

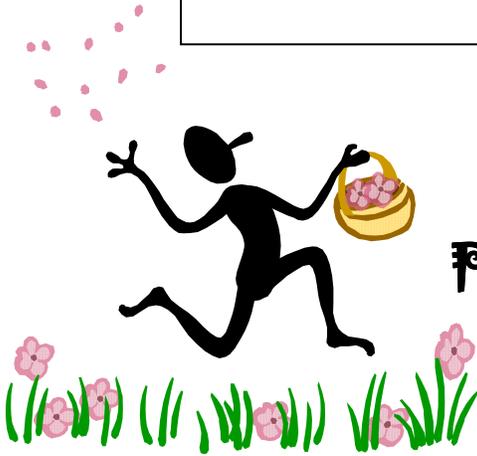


MISSOURI CHILD SUPPORT ENFORCEMENT ASSOCIATION

www.mcseaonline.org

SUPPORT REPORTER

March 2014



PRESIDENT'S CORNER

Jeanne Hurrell
MCSEA President

From the igloo of the PRESIDENT!!!

I'm sure the rest of you are feeling the same way I am. Come on spring...Heck we can skip spring and go straight to summer. We on the MCSEA board are thinking fall already. We are planning our next conference which will be held in Columbia, MO once again. But wait for it...We are switching locales! This year's conference will be held at Stoney Creek Inn. It's a beautiful hotel with lots of character. I think everyone will love it.

Conference will be held from October 14th-17th. We are going back to our former format of Tuesday through Friday. We are looking forward to getting back on "track"! (You'll figure out later on why the emphasis!)

The board is coming together nicely. We have two new members who will be helping plan informative as well as entertaining sessions. If you have any ideas for sessions, please let one of the board members know.

We also have a new website that is up and running. Check out www.mcseaonline.org. It's just been launched and we will be adding more information to it as time goes on.

I am looking forward to seeing everyone in Columbia in October if not before.

GREETINGS FROM THE 2014 PRESIDENT ELECT

Donna Jo Prather-Rhoads

How wonderful to consider that the worst of winter is almost over and spring is on its way! I feel like I talk about the weather a lot in my MCSEA articles! Perhaps it's the timing of our newsletters; probably it is the fault of our tendency as human beings to categorize our lives into seasons. Funny that, are we the only animal that marks time? I am going to have to remember to Google that!

Humans try to remember and chronicle everything, take serious note of major changes and life events, heck there is a whole section of the economy based on scrapbooking, not to mention FACEBOOK! What is FACEBOOK if not a live scrapbook? Granted I'm not sure the ridiculously mundane picture of our lunch is worthwhile but that's just it, we as humans need a witness to our lives, even if it's for something silly! As witnesses to the lives of others, we have options about how to act and react to what we see and hear. That brings me to my real musings and topic, support. How do we, as witnesses, offer support and encouragement to others in the midst of change and uncertainty?

I am reminded of this because we have a lot of new people in our office. Each day I see the new employees who at times look overwhelmed. I remember when I started, June 1999, I thought I would never learn everything I needed to know to do the job. As I think back on that time the thing I remember most is the people who helped me get through it! They did it with on the job training, answering questions (sometimes over and over), and by encouraging me to laugh and lighten up when things were tough. Today I am the one answering the questions, and I ask myself, do I answer questions with the grace and patience I should? I sure hope so. Getting a new job, learning the language of Child Support, learning the ins and outs of the process...it's something some of us take for granted, forgetting how long it took us to get here. Are we supportive and encouraging when we should be? Do we volunteer to have the new person sit with us? Do we offer a smile or word?

"No one is useless in this world that lightens the burdens of another" Charles Dickens

I think about our clients. Parenting is hard work even with two parents who have good jobs. I am sure that despite my vivid imagination I am woefully inadequate at imagining the struggles of many of our clients. Add to that the inability of that person to read or write well. Consider that the person might be someone who doesn't know the right words to use to convey their needs or problems. Are we as supportive and encouraging as we can and should be? Do we take the time to listen and truly understand their questions? Are we doing everything we could to make sure our work is accurate and timely so that the families receive their child support? Does the person paying the support understand the process, feel heard and therefore perhaps more cooperative later?

"The purpose of life is not to be happy. It is to be useful, to be honorable, to be compassionate, to have it make some difference that you have lived and lived well" Ralph Waldo Emerson

As spring comes on your MCSEA board begins in earnest to plan your conference for fall 2014. We are mindful of our opportunities and responsibility to be supportive and encouraging to Division staff and our partners! Are we being supportive and encouraging? We sure are giving it a try!! We strive to plan an educational and rewarding conference experience; we hope to serve you well. How about you? Have you been presented with an opportunity to be supportive and encouraging? Have you stepped up to that opportunity? What kind of witness are you?

"The best antidote I know for worry is work. The best cure for weariness is the challenge of helping someone who is even more tired. One of the great ironies of life is this: He or she who serves almost always benefits more than he or she who is served"
Gordon B. Hinckley



More from your Vice President

Sylvia Harper

What does MCSEA support? Missouri's children

As a grandmother, I am very gratified that I do not have to worry about my granddaughters going hungry. As a resident of central Missouri, I worry greatly about the children of my community. My neighbor recently retired from a long-time position as an elementary school nurse. She shared the fact that most children in our local school are on a food assistance program.

This concern is not localized to the lake area where I live. In 2000-2012, Missouri was one of 10 states with households that had higher rates of food insecurity than the national average.* 20% of these households include children, especially households with children headed by single women (35.4%) or single men (23.6%), Black non-Hispanic households (24.6%) and Hispanic households. *(Gundersen, C., Waxman, E., Engelhard, E., Satoh, A., & Chawla, N. (2013). *Map the Meal Gap 2013*, Feeding America).

“Food insecurity”...what a way to say that many people in our state don't know where or when they'll get another meal. MCSEA is going to help. Our charitable endeavor for this year is going to support **Harvesters Community Food Network**, specifically their **Back Snacks** program to feed children. Programs such as Back Snacks provide weekend food for children on various school nutrition programs. We hope to raise sufficient funds to bring Back Snacks to the Carrollton School District, presently on the waiting list.

Many beautiful baskets and very nice items will be raffled during Conference 2014. If you would like to donate a basket or some items to be included in a basket, please email me, or anyone on MCSEA's board. Also plan to participate while you are at conference.

See you then.

Sylvia Harper, VP

harper1957@gmail.com



A word from the Secretary

Rebecca Profest

Greetings to all MCSEA friends and supporters, I am Rebecca Profest. I recently accepted the MCSEA Secretary Position and I am truly excited to serve in this capacity. The MCSEA board is busily planning our annual training conference to be held in October 2014 at Stoney Creek Inn in Columbia. Stoney Creek Inn's rustic beauty will reel you in. You'll see what I mean when you get here in October.

I am proud to serve this association and help make nutritious food more available to children who may not otherwise have any. The board members are a group of dedicated, professional yet fun loving men and women who are willing to go above and beyond to bring quality training sessions and valuable information to all of us.

Since I am new to the board, I will tell you a little about myself. I started with the customer service center when operations first began well over 7 years ago. I have been the project manager for over 5 years now. I am married to my best friend, Robert. We have raised 4 daughters and have 7 grandchildren! These days the only "children" we have at home are our two boxer dogs who are more spoiled than our children ever were! Don't be surprised that I love to ride motorcycles, oil painting, scuba diving, taking photos of virtually everything, real Italian food and loud Gospel or Jazz music. I believe we all have the responsibility to keep ourselves recharged, so we can serve others well. I look forward to seeing you at conference.

If you are interested in becoming involved with MCSEA or have workshop suggestions let me know Rebecca.Profest@dss.mo.gov

Rebecca Profest, Secretary



Treasurer

Donald Stream

Donald has been spotted crunching the numbers preparing for annual conference.

Immediate Past President

Cheryl Nunamaker

Hello to all of my MCSEA friends! As I write this article, I'm sitting in my office wishing I could be outside enjoying this beautiful spring like day and hoping that we've seen the last of the snow this season. I would like to welcome our new region directors and our new secretary to the board and thank the returning board members for returning! This is going to be a great year.

Last fall was the first time in 36 years that MCSEA did not host an annual conference. Instead, we helped out at WICSEC's annual conference since it was in our back yard. It was a wonderful opportunity to network with folks from states west of the Mississippi River and to exchange ideas regarding the direction of the child support program; what we can do to help accomplish new goals; and where Missouri ranks in some of these areas. As exciting as all of this was, I missed having our own conference. The Monday following the WICSEC conference, the board members were e-mailing back and forth, discussing what we liked most from that conference; how we might incorporate some of those things into our next conference and tossing around new ideas. Everyone was very eager to begin planning our conference. At our November board meeting, the excitement only grew and it continues to grow today.

We are pleased to announce that the 2014 MCSEA Professional Development Conference will be held at Stoney Creek Inn, in Columbia, Missouri beginning Tuesday, October 14, 2014 and will conclude on Friday, October 17, 2014. We have decided to return to the 4 day format. While some of you liked the newer 3 day format, most felt like everything was too rushed. Instead of a Silent Auction, we are going to try holding raffles this year. WICSEC was very successful with this type of charity fundraiser and we hope to duplicate their success.

I am very excited about MCSEA's new website. Check it out at www.mcseonline.org. It continues to be updated. You can also "like" us on Facebook.

Watch for information regarding your region's Town Hall, which will be coming soon.

If you have any ideas for Town Hall or for 2014 Conference sessions, please let us know. We're always looking for new and informative topics.

Hope to see you all soon. Enjoy the day!

Cheryl Nunamaker
Immediate Past President



REGION NEWS

REGION ONE: Rodney Newman - Region I Director
(Covers St. Louis City)

Greetings from Region 1

I hope everyone has managed to survive the first winter of named storms for the entire country. I have to admit, I think it's a dumb idea. Hurricanes should be named, not winter storms but I digress.

Here in Region I, we have more work, less workers and yet we trudge on with smiles on our faces; (due in part to potential cost of living raises) and for the simple fact that we really like our jobs.

So I am hoping to hear from ANYONE who wants to be more involved with MCSEA activities whether that means generating ideas for sessions, conference themes or suggestions for some lively Town Hall topics. Our organization is dependent of our members be active and participating.

During a recent Board of Director meeting, someone stated that "conferences used to be fun" well, let's get back to being FUN while keeping the training and sharing information with each other.

So, please contact myself or any other Board member with ideas, suggestions or just to chat! We don't bite and are eager to present conferences that you WANT to attend.

Sincerely,
Rodney Newman
Region I Director



REGION TWO: Gary Loos—Region Director

(Covers Bollinger, Butler, Cape Girardeau, Dunklin, Mississippi, New Madrid, Pemiscot, Scott, Stoddard, and Wayne counties)

Hello from Region II! I hope everyone survived the brutal winter we had, and is ready for spring time weather.

I am requesting ideas for topics and speakers for the Region II Town Hall meeting. I'm planning on having the meeting during the early summer time. It would be a good time to meet other child support professionals in the region, and being able to network and learn from each other. I'm hoping for many from Region II will be able to attend!

I also hope to see many at the 2014 Fall Conference at the Stoney Creek Inn, located in Columbia. It promises to provide something for everyone there, and will be good to connect with our counterparts from our great State of Missouri.

REGION THREE: Vacant

(Covers St. Louis, St. Charles, Warren, Lincoln, and Pike counties)

REGION FOUR: Vacant

(Covers Adair, Clark, Knox, Lewis, Linn, Macon, Marion, Putnam, Schuyler, Scotland, Shelby and Sullivan counties)

REGION FIVE: Kerensa Morrow-Kempf - Region V Director

(Covers Camden, Cole, Crawford, Gasconade, Laclede, Maries, Miller, Moniteau, Morgan, Phelps, Pulaski and Osage counties)

Happy 40th Birthday, Child Support Program! Did you know that the child support program was born in 1974? Part D of Title IV of the Social Security Act was passed in 1974 and defined the mission of the Child Support Program. The IV-D amendment was signed into law on January 4, 1975 by President Gerald Ford. So, if this Regional Director was also born in 1974, does that technically mean that I am older than child support? I guess that's better than being older than dirt.

When you reach a milestone like this, do you pause and contemplate? It seems a natural habit to contemplate our years. Of course, my thoughts focus on Missouri's Child Support Program which began with the passing of House Bill 601 in 1977. In the past few years I learned some interesting details about child support in Missouri. Did you know that Missouri was one of the first states to use the Administrative process? Were you aware that we were among the first to implement programs like Parents Fair Share and M.A.R.C.H. (Mediation Achieving Result for Children)? Did you realize we were the first state to execute the roll out of a centralized intake and mail processing center simultaneously?

Two quotes come to mind when I reflect each of those events. "Innovation distinguishes between a leader and a follower." - Steve Jobs. "The pioneers take the arrows, the settlers take the land." - Amory Levins. While searching for the author of the pioneer quote, I found another quote by Steve Jobs in response to that specific quote. "The greatest entrepreneurs find ways to be both pioneers and settlers."

Missouri's child support professionals are innovators and pioneers. We blaze the trail (and put out fires.) We work hard so the children in Missouri can reap the benefits. We share ideas and exchange information in an attempt to improve our process and services. My favorite opportunities to share ideas are at Town Halls and Conference. The seeds for conference this year have been planted and you'll begin to see the fruits our labor soon. We all hope that you'll join us at Town Hall meetings and look forward to celebrating our accomplishments and collaborating ideas at the 2014 Fall Conference at the Stoney Creek Inn, located in Columbia.

Kerensa Morrow-Kempf
MCSEA Region V Director



REGION SIX: Deborah Pfeifly - Region VI Director

(Covers Barry, Barton, Cedar, Christian, Dade, Dallas, Greene, Hickory, Jasper, Lawrence, McDonald, Newton, Polk, Stone, Taney, Vernon, and Webster)

Hello! My name is Deborah Pfeifly (pie-flee) and I am the new Region VI Director. I have worked for the Family Support Division in Joplin, MO since February 2007. I have been married 30 years and have one daughter and 3 wonderful grandsons. I enjoy reading, crafts and of course spending time with my family. I am dedicated to strengthening Missouri's Child Support program one small step at a time in hope that our children will benefit from the support they are entitled to. It is exciting to be involved with MCSEA. I have been thinking about locations and topics for our region Town Hall. If anyone has any ideas they would like me to look at, please feel free to email me at Deborah.L.Pfeifly@dss.mo.gov. Additionally, I am very excited to be involved in the planning and organization of our annual conference. The board has already picked out a great new location and theme for the conference. I hope we will see a lot of new faces in attendance this year.

Thanks, Deborah L. Pfeifly

REGION SEVEN: Michael Coutts, Sr. – Region VII Director
(Covers Clay, Jackson, and Platte)

Hello, I am Michael Coutts Sr. and I am the new region VII director for MCSEA. I started at the Jackson county PA office in January 1987. I worked as an enforcement specialist and then a locator. In 1990 I took a position with the State in Kansas City doing enforcement. By 1994, I became a supervisor for a Paternity/Establishment team even though I had no experience in that area. I quickly became immersed in the new position and began learning the new functions. My transfer request went through in 2001 and I landed in the Independence office which is called the E. Jackson office.

Changing gears with the move invigorated me to become excited about my job again. This new office had some new trailblazing ideas that I embraced. We began swabbing people ourselves for genetic testing; we started workflow for establishment very early on, working four 10 hour days, and donating workers for the "pilot call center". A few years ago our office switched to an all enforcement office which meant me and my team had to switch gears again and learn functions foreign to them.

Here are a few personal items about me. I have been married 34 years with four kids and a dozen grandkids. I try to walk every day. I enjoy music and listen to everyone from Tony Bennett to Slipknot. Drawing, Frisbee, and photography are my hobbies. I am scared of heights but I love roller coasters. (Yes, I have my season pass for Worlds of Fun already.)

I look forward to meeting everyone at Stoney Creek INN when we have our conference in October and at town meetings. We have some exciting sessions planned for everyone attending. It is also a great place to meet others that you have dealt with by E-mail or phone. Also, check out our web site at www.mcseasonline.org. Anybody who has questions or any good ideas for our organization can contact me at Michael.K.Coutts@dss.mo.gov or call me on the phone.



REGION EIGHT: Vacant

(Covers Andrew, Atchison, Buchanan, Caldwell, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Livingston, Mercer, Nodaway, and Worth)

REGION NINE: Coni Morris - Region IX Director.

(Covers Franklin, Iron, Jefferson, Madison, Perry, St. Francois, Ste. Genevieve, and Washington counties)



Hello, all!

My name is Coni Morris, Region IX Director, for those new to MCSEA. I am currently in my 5th year as Region Director. I have worked for Child Support for 15 ½ years. The counties I serve are Franklin, Iron, Jefferson, Madison, Perry, St. Francois, Ste. Genevieve, and Washington. The past 5 years have been quite an interesting ride. I have enjoyed working with Board and planning the Conferences. The friendships I have made have been priceless to me. Hopefully, the next 5 will be just as interesting.

I will be planning the annual Town hall for our region in the next several months. If you have any issues you would like addressed or an idea for speakers, please contact me at Constance.L.Morris@dss.mo.gov.

REGION TEN: Vacant

(Covers Audrain, Boone, Callaway, Chariton, Cooper, Howard, Monroe, Ralls, Randolph, and Montgomery counties)

REGION ELEVEN: Tracy Wohlgemuth – Region XI director

(Covers Bates, Benton, Carroll, Cass, Henry, Johnson, Lafayette, Pettis, Ray, Saline, and St. Clair Counties)

Happy spring! It *is* nearly spring, right? I could have sworn I put in an order for spring! It's hard to tell now (as I type, I can look out over the 4+ inches of snow we got over the weekend), but I am certain spring is on the way. Of course, soon, we will be complaining about the heat and humidity of summer, of mowing the grass, instead of shoveling snow, and winter will be a memory. Such is life in Missouri!

Well, while we are thinking about the changing weather, we are diving headlong into planning this year's Annual Conference. We are pretty excited about the location, and the addition of one more day! We are taking suggestions for speakers, topics and even activities. If you have one, *let us know!* This is your conference!

We have chosen Harvester's Food Bank Back Snack program as our charity this year. For those who are not familiar, Back Snacks provides food for children pre-K through 6th grade that may not have any food on days they are not in school. We are striving to raise enough money and food to kick start a program in a school right here in Carroll County, which happens to be in Region XI! If you have any questions about this endeavor, please let me know! Town Hall for Region XI is also in the works. So, stay tuned for more information!

We are also rolling out a new website: www.mcseaonline.org Check it often, as we will be posting Conference and Town Hall updates. You know how we keep saying to “drop us a line” and “let us know”? Well, you can do that directly from the website! No more looking up in directories or trying to find phone numbers!

Change seems to be in the air: a new look for Conference, a new website, and yes, even a new season! I promise spring will be here before we know it! Until then, stay warm and safe!

Your Region XI Director,
Tracy Wohlgemuth

REGION TWELVE: Carl Spivey – Region XII Director
(Covers Carter, Dent, Douglas, Howell, Oregon, Ozark, Reynolds, Ripley, Shannon, Texas, and Wright Counties)



THINK SPRING!

2014 MCSEA EXECUTIVE BOARD

PRESIDENT:

Jeanne M. Hurrell
Jeanne.M.Hurrell@dss.mo.gov

TREASURER:

Donald Stream
Donjostream@sbcglobal.net

PRESIDENT-ELECT:

Donna Jo Prather-Rhoads
Donna.J.Prather-Rhoads@dss.mo.gov

SECRETARY:

Rebecca Profest
Rebecca.Profest@dss.mo.gov

VICE-PRESIDENT:

Sylvia Harper
harper1957@centurytel.net

IMMEDIATE PAST PRESIDENT:

Cheryl Nunamaker
cnunamaker@jacksongov.org

2014 MCSEA REGION DIRECTORS

REGION I:

Rodney Newman
newmanr@stlouiscao.org

REGION II:

Gary Loos
Gary.M.Loos@dss.mo.gov

REGION III:

Vacant

REGION IV:

Vacant

REGION V:

Kerensa Morrow-Kempf
Kerensa.M.Morrow-Kempf@dss.mo.gov

REGION VI:

Tracy Wohlgemuth
Tracy.L.Wohlgemuth@dss.mo.gov

REGION VII:

Michael Coutts, Sr.
Michael.K.Coutts@dss.mo.gov

REGION VIII:

Vacant

REGION IX:

Coni Morris
Constance.L.Morris@dss.mo.gov

REGION X:

Vacant

REGION XI:

Deborah Pfeifly
Deborah.L.Pfeifly@dss.mo.gov

REGION XII:

Carl Spivey
Carl.F.Spivey@dss.mo.gov



ATTENTION MEMBERS FROM VACANT REGIONS

Region III: St. Louis, St. Charles, Warren, Lincoln, and Pike counties.

Region IV: Adair, Clark, Knox, Lewis, Linn, Macon, Marion, Putnam, Schuyler, Scotland, Shelby and Sullivan counties.

Region VIII: Andrew, Atchison, Buchanan, Caldwell, Clinton, Daviess, DeKalb, Gentry, Grundy, Harrison, Holt, Livingston, Mercer, Nodaway, and Worth;

Region X: Audrain, Boone, Callaway, Chariton, Cooper, Howard, Monroe, Montgomery, Ralls, and Randolph;

Do you have someone you would like to nominate for Region Director? Do you have questions about what it means to be a region director? Please send your nominations to Jeanne Hurrell at Jeanne.M.Hurrell@dss.mo.gov as soon as possible.

The nominee needs to have the following employment per the Constitution:

Membership in the Association shall be voluntary. Members shall adhere to the goals of the Association. Regular voting membership shall be available to:

- A. Circuit clerks or court administrators and their staff;*
- B. Prosecuting attorneys and their staff;*
- C. Missouri judges and commissioners;*
- D. Employees of the Missouri Family Support Division (formerly known as the Division of Child Support Enforcement)*
- E. Administrative hearing officers performing Title IV-D functions*
- F. The regional director and Missouri representatives of Region VII of the Office of Child Support Enforcement*
- G. Employees of the Family Support Payment Center*
- H. Employees of the Missouri Attorney General's Office in the Family and Mental Health Services Division and in the Financial Services Division*
- I. Retired employees of any of the above A-H.*

MAKE A DIFFERENCE IN MCSEA!



New Member Opportunity

The MCSEA Board will draw 1 winner from the 2014 new membership forms received before 7.31.14.

The winner will receive a "full ride" to the 2014 training conference (conference registration and room).

Stay tuned!

MCSEA 2014 MEMBERSHIP FORM

Name _____

Office / Agency _____

Address _____

City _____ Zip _____

County _____

Enclosed is \$10.00 for payment of my 2014 MCSEA Membership Dues.

I understand this membership will expire on December 31, 2014.

Mail this complete form and check made payable to MCSEA, to:

**MCSEA
C/O Donald Stream, Treasurer
PO BOX 240151
Ballwin, MO 63024-0151**