

- 11:00 – 1:00 CSTAC Meeting (*Grand Ballroom*)
- Noon – 6:00 Registration
- 2:00 – 5:00 WCSEA Board Meeting (*Grand Ballroom*)
- 5:00 PM – 11:00 PM Hospitality Charity baskets can be dropped off and viewed in Room: Spruce

- 7:30 – 9:30 Breakfast (*Grand Ballroom*) **Sponsored By: Deloitte Consulting**
- 7:30 – Noon Registration (*Lobby*)
- 9:00 – 9:30 **Opening Remarks and Welcome** (*Grand Ballroom*)
Deb Barnes, WCSEA President
Color Guard – 120th Field Artillery Battalion
Mayor Zach Vruwink, City of Wisconsin Rapids
Brent Vruwink, Wood County Child Support Director
- 9:30 – 11:00  **Keynote Speaker Tom Prete, CW Solutions, President** (*Grand Ballroom*) **1.75 CLE**
- 11:00–11:15 **Break Sponsored By: Deloitte Consulting**
- 11:15 – 11:45 **BCS Update** André Small, BCS Director (*Grand Ballroom*)
- 11:45 – 1:00 **Lunch/Annual WCSEA Business Meeting** (*Grand Ballroom*) **Sponsored By: Maximus Inc.**
- 1:00 – 1:15 **Break Sponsored By: River Cities Process Servers**
- 1:15 – 2:45 **Improving Performance Through Team Building/Customer Service** (*Grand Ballroom*) – **Tom Prete, CW Solutions, and Brent Vruwink, Wood County CSA**
This session will cover how to build a winning team that will improve performance as well as your level of customer service. You do not have to be a manager to help build a winning team. We will take a practical look at what everyone within the child support agency can do to build a cohesive, high functioning and fun team. You will leave with strategies on how to communicate with difficult customers and co-workers. Who doesn't want to deliver excellent customer service while working with a team of professionals that all want to excel? If you are ready to try a new approach join us for this engaging workshop.
- Foster Care/Kinship Care** (*Timberland*) – **Katy Petershack-DCF, Phyllis Fuller-BCS, Beth Cowen-Hanson-BCS**
- Administrative Lien Refresher** (*Centralia*) – **Lisa Bina-Dane County CSA & Katie Marek-BCS**
Have you wondered how to improve your collections by using Administrative Enforcement Tools? Are you curious about the process of intercepting someone's insurance settlement? Do you get overwhelmed by the number of walk-ins wanting vehicle lien releases? Join us for some FUN, pick up tips and tricks relating to options we have to enforce the lien and improve collections. This session will allow you to ask your questions, discuss best practices, and take away NEW ideas.
- 1:15 – 2:30  **Creating Collaborative Partnerships for Dispute Resolution** (*Riverside*) – **Mary Ferwerda, Milwaukee Justice Center and Katie Murphy, Milwaukee County** **1.5 CLE**
- 2:45 – 3:00 **Break** (Legal Track will break from 2:30-2:45) **Sponsored By: Systems & Methods Inc.**
- 3:00 – 4:30 **Drug Court** (*Grand Ballroom*) – **Craig Lambert-Wood County DA, Judge Todd Wolf-Wood County, Ryan McMillen-Drug Court Coordinator, Emily Nolan-Plutchak-State Public Defender**
- FSET/Children First** (*Timberland*) – **Steven Budnik-Wood County DHS, Lacey Piekarski-Wood County DHS, Tiffany Ringer-Wood County CSA**
- DCF 150** (*Centralia*) – **Connie Chesnik-DCF and Katie Marek-BCS**
- 2:45 – 4:00  **Movies and Ethics** (*Riverside*) – **Traycee England-Outagamie County, Nidhi Kashyap-Milwaukee County, Dawn Marquardt-Oregon Department of Justice** **1.5 CLE**
- 4:00 – 11:00 Hospitality (*Aspen/Pine*)

Activities – Paint and Wine, Band in the Hotel Mead Tavern, Ho Chunk Casino Bus

- 7:30 – 11:00 **Registration**
- 7:30 – 10:00 **Breakfast** (*Grand Ballroom*)
- 9:00 – 10:30  **What Judges Want (Plenary Session)** (*Grand Ballroom*) – **Paul S. Curran-Juneau County Judge, Daniel M. Floeter-Dane County Lead Court Commissioner, Ann N. Knox-Bauer-Taylor County Judge, and Daniel G. Wood-Adams County Judge CLE 1.75**
Perspectives matter. Attorneys sometimes struggle to understand what judges are looking for and judges often forget what it was like to be an attorney. This interactive session is intended to help bridge that gap. Court officials from several counties will share their perspectives from the bench and will explain what they, and most, judges look for from counsel at hearings. The attorneys will have the opportunity to ask questions and provide their perspectives on the bench-bar relationship.
- 10:30 – 10:45 **Break**
- 10:45 – 12:00  **Child Support Data Warehouse Updates (PlenarySession)** (*Grand Ballroom*) – **Jaidaa Schafaei-DCF and Priya Gopalakrishnan-DCF CLE 1.5**
- 12:00 – 1:45 **Lunch** (*on your own*)
- 1:45 – 3:00 **A Real Eye Opener: Returning Prisoner Simulation (Limited to the first 60 people)** (*Centralia*)– **Melinda Gore-Jackson Correctional**
Round Table: Financial (*Grand Ballroom C*) – **Alisa Comber-BCS, Shannon Lobner-Wood County CSA**
Round Table: Performance/OCSE 157 Report (*Timberland*) – **Allison Stevens-KIDS BITS and Lisa Bina Dane County CSA**
The What, When, How and Why of the OCSE-157 and Performance Reporting. Understand what is required to be reported on the OCSE-157 , how KIDS data is gathered to create the reports and Learn how to use the reports to their fullest potential.
Round Table: E-Filing (*Grand Ballroom*) **Jamie Doesceckle-Dane County CSA, Denise Willfahrt-Wood County CSA**
Please join us for an opportunity to share written processes, pricing, work load changes, scanning systems, software and much more related to the conversion to eFiling. We will plan to have discussions and show examples of the changes that small and large counties have made with staffing, the case work, and working with your courts.
- 1:15 – 2:05  **Case Law Update** (*Riverside*) – **Heather Wolske-St. Croix County and Malia Malone-Polk County CLE 1.0**
The Case Law Update presentation provides summaries and discussion of cases that have been decided by the Wisconsin Court of Appeals and/or the Wisconsin Supreme Court from October 2016 through September 2017. The cases involve child support related issues such as establishment and modification of child support orders, calculation of arrears, contempt of court, and criminal non-support.
- 2:10 – 3:00  **Assistive Reproductive Technology& Parentage Law** (*Riverside*) – **Hon. Thomas J. Walsh-Brown County CLE 1.0**
- 3:00 – 3:15 **Break**
- 3:15 – 4:30 **Criminal Non-Support** (*Grand Ballroom AB*) – **Amanda O'Donnell-Chippewa County CSA, Wade Newell-Chippewa County DA, Kirby Harless-State Public Defender, Judge Gibbs-Chippewa County**

A Real Eye Opener: Returning Prisoner Simulation Continued... (Centralia)

DocGen (Timberland) – Joe Lusson-DCF, Heather Kluck-BCS, John Deits-BITS-KIDS

wiKIDS DocGen is here! At long last, five CSAs will pilot new DocGen starting in November. We'll discuss how the new system will change your work in the child support office, including new and improved features, plus some things you'll no longer be able to do. Also covered: statewide rollout timeline, plans for training and custom content creation.

Training Redesign (Grand Ballroom C) – Beki Lockery and Lynda Fischer-BCS

The Partner Training Team (PTT) is making great progress with the redesign of Child Support training. This workshop provides an overview of the project and details of the new Child Support training model, including what we've completed and what's to come. We'll also ask for your opinions related to the design of the PTT Learning Center as we consider updates to that system so it's easier for you to locate the courses you need.

3:15 – 4:45



Judicial Panel: Hot Topics in Family Law (Riverside) – Moderators: John Conley and Dan Sielaff, Hon. Brad Logsdon-AFCC Dane County, Hon. Dehring-Jefferson County(tentative), Hon. Thomas J. Walsh-Brown County CLE 1.5

5:00

Cash Bar Opens (Lobby)

6:00

WCSEA Annual Banquet and Awards (Grand Ballroom)

8:00 – 11:00

Hospitality (Aspen/Pine)

Friday

10/06/2017

7:30 – 9:30

Breakfast (Grand Ballroom)

9:00 – 10:30

A Real Eye Opener: Returning Prisoner Simulation (Limited to the first 60 people) (Centralia)– Melinda Gore-Jackson Correctional

Colors Training (Limited to the first 50 people) (Timberland) - Christopher Viau-Wood County UW-Extension

Real Colors® is a dynamic workshop experience using a personality type test. The goal is to provide participants with the skills to:

- *understand human behavior*
- *uncover motivators specific to each temperament*
- *improve communication with others*

The basis of this workshop is the Real Colors® Personality Type Test: a user-friendly, intuitive tool that identifies four personality types common to all people—Gold, Green, Blue, and Orange.

It all begins with the Real Colors workshop, in which participants:

- *gain an understanding of the four colors (each corresponding to a personality type)*
- *discover where they fall as an individual on the Real Colors spectrum*
- *learn to recognize characteristics of each of the four colors*
- *discuss with fellow workshop participants what it's like to be each color*

From the very beginning, participants begin to see the world from a new perspective...and have fun doing it!

The Fundamentals workshop is the foundation for advanced workshops designed to address common organizational topics such as stress, workplace issues, teams, and leadership.

Being a Lean Manager: Every day Tools Workshop (Riverside) – Hannah Knouse-DCF and Maria Lesecki-Brown County CSA



ZIP Program-This session is open to all interested attendees (Grand Ballroom) – Jim Sullivan, Milwaukee County CLE 1.75

10:30 – 10:45

BREAK

10:45 – 12:00

A Real Eye Opener: Returning Prisoner Simulation Continued... (Centralia)

Colors Training Continued... (Timberland)

IRS Pub 1075 Updates (Riverside) – Christopher Denny-DCF

The IRS Office of Safeguards revised Publication 1075 Tax Information Security Guidelines for Federal, State and Local Agencies in September 2016. New requirements include a background investigation that incorporates an FBI fingerprint check of anyone with access to federal tax information (FTI). In Wisconsin

this includes all child support workers. This presentation and discussion will provide contextual information on why Wisconsin child support must adhere to the background investigation requirements, provide a look at what the requirements are, and how Wisconsin is working to fulfill these requirements. There has been substantial progress in determining the process specifics on how background investigations are completed...from fingerprinting to adjudication. Please come with any questions you may have.



New Rules for Incarcerated Payers and Contempts: Best Practices for Child Support Agencies (Grand Ballroom) CLE 1.75

Presentations that are provided to WCSEA will be posted on www.wcsea.org

Next year's conference will hosted by Outagamie County