OCDA Spring Symposium

April 16 - 17, 2018

Hilton Columbus/Polaris | 8700 Lyra Drive | Columbus, OH 43240

Registration Information

Member Registration Fees

OCDA Members 2 Day Registration Fee	$250/per person
OCDA Conference Presenter Fee	$125/per person
April 16, 2018 ONLY Registration Fee	$175/per person
April 17, 2018 ONLY Registration Fee	$175/per person

Non-Member Registration Fees

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

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

Hotel Information

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

Reservations must be made by:
March 16, 2018

Code: OCSEAD

Rate: $149/night for single and double rooms, $159 for a triple room and $169 for a quad room.

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

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

Calendar of Events

Monday, April 16, 2018

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

Tuesday, April 17, 2018

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

Monday, April 16, 2018

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

9:00 - 4:00 on 4/16 and 8:30 - 4:00 on 4/17	
CLE HOCC New Hearing Officer Training	This training will provide an extensive overview of the Child Support Program's Administrative Process Evolution, from establishment of paternity and support through terminations of support as well as review and adjustment, defaults and conducting hearings.
Presenters:	*Hearing Officer Trainers*
Recommended Staff:	Attorneys, New Hearing Officers, Supervisors, Case

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About OCDA

Established in 1990, the Ohio CSEA Directors' Association (OCDA) is a statewide organization representing county child support enforcement agencies (CSEAs).

We are a professional association dedicated to strengthening Ohio's child support program.

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Monday, April 16, 2018

9:15 - 9:30 Opening Remarks

General Session Opening Remarks	Opening remarks from the Ohio CSEA Directors' Association President, William Peltcs, Manager, Franklin County CSEA
Recommended Staff:	All Staff

9:30 - 11:30 Session

CLE HOCC **Cross-Cultural Miscommunication**	Rev. Dr. Michael J. Oleksa will describe/define the concept of "culture" and how culture inescapably leads to misunderstanding. Two people trying to communicate are similar to icebergs, 90% of which are hidden below the waterline. The lower part of the iceberg represents thoughts, beliefs, attitudes and behaviors all human infants with normal hearing ability learn between birth and the age of three. This includes our first language and all its vocabulary and grammar, but also the contours of our cultural "ballgame" determining appropriate and inappropriate, acceptable and unacceptable behavior. We are unaware that we have these norms embedded in our brains, part of our wiring, the very fabric of our personality, but we notice immediately when they have been ignored, violated, transgressed. This is all normal, natural and predictable. So, when any two people meet and attempt to communicate, there will be some issues, the wider the cultural gap, the more inevitable and potentially damaging to the relationship. The issue is made more severe because in a hierarchy, whoever has less power will suffer the consequences of the breakdown. However important this problem may be, Dr. Oleksa's approach contains much humor and attempts to discuss these serious questions as part of our common human struggle to understand ourselves and become better people. Participants will leave the session informed, entertained and probably laughing.
Presenter:	***Rev. Dr. Michael J. Oleksa***
Recommended Staff:	Attorneys, Hearing Officers and All Staff

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Monday, April 16, 2018

1:00 - 2:15 Sessions	CLE Requested HOCC Approved
CLE HOCC **Legal** **Child Support and Bankruptcy**	What happens when an obligor files for bankruptcy? What is the automatic stay? Can the obligor's bankruptcy filing help with the collection of support? We will cover the basic bankruptcy process, the legal effect of an obligor's bankruptcy filing on case management and enforcement, the differences between Chapter 7 and Chapter 13, and how the bankruptcy filing can be a source of information about the obligor.
Presenters:	***Marilyn Weinberg, Esq.*** - Managing Attorney, Cuyahoga Prosecutor ***Kira Kittoe-Krivosh, Esq.*** - Asst. Prosecuting Atty., Cuyahoga Prosecutor ***Natalie Thomas , Esq.*** - Asst. Prosecuting Atty., Cuyahoga Prosecutor ***Steven W. Ritz, Esq.*** - Unit Supervisor, Cuyahoga Prosecutor ***Charlie Wu , Esq.*** - Asst. Prosecuting Atty., Cuyahoga Prosecutor
Recommended Staff:	Attorneys, Hearing Officers and All Staff
CLE **Supervisor** **Grant Writing 101**	Ready to launch? This session takes you on a journey through the Grant Writer's Guide to the Galaxy. After identifying a grant opportunity, the mission begins with learning who you'll need on board: community partners, the writing team, and the grant executors. Next, build the rocket by identifying why you need the program, the target population and the design of your approach. Your team will outline a budget and develop a contingency plan. After careful review and collection of required materials, you are ready for take-off and can submit your final proposal. Your team can prepare for the decision, and bask in the glory of another successful mission!
Presenters:	***Susan Brown, Esq.*** - Director, Franklin County CSEA ***Lori Torriero, Esq.*** - Asst. Director and Admin. Counsel, Franklin CSEA ***Rob Pierson*** - Deputy Director, Stark County CSEA
Recommended Staff:	Attorneys, Directors, Administrators, Supervisors and Case Managers
CLE HOCC **Case Management** **The Cost of Poverty Experience (COPE) – Part 1**	COPE gives participants and volunteers an opportunity to experience poverty firsthand through the eyes of real families. **This session is limited to 2 participants per county due to the interactive nature and limited space. Please do not sign up for this session if you attended this training last fall or the Franklin County training. Only the approved registrations will be permitted to attend this session. You must attend both sessions.**
Presenter:	***Robert L. Caldwell, Jr*** - Executive Director, AnswerPoverty.org
Recommended Staff:	Attorneys, Hearing Officers and All Staff
CLE HOCC **Leadership and Development** **The Universe of Communication**	Communication includes learned habits from infancy and early childhood, and this session will discuss how every hearing adult developed patterns of tempo, tone, volume, inter-personal distance, politeness styles and ritual behaviors. How do these habits and patterns affect our interactions with others? What can we do to become more aware and improve our communication with family, friends, co-workers, and the families we serve?
Presenter:	***Rev. Dr. Michael J. Oleksa***

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Monday, April 16, 2018

2:45 - 4:00 Sessions	CLE Requested HOCC Approved
CLE HOCC **Legal** **Tweaks, Changes, and Clarifications: SB70 is Done!** Presenters: Recommended Staff:	SB70 has been passed—so now what? This session will review the changes contained in the Child Support Technical Fixes bill, what this means for CSEAs, and the timeframes for implementing updates to forms and processes. ***Amy Roehrenbeck, Esq.*** - Executive Director, OCDA ***Ryann Levering-White, Esq.*** - Senior Policy Analyst, OCDA Attorneys, Hearing Officers and All Staff
CLE HOCC **Supervisor** **Paternity Outreach** Presenters: Recommended Staff:	Free genetic testing? Really? Staff from four counties will discuss their Paternity Outreach programs, detailing how they got their programs started, best practices they've identified and their plans for the future. ***Shelly Woodruff*** - Community Relations Specialist, Summit CSEA ***Michelle Bender*** - Paternity Specialist, Clark County CSEA ***Brynn Jackson*** - Director, Wayne County CSEA ***Ashombia Hawkins*** - Social Program Administrator, Cuyahoga OCSS Attorneys, Hearing Officers and All Staff
CLE HOCC **Case Management** **The Cost of Poverty Experience (COPE) – Part 2** Presenter: Recommended Staff:	You will take on the role of a family in poverty and be asked to complete given tasks with certain variables and restrictions. This is an interactive session that will help change your mindset about the issue of poverty. **You must attend both sessions.** ***Robert L. Caldwell, Jr*** - Executive Director, AnswerPoverty.org Attorneys, Hearing Officers and All Staff
CLE HOCC **Leadership and Development** **The Value of Collaboration** Presenters: Recommended Staff:	Learn how small and large forms of collaboration and prototyping can be valuable to your agency in developing an adaptive and innovative culture. Sharing real life examples of cross-agency collaboration, the presenters will illustrate why counties should consider applying human centered design as a process for developing new ideas and building staff leaders. ***Adam Fohlen, Esq.*** - Service Integration & Trng. Mgr., Montgomery Co. ***Ramsey Ford*** - Co-Founder & Design Director, Design Impact Attorneys, Hearing Officers and All Staff

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Tuesday, April 17, 2018

8:30 - 9:45 Sessions	CLE Requested HOCC Approved
CLE HOCC Legal **Do's and Don'ts of Sexual Harassment**	In light of the recent high-profile claims of sexual harassment in the workplace, it is important that employers be prepared to deal with these types of claims if they arise in the workplace. This presentation will review the most crucial areas that an employer should focus on in order to avoid claims of sexual harassment, the investigation of the alleged misconduct, and successfully disciplining employees if they engage in improper conduct.
Presenter:	***Benjamin Albrecht, Esq.*** - Partner, Fishel Hass Kim Albrecht Downey, LLP
Recommended Staff:	Attorneys, Hearing Officers, Directors, Administrators and Supervisors
CLE HOCC Supervisor **I'm Sorry, Were You Talking to Me? (No) Well, Then Let's Start! The Importance of Early Involvement-Part 1**	This session will define Early Involvement, differentiating between Early Engagement and Early Intervention, as well as focus on the goals and benefits of this collection strategy. Learn why CSEAs need to be involved early and how to get engaged with the customers we serve. Improved performance incentives, customer education, and overall customer satisfaction have been reported by those county CSEAs that have implemented this concept to their case management plans. Attend this session to learn how early involvement can benefit your county!
Presenters:	***Sharon Hubbard*** - Establishment Supervisor, Lucas County CSEA ***Shanda Mustard*** - Employee Development Supervisor, Franklin CSEA ***Traci Berry, Esq.*** - Director, Tuscarawas County CSEA
Recommended Staff:	Attorneys, Hearing Officers and Supervisors
Case Management **Accountability - Everyone Talks About It**	When you hear, "Who's accountable for that?" Do you want to duck and run? It is the responsibility of an individual or organization to account for its activities, accept responsibility and not play the blame game, and to disclose the results in a clear manner. In this session you will learn the traits of accountable behavior, recognize lack of accountability and recognize why we don't hold others accountable.
Presenter:	***Linda Niemann*** - Training Officer, ODJFS
Recommended Staff:	All Staff
CLE HOCC Leadership and Development **The Chronic Disease of Addiction**	The goal of this session is to provide attendees with a broad overview of several important concepts regarding substance addiction, including what addiction is and how the disease develops. The session will also highlight aspects of addiction treatment- what are we treating in addiction, types of effective treatment, and barriers to engaging in treatment services. The focus will then shift to pain medication use and how that relates to the current opioid epidemic, summarize what withdrawal management is, and how the use of medications can result in better outcomes for individuals with opiate dependence or addiction. The presentation will conclude with a discussion on the relapse process in addiction.
Presenter:	***Rob Young, M.Ed., LICDC-CS - Clinical Services Director, Townhall II***
Recommended Staff:	Attorneys, Hearing Officer and All Staff

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Tuesday, April 17, 2018

10:15 - 11:30 Sessions	CLE Requested HOCC Approved
CLE HOCC **Legal** **Working Together for Better Outcomes** Presenters: Recommended Staff:	To effectively enforce a case, it often takes the involvement of many different individuals and entities. Through local collaborations between CSEAs and workforce, sheriffs, public defenders, courts, and others, counties are seeing better outcomes for the families they serve. ***Greg Hall*** - Deputy Sheriff, Erie County ***Robert Ritzler, Esq.*** - Asst. Public Defender, Erie County ***Susan Ryan Brown, Esq.*** - Asst. Prosecutor, Erie County ***Dana Gillespie*** - Supervisor, Ashland County CSEA ***Sarah Stika, Esq.*** - Interim Director, Ashland County JFS ***Michelle Sauer*** - Ashland County WIA Attorneys, Hearing Officers, Directors, Administrators and Supervisors
CLE HOCC **Supervisor** **I'm Sorry, Were You Talking to Me? (No) Well, Then Let's Start! The Importance of Early Involvement-Part 2** Presenters: Recommended Staff:	This session will look specifically at the resources available to implement an Early Engagement and/or Early Intervention program within your CSEA. Presenters will provide best practices, tracking tools, and lessons learned to help CSEAs form new processes or improve upon existing ones. Strategies to improve collection incentives and develop positive customer relationships will be explored. Walk away with effective resources to start getting involved early and often. Remember – early engagement has early incentives! ***Liz Harpster*** - Investigator III, Wayne County CSEA ***Brandi Gallebo*** - Enforcement Supervisor, Franklin County CSEA ***Mary McCluskey*** - Consumer Response & Rev.& Adj. Sup., Lucas CSEA Attorneys, Hearing Officers and Supervisors
Case Management **Thriving, Surviving Under Constant Change** Presenter: Recommended Staff:	The only thing constant in life is change. Change is something that will happen no matter how frustrated you get, how hard you try to stop it or try avoiding it. Change is the most pervasive, universal, unescapable, widespread influence within today's workplace. This course will help you be more agile, mobile and adaptable so you can spring back and rebound in the world of change. Flourish, grow and develop and be successful in spirt of change. ***Linda Niemann*** - Training Officer, ODJFS All Staff
Leadership and Development **Engaging Child Support Professionals through National Organizations** Presenter: Recommended Staff:	Child Support Professionals link up every day across the US to discuss common issues, share best practices, and advance the program forward through national organizations such as NCSEA, ERICSA, and WICSEC. What do these organizations have to offer, and how can you be a part of the broader discussion in the child support community? NCSEA Immediate Past President Joe Mamlin will provide an overview of each of the organizations, and discuss the benefits of being involved beyond your borders. ***Joe Mamlin*** - Certified Project Manager All Staff

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Tuesday, April 17, 2018

1:00 - 2:15 Sessions	CLE Requested HOCC Approved
CLE HOCC **Legal** **Part I: Mental Health and Substance Abuse in the Legal Profession**	How to recognize mental health and substance abuse issues and learn treatment options, including the many services offered by the Ohio Lawyer's Assistance Program (OLAP), as well as ways to help someone else struggling with substance abuse or mental health issues. Attendance at Part I and Part II of this session will cover the 2.5 hour Professional Conduct CLE requirement.
Presenter:	***Beverly Endslow*** - Clinical Assistant, CDCA, Ohio Lawyer's Assistance Program, Inc (OLAP)
Recommended Staff:	Attorneys and Hearing Officers
CLE HOCC **Supervisor** **Contamination Caused by Toxic Attitudes**	Because there are several different types of negative employee behavior, no supervisor (new or experienced) really knows how to handle each situation. Then there is the added burden of bargaining unit employees versus exempt. In this session you will learn how the negative attitude displays itself in the workplace, techniques to prevent contamination caused by toxic attitudes, how to intervene and how to focus on the positive.
Presenter:	***Rebecca Grace*** - Training Supervisor, Job & Family Services (JFS)
Recommended Staff:	Attorneys, Hearing Officers, Directors and Supervisors
Case Management **Intergovernmental Forms and SETS Changes**	This session will provide a review of the new/amended forms required to be used in intergovernmental cases, as well as updates to the Screens in SETS to automate the forms.
Presenters:	***Eric Gladden*** - Policy/Interstate Central Registry Supervisor, OCS ***Teri Earnest*** - Business Functionality Requirements/Quality Review Supervisor, Office of Child Support
Recommended Staff:	Supervisors and Case Mangers
CLE HOCC **Leadership and Development** **Personal Safety for Professionals-Part 1**	This workshop will provide participants with skills in risk assessment and interpersonal safety as it applies to professional life. Upon completion, participants will be able to assess threatening or dangerous situations and environments, recognize more choices in dealing with challenging situations, and use communication strategies that deescalate threatening, hostile, or angry people.
Presenter:	***Dan Elliot*** - Specialist, Cooperative Communication
Recommended Staff:	Attorneys, Hearing Officers and All Staff

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Tuesday, April 17, 2018

2:45 - 4:00 Sessions	CLE Requested HOCC Approved
CLE HOCC **Legal** **Part II: Mental Health and Substance Abuse in the Legal Profession** Presenter: Recommended Staff:	How to recognize mental health and substance abuse issues and learn treatment options, including the many services offered by the Ohio Lawyer's Assistance Program (OLAP), as well as ways to help someone else struggling with substance abuse or mental health issues. Attendance at Part I and Part II of this session will cover the 2.5 hour Professional Conduct CLE requirement. ***Beverly Endslow*** - Clinical Assistant, CDCA, Ohio Lawyer's Assistance Program, Inc (OLAP) Attorneys and Hearing Officers
Supervisor **Managing Coworkers as a New Supervisor** Presenter: Recommended Staff:	Becoming the boss is an exciting transition, but it can also be a nerve-wracking one. This is especially true if you are now managing people who used to be your coworkers. You need to establish your credibility and authority, without acting like the promotion has gone to your head. In this session you will learn how to deal with criticism/bitterness from your staff, encourage frank discussions, manage friends and close associates, learn when to be flexible, when to stand firm and when to discipline. ***Rebecca Grace*** - Training Supervisor, Job & Family Services (JFS) Directors and Supervisors
CLE HOCC **Case Management** **What's Mine is Mine and What's Yours is Yours: Administrative Responsibility** Presenters: Recommended Staff:	Common questions arise with regard to administrative responsibility. Whose case is it really? What is the difference between jurisdiction and administrative responsibility? This session will review scenarios and the Ohio Administrative Code rules for administrative responsibility of child support cases. ***Sarah Fields, Esq.*** - *Assistant Director, Montgomery County CSEA* Attorneys, Hearing Officers, Supervisors and Case Managers
CLE HOCC **Leadership and Development** **Personal Safety for Professionals-Part 2** Presenter: Recommended Staff:	This workshop will continue with skills in risk assessment and interpersonal safety as it applies to professional life. Upon completion, participants will be able to assess threatening or dangerous situations and environments, recognize more choices in dealing with challenging situations, and use communication strategies that deescalate threatening, hostile, or angry people. ***Dan Elliot*** - Specialist, Cooperative Communication Attorneys, Hearing Officers and All Staff

Thank you Symposium Sponsors

Register online at www.ocda.us