



CELEBRATING 50-YEARS!!

Conference Theme: Keep Moving Forward!



2024 CFSC - Blackhawk, Colorado

Sunday, June 2, 2024

4:00 p.m.	REGISTRATION Level: 3	REGISTRATION OPENS	Stop by the Registration Booth to check in for conference and to pick up your badge, meal tickets, and SWAG.
6:00 p.m.	PRESIDENT'S RECEPTION Level 9: Hospitality Ste. & Patio	President's Reception	You are cordially invited to attend the CFSC Come and Go Meet and Greet! Come and meet the 2024 CFSC President, JoAnna Finney, and the rest of the CFSC Board. Enjoy an evening of mingling with other CSS professionals. Appetizers will be provided.

Monday, June 3, 2024

8:30 a.m.	PLENARY SESSION Level 5: Summit Room	Stress Management & Mental Health Keynote: Mark Mayfield	Perspective. It's a key to survival and during times like these when challenges seem never ending, perspective is vital for our personal well-being in this inspiring AND hilarious presentation Mark will discuss his personal experience with gaining perspective during difficult times, while providing people with valuable insights and skills on coping and thriving. This isn't a morbid depressing program it's laced with Mark's brand of observational comedy that provides an uplifting approach to dealing with stress and mental health. Frustration, anxiety and depression are the new pandemic variants Mark will give you skills to manage your mental health and reset your baseline for happiness and success he will help you find your day.
10:00 a.m.	BREAK / EXHIBITORS Level: 3	Break & Vendors Exhibit	Stop by the Vendor area and visit with this year's participants!
10:30 a.m.	IV-D TRACK A Level: 3 - Cliffside Room	Using CSe-Tools to Work Smarter Not Harder Presenters: Jessie Goodman and Anna Perez	This session will cover how to use CSe-Tools to work your caseload more proactively. We will cover what reports are available, dashboards, and how to use the case management calendars. Come learn how to use all the bells and whistles tools has to offer to streamline the way you work your caseload.
10:30 a.m.	IV-D TRACK B Level: 3 - Peaks Room	CSS Performance Data: Collection, Interpretation, Trends and Best Practices Presenters: Kyle Ewertz, Heather McWhorter, Thomas Battany and Ann Teixeira	In this session you will hear from County IV-D Administrators and State subject matter experts as they discuss the abundance of CSS data resources, and ultimately how they have chosen to identify what is most impactful when monitoring and managing day-to-day operations. You will learn how they utilize data to highlight program successes as well as identify areas of opportunity. Further, during this session you will learn about program trends drawn from decades of delivering exceptional services to families.
10:30 a.m.	ATTORNEY TRACK Level: 10 - Hospitality Ste. 1003	Recognizing and Confronting Implicit Bias in the Courtroom Presenter: Christine Hernandez	Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. Implicit bias is a particularly challenging threat to the legal system. While we ideally apply cold logic to facts and law to come to equitable results, we aren't always aware of how our own biases can tip the scales of justice. Learn about the sources of implicit bias, how to be more aware of how it affects your decision making process, and how your awareness can help you make the legal system more equitable.
10:30 a.m.	PROFESSIONAL GROWTH Level 5: Summit Room	Change Management for Child Support Professionals (Part 1) Presenter: Gene Ramirez	Covering 3 areas: Put People First, The People Side of Change, and Leading through Change Policy changes new technology and innovative approaches bring unique opportunities, but must be implemented and managed in a way that is supported by staff. Managing change in a child support program lead challenging and effectively managing change is key to program success. Incorporating Organizational Change Management practices into program operations will support positive outcomes for child support programs, the professionals that work within the programs, and the families that they serve. This session will provide Child Support Professionals with hands on strategies to incorporate Organizational Change Management in the day-to-day operations of their programs.
12:00 p.m.	STATE AWARDS LUNCHEON Level 5: Summit Room	State Awards Luncheon	

1:30 p.m.	IV-D TRACK A Level: 3 - Cliffside Room	Working Intergovernmental Cases Presenters: Janine Archuletta and Elizabeth Juvera, DCSS	Join the Central Case Registry (CCR) Team for a journey on navigating intergovernmental cases. We will cover the operations of the CCR including a review of Volume 6 relating to how we determine a county case assignment. We will cover the differences between working initiating and responding cases including the basics of the Uniform Interstate Family Support Act (UIFSA) and federal requirements for these cases. We will touch on controlling exclusive jurisdiction (CEJ), rules of evidence, choice of law, direct income withholding, and best practices for communicating with other jurisdictions.
1:30 p.m.	IV-D TRACK B Level: 3 - Peaks Room	Managing without MicroManaging: Performance Management in a Hybrid World Presenters: Nance Kelly and Shelley Perez	Tools and tips for setting realistic expectations and monitoring performance for new and seasoned Child Support Professionals whether you are working in the office or in a hybrid environment. This session is geared towards enforcement managers and leads, however many of these tips and tools can be expanded to cradle-to-grave or non-enforcement specialists.
1:30 p.m.	ATTORNEY TRACK Level: 10 - Hospitality Ste. 1003	UIFSA Basics Presenters: Tracy Rumans & Judge Angela Arkin	Interstate and International cases can present complex and unique legal issues. Come and get a quick overview of UIFSA and FFCSOA basics. Learn about Hague Convention and reciprocating international case processing differences and unique jurisdictional issues. And have a conversation about what to do when we're presented with conflicting orders or other complicated intergovernmental issues.
1:30 p.m.	PROFESSIONAL GROWTH Level 5: Summit Room	Change Management for Child Support Professionals (Part 2) Presenter: Gene Ramirez	Covering 3 areas: Put People First, The People Side of Change, and Leading through Change Policy changes new technology and innovative approaches bring unique opportunities, but must be implemented and managed in a way that is supported by staff. Managing change in a child support program lead challenging and effectively managing change is key to program success. Incorporating Organizational Change Management practices into program operations will support positive outcomes for child support programs, the professionals that work within the programs, and the families that they serve. This session will provide Child Support Professionals with hands on strategies to incorporate Organizational Change Management in the day-to-day operations of their programs.
3:00 p.m.	BREAK / EXHIBITORS Level: 3	Break & Vendors Exhibit	Stop by the Vendor area and visit with this year's participants!
3:30 p.m.	IV-D TRACK A Level: 3 - Cliffside Room	Automated Enforcement Remedy Basics and Best Practices Presenter: Jessica Goodman, DCSS	This session will bend your mind as we use the tools you have at your fingertips for locating information you need to answer questions about the automated enforcement remedies. Most of us use one every day, but the most expensive one sold for \$260,000. Curious? Come join the session for the answer.
3:30 p.m.	IV-D TRACK B Level: 3 - Peaks Room	Day in the life of an Establishment Tech Presenters: Elise Hudson - Adams County, Elizabeth Nash-DCSS, Abbi Keefe-Boulder County	Are you new to the establishment world or a seasoned pro? This session is for everyone! We'll discuss best practices for establishment with a panel and audience participation. Topics include: performance and reports, caseload management, conducting APA conferences virtually, preparing for court, and post-conference tips.
3:30 p.m.	ATTORNEY TRACK Level: 10 - Hospitality Ste. 1003	Case law update Presenters: Kelly Keane & Christina Eigel	Session will provide updates on the recent case law that impacts child support and family law issues. This educational presentation will include summaries and case law citations. The annual case law session will provide all relevant case law that has been issued during the past year since the 2023 conference.
3:30 p.m.	PROFESSIONAL GROWTH Level 9: Hospitality Ste. & Patio	Restorative Yoga & Pranayama Instructor: Carolyn Scott	Restorative yoga to increase flexibility and ease tension while combining breathing exercises to increase mental clarity and reduce stress followed by a guided meditation. I would like to reiterate that this class is truly all levels people can come even if they've never done yoga.
5:00 p.m.	DINNER - ON YOUR OWN	Dinner On Your Own	
7:00 p.m.	ENTERTAINMENT NIGHT Level 9: Hospitality Ste. & Patio	Entertainment Night	Get excited to be a part of this year's all White Attire theme night with magnificent views of the Rocky Mountains and a night to remember!

Tuesday, June 4, 2024

8:30 a.m.	PLENARY SESSION Level 5: Summit Room	Accept the Dare: Taking on Today's Ongoing Challenges Key Note: Ken Okel	Remember, as kids, when you could turn down a dare? Today, workplace challenges may offer you no choice. You have to respond, and you need to be at the top of your game. Busy people often find themselves defined by how they perform in this pressure packed moments. In this keynote session, it will change the way you approach challenges, uncover new ways to get through stressful situations, and learn how to avoid burnout by keeping the tough days in perspective.
10:00 a.m.	BREAK / EXHIBITORS Level: 3	Break & Vendors Exhibit	Stop by the Vendor area and visit with this year's participants!
10:30 a.m.	IV-D TRACK A Level: 3 - Cliffside Room	Navigating the Family Support Registry (FSR): A Comprehensive Guide for Child Support Professionals Benjamin Montoya and Antonio Torres-Carmona, DCSS	Join us to learn about the intricacies of the Family Support Registry (FSR) as we delve into the unique role each unit plays within the Colorado Child Support Program. Uncover the essentials of Employer Services, delve into the complexities of SSA IWO, and discover the myriad options for making and receiving payments. This session goes beyond the basics, addressing vital topics crucial for county case workers. Don't miss this chance to to enhance your understanding of FSR and learn practical insights for navigating the FSR with confidence!
10:30 a.m.	IV-D TRACK B Level: 3 - Peaks Room	Supervisor/Lead/Training Staff: Building equitable foundations for courageous learning. Leadership and partnerships within a DHS Model, and crafting leadership teams within Child Support programs Mara Bear Vernon, Janet Wolfson, and Jim Hayen	Certified Dare to Lead™ Facilitator Mara B. Vernon will provide an overview of Dare to Lead™ a book and program based on the research of Dr. Brené Brown. Dare to Lead™ focuses on courage being a collection of four skill sets that are teachable, measurable. The BRAVING™ Trust model will be focused on while acknowledging the importance of diversity, equity, inclusivity, and belonging to building trust-based courageous and abundance-based cultures.
10:30 a.m.	ATTORNEY TRACK Level: 10 - Hospitality Ste. 1003	Guidelines Presenter: Tracy Rumans	This session will cover the child support guidelines from top to bottom, with statutory and case law references to give you the resources and knowledge base to handle guideline legal issues. Come join us whether you are new to the field or an old pro!
10:30 a.m.	PROFESSIONAL GROWTH Level 9: Hospitality Ste. & Patio	Fitness for Strength & Wellness Instructor: Kenny Dean	Designed for all fitness levels hoping to improve their posture, strength, and overall wellness. This class combines corrective exercises bodyweight strength, and engaging stretches to restore your body's natural movement. Expect to feel challenged, resilient, and have a whole lot of fun!
12:00 p.m.	LUNCH - ON YOUR OWN	Lunch On Your Own	
1:30 p.m.	IV-D TRACK A Level: 3 - Cliffside Room	Solving the Parentage puzzle - Everything you need to know about parentage establishment, genetic testing, and RPDs Presenters: Elizabeth Nash, Clare Pak, DCSS	Join us as we navigate the complex puzzle of parentage. We'll examine the pieces of establishing parentage including researching parentage, AOP forms, scheduling genetic testing, and the final piece of completing the RPD. This will be an interactive session to apply knowledge and share best practices.
1:30 p.m.	IV-D TRACK B Level: 3 - Peaks Room	How ACSES Case and Financial Work Together, Presenters: Heather McWhorter and Team, Jessica Olson and Team - DCSS	Join us as we move through the entire case and financial process through various case scenarios. We will review how to put up a multiple obligee order, initiate the ledger, enforce, and eventually close a case. We will explore the review and adjustment process and how that affects the ledger. We will also review how to work manual ledgers and how FSR accounts transition from IVD to NIVD.
1:30 p.m.	ATTORNEY TRACK Level: 10 - Hospitality Ste. 1003	Administrative Enforcement Remedies Presenter: Jessica Goodman	This session will cover the automated enforcement remedies that CSS has administrative authority to use due to past due or nonpayment of child support. We will cover the noticing requirements and where in the process the case worker can intervene to work with the obligors in our caseload.
1:30 p.m.	PROFESSIONAL GROWTH Level 5: Summit Room	If You Had to Decide: A Child Support Domestic Violence Simulation Presenter: Sabrina Montoya	We know how important economic support is for survivors of domestic violence to be able to leave and stay out of an abusive relationship. But what's harder to understand are all the factors that impact and complicate survivors' decisions about safety. This simulation is designed to put you "into the shoes" of a survivor making choices about their safety and their children's safety in the context of child support services.
3:00 p.m.	BREAK / EXHIBITORS Level: 3	Break & Vendors Exhibit	Stop by the Vendor area and visit with this year's participants!

3:30 p.m.	IV-D TRACK A Level: 3 - Cliffside Room	Working Through the Interstate Screens within ACSES Presenters: Janine Archuletta and Paula Christy, DCSS	Join us as we review the interstate process through the ACSES screens to include the Interstate RRL, responding case initiation, enforcement, and case closure. We'll cover how to work an incoming interstate/initiating case through closure. You will also learn what the ICR is, and the difference between SIV vs EDE.
3:30 p.m.	IV-D TRACK B Level: 3 - Peaks Room	Understanding the Life Cycle of Payments and More! Presenters: Barbara Greene, SMI, Suzanne Martin & Jennifer Whitherspoon, DCSS	Join us to follow the life of a payment, from receipt by the FSR, to payment identification and disbursement. Explore the methods the FSR financial team employs to research payments in the State's unidentified. This session will include demos on allocating payments in ACSES, a live demonstration of the Smart Image Viewer by SMI, and a review of the CP and NCP EFT screens. Learn steps for following up on missing payments and how you can assist the state in locating a payment. You will also learn what to research when an obligee reports that they haven't received their disbursement.
3:30 p.m.	ATTORNEY MEETING Level: 10 - Hospitality Ste. 1003	IV-D Attorney Meeting	Only Attorneys & Invited Guests will be admitted to this Session Topics: when CSS gets sued, confidentiality
3:30 p.m.	PROFESSIONAL GROWTH Level 5: Summit Room	Managing Overwhelm & Understanding Self-Empathy Presenter: Lana Haillemariam	You have a job that involves high levels of interaction with people who aren't always at their best. It doesn't help when you have to deliver difficult news or can't meet their needs. Doing this week after week can take a toll on you before you. Before you know it you may find yourself emotionally drained physically exhausted and maybe even spiritually empty. While it is nice to schedule a message to recharge your batteries not everyone can afford that and not everyone can set aside the time. In this workshop we rethink how we can practice managing ourselves in a way that feels authentic and is highly effective-even when it's hard. We will even practice some of the strategies during the workshop to make sure you can apply the concepts immediately. If you're tired of feeling tired or just appreciate a little encouragement this workshop is for you!
5:00 p.m.	BUSINESS MEETING Level: 3 - Peaks Room	Business Meeting	Vote on the 2024-2025 CFSC Board Members and 1 proposed bylaw change
6:30 p.m.	PRE-BANQUET COCKTAILS Level 5: Summit Room	Pre-Banquet Cocktails	
7:00 p.m.	CFSC AWARDS BANQUET Level 5: Summit Room	CFSC Awards Banquet	Celebrate 50-years with us at our semi-formal banquet
Wednesday, June 5, 2024			
8:30 a.m.	PLENARY SESSION Level 5: Summit Room	Dying to Laugh: How to be Happy When Life is a Mess Key Note: Stacy Pederson	In, "Dying to Laugh, How to Be Happy When your Life is a Mess" Stacy utilizes comedy and good ol-fashioned facts for a lighter take on serious subject. Stacy shares how she went from losing everything-including almost her life - in a three-week time-period. It was through this process of loss that Stacy learned how to truly live. You will live with 7 actionable steps on how to stress less, enjoy life more, and be HAPPY.
8:30 a.m.	IV-D ADMIN SESSION Level: 3 - Peaks Room	Captivating Talent and Ensuring Success Strategies for Recruitment and Retention	In this session you will hear from State and Local Child Support Partners on their uniting efforts to attract skilled individuals, cultivate future leaders and develop retention strategies crucial for sustaining quality services to Colorado families. As the workforce landscape evolves, there is no better time to transform and align our recruitment and retention strategies across the state. Join State and Local experts to delve into the current research, share ideas through group discussion and obtain tools to meet your recruitment and retention challenges.
10:00 a.m.	BREAK	Break	
10:15 a.m.	BRUNCH/LIVE AUCTION Level 5: Summit Room	Brunch - Live Auction	This year's charity reception is Urban Peak, a non-profit that offers a full range of programs and services that help youth experiencing homelessness in the Denver metro area. To find out more, visit there website: https://www.urbanpeak.org/