

# TRAINING

# HYATT REGENCY COLUMBUS

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# Calendar of Events



October 16, 2017

8:00 - 9:00 Registration and Light Breakfast

9:00 - 10:15 Early Morning Sessions

10:15 - 10:45 Break

10:45 - 12:00 Late Morning Sessions

12:00 - 1:30 Lunch (on your own)

1:30 - 2:45 Early Afternoon Sessions

2:45 - 3:15 Break

3:15 - 4:30 Late Afternoon Sessions

October 17, 2017

8:00 - 8:30 Registration and Light Breakfast

8:30 - 9:45 Early Morning Sessions

9:45 - 10:15 Break

10:15 - 11:30 Late Morning Sessions

11:30 - 1:00 Lunch (on your own)

1:00 - 2:15 Early Afternoon Sessions

2:15 - 2:45 Break

2:45 - 4:00 Late Afternoon Sessions



# Registration Information

## Member Registration Fees

OCDA Member 2-Day Registration Fee	\$250/per person
OCDA Conference Presenter Fee	\$125/per person/per day
Single Day Registration Fee	\$175/per person/per day

**Register by 10/6/17 at [www.ocda.us](http://www.ocda.us) under the conferences and trainings page. You must log in to receive the member rate. Please do not use Internet Explorer to access our website. Use Chrome or Firefox.**

## Non-Member Registration Fees

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

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# Hotel Information

Hyatt Regency Columbus  
350 North High Street  
Columbus, OH 43215  
614-463-1234

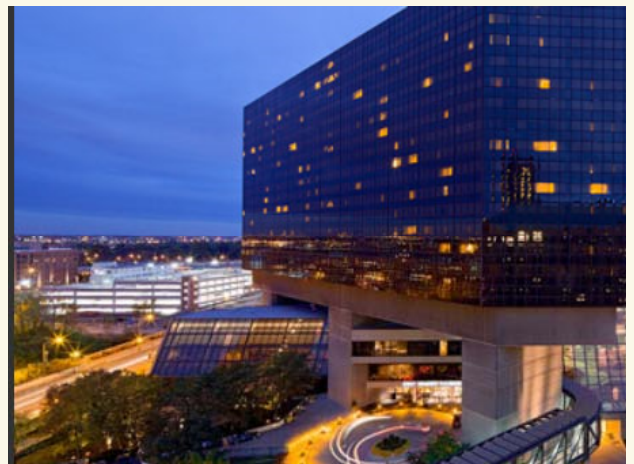
***Reservations must be made by:  
September 18, 2017***

### Rate

\$145 per single/double room, plus tax  
\$170 per triple/quad room, plus tax

### Online Reservations

Please visit <https://aws.passkey.com/go/ocda17> if you would like to make your room reservations online with a credit card.



Monday, October 16, 2017 9:00 - 10:15

Legal Session (CLE Approved) HOCC Approved

### Dealing with Guns, Marijuana and Background Checks in the Workplace

This session will provide insight into changes that have occurred at both the state and federal level and how they may impact policies and procedures. Some of the areas discussed will include: the impact of Ohio's recently passed concealed carry law; Ohio's medical marijuana and ban-the-box laws; navigating reasonable accommodation law; and the top employment policies you should have and why.

**Presenter:** **Brad Bennett** - Attorney, Zashin & Rich

**Recommended Attendees:** Attorneys, Hearing Officers, Directors, Administrators and Supervisors

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Supervisor Session HOCC Approved

### 2017 SETS Initiatives and Interfaces

This session will provide participants with updates on recent interfaces within the SETS system. Topics will include a recap of the 2017 interface with the Ohio Benefits Medicaid system, as well as new information to prepare for upcoming interfaces with Ohio Benefits and SACWIS (Statewide Automated Child Welfare Information System).

**Presenters:** **Teri Earnest** - OCS Business Functionality Requirements/Quality Review Unit Supervisor, Office of Child Support

**Michelle Masters-Haines** - OCS Business Services Section Chief, Office of Child Support

**Recommended Attendees:** Hearing Officers, Directors, Administrators and Supervisors

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Fiscal Session

### Audits and Distribution

In this session you will receive an overview of how different counties audit cases. Both manual distribution sheets along with audit calculator worksheets will be reviewed. Counties will discuss different scenarios of when auditing a case is essential to maintain accurate balances on cases.

**Presenters:** **Tracy Jackson** - Payment Summary Unit Supervisor, Montgomery CSEA

**Christina Schneider** - Manager II, Hamilton CSEA

**Shelley Martin** - Director, Carroll County CSEA

**Recommended Attendees:** Supervisors, Case Managers and Fiscal Staff

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Case Manager Session (CLE Approved) HOCC Approved

### Welcome to the World That is Intergovernmental-Part 1

Welcome to the World that is Intergovernmental! This is part 1 of a 2 part series focusing on a broad overview of establishment, modification, termination, etc. that is encountered everyday in the intergovernmental world. The series is for those new to intergovernmental casework or those wishing for a refresher.

**Presenters:** **Beth Anne Schorr, Esq.** - Director and 1st Assistant Prosecuting Attorney, Warren County CSEA

**Thomas Howard, Esq.** - Legal Intergovernmental Coordinator, Montgomery County JFS/CSEA

**Recommended Attendees:** Attorneys, Hearing Officers and Case Managers

Monday, October 16, 2017 10:45 - 12:00

Legal Session (*CLE Approved*) *HOCC Approved*  
State Hearings

A review of the OAC's procedure for state hearings, including the eligibility requirements for IV-D cases, required forms/timeframes, and the effective use of HATSX, as well as best practice tips for effectively scheduling and tracking state hearings, coordinating with IV-A, writing an effective appeal summary, preparing a case for hearing, appeal rights, and other resources. The panel of experts will also offer perspectives on improved communication and handling challenging case scenarios.

**Presenters:** *Adam Fohlen, Esq.* - Service Integration/Trng Mgr, Montgomery County DJFS  
*Julie Aslinger, Esq.* - Attorney/Hearing Officer, Montgomery County CSEA  
*Elizabeth Foster* - Chief Hearing Officer, Bureau of State Hearing, ODJFS  
*Sue Lehman* - Hearing Supervisor, Bureau of State Hearing, ODJFS  
*Margaret Adams* - Admin Appeal Examiner, Bureau of State Hearing, ODJFS  
*Russell Kaercher* - CSEA Customer Service Resolution Rep, Montgomery CSEA

**Recommended Attendees:** Attorneys, Hearing Officers and Case Managers

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Supervisor Session

**I-70 Spotlight: Counties Best Practice Panel Discussion**  
Counties who have been recognized by OCS and featured during I-70 video conferences for their increased collections will lead this panel discussion with focus on best practices, reports, worklists and other initiatives that have been instrumental to their success.

**Presenters:** *Traci A Berry, Esq.* - Director, Tuscarawas County CSEA  
*Jessica Clements* - Enforcement Supervisor, Wood County CSEA  
*Shelley Swartztrauber* - Deputy Assistant Director, Montgomery County CSEA  
*Tracy McCarthy* - Support Officer, Lake County CSEA

**Recommended Attendees:** Directors, Administrators, Supervisors and Case Managers

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Fiscal Session (*CLE Approved*)

Fiscal 101

All you ever wanted to know about funding for the child support program - a review of the federal and state rules and regulations regarding child support funding, revenue sources, the methodology used to allocate them, and how best to utilize them.

**Presenter:** *Jennifer Tultz* - Director, Summit County CSEA

**Recommended Attendees:** Attorneys, Directors, Administrators, Supervisors and Fiscal Staff

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Case Manager Session (*CLE Approved*) *HOCC Approved*

Welcome to the World That is Intergovernmental-Part 2

Welcome to the World that is Intergovernmental! This is part 2 of a 2 part series focusing on a broad overview of establishment, modification, termination, etc. that is encountered everyday in the intergovernmental world. The series is for those new to intergovernmental casework or those wishing for a refresher.

**Presenters:** *Beth Anne Schorr, Esq.* - Director and 1st Assistant Prosecuting Attorney, Warren County CSEA

*Thomas Howard, Esq.* - Legal Intergovernmental Coordinator, Montgomery County JFS/CSEA

**Recommended Attendees:** Attorneys, Hearing Officers and Case Managers



Monday, October 16, 2017 1:30 - 2:45

Legal Session (CLE Approved) HOCC Approved

### Addressing the Opiate Crisis through Drug Courts

Many people are struggling with opiate addiction, including parents in the child support program. Ohio Drug Courts are working on new approaches for assisting individuals. Come to learn about Warren County's intensive, holistic program that works from a team approach in linking resources, providers, and justice-involved individuals.

**Presenters:** **Elizabeth Zielger** - Warren Co Medication Assisted Treatment Court Coordinator  
**Monica Thomas** - Case Manager, Warren Co Medication Assisted Treatment Court

**Recommended Attendees:** Attorneys, Hearing Officers and Case Managers

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Supervisor Session (CLE Approved) HOCC Approved

### CCMEP 101

An overview of the Comprehensive Case Management and Employment Program, with a focus on how it aligns with Child Support case management, including eligibility, program administration, assessment, barriers, services, and related topics.

**Presenter:** **Gerrie Cotter** - CCMEP Project Manager, ODJFS Office of Workforce Development

**Recommended Attendees:** Attorneys, Hearing Officers, Directors, Administrators and Supervisors

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### Fiscal Session

#### An Overview of the Random Moment Sample (RMS) System

This session will include discussions about the impact of RMS, importance of timeliness and accuracy when completing RMS moments and what constitutes good documentation.

**Presenter:** **Kathleen Leadingham** - Ohio Department of Job and Family Services

**Recommended Attendees:** Directors, Administrators and Fiscal Staff

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Case Manager Session (CLE Approved) HOCC Approved

### What's New in the Intergovernmental World?

The intergovernmental world is constantly changing. Come to this session to go over some of the changes that have happened over the last year. We will be covering the Hague Convention, new intergovernmental forms, and changes in case processing.

**Presenters:** **Beth Anne Schorr, Esq.** - Director and 1st Assistant Prosecuting Attorney, Warren County CSEA

**Thomas Howard, Esq.** - Legal Intergovernmental Coordinator, Montgomery County JFS/CSEA

**Eric Gladden** - Policy and Central Registry Supervisor, Bureau of Program Services, Office of Child Support

**Karen Loparich** - Interstate Supervisor, Cuyahoga County Office of Child Support Services

**Recommended Attendees:** Attorneys, Hearing Officers and Case Managers

Monday, October 16, 2017 3:15 - 4:30

Legal Session (CLE Approved) HOCC Approved

Linking Justice-Involved Parents with Employment: The Benefits of the Certificate of Qualification for Employment (CQE)

One in six Ohioans face the challenge of having a criminal conviction. Many of these individuals are parents, facing multiple barriers due to their convictions. The Certificate of Qualification for Employment was created to assist Justice-Involved individuals in obtaining employment. Come to learn more about the background of the CQE program, the DRC and court processes, current data, and best ways for CSEAs to help link these parents with resources to address their criminal convictions.

**Presenters:** *Irene Lyons, CPM - DRC Reentry Administrator/CQE Coordinator*

*Kathi Schear, Esq. - Columbus Legal Aid*

*Rob Pierson - Stark County CSEA Director*

**Recommended Attendees:** Attorneys, Hearing Officers and Case Managers

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Supervisor Session

PERS Update- What is Happening to Your Retirement?

This session will update employees earning PERS retirement benefits with the latest changes and how to successfully plan for retirement. Topics will be covered that pertain to all employees regardless of the number of years of service. There will be time allotted for questions from the attendees as we discuss the various options available.

**Presenters:** *Donald Wartenberg - Educator, OPERS*

*John Francescon - Educator, OPERS*

**Recommended Attendees:** All Staff

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Fiscal Session (CLE Approved)

County Monitoring: The What, Why, Who, How and Noteworthy Issues

This session will discuss the differences between audits and monitoring, the ODJFS county monitoring approach and what to expect during the review. There will be noteworthy issues/recommendations discussed on the topics of Cost Allocation, Procurement, Equipment, Receipts, and Title IV-D.

**Presenters:** *Alan E. Thompson - Section Chief, County Monitoring and Technical Assistance, ODJFS- Office of Fiscal and Monitoring Services*

*Levi Hill - Audit Manager, County Monitoring and Technical Assistance, ODJFS- Office of Fiscal and Monitoring Services*

**Recommended Attendees:** Attorneys, Directors, Administrators Contract Managers and Fiscal Staff

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Case Manager Session (CLE Approved) HOCC Approved

Intergovernmental Jeopardy!

Bring your "A" game and all of your intergovernmental knowledge to play this fast-paced game! Mixing in questions about intergovernmental casework with general child support program questions will ensure that you have fun!

**Presenters:** *Beth Anne Schorr, Esq. - Director and 1st Asst. Prosecuting Atty, Warren CSEA*

*Thomas Howard, Esq. - Legal Intergovernmental Coordinator, Montgomery County JFS/CSEA*

*Eric Gladden - Policy and Central Registry Supervisor, Bureau of Program Services, Office of Child Support*

*Karen Loparich - Interstate Supervisor, Cuyahoga County OCSS*

**Recommended Attendees:** Attorneys, Hearing Officers and Case Managers



Tuesday, October 17, 2017 8:30 - 9:45

Legal Session (CLE Approved) HOCC Approved

### Child Support and the Military - Part 1

Part one will cover child support and the Department of Defense Policy and Servicemembers Civil Relief Act.

**Presenter:** **Col. Stephen Lynch, Esq.** - Legal Assistance Atty, Ninth Coast Guard District

**Recommended Attendees:** Attorneys, Hearing Officers and Case Managers

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Supervisor Session (CLE Approved)

### Constructing the IV-D Contract

Constructing the IV-D Contract – This session will cover completing the IV-D contracting forms including the cover letter, terms & conditions, the contract budget, and security addendum.

**Presenters:** **Jacquese Conley** - OCS Contract Manager, JFS Office of Child Support

**Wanda Phillips** - OCS Contracts/Fiscal Supervisor, JFS Office of Child Support

**Rhonda White-Webber** - OCS Contract Manager, JFS Office of Child Support

**Marshall Ziglar** - OCS Contract Manager, JFS Office of Child Support

**Alan Marcinonis** - JFS Program Administrator, JFS Office of Child Support

**Recommended Attendees:** Attorneys, Directors, Administrators, Supervisors and Fiscal Staff

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Human Resources Session (CLE Approved)

### Working with Media

When you are contacted by the media, do you get a knot in the pit of your stomach? If so, this session is for you! A panelist of experienced communications professionals will cover topics such as responding to inquiries, preparing for media interviews, navigating through crisis and getting your message out to the community.

**Presenters:** **Brian Gregg** - Chief Communications Officer, Hamilton County JFS

**Cathy Peterson** - Director of Communications, Montgomery County

**Bret Crow** - Director, Office of Communications, ODJFS

**Recommended Attendees:** Attorneys, Directors, Administrators and Supervisors

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Case Manager Session (CLE Approved) HOCC Approved

### New Beginnings for New Fathers Grant Program

This Federal grant is from Healthy Marriage and Responsible Fatherhood initiative. NBNF is designed to help fathers strengthen their relationships, improve long-term economic stability for vulnerable families, and overcome barriers that prohibit fathers from being effective and nurturing parents. NBNF strives to educate fathers on the importance of participating in their child's life. ODJFS partnered with fatherhood programs that are located in these target areas. These Fatherhood partners carry out all direct services with participants.

**Presenters:** **Kim Dent** - Executive Director, Ohio Commission on Fatherhood, ODJFS

**Ashiko Hudson** - Program Manager, Action for Children

**Judy Strayer** - Program Manager, OCF, New Beginnings Project

**Keith Wollenberg** - Job Developer, Action for Children

**Christi Meuser** - Fatherhood Engagement Specialist, Action for Children

**Recommended Attendees:** Attorneys, Hearing Officers and All Staff





Tuesday, October 17, 10:15 - 11:30

Legal Session (*CLE Approved*) *HOCC Approved*

Child Support and the Military - Part 2

Part two will cover the practical aspects of working with Military departments and DFAS.

**Presenter:** **Col. Stephen Lynch, Esq.** - Legal Assistance Atty, Ninth Coast Guard District

**Recommended Attendees:** Attorneys, Hearing Officers and Case Managers

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Supervisor Session (*CLE Approved*)

IV-D Contract Invoicing

This session will go over the completing the IV-D invoice, Monthly expense reports and IV-D contract evaluation.

**Presenters:** **Jacquese Conley** - OCS Contract Manager, JFS Office of Child Support

**Wanda Phillips** - OCS Contracts/Fiscal Supervisor, JFS Office of Child Support

**Rhonda White-Webber** - OCS Contract Manager, JFS Office of Child Support

**Marshall Ziglar** - OCS Contract Manager, JFS Office of Child Support

**Alan Marcinonis** - JFS Program Administrator, JFS Office of Child Support

**Recommended Attendees:** Attorneys, Directors, Administrators, Supervisors and Fiscal Staff

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Human Resources Session (*CLE Approved*)

JFSHRA - A resource you should know!

Job and Family Services Human Resource Association is an organization designed to help JFS human resource professionals with support, information and training. Come learn more about the organization, and some recent human resource hot topics that the association has discussed.

**Presenter:** **Dolores Torriero, Esq.** - Asst. Director/Adm. Counsel - Franklin CSEA

**Recommended Attendees:** Attorneys, Directors, Administrators and Supervisors

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Case Manager Session *HOCC Approved*

Early Intervention Strategies

This panel will share best practices for building a positive relationship with parents from the beginning of the case and how that impacts collections, cooperation and communication.

**Presenters:** **Angela Blatz** - Training Supervisor, Stark County CSEA

**Kathy Hyme** - Enforcement Supervisor, Fairfield County CSEA

**Andrea Delcol** - Case Manager, Delaware County CSEA

**Marcus Roddy** - Cuyahoga County Office of Child Support Services

**Shawna Zurawski** - Case Manager, Wood County CSEA

**Recommended Attendees:** All Staff

Tuesday, October 17, 2017 1:00 - 2:15

Legal Session (CLE Approved) HOCC Approved

### Public Records and Confidentiality

A discussion of the difference between confidential information and information that should be released under a public records request. How did the request come in? What rules control? What information can be released and what must be kept confidential?

**Presenters:** ***Marc A. Fishel, Esq.** - Attorney/Partner, Fishel Hass Kim Albrecht Downey LLP*  
***Amy Roehrenbeck, Esq.** - Executive Director, Ohio CSEA Director's Association*  
***David Fleischman, Esq.** - Program Services Bureau Chief, OCS, ODJFS*

**Recommended Attendees:** Attorneys, Hearing Officers and All Staff

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Supervisor Session (CLE Approved) HOCC Approved

### Handling Difficult People for Local Government

A walk through a CORSA University class that will enable the participants to reflect on attitudes and perceptions to better serve our customers. Review of techniques that will assist participants to deescalate situations that may arise when dealing with difficult customers.

**Presenter:** ***James Hale** - Loss Control Consultant, CORSA-CCAO*

**Recommended Attendees:** Attorneys, Hearing Officers and All Staff

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Human Resources Session (CLE Approved)

### The "GOAL" of performance management is Growth, Objectives, Appraisal and Learning

Annual performance evaluations give management and staff an opportunity to reflect on what the staff member has achieved compared to what was expected. It is also the time to discuss overall performance. During this session, we will review a suggested process to conduct annual evaluations, and you will receive a template that you can customize to suit your organization's needs.

**Presenters:** ***Shayne M. Oehlhof, Esq.** - Attorney/Administrator, Morrow County CSEA*  
***Beth Turner** - Program Administrator, Stark Co. JFS/CSEA*

**Recommended Attendees:** Attorneys, Directors, Administrators and Supervisors

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Case Manager Session (CLE Approved) HOCC Approved

### Enforcement and Modification Panel

This session will be an interactive discussion about enforcement and modification cases including income-based scenarios, situational scenarios, caretaker cases, military cases, incarcerated parents, SSI cases, self-employed individuals, etc. Feel free to bring along any questions or scenarios you would like to discuss, too!

**Presenters:** ***Stephanie Weaver, Esq.** - Administrator, Wyandot County CSEA*  
***Corrine Dorr** - Intake Case Manager, Fairfield County CSEA*  
***Susan Schlepp** - CSEA Supervisor, Ottawa County CSEA*  
***Susan Shaffer** - Case Manager Specialist Rev. and Adj., Lucas County CSEA*

**Recommended Attendees:** Attorneys, Hearing Officers and Case Managers



Tuesday, October 17, 2017 2:45 - 4:00

Legal Session (CLE Approved) HOCC Approved

### New Age of Enforcement

This session will highlight non-traditional enforcement programs that are being used across the state in an effort to turn non-paying cases into paying cases. A basic description of each program will be covered, as well as the hurdles and successes each county has faced along the way!

**Presenters:** *Christy Nichols* - Social Program Coordinator, Franklin County CSEA  
*Theresa Ellison, Esq.* - Lead Attorney, Clermont County CSEA  
*Katie Wright, Esq.* - Assistant Prosecutor, Clinton County Prosecutor's Office  
*Farah Emeka, Esq.* - Asst. Prosecuting Atty, Cuyahoga Prosecutor's Office

**Recommended Attendees:** Attorneys, Hearing Officers, Directors, Administrators and Case Mgrs

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### Supervisor Session

Implementing a Development and Leadership Program  
Fairfield County JFS will share with you the process that was undertaken to create an internal leadership development program as well as provide an overview of their existing program.

**Presenters:** *Aundrea Cordle* - Director, Fairfield County JFS/CSEA  
*Corey Clark* - CSEA Director, Fairfield County JFS/CSEA

**Recommended Attendees:** Directors, Administrators and Supervisors

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Human Resources Session (CLE Approved) HOCC Approved

### LGBT Awareness in the Workplace

This presentation will focus on legal and practical aspects of LGBT issues in the workplace. The presentation will include a review of case law and discussion on what may happen in the future. Discussion of these issues will be from an employment context as well as from a customer relations aspect.

**Presenters:** *Marc A. Fishel, Esq.* - Attorney/Partner, Fishel Hass Kim Albrecht Downey LLP  
*Devon Collins, Esq.* - Attorney, Fishel Hass Kim Albrecht Downey LLP

**Recommended Attendees:** Attorneys, Hearing Officers, Directors and Administrators

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Case Manager Session (CLE Approved) HOCC Approved

### Legal Processes for New Workers

This session will be geared toward workers new to the child support program. Two experienced child support attorneys will teach you the legal terms and processes that you need to know in order to understand the often complicated court process from start to finish.

**Presenters:** *Shayne Oehlhof, Esq.* - Attorney/Administrator, Morrow County CSEA  
*Stephanie Weaver, Esq.* - Supervisor/Attorney, Wyandot County CSEA

**Recommended Attendees:** Attorneys, Hearing Officers, Supervisors and Case Managers



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