fathers, custodial mothers and their children; the child support enforcement system;

Description continued on next page

* Gold Dots  denote CLE course

Workshop Descriptions - cont'd

Friday 11:30 am - 1:00 pm

and their current resident children and partners. This information provides a useful context for interpreting rule changes being proposed by the Federal Office of Child Support.

WHERE IS THE MONEY? FINDING ASSETS AND INCOME DURING DIVORCE

Presented by: RICHARD A. DEMICHELE, JR. ESQ., DeMichele & DeMichele, PC
Moderated by: NEAL LOEBEL, ESQ., COUNSEL, New Jersey Child Support Council

This course will help attorneys organize their discovery and pre discovery efforts to find hidden sources of income and hidden assets. The analysis will provide a framework as to where to begin a search for hidden assets and what techniques can be used.

TO WRIT OR NOT TO WRIT: EFFECTIVE ATTACHMENT OF LUMP SUM PAYMENTS

Presented by: BEVERLY MURPHY, ESQ., STAFF ATTORNEY, AOC
JEANETTE MURRAY, MANAGER, DFD, OCSS
ROSEANNE VOGLER, ADMINISTRATIVE SPECIALIST 3, Bergen Probation
Moderated by: BRIAN GIUSTOZZI, ASST. DIVISION MANAGER, Ocean Family Division

Child support enforcement agencies have been authorized to employ and ever expanding arsenal of enforcement tools to collect child support. This workshop is designed to provide Child Support Program workers with information on the federal and state laws, rules and procedures regarding the withholding of lump sum payments in order to satisfy outstanding child support arrearages. Participants will be given the opportunity to learn about best practices for using Writs of Execution, Income Withholding Orders, Limited Services Requests and the Debt Inquiry Service portal application to judicially or administratively attach lump sum payments.

MODERN FAMILIES: AN EXPLORATION OF LGBT AND ALTERNATIVE FAMILY STRUCTURES

Presented by: JODI A. ARGENTINO, ESQ., PARTNER, Argentino & Jacobs, LLC
ROBYN GIGL, ESQ., MANAGING PARTNER
Stein, McGuire, Pantages & Gigl, LLP
Moderated by: MITCHELL STEINHART, ESQ., Bergen County Board of Social Services

Speakers will lead an in-depth discussion of sexual orientation, gender identity, relationship statuses and the intersection among them, in order to increase participants' cultural competency in working with individuals and families in those communities.


Program will also include interactive discussion regarding the complexities and quandaries that non-traditional families face within the legal system and the challenges that legal professions face when dealing with unprecedented sets of facts.

This concludes Friday morning's sessions

* Gold Dots  denote CLE course

Workshop Descriptions - cont'd

Friday 2:00pm - 3:30pm

SESSION NAME	LOCATION	RECOMMENDED AUDIENCE
The Nuts and Bolts of an Ethics Complaint and How to Avoid One- PART 2 	Carousel ABC	Attorneys Only

THE NUTS AND BOLTS OF AN ETHICS COMPLAINT AND HOW TO AVOID ONE- PART 2

Presented by: MEGAN SMITH, ESQ., ATTORNEY, Stark & Stark
JOANNA PERRILLI, ESQ., Law Offices of Joanna Perrilli
MARISA TROFIMOV, ESQ., COUNSEL, Deni Law Group

Moderated by: BEVERLY MURPHY, ESQ., STAFF ATTORNEY, AOC

Part 2 of this course discusses how to avoid an ethics complaint.

THIS CONCLUDES OUR COURSE OFFERINGS



SPECIAL THANKS

to

our

Fantastic

Faculty!



Our Faculty

Liana L. Allen, Esq., has served as the Supervising Attorney for the Child Support and Paternity Program at the Passaic County Board of Social Services since 2003. She handles cases in the Family Court including paternity issues, child support, enforcement and interstate support actions. Ms. Allen previously served as the Secretary/Treasurer of the NJ Association of County Welfare Attorneys and continues to be an active member. Prior to finding a permanent position with the Passaic County Board of Social Services, Ms. Allen worked for the Passaic County Prosecutors Office, the Parental Representation Unit at the Office of the Public Defender and clerked for the Honorable Stephen H. Womack, J.S.C. Ms. Allen obtained a B.A. from Rutgers College, Rutgers University in 1993 and a Juris Doctor from Rutgers School of Law-Newark in 2000. She resides in Woodbridge Township with her husband Ron and their two children.

Jodi A. Argentino is a Partner with Argentino & Jacobs, LLC, where her practice is focused entirely on family law, and her own practice is focused on LGBT families. She is also a Family Law Mediator. Jodi received her JD from Syracuse University College of Law in 2002, and also received a Certification of Specialization in Family Law and Social Policy. She is a member of the National LGBT Bar Association, an admitted member of the Family Law Institute of the National LGBT Bar Association, and a member of the New Jersey Bar Association (NJSBA). Jodi is also the Secretary of the NJSBA LGBT Rights Section, a member of the Solo and Small Firm Section, and a Family Law subcommittee member of the Morris County Bar Association. Jodi has been appointed to the District X Fee Arbitration Committee of the NJ Office of Attorney Ethics. Jodi has written extensively on the subject of Family Law and LGBT issues, maintains a Family Law blog, is a contributing author for the NJSBA LGBT Rights Section Newsletter, and has been a speaker for various organizations including NJICLE, the LGBT Bar Association, and for the New Jersey Administrative Office of the Courts. She also is a founder of LGBTeach, LLC, an organization which provides LGBT-related continuing education courses and diversity training.

Larry Ashbridge began his career as a Probation Officer with Cumberland County Child Support. After working on the UIFSA team for a little over a year and a half, he was promoted to Court Service Supervisor II, overseeing the Court team. Larry currently oversees the training of new child support staff for Cumberland County and analyzes technical data from queries to create new strategies for increasing collections. Larry serves on the Probation User Group and PCSES Intergovernmental committees. In addition, he is working on initiatives with the DFD and the AOC, for example, the suspension of hunting and fishing licenses. Larry holds a B.A. in Criminology and Investigations from the West Virginia University. This is his first presentation at the New Jersey Child Support Conference.

Chelare Baykal-Allen has worked for the State of New Jersey for 15 years. She has been a Manager with the New Jersey Department of Human Services Division of Family Development Office of Child Support Services (OCSS) as a member of the NJKiDS team since 2006. Her current management responsibilities include the oversight of the newly developed NJKiDS Systems Support Unit (NSSU) which is responsible for the processing of NJKiDS new user, case assignment, member/employer merge, and table administration adds/updates. In addition, the unit is responsible for the coordination of NJKiDS batch/interface processing. **Continued on next page**

The NSSU is also responsible for the administration of the State Parent Locator System, State New Hire, NMSN, and the Paternity Opportunity Programs (POP). Her prior responsibilities included oversight of the statewide implementation and training of the NJKIDS automated system as well as the coordination of the NJKIDS automated systems OCSE federal certification review.

Lisa Bender In her position as Training Coordinator with NJCSI, Lisa has delivered more than 100 training sessions on IV-D-related topics. In 2008, she delivered train-the-trainer sessions for the 8th Annual Region II and Region III Interstate Child Support Training Conference. Lisa was also a guest speaker for the New Jersey Association of County Welfare Attorneys in December 2009, and, in 2011, she made two presentations at the ERICSA Eastern Regional Child Support Association Conference. In 2012, she developed and delivered a course for Child Support Hearing Officers working with the military on child support matters. Lisa has also created and delivered specialized track training sessions for local Family Division and CWA offices. Her background makes her one of the lead trainers for Family, Intergovernmental, and CWA topics. Lisa also enjoys conducting sessions on all topics related to the Child Support Guidelines. Before joining NJCSI in 2007, Lisa worked for the Camden Family Division.

Sue Bhuyan Sue joined NJCSI in January 2014 as an Instructional Course Designer. She has extensive experience in instructional design and delivery and has participated in the development of several NJCSI courses, including NJKiDS Lab: BI Portal Map Analysis, Probation Court Presentations, NJKiDS Lab: Basic Navigation and Functionality, Track My Cases, and sessions on Microsoft Excel[®] applications. In addition, Sue is involved in a collaborative effort to enhance the use of instructional technology in NJCSI's classrooms. Sue began her career in education as an instructor of math and economics. Her teaching experience led to a career in the corporate sector, where she designed, developed, and delivered training programs for the pharmaceutical industry in the area of global research and development systems. Sue's corporate experience also included facilitation of train-the-trainer sessions for local and regional trainers.

Patrick Boyle, Esq., is Chief Counsel for the Monmouth County Division of Social Services. His responsibilities include litigating paternity, child support and interstate cases. He has appeared many times before the Child Support Hearing Officers and the judiciary of the Superior and Appellate Court of the State of New Jersey. He received his BA Degree in 1980 at the University of Delaware, Newark, Delaware and his JD Degree in 1985 at the Cumberland School of Law, Birmingham, Alabama. He practiced general civil litigation in Monmouth County from 1985 until 1992 when he began full time employment for Monmouth county Division of Social Services as an Associate Counsel. From 1990 to 1992 he worked part-time for MCDSS. In 1998 he became Chief Counsel. Patrick is a member of the State Bar Association Family Law Section and the Monmouth County Bar Association. He serves on the Monmouth County Bar Family Law Committee and is a member of the New Jersey Supreme Court Rules Committee where he sits on the Child Support Subcommittee. He is a former President of the New Jersey Association of County Welfare Attorneys. Patrick has conducted seminars at the annual New Jersey Child Support Conference and has sat on many committees for the State Division of Family Development. He has been involved in helping to develop legal forms for NJKIDS. Patrick and his wife JoAnne reside in Freehold with their three children.

Our Faculty

John Clark received a Bachelor's degree from Saint Joseph's University and a Master's Degree from Temple University in Political Science. He worked as a Substitute Public School Teacher in Philadelphia's inner city for two years before going to work for the Social Security Administration. John worked as a Claims Authorizer and Quality Review Specialist for SSA. In 1988, he started working as the Administrative Officer for the Family Support Administration, which later became the Administration for Children and Families (ACF). In 1993, he became a Child Support Program Specialist for ACF, serving the states of Delaware and Maryland. In June, 2000, his assignment was changed and he began serving as the Program Specialist for Pennsylvania. He also serves as the Child Support Program Specialist responsible for West Virginia. In 2009, John received the Robert S. Stewart Award from the Domestic Relations Association of Pennsylvania.

Jude Del Preore is Court Administrator in Burlington County, New Jersey where he is responsible for managing and coordinating the operations of a judicial district. He has been in the field of both court and corrections administration for over thirty-five years. Additionally, Mr. Del Preore has served on numerous judicial and legislative subcommittees, planning groups and advisory boards. He is a certified trainer and has served as an adjunct faculty member at Seton Hall Law School, two county colleges, the New Jersey State Police Academy, several county police academies and the New Jersey State Administrative Office of the Courts Training and Organizational Development Unit. Jude has presented numerous sessions at NACM mid-year and annual conferences. In July 2012, he presented the MSU component at the association's mid-year conference. Participants have consistently highly ranked these sessions. Jude completed his undergraduate education at Rutgers University and a Master's degree program in Public Administration at Kean University. He has completed the Court Executive Development Program of the National Center for State Courts Institute for Court Management and is certified as a Fellow.

Richard A. DeMichele, Jr., Esq. is a seasoned litigator, devoting a substantial part of his practice to family law and personal injury matters. His clients are not only high net worth individuals but also those of modest means whom are going through a divorce or seeking post divorce relief. Rick is routinely called upon to advise his clients in the areas of alimony, equitable distribution, child custody, child support, visitation, asset valuation, no fault divorce, prenuptial agreements, counsel fee awards and domestic violence. Mr. DeMichele is a Delegate to the American Bar Association's House of Delegates and a Trustee of the New Jersey State Bar Association. In addition, Rick is the President of the Camden County Bar Foundation a past president of the Camden County Bar Association Mr. DeMichele served on the American Bar Association's Section of Family Law's Continuing Legal Education Committee. He previously served as council member of the ABA's Section of Family Law and the ABA's General Practice Division. He is also admitted to practice in the United States Supreme Court and the United States District Court for the District of New Jersey as well as the Eastern District of Pennsylvania. A graduate of Cherry Hill High School East (1987), Rutgers University School of Engineering (1992), and Villanova University School of Law (1995), Rick lives in Haddonfield with his wife Sharon and his two daughters Amanda and Elizabeth.

William Dunn - As the APA's Director of Government Relations, Bill Dunn has the overall responsibility for APA's lobbying efforts on behalf of its members and the payroll community, including payroll professionals and payroll service providers. The primary goal of APA's lobbying efforts is to help government succeed while reducing the administrative burden on employers.

Bill oversees the work of APA's Government Affairs Task Force, through which the APA membership engages federal, state, and local authorities to address issues relevant to the payroll profession. The GATF currently has subcommittees focusing on the following issues: child support and garnishment, myRA, immigration, federal forms & publications, IRS issues, payroll cards, Pennsylvania local taxes, Social Security wage base redesign, and unemployment tax issues.

Prior to joining the APA in 2006, Bill was an author/editor with the Research Institute of America. He is the author of the *Employer's Guide to Garnishment* and edited a suite of publications including *Payroll Guide*, the *Payroll Practitioner's Compliance Handbook*, and *Principles of Payroll Administration*.

Bonnie Dupre' has worked for Cumberland County Board of Social Services for 33 years, 32 of them for the Child Support Department, starting as a worker, specialist and currently the supervisor. By experiencing every duty of each job description she is able to guide and support her staff of 13 coworkers; as well as train them as necessary and any new staff entering her unit. Ms. Dupre' is a subject matter expert and is currently on the Performance Improvement Workgroup committee; meeting once a month with other members to assist in improving state performance. She is the LNC for Cumberland County in NJKiDS and has worked with the county family division in moving their county to electronic filing of complaints since August 2014 with great success. She received her Bachelor's degree in elementary education with a concentration of reading for special education and an Associate's degree in Sociology. She has one daughter currently attending Drexel University in Philadelphia.

Ivelisse Ernst began her career in child support in April 2007 working as a Bilingual Investigator within the Camden County Probation Child Support Enforcement Unit. During her six years as an investigator Ivelisse performed a multitude of tasks within the unit – from managing a caseload to working in customer service. While being assigned a caseload, her responsibilities included but were not limited to, submitting cases for enforcement measures, addressing client concerns, and ensuring financial adjustments were completed in a timely manner. This required Ivelisse to be knowledgeable on both judicial and administrative child support enforcement remedies, including hearings, bench warrants, liens, levies, and license suspension. While assigned to the Customer Service Unit, she assisted walk-in and telephone clients with their child support concerns. Ivelisse joined the New Jersey Division of Family Development in November 2013 as part of the System Support Unit. This unit is responsible for the monitoring of NJKiDS interfaces and batch processing. In this role, she also attends meetings for the betterment of the Child Support Program as well as NJKiDS, the Automated Child Support System.

Brenda Lee Eutsler, Esq. is a partner with the law firm of Asbell & Eutsler, P.A., in Cherry Hill, New Jersey. She concentrates her practice in the areas of estate and trust administration, probate and fiduciary litigation, estate planning, guardianships and elder law. Brenda is President-Elect of the Camden County Bar Association and serves as Co-Chair of the Probate and Trust Committee. **Continued on next page**

Our Faculty

She also serves as Co-Chair of the Camden County Bar Foundation's Public Benefits Committee. She is a member of the NJ State Bar Association's Elder Law and Probate and Trust Sections and the Burlington County Bar Association. Ms. Eutsler is an adjunct professor at Rutgers University School of Law, Camden, teaching Estates and Trusts. For several years, she has been a lecturer for CLE seminars presented by NJ-ICLE and the Camden County and Burlington County Bar Associations. She has served as a member of the District IV Ethics Committee and is currently a member of the NJ Supreme Court's Roster of Qualified Mediators. Brenda served as Deputy Surrogate of Camden County. She was a founding member of the South Jersey Paralegal Association and a member of the Supreme Court Committee on Paralegal Education and Regulation. Brenda received her B.S., with high honors, in Business Management from Rutgers University School of Business, and her J.D., with honors, from Rutgers University School of Law, Camden, NJ.

The Honorable Robert A. Fall is a graduate of the University of Miami School of Law. Judge Fall was appointed a Superior Court Judge in 1986, and served in the Family Part, becoming Presiding Judge in 1989. In 1998, he was elevated to the Appellate Division, where he served until his retirement in 2006. During his tenure, Judge Fall authored more than 50 reported decisions, many addressing issues of Family Law. He completed the Harvard Mediation Program in 2005, and mediated and arbitrated many Family Law cases for several years following his retirement. In 2007, he was appointed by the New Jersey Supreme Court as Special Master in the Petition for Review of Opinion 39 of the Committee on Attorney Advertising. Judge Fall served as a member of the NJ Supreme Court Practice Committee from 1987 until his retirement; as a member of the Statewide Domestic Violence Working Group from 1990 through 1998; as Chair of the Supreme Court Judicial Education Committee until 2006; and was the author, chair and presenter of the Comprehensive Judicial Orientation Program for newly-assigned Family Part Judges. He is a regular organizer and panelist of CLE courses on various Family Law topics. Currently, he is on Judicial Recall service in Ocean County, hearing a variety of matters, including matrimonial cases, and is Chair of the Supreme Court Ad Hoc Committee on Legal Malpractice Insurance. Judge Fall is also a member of the Executive Committee of the Family Law Section of the State Bar, and serves as a member of the State Bar's Judicial Administration Committee.

Danielle Francesconi began her career in the Camden County Probation Child Support Enforcement (PCSE) Unit. In that capacity, she worked with custodial and non-custodial parents to ensure monitoring and enforcement of child support cases. In 1999, Danielle accepted the Deputy Program Manager position for the New Jersey Family Support Payment Center. She worked with employers, non-custodial parents, state and county offices, and out-of-state agencies overseeing staff and the daily operations of the payment center. In 2002, Danielle accepted the Program Manager position with the New Jersey Paternity Opportunity Program. She supervised staff and provided POP training to Hospitals and Registrars. In 2006, Danielle was appointed New Jersey Site Manager for the following projects: Paternity Opportunity Program, National Medical Support Notice Program, New Hire, and Guidelines. Danielle joined NJCSI in 2007. She is the lead trainer for the Establishment module, which includes paternity and child support order establishment. She is one of the lead trainers in developing and delivering the SDU training course. **Continued on next page**

Danielle has delivered training at the New Jersey Child Support Conference, the Eastern Regional Child Support Association Conference, and the National Staff Development and Training Association Conference. Danielle has a Bachelor's Degree in Business and Technology from Fairleigh Dickinson University.

Miguel Garcia began working on the NJKiDS Project in January of 2009 as an Implementation Specialist for Protech Solutions. After implementation was complete, he worked as an On-Site Support Specialist through Courtland Consulting. In that capacity, he provided on-site training and support to fifteen County Welfare Agencies. Miguel joined the DFD Office of Child Support Services, and since August of 2010, he has served as a State Functional Specialist in the areas of case initiation and establishment, helping to manage various changes to the system. Miguel holds a Bachelor of Science degree in Business Administration from Villanova University.

Kristi Gannon started with LexisNexis in 1997. She holds a Bachelor of Science from the University of Connecticut and a Masters degree in Library Science from the Southern Connecticut State University. As an Information Professional, she has held various roles at LexisNexis primarily working with State and Local Government Agencies in the New York and New Jersey area in the Law Enforcement, Social Service and Tax and Revenue verticals. In her career, she has held research positions at Yale University School of Medicine and at the international law firm, Davis, Polk and Wardwell. She has an expertise in research methodologies and adult learning behaviors.

Thomas Garrity is a 30 year Law Enforcement veteran, serving first in the US Army Military Police and Intelligence Services, before serving for 24 years with the Collingswood Police Department, 14 years as Chief of Police. He was then appointed as the Chief of Investigators for the Camden County Prosecutor's Office on January 4, 2010 and served until his retirement from Law Enforcement on February 1, 2013. He began his current position as Chief of the Court Access Services & Security for the New Jersey Judiciary on February 4, 2013. Tom obtained his Bachelor of Arts Degree (BA) in Public Administration and a Master's of Science Degree (MAS) in Administrative Science from Fairleigh Dickinson University. Tom is a graduate of the FBI National Academy, the 195th session and a graduate of the Certified Public Managers Program for the State of New Jersey. Tom was the first Police Chief in the state of New Jersey to be certified in the Crisis Intervention Team model (CIT), specifically trained to deal with persons suffering from a mental illness and implemented the very first Mental Health CIT police unit within the state of New Jersey, while at the Collingswood Police Department in 2007. He currently serves on the NJ Governor's Council on Mental Health Stigma and the NJ Governor's Police Suicide Task Force.

Lisa Gathman is a Child Support and Paternity Specialist for the Office of Child Support Services. As a member of the Operation Support unit her responsibilities include: onsite field support, monitoring and analyzing compliance, and coordination and implementation of special projects. Lisa started in Child Support in November 2008 as part of the implementation team for NJKiDS. In April 2011, she became an official employee of DFD and has become an active part of many initiatives of the Office of Child Support Services. Currently she is the facilitator of the CWA Performance Improvement Workgroup, and a Subject Matter Expert for all classes currently in development for the CWA Track training to be offered at NJCSI.

Our Faculty

Robyn B. Gigl is the managing partner of Stein, McGuire, Pantages & Gigl, LLP in Livingston, New Jersey. She has been a partner with the firm for more than 20 years and the managing partner since 2007. Her practice involves handling complex litigation including employment law, commercial and business litigation and white-collar criminal defense. Robyn is admitted to practice before the state and federal courts of New Jersey, the U.S. District Court for the Southern District of New York, U.S. District Court for the Eastern District of New York and the Court of Appeals for the Third Circuit. She is the Chair of the LGBT Rights Section of NJ State Bar Association, as well as a member of the Labor and Employment Law Section, Women in the Profession Section, and the Business & Commercial Litigation Committee. She is also on the Executive Board of Garden State Equality and on the Board of the Transgender Legal Defense and Education Fund. Robyn is co-author of the chapter on Title VII in *Gender Identity and Sexual Orientation in the Workplace* published by BNA. She frequently speaks on LGBT employment and discrimination issues, including programs sponsored by the NJ Judicial College, EEOC, NJICLE, NJSBA, Rutgers University and the Bar of the City of NY. Robyn is a graduate of Stonehill College, and Villanova University School of Law.

Yolanda Glover joined NJCSI in September 2007. She has played a major role as a co-lead for the development and delivery of the Institute's Family Track Training Certificate series. She is also NJCSI's lead or co-lead trainer for the following courses: Modifications and Transfers curriculum module, Beginner Excel; Child Support Guidelines Theory and Practice; USSO Functionality; Case Creation for FM and FV Docket Types; and Motion Processing through NJKIDS for All Docket Types. She has been instrumental in the development and delivery of the Child Support Guidelines application training for NJCSI's Law Clerk courses. Yolanda has also presented several NJCSI workshop sessions at the annual New Jersey Child Support Conference, the National Association of Social Workers, New Jersey Chapter (NASW-NJ), and the New Jersey Human Service Agencies: Forging Partnerships with the Hispanic Community conference. In addition, Yolanda has presented the Child Support Guidelines at the New Jersey Association of Professional Mediators (NJAPM) conference and has also presented at the National Staff Development and Training Association (NSDTA Conference). She holds a Master's Degree in Human Resource Training and Development from Seton Hall University.

Sherri Grigsby is the Manager of the Federal Office of Child Support Enforcement's Employer Services and NDNH team. In this capacity, her primary responsibility is to ensure information about the child support program, including new hire reporting, income withholding, and electronic payments is shared with the employer community. This includes information campaigns, conferences, and special projects aimed at encouraging best practices in child support. Sherri works closely with Federal Agencies as employers and benefits providers. She is also responsible for ensuring that states submit accurate and timely data to the National Directory of New Hires. Sherri has 20 years of experience working in the child support program. Prior to joining OCSE she worked for the State of Virginia's Division of Child Support Enforcement.

Diana Hunter started her career with the Judiciary in 1990 as an Investigator for Probation Child Support Enforcement. In 1998, she transferred to the Family Division as a Probation Officer, working in Domestic Violence. Since 2005, she has been a Team Leader for the Post-Court IVD Support Service Unit. **Continued on next page**

During the preparation and implementation of NJKiDS, she served on the Business Reengineering Expert Panel, the Joint Application Design and Systems Committees, and the Family Form's Group. She participated in the pilot for the newest version of NJCSI's Family Track Training and Track My Cases Dashboard. She is one of only a few line staff to have served as a panelist at the Family Division Education Conference. Diana was named the 2010 Family Division Supervisor of the Year by the New Jersey Child Support Council. She is a Vicinage XV LNC, member of the local IVD Partnership, and local Family lead for IVD federal audits. She continues to serve on the NJKiDS Family User Group Committee and the Cross Functional Performance Work Team.

Rob Kafka joined NJCSI as a Training Coordinator in June 2008 after retiring from Gloucester County Probation where he worked as a Court Services Supervisor II. Rob also spent many years with the Gloucester County Welfare Board and the NJ Child Support Enforcement Program. In his current role, Rob facilitates IV-D Theory, Law Clerk, and NJKiDS system courses, as well as Microsoft Excel® training programs. He currently works with the NJCSI team responsible for the development of the Probation Track. Rob also provides technical assistance to resolve business process and NJKiDS system issues.

Carol Kalosy, after leaving the corporate world of banking, started with the Judiciary in August 1999 as an Administrative Supervisor 1, responsible for fee and payment intake procedures & staff, as well as the lead finance supervisor for child support modifications and finance responsibilities in ACSES. With the onset of centralized collections and the beginning of design development for NJKiDS, she was selected as a subject matter expert to assist with the design and implementation for the financial components of the new system. In October 2007 she was promoted to Administrative Supervisor 2 for the Sussex Finance Division, responsible for full oversight and management of the Sussex finance team in addition to responsibilities within the child support and fee intake areas. Along with other subject matter experts and partnerships with Division of Family Development, Probation, Board of Social Services and Family, she assisted with developing standard operating procedures and the associated FNOTE protocols in NJKiDS, as well as assisting NJCSI with various class developments for NJKiDS Financials. Carol considers herself very fortunate to be working with such dedicated individuals

Eileen Kelly-O'Brien joined NJCSI as a training coordinator in 2006. In addition to her training role, she serves on the Performance Work Team for NJKiDS enhancements and she represents NJCSI at the monthly NJ Welfare Directors Sub-division Meeting. Eileen has presented at several regional and national conferences, including the New Jersey Child Support Conference, the Eastern Regional Child Support Association Conference (ERICSA), the National Child Support Enforcement Association (NCSEA) and the National Staff Development and Training Association Conference (NSDTA). She has also been a panelist for an NCSEA web-talk regarding Federal Performance Measures. In addition to completing specialized training in NJKiDS, CSENet, QUICK, and UIFSA, Eileen has earned Bob Pike Training Certification, the Rutgers University Train-the-Trainer Certification, and the APHSA Leadership for High Performance Certificate. She also completed New Jersey's Supervision and Disciplinary Action Training and the Location and Interviewing Techniques Training through John Jay College and Long Island University. Eileen's career in child support spans more than 30 years and in 2004 she was named CSP Supervisor of the Year by the New Jersey Child Support Council.

Our Faculty

Michael King is the Vicinage Training Officer for Ocean County Superior Court. He has been working as a Training & Development professional since 1982. Prior to joining the NJ Judiciary, he has worked in the industrial, technological, financial and sales sectors. Michael's program concentration has been in the areas of management development, communications and team building. Michael has been presenting Situational Leadership at the New Jersey Judiciary's Executive Leadership Training for Presiding Judges since 2002, and is a regular presenter at Judicial Staff College, the NJ Child Support Conference and MAACM events. He has conducted extensive team building interventions for the Ocean Civil and Criminal Divisions, as well as the Ocean Drug Court team, which spanned multiple state and county agencies. He worked with the Family Division, training the Children In Court team, CASAs, and has been involved with developing the Parent Education Workshop. He also works extensively with the Probation Division, and was a key developer in the new Use of Force/Self Defense training that is now the state-wide standard. He holds a degree in Theater and Communications from Hofstra University.

Angela Lee joined NJCSI in December 2008 as a Training Coordinator. She has served as lead trainer on various topics, and she has participated in the development of curriculum for many NJCSI courses, including using Microsoft Excel[®] software, BI Portal Map Analysis, Manager Dashboard, Administrative Enforcement Remedies, Guidelines Theory and Practice, various financial topics, and several professional development courses. Angela provides technical knowledge and support to staff at her site. She also played a major role in the development and delivery of the new SDU Customer Service and Financial training program. Angela has delivered training at the New Jersey Child Support Conference, the Eastern Regional Child Support Association Conference (ERICSA and the National Child Support Enforcement Association (NCSEA). Her professional career began in the corporate sector in Washington, D.C. Angela has vast experience in managing procurement and financial projects and has developed and delivered training material to implement software and business procedures world-wide. Angela holds a Master of Educational Psychology degree from Rowan University.

Edward Lehmann began his tenure in the Philadelphia Family Court, Domestic Relations Division in 1986 and has served as an Establishment Officer, Custody Investigator, Unit Supervisor and Manager. In 2008, Ed was named Director of Case Processing and Data Management and is responsible to oversee numerous operational units within the division. Ed also serves as the Pennsylvania Child Support Enforcement System (PACES) Administrator for Philadelphia County and is actively involved in many statewide committees and workgroups. Ed serves as the Chair of the statewide PACES Advisory Committee (PAC). Ed is a long standing member of the Domestic Relations Association of Pennsylvania (DRAP) and served as Chairman of DRAP's Annual Training Conferences in 2011 and 2012. In 2012, Ed was appointed to DRAP's Board of Directors and is presently DRAP's First Vice President. Ed graduated from Pennsylvania State University in 1980.

Anthony Lettera has a B.A. in Physics from Rutgers University and is a Certified Project Management Professional (PMP). He is currently working as a Project Manager with over two decades of experience in the Retail and Transportation verticals. In addition to managing projects, Anthony functions as a teacher/coach/mentor to aspiring project managers as well as for those who manage projects **Continued on next page**

but are not Project Managers by trade. He has taught a variety of classes for the Hamilton NJ Adult School and also conducted a Project Management presentation at the 2013 New Jersey Child Support Conference.

Norma Lisenby Ketterer joined NJCSI in 2007, bringing with her an extensive background in all aspects of child support collection and management and comprehensive knowledge of the adult and juvenile justice system, child custody, and substance abuse services. In her role as a Training Coordinator, Norma provided on-site support to several counties during the multiyear transition to NJKiDS. She has collaborated with NJCSI's instructional course designers to create courses for PCSE staff, and she has presented several sessions at the annual NJ Child Support Conference. In February 2013, Norma represented NJCSI at the NCSEA Policy Forum in Washington, D.C., and was a speaker at the NJ Paternity Opportunity Roundtable at Hackensack University Medical Center. Norma began her 30-year career in child support with the NJ Judiciary as a Probation Investigator. She also served as PCSE Unit Supervisor in Passaic County, and, later, as Assistant Civil Division Manager. While serving in that last role, she earned a Certificate in Public Management from Fairleigh Dickinson University. In the course of her tenure as a supervisor, she also developed an in-house training course to standardize the training experience of the PCSE Unit's new employees.

Mary Livingston speaks to audiences across the country who are being tested in today's workplace. Her brilliance, compassion and extensive knowledge has inspired thousands to turn challenges into opportunities. She is dedicated to working with organizations, corporations, agencies, businesses and groups to fully utilize their human resources to increase bottom line performance standards. Mary has over 20 years of experience in the broad field of Human Resources. A former HR Director with a major newspaper chain, Mary consults and facilitates training through Burlington and Camden Community Colleges, Business Solutions Departments. For six years, she served as program director for a leadership development program for newspaper executives and has facilitated training for employees and managers throughout the US. She specializes in human resource planning and development as well as strategic organizational effectiveness. She serves on the Board of the Philadelphia Tribune and Funtimes Magazine; VP/Human Resources with SCORE Philadelphia; member of SHRM, National Association of African American Human Resources (NAAAHR), and the Philadelphia African American Chamber of Commerce. Past affiliations include SCORE Atlanta, National Association of Minority Media Executives (NAMME), Toastmasters International. Former clients include: FIGHT (Work Readiness), 1199C Training & Upgrade (Customer Service, Communications, Leadership), Employment Learning Innovations, Inc. (Master Facilitator), Evoleur House (Lifeskills for High-School Women).

Jennifer A. Lombardi, Esq. graduated from Seton Hall University School of Law, Newark and was in private practice for years before joining the courts in 1998. Jennifer has worked as the Domestic Violence Hearing Officer in both Middlesex and Ocean counties and served as Staff Attorney to the Family Practice Division, where she was involved in the 2006 update to the Domestic Violence Procedures Manual. After becoming a Team Leader in 2007, Jennifer worked in Special Civil for six years. She is now a Team Leader in Probation, Child Support Enforcement in the Ocean Vicinage.

Our Faculty

Sandra Lopez, Esq. Ombudsman for the Superior Court of New Jersey – Vicinage 15. Sandra attended Pace University on an academic scholarship but received her Bachelor Degree from Stockton State College. She received her Juris Doctorate from Widener University School of Law and is licensed to practice law in the State of New Jersey. She was also admitted to the United States District Court and is a member of the American Bar Associations, the Gloucester County Bar Association and the Cumberland County Bar Association. When she was a practicing attorney, Sandra specialized in family, personal injury, landlord/tenant, municipal, and bankruptcy law. She left the practice of law when she accepted a position with the Superior Court of New Jersey in 2004 and presently serves as the Ombudsman for Vicinage 15. Part of her duties as the ombudsman is to train incoming law clerks and staff on the difference between providing assistance without giving legal advice. Sandra also teaches business and human resources law as an adjunct professor for Wilmington University.

Lisa MacIntyre began her career with the Judiciary in 1994 in the Vicinage 13 Finance office as a Budget Analyst. In 2003, she began working with the Child Support Enforcement program when she transferred to Hunterdon County as the supervisor of the Central Fee Office. Lisa has served as a Subject Matter Expert (SME) since the design phase of the NJKIDS project, an NJKIDS Performance Work Team (PWT) member, a Local NJKIDS Coordinator (LNC) and a Local Transition Expert (LTE). She has worked closely with NJCSI to develop training material for financial related NJKIDS courses and has assisted in drafting procedures designed to promote efficiency and quality service, particularly during the State Disbursement Unit (SDU) transition. She is frequently sought out by staff from Probation, Family and Welfare offices to assist in resolving NJKIDS questions and was recently recognized by the New Jersey Child Support Council (NJCSC) as the 2012 Supervisor of the Year.

Shawn Meier began her child support career in 2001 at Union County CWA. While there, she implemented a Consent Conference Program and developed a Prison Paternity Consent Program. Both programs are still in place today. In 2007, she joined NJCSI as a Training Coordinator, serving as lead for several projects, including CWA Training Track, Law Clerk, and Excel. In 2011, Shawn joined the Program Compliance Unit at DFD, where she provides on-site support to Probation and CWA offices. She is the Probation Team Lead, assisting Probation field representatives throughout New Jersey. She also served as the Probation SDU Lead, training the new customer service staff during the SDU rollout. She is the lead for Performance Initiatives, providing support to other field representatives and facilitating monthly Performance Improvement Workgroups, one for each functional area: CWA, Family, and Probation. She is the Training Lead, developing internal training sessions for Case Closure, Excel, WRKL for Family, and BI Portal for Family Managers. She also serves as a Subject Matter Expert for NJCSI on several courses currently in development, including the CWA and Probation Tracks.

Hope A. Miller began her career in Child Support in 1995 in the Hunterdon Probation Child Support Enforcement (PCSE) Unit. She joined NJCSI in November 2006 as a training coordinator, and her many years of professional experience in child support have enhanced the training sessions she has delivered for the institute. Hope has facilitated more than 100 training sessions on IV-D-related topics, Operation Fatherhood, Child Support 101 and professional development courses, **Continued on next page**

including True Colors, Stress Management, and Time Management. She also facilitates sessions at the annual New Jersey Child Support Conference and sessions for the Probation Association of New Jersey. Hope also provides on-site technical assistance in process issues related to NJKIDS. She is one of the lead trainers for the following courses: Probation Track; IV-D Theory, Locate; Domestic Violence and Child Support; True Colors; Alerts Management for Probation; Court Presentations; IV-D Theory, Case Closure, Bench Warrants; and Essentials of Business Communication, Conflict Resolution and So, You had a Bad Day.

Dr. Ronald Mincy is the Maurice V. Russell Professor of Social Policy and Social Work Practice at the Columbia University School of Social Work and a co-principal investigator of the Fragile Families and Child Well-Being Study. Dr. Mincy has published widely on the effects of income security policy on child and family poverty, family formation, child well-being, responsible fatherhood, the urban underclass, and urban poverty. His 2006 edited volume *Black Males Left Behind* (Urban Institute Press) was featured in column A1 of *The New York Times* and brought national attention to the plight of young, less-educated Black males. He is the recipient of the 2009 Vernon Prize for the best paper published in the *Journal of Policy Analysis and Management* in 2009 and Frank R. Breul Memorial Prize for the best paper published in *Social Service Review* in 2012. Dr. Mincy joined the School of Social Work faculty in 2001. He teaches graduate courses on social welfare policy, program evaluation, microeconomics and macroeconomics, and a doctoral seminar on causal inference. He came to the University from the Ford Foundation where he served as a senior program officer and he developed the Strengthening Fragile Families Initiative (SFFI). As a result of SFFI, Dr. Mincy is widely regarded as a critical catalyst for changes currently underway in the treatment of low-income fathers by U.S. welfare, child support, and family support systems. He has also worked with policymakers and nongovernmental organizations on issues of men, boys and fatherhood in Jamaica, South Africa, Bermuda, and the United Kingdom. Dr. Mincy's undergraduate and graduate training in economics were at Harvard University and M.I.T. He and his wife of nearly 40 years live in Harlem, New York. They have two sons.

Carmen Montanez has been with Middlesex Board of Social Services for 32 years. During her years at the Board, she has worked in the Home Energy Program, TANF Intake, Medicaid, and the Reach Program. She was promoted to a Fraud Investigator in 1993 and was transferred to the Child Support Program (CSP) in 2000. In 2006, she was promoted to Senior Investigator in the Child Support Program and was responsible for the training of new CSP workers. Currently, she has dual responsibilities, working with the Fraud Department and supervising Child Support staff. She has served as Local NJKIDS Coordinator (LNC) during the implementation of NJKIDS and is an active participant in the CWA Performance Improvement Work Group. Carmen is a graduate of Rutgers University. This is Carmen's first presentation at the New Jersey Child Support Conference.

Beverly C. Murphy, Esq. is a Staff Attorney in the Administrative Office of the Courts, Probation Services, Child Support Enforcement Services. Ms. Murphy has been licensed to practice law for more than 20 years and has extensive experience in the handling of dissolution, non-dissolution and IV-D matters. Prior to joining the AOC in 1999, she was employed as a Staff Attorney for the Hudson County Division of Social Services and her primary responsibilities included the establishment of paternity and the establishment, collection and enforcement **Continued on next page**

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of IV-D support orders. For several years, Beverly has served as staff to a number of court committees, including the Supreme Court Family Division Practice Committee. She has been a frequent presenter on child support matters. Ms. Murphy received her Bachelor of Arts degree from Hunter College-City University of New York and her Juris Doctorate degree from Seton Hall University School of Law. She is a member of the New Jersey and South Carolina Bars.

Jeanette Murray is currently the Manager of the Administrative Enforcement Unit (AEU) in the Office of Child Support Services (OCSS) and is responsible for the Financial Institution Data Match Program (FIDM), Child Support Lien Network (CSLN), Passport Denial, Tax Intercept, Lottery Intercept, Jackpot Winnings and Unemployment Compensation. The AEU unit recently implemented a Collections Research Team, which is responsible for garnishing lump sum payouts from NJ Centralized Payroll, the Social Security Administration and employers reporting to the Federal Office of Child Support Services (OCSE) via the State Services Portal. Jeanette began her career with the State of NJ as a Probation Officer in the Union County Probation Division working in the areas of case initiation, enforcement and judgment coordinator. In 2007, Jeanette joined the Office of Child Support Services as a Child Support Specialist in the Customer Service Unit. She has served as a subject matter expert for the development of the automated child support enforcement system, NJKiDS, Child Support Call Center and automated Interactive Voice Response (IVR) system, including, standard operating procedures and training curriculum. Jeanette has a Bachelor of Arts from Rutgers University.

Loretta Owens started out with the Judiciary as Administration Specialist II, in 6/1998 with the dissolution unit, prior to that she worked in Management for Trump Plaza, Holiday Inn, Howard Johnson's and Harrah's. In 2001 she was promoted to a Court Services Officer II with the dissolution unit and then moved to the Non-dissolution unit. She has been with the family division since 1998, and has been working on NJKiDS as the LNC with Atlantic County. She obtained her B.A. in Social Science in December of 2010 from Richard Stockton College. In addition to her regular duties, she contributes to the following committees: Collaborated with fellow Team Leaders to pass a Federal audit of the child support automated system, contributing to the continuation of necessary IV-D funding for the New Jersey Judiciary; and designed and developed streamlined intake procedures, resulting in improved accuracy and efficiency in the complaint-filing process.

Joanna M. Perilli has built and maintained an outstanding reputation by providing superior legal services to her many clients. Being the proud founder of the Law Offices of Joanna M. Perilli, LLC, she seeks to continue this tradition by providing excellent legal representation at a reasonable cost to individuals and businesses. Joanna concentrates her practice defending individuals in Criminal, Traffic, and DWI/DUI matters, in both Superior and Municipal Courts throughout the State. She also has extensive experience in representing clients in family law cases including divorce actions, child custody/support applications, and restraining order and domestic violence matters. Born and raised in Mercer County, New Jersey, Joanna graduated Summa Cum Laude from Rider University's Honors Business program. She teaches undergraduate business law classes as an adjunct professor. Joanna graduated Cum Laude from New York Law School, where she received a public interest fellowship, **Continued on next page**

and was a legal intern at the New York City Law Department, Family Law Division. Joanna is also an active member of several professional associations including the Mercer County Bar Association, Middlesex County Bar Association, and New Jersey State Bar Association. In addition, she has been nominated by SuperLawyers, Rising Star, in 2011 through 2015.

Alan H. Polonsky, Esq. is in private practice at Polonsky & Polonsky in Audubon, NJ where their practice emphasis is on Social Security matters, with representation in over 8,000 individual cases. He is a sustaining member of the National Organization of Social Security Claimant's Representatives (NOSSCR) and a member of the Camden County Bar Association. Alan was a former Adjudicator with the US GAO in Washington from 1976-1977, a Staff Attorney with the Office of Hearings and Appeals of the Social Security Administration in Charlottesville, VA from 1997-1979. he appears on the TV Show *American Law Journal* when the topic is Social Security Law. He received his B.A. from Penn State University in 1972, his J.D. from Widener Law School in 1975 and his L.L.M. from Temple Law School in 1983.

Cristol Porter-Jones is a Computer Analyst with Northrop Grumman Information Systems. She works as a State Technical Support Liaison for the Federal Parent Locator Service (FPLS). She provides technical support to state child support agencies, assists states to best use FPLS data through review of management information reports and Best Practices, and presents at State and national conferences. Before joining Northrop Grumman, Cristol was employed for ten years with the Commonwealth of Virginia, Division of Child Support Enforcement. While there, she worked as a Customer Service Representative, Intake Lead, Interstate Specialist and a Support Enforcement Specialist for the Establishment Unit.

Cotoria Prilo began her child support career as a contractor for the State of New Jersey through Courtland Consulting in August of 2008. Cotoria was assigned to help with the implementation of NJKiDS. In her role as an Implementation Lead for the NJKiDS project, she provided training and assistance statewide. In April 2011, she joined the staff of the Office of Child Support Services, Division of Family Development as a Child Support and Paternity Specialist III. In February 2013, she was promoted to Child Support Specialist II. In that capacity, she has the opportunity to work on the NJKiDS Systems Team as a Functional Specialist for Enforcement and Reporting under the management of Dina Thompson. Cotoria has also facilitated the Reporting Work Group and co-facilitated the Enforcement and Cross-Functional Work Groups. Cotoria will be receiving an Associate's Degree in Sociology from Burlington County College in May of 2015.

The Honorable Charles M. Rand was sworn in as a Superior Court Judge in August, 1992. Since 1998 he was the Presiding Judge of the Family Part in Camden County and Acting Assignment Judge since approximately September of 2007. Approximately seven years ago, he was appointed Chairman of the FD/FM subcommittee of the Conference of Family Presiding Judges. Judge Rand was in private practice from 1973 to 1992. He served as a Municipal Court Judge in various Camden County municipalities from 1978 to 1992. He is the former President of the Camden County Bar Association and the Camden County Conference of Municipal Court Judges. He is the recipient of the Nardi Award from the Thomas S. Forkin Inns of Court (2011) and the Devine Award from the Camden County Bar Association in 2012 in recognition of his long standing service. **Continued on next page**

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Judge Rand received his B.A. from Rutgers University in 1969 and his J.D. from the Rutgers School of Law in Camden in 1973. He retired from the bench on April 1, 2012.

Christine Reilly is a Senior Probation Officer with the Somerset Family Division. She has been employed with the judiciary for the over 25 years, the past eighteen of those years in the Family Division. She has worked extensively in the domestic violence, the children-in-court and the non-dissolution dockets. Having moved between different units, Christine's had the opportunity to learn and become accomplished in many aspects of her responsibilities as well as support other docket types. Her current assignment in Somerset County allows her to specialize more in the FD docket while assisting co-workers with case trouble shooting, complex intra-state issues, and in-house training needs.

Kesha Rodriguez earned a Bachelor of Business Administration degree in Marketing from Baruch College, a City University in New York. Since 2004 she has worked as a Program Specialist with the US Department of Health & Human Services, Administration for Children and Families, New York Regional Office of Child Support Enforcement. She has served as a member of OCSE's National Hispanic Workgroup since 2006 & in 2014 was recognized for being trained as Strength Deployment Inventory Facilitator. Prior to that she spent 13 years working as an Unemployment Insurance Program Specialist for the US Department of Labor's, Employment and Training Administration and a Claims Adjudicator for the New York State Department of Labor. Ms. Rodriguez has traveled across the country, including Puerto Rico and Virgin Islands presenting at conferences and training State/Territory and Local Government staff, in both English and Spanish, on the Unemployment Insurance Program.

Susan Ruiz-Chioco has worked for Union County Division of Social Services in the Child Support Unit for over 10 years. In 2006, she was given the opportunity to do the UIFSA caseload and specialized in processing all UIFSA and Redirection cases. In 2011, Susan became a specialist and worked closely with the Paternity and Support Establishment Unit. Susan trained most of the workers in the unit and handled many of the performance improvement reports. In 2013, she became the supervisor of the Paternity & Support Establishment Unit. Susan is currently a part of the CWA Performance Improvement Workgroup. She received her BS in Business Management from Rutgers University.

Marjorie Schneck is an IT Analyst with the Judiciary, Administrative Office of the Courts (AOC). She started her career in Child Support in October of 1999 with the first ever N.J. Payment Processing Center, first as a Data Processor, and eventually becoming the Call Center Manager. Marjorie left the workforce to pursue her education then returned, accepting a position with the Division of Family Development (DFD), Office of Child Support Services (OCSS), as a Finance Implementation Specialist. In that position, she was involved with transitioning Judiciary Finance offices to NJKIDS. In 2009 she was promoted to a Business Analyst. In September 2010, she accepted an offer with the Judiciary, AOC, Office Automation Unit. In her current position Marjorie works to resolve complex issues that arise involving the NJKIDS System. This entails supporting not only Judiciary offices (Finance, Family, and Probation), but also working with DFD, County Welfare Offices and the State Disbursement Unit Offices. In addition to her Child Support role, Marjorie's responsibilities include **Continued on next page**

assisting in resolving daily processing issues of Judiciary data processing systems. Ms. Schneck attended Mercer County Community College where she studied Business Administration

Audrey Sharp, Esq. has been the Assistant County Counsel for the Department of Family & Community Development in the Atlantic County Law Department since June of 2006. She has participated in the Association of County Welfare Attorneys, and represented them in the development of the Legal Forms for the NJKIDS child support system. She also represented Atlantic County Welfare at JADS Sessions during the development of NJKIDS. She began her child support career as an Investigator in the Cumberland County IV-D Unit. After brief stints as a Probation Officer and Parole Officer in Cumberland and Salem Counties, she attended Vermont Law School, graduating with a J.D. in May 1989. After several lean years in private practice, she returned to Probation-Child Support in Atlantic County in 2004, as a Probation Officer, working on the Court team, presenting cases to Hearing Officers and Judges, for Return on Warrant Hearings and Relief to Litigants Hearings. She also received her Bachelor of Arts degree from Wilson College, Chambersburg, PA, in May of 1979, and has supervised caseloads of Adults on Probation and Parole.

Diane Sinkus, Child Support Enforcement Training Specialist/PACSETI Instructor Penn State Justice and Safety Institute and the College of the Liberal Arts. Diane graduated from Lock Haven University in 1990. She began a career in Child Support Enforcement in November 1991 as a Conference Officer for the Centre County Domestic Relations Section. In this position, Diane was responsible for paternity establishment, support order establishment among other tasks. In February of 2001, she joined the PACSES Project in Harrisburg as a Subject Matter Expert (SME). In this position, she assisted county Domestic Relations workers and Commonwealth staff in resolving a variety of system issues and provided CSENet training to Domestic Relations workers. Diane began working for the Pennsylvania Child Support Enforcement Training Institute as an Instructor in August of 2002. In her current role, she is responsible for training Pennsylvania child support workers and developing curriculum on a variety of topics including intergovernmental child support enforcement, CSENet, and intrastate process. She has participated in several state and regional conferences including ER-ICSA presenting on topics such as UIFSA, International issues, intrastate procedures and CSENet.

Megan E. Smith is an Associate and member of the Divorce Group of Stark & Stark. Prior to joining Stark & Stark Ms. Smith was a law clerk to the Honorable Jeanne T. Covert, J.S.C. of the Superior Court of New Jersey, Burlington County. She also served as a judicial extern for the Chester County Court of Common Pleas, West Chester, Pennsylvania; where she assisted in the Masters Unit under the supervision of the Honorable Katherine B.L. Platt. Megan continues to specialize in family law and the developing area of GLBT law as it relates to children and families. Her practice is concentrated in divorce, dissolution of civil unions, termination of domestic partnership, custody, parenting time, child support, alimony, equitable distribution and pre-nuptial planning as well as related post judgment issues, such as emancipation, support enforcement, and implementation of settlement agreements. For the past few years, Megan has been a co-chair and speaker at the New Jersey Association for Justice Convention in Atlantic City. She is a frequent contributor to the New Jersey Law Blog. She received her J.D. at Villanova University School of Law and her B.A. at Penn State University.

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Michelle M. Smith was appointed Clerk of the Superior Court of New Jersey in September 2013 after serving as the Assistant Chief of Court Processing Services for the Superior Court Clerk's Office. She is also a member of the Advisory Committees on Public Access and Information Technology. Before joining the Judiciary, Michelle was the Associate Executive Director for Community Mediation Services (CMS), a New York based not-for-profit, that provides conflict resolution and alternative dispute resolution processes for litigants in the court systems. During her tenure, she served as a case worker for at-risk adolescents, certified community, special education and family mediator and Director of the New York City Family Mediation Program. She was also certified as a basic and family mediation trainer by the NY Office of Court Administration. Michelle earned her Bachelor's degree in Psychology from St. John's University and a Juris Doctor from Touro Law Center, Jacob D. Fuchsberg Law Center in Huntington, New York. She also served as an Adjunct Professor at Columbia University, New York Institute of Technology and John Jay College of Criminal Justice teaching courses in conflict resolution and education law to graduate and undergraduate students.

Taleesha Smith began her career in child support in 2008 as an Implementation Specialist supporting the New Jersey Child Support program (NJKiDS). She was instrumental in the design, communications, testing, support, and federal certification of the state-wide application. She has provided onsite support for all of the 21 finance agencies as well as a number of the northern probation agencies within the state. Taleesha currently works as a Child Support and Paternity Specialist/Functional Specialist Team Lead for the Division of Family Development in the area of Finance. She assists with IV-D Program Compliance and developing processes and procedures for the State Disbursement Unit (SDU) and the Finance, Customer Service, and Probation offices. Taleesha facilitates financial trainings to various units within the Office of Child Support as well as Vicinage Probation Divisions throughout the state. She is also one of NJCSI's Subject Matter Experts (SME) for Finance.

Mitchell Steinhart, Esq. has been a fulltime staff attorney for Bergen County Board of Social Services since 1987. His Family Law caseload includes paternity, child support and enforcement, and interstate support actions. He has conducted seminars at the annual New Jersey Child Support Conference and has lectured around the state on UIFSA issues. Mitch has sat on various committees for the State Division of Family Development and has assisted in developing legal forms for NJKiDS. He is a former President of the New Jersey Association of County Welfare Attorneys and a member of the New Jersey State Bar Family Law Section. Mitch serves as Co-Chair of the Bergen County Bar Association's Family Law Committee, and is a member of the Bench-Bar Committee, the Emergency Professional Assistance Committee and the Elder Law Committee (of which he is a former co-chair.) He is the recipient of the 2004 Bergen County Bar Foundation Community Service Award. Mitch graduated Rutgers College in 1980 and UOP McGeorge School of Law in 1983. He and his wife Jodi reside in Fair Lawn with their three children.

Marisa Trofimov is Counsel at the Deni Law Group, LLC in Flemington, NJ. She focuses the majority of her practice on family law. She was named a New Jersey Super Lawyer Rising Star in 2011 and 2012 for her work in Family Law. She is a graduate of Yale University and Seton Hall Law School. A former professor of Family Law in the paralegal studies program at Raritan Valley Community College, Marisa currently serves

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on the Professional Responsibility and Unlawful Practice of Law Committee for the New Jersey State Bar Association. Prior to law school, she was a legislative staffer for Senator Patty Murray of Washington State. Born and raised outside of Boston, Marisa resides in Hunterdon County, New Jersey.

Keynote Speaker

Jody Urquhart- Jody is passionate about spreading the message of the importance of fun at work. A motivational speaker for over 14 years, Jody speaks at over 60 organizations and associations every year, and is a top keynote speaker. Jody's trademark is to deliver very funny motivational speeches; humour is a key part of her audience connection.

A former stand-up comedian, Jody ONLY uses clean humor and original content catered to the audience. Jody is author of the book *All Work & No SAY...* Her mission is to help motivate people to derive more meaning, fun and satisfaction from their work.

Jody is a featured guest speaker for the GE Healthcare Tip-TV program, broadcast in over 2600 healthcare facilities. Her insights and expertise earned her the 2008 Bronze Award in the 29th Annual Telly Awards for excellence in programming this presentation.

Rob Velcoff has worked for the New York State Division of Child Support Enforcement for over 23 years. He became Manager of Interstate Operations at the beginning of 1999, and supervised the Interstate Central Registry until November 2008. Rob handles all interstate issues for New York State, both policy and programmatic, including being part of a team responsible for implementing UIFSA in January of 1998. He is New York's representative in several federal, national and international workgroups. In May 2011 Rob became the President of the Eastern Regional Interstate Child Support Association (ERICSA). He is also New York's international child support liaison. Rob has presented at close to 200 workshops at dozens of state, regional, federal, national, and even international child support conferences on a wide range of topics. He worked in child support at the local level for three years before moving up to the state level. Rob received a BS in Criminal Justice from the State University College of New York at Brockport and an MA in Criminal Justice from the State University of New York at Albany.

Aimee C. Veltri has been employed by the Division of Family Development since April 2012. She is a Child Support Specialist 2 with the Division of Family Development, OCSS and serves as the Family Lead. Aimee is an on-site DFD rep to three family offices and two probation offices. She assists in the monitoring and development of child support activities; ensuring that offices adhere and comply with federal and state regulations as they pertain to the child support and paternity program, assists her offices with troubleshooting, developing trainings, working as a liaison between agencies, conducting IRS Safeguard Reviews, Sheriff's Reviews, and IV-D Application Reviews and Data Reliability Audits. She is a member of the Family Performance Improvement Workgroup and the Probation Performance Improvement Workgroup that develop new initiatives and enhancements as they relate to the implementation of the child support and paternity program. Additionally, Aimee assisted in the development of the Intergovernmental Lab for Family as well as **Continued on next page**

assisted in the development of the NJKiDS Lab:BI Portal Map Analysis training courses. Prior to working for the Division of Family Development, Aimee worked for the Ocean County Family Division for ten years. She spent eight years as a member of the IV-D Certification Team; specifically as a UIFSA caseworker tasked with the processing, scheduling and disposition of responding UIFSA cases sent by the Interstate Central Registry.

Roseanne Vogler began her career with the Judiciary October 10, 1998, where she was hired as an Administrative Specialist II in the Human Resources Division. She processed payroll & time recording for the Judiciary staff and worked closely with the Division Manager in processing contractual adjustments and retro-active pay adjustments for 500+ employees of the Bergen Judiciary. In 2000, she was promoted to Administrative Specialist III and then transferred to the Child Support Enforcement Unit in 2004 working within the Customer Service Unit. At that time prior to NJKids and the Call Center, she assisted between 600-700 calls per month. Since the implementation of NJKids her primary responsibilities have been the handling of the Writs, QDRO's, Judgments, WOS, Passport Issues, Credit Bureau Appeals, COLA, and Customer Service Issues. Roseanne truly enjoys coming to work knowing that she can add value and assist the Probation staff in securing funds that are not easily attainable and seeing the difference it can make to a family. Prior to coming to the Judiciary Roseanne worked for Con-Way Transportation Services & Marriott Corporation after graduating from Bergen Community College & Katherine Gibbs Secretarial School.

Jennifer L. Weatherby is a graduate of Richard Stockton College with a B.A. in Criminal Justice and Seton Hall with a M.A. in Human Resources Training and Development. She started her career as a Probation Officer in Salem County in 2001 and worked in both Adult and Juvenile Supervision. She was promoted to a Court Services Supervisor 2 in 2005 and started her career in Child Support. After 2 years in Salem, she moved to Cumberland County where she supervised the Bench Warrant and Court teams and was the lead for NJKiDS implementation. In 2013, Jennifer was promoted to Administrative Supervisor 3 at the Administrative Office of the Courts. In 2014, she moved to her current position as Vicinage Assistant Chief Probation Officer of Child Support in the Camden Vicinage. In her free time she enjoys cooking, Pinterest, shopping and spending time with her family.

William Woodworth is a Supervising Hearing Officer with the Family Practice Division of the Administrative Office of the Courts (AOC). In addition to presiding over summary support proceedings, he is directly involved with the administration of the Child Support Hearing Officer Program. He has provided instruction on the application of the Uniform Interstate Family Support Act (UIFSA) through ICLE, has offered training to judges, law clerks and vicinage staff in the areas of Child Support guidelines and enforcement of support. He also serves as faculty for the Comprehensive Judicial Orientation Program for newly assigned family Judges (CJOP) and the annual Orientation Seminar for newly appointed judges. William is currently assigned as AOC staff to the Judicial Education Committee of the Conference of Family Presiding Judges and the Child Support Subcommittee of the NJ Supreme Court Family Practice Committee.

(Contains all faculty bios available at the time of printing.)