

MCSEA NEWS

PRESIDENT'S REPORT

DONNA JO PRATHER-RHOADS

As many of you may know, I have a lot to say. I have been described as passionate, knowledgeable and opinionated even... imagine that... Get me on a subject that I care about and I have been known to talk well into the wee hours of the morning, especially when surrounded by equally passionate friends. Sometimes my opinions have gotten me into trouble; folks that know and love me have questioned my good sense, and I have questioned theirs...you've heard of Facebook right? Other times, I have stayed silent although I must admit to rarely failing to rise to the occasion, despite good advice to the contrary.

LEFT FEELING
EMPOWERED, NOT
DEFEATED, BY THE
EXPERIENCE!

MISSOURI CHILD SUPPORT ENFORCEMENT ASSOCIATION

UPCOMING EVENTS:

2018 TOWN HALL

MAY 15 - ST. LOUIS REGION

MAY 23 - KANSAS CITY

MAY 24 - SPRINGFIELD

JUNE 13 - JEFF CITY

JUNE 14 - MEMPHIS

JUNE 27 - DEXTER

CHECK OUT YOUR REGION
FOR MORE INFORMATION
OR MAKE PLANS TO
ATTEND THE ONE CLOSEST
TO YOU.

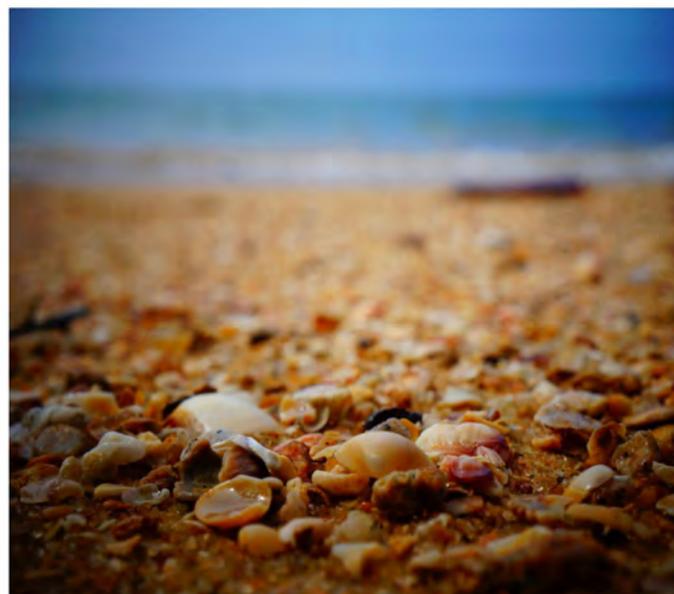
One place I have never been quiet is a walk-in room they were a captive audience and I figured, while I had them there, I was going to take full advantage by providing as much information as I could and by asking as many questions as they would answer. I enjoyed walk-ins and often volunteered to take them. This attitude set me apart from many of my peers; couple that with my love of financials and some would accuse me of being a straight up freak show! Many times, if someone had a difficult client, they would call me in. I was, in effect, *the closer*, someone the other specialists trusted to talk people off the ledge, calm them down, and try and figure out what the client needed and didn't feel like they were getting. My goal always was to arrive at understanding and acceptance, even if they didn't like the answer, and to help them create an action plan so that when they walked out the door, custodial and noncustodial parent alike, left our office feeling empowered, not defeated, by the experience.

I would insist back then, and today, there is something to be said for the *art of conversation*, whether the person is sitting across from you or is miles away from you over the phone. My theory was and continues to be, by providing good customer service you avoid repeated visits and phone calls. For all our technology, the job cannot be done as successfully,



without developing a relationship with our clients and practicing good customer service and communication. I knew if I answered all of their questions today and provided them with information they didn't even know they needed, they were less likely to have to make a trip or call again tomorrow. When a client is poverty stricken and has to arrange for a ride to the office or has only so many minutes on their track phone they can dedicated to their child support case, the ability of our workforce to assess needs, address concerns and answer questions is vital. Not everyone agreed with me. Some felt that the faster you were in and out of the walk-in room or on and off the phone, the more successful you were. And they have a point, there is a difference between listening enough to understand and spending an excessive amount of time entertaining personal stories. If that is the case, you are doing a disservice to the other clients that need your time and attention. I would argue that as with many things, it is quality, not the quantity that counts, striking a balance is where it gets tough. How do you do it? I have no idea what the experts would say, but I have a set of rules that have served me well, perhaps you will find some value in them.

- Meet people where they are! Ask yourself, are you talking above them? Using language that they are unfamiliar with? Using our slang? Can the client read and write? Is your first language their first language. Remember just because someone is nodding their head doesn't mean they "get it."
- Seek to inspire their trust! If they believe and trust in you, they are more likely to trust the process and the agency. In order to our jobs effectively, we need information, if you seem trustworthy and honest, clients are more likely to share with you.
- Encourage regular contact! It is really important to tell our clients to stay in touch! Give them all the contact numbers, use the Family Support Payment Center business cards, and keep saying to them over and over... let us know if you move or get a new phonenumber pay something even if you cannot pay it all ... call the call center and report your new employer and I will honor the



payment agreement we made today if you have any problems do not hesitate to contact us ...

- Answer all questions fully. And over and over if necessary! Try not to get frustrated by their lack of understanding and if you get frustrated, reign it in because other human beings can sense that in you and it only makes the conversation more difficult going forward, bring someone else in if you have to.
- Remember, the two most emotionally charged issues someone can face is their money and their children, our agency touches both. Context matters!
- Remember, for that person, you are the face of the agency. How you conduct yourself reflects not only on you but the rest of us. Create an expectation in them that they will always meet professionalism and willingness to help.
- Set aside your own judgments and assumptions! How a person ended up where they are today is not our issue, as my mother would say, "sweep your own doorstep before you start sweeping others" what is important is what you do today to help or set someone on a different path. Ask yourself, does this serve me or them? Am I being what Mr. Rodger's would call "a helper?" Look them in the eye and be kind, always.



Hope to see you all at Town Hall this summer! Check out our website at www.mcseaonline.org for information on the organization, how you can be involved, and the upcoming Conference. We look forward to "Charting New Courses" with you!

All the Best,

Donna Jo-

2018 MCSEA President

PRESIDENT ELECT

KERENSA MORROW-KEMPF

MCSEA... "WIIFM?" You ask. I can give you some concrete benefits but you'll have to join us at a Town Hall meeting or Conference to truly experience all we have to offer. Hopefully, if you're not a member when you begin reading this, you'll become a member once you read the news letter.

Town Hall meetings take place in May and June. We typically host 6 regional, one day, town hall meetings. Administrative leave is approved to attend. You don't have to be a member to attend town hall. In fact, most people wait until town meetings to become a member. Each meeting has 4-6 speakers. We try to provide similar information at each meeting but speaker times may vary. You will also receive an update on conference plans. 2018 Town Hall dates, locations and details are posted on the MCSEA website, www.mcseaonline.org Check the Event Calendar tab to view dates. This year speakers and topics are:

- Ike Anyanile & Melissa Johnson - New Case Closure & Interstate Payment Processing
- Jen Toussaint and Carrie Broniec - Strategic Planning Initiatives (Placement) Q&A
- Vickie Endicott - Enforcement Red Flags When should I request an FNRVR
- Kerensa Morrow - Kempf - CS - 14 Refresher
- Donna Jo Prather - Rhoads - Outreach Update When and where do I refer people?
- Larry McDaniel - Coyote Hill 2018 Charitable Campaign representative

2018 Conference, "Charting new courses!" and Regional Fatherhood Forum, will be here before you know it. After you attend Town Hall, you'll be hungry for even more information and ready to "quench your thirst for knowledge" at the Oasis. "Kerensa" you say,

"Tell me **WIIFM** "What's in it for me?"

- Administrative leave is approved for FSD attendees
- Registration is \$150.00
- Local members can apply for registration only scholarship
- Full scholarship includes registration, and hotel accommodations.

Attendees who live/work less than 60 miles from the conference location may request registration only.

Meal reimbursement is not provided, however.

- Breakfast provided for hotel guests
- Tuesday evening - Hospitality night:
 - appetizers and beverages
- Thursday evening - Presidents Banquet

Carpooling is recommended as travel costs are not reimbursed.

Four days in a beautiful hotel. sharing knowledge and ideas with colleagues

Ballroom dance lessons on Wednesday evening!

Opportunity to "stop" collaborate and listen with like minded individuals

A chance to meet current and future vendors

Shop with small vendors

Win raffle items and support [Coyote Hill](#), MCSEA's 2018 Charitable Beneficiary

Donald's Duck Races

Oh yeah, don't forget ...

Attend interesting and interactive sessions on child support and a variety of other related topics

Supervisors & Managers earn MTR credits Attorney's earn CLE credits

Circuit Clerks receive training designed especially for their needs.

Scholarships are provided by Family Support Division and our vendors.

MCSEA's 2018 Conference is November 6-9 at the Oasis Hotel and Conference Center 2546 N. Glenstone, Springfield, MO. You can register on-line or print the registration forms. Email or mail them.

Conference sessions are planned. The schedule is jammed packed! Check out the conference schedule on the 2018 Conference page of our website. There is something for everyone! I hope to see you at town hall meeting! Let me know if you need more convincing.

Hopelessly dedicated and ever-faithfully yours!

Kerensa Morrow - Kempf, President Elect

REGION DIRECTOR OPENINGS

Region 10 - Region 11

REGION DIRECTOR FORUM

REGION I - ELAINE MILLER

JAIL DIVERSION/EMPLOYMENT ASSISTANCE PROGRAMS

A jail diversion program can be a very effective tool for a prosecutor. At last years MCSEA conference, we learned how different counties have implemented them- coinciding with contempt actions, before filing criminal charges, post-plea options. There is no one way to do it. As we all know, the circuits have different judges which dictate how we handle our cases and a different population we serve, The organizations, too, differ in what they offer participants. Before partnering with a program, it's important to make sure you have similar goals. A program that only focuses on one aspect of an individual might not be the best fit. For example, if the defendant cannot keep a job because of drug addiction, a program solely focusing on employment will not be successful. Similarly, programs which only focus on responsible parenting may fall short when it comes to assisting defendants to obtain quality, long-term employment. In a large



metropolitan area, we benefit from having several different programs which can address various barriers to employment. I encourage other counties to find similar partnerships, whether local or state-wide, and I look forward to hearing about your successes.

Elaine Miller

REGION II -

MARLA KNUTSON

One of the main question I get when talking about MCSEA is "**What does it do for me?**" I have thought about this long and hard. My answer is "as much as you want it to." It can do nothing for you if you just belong. Don't attend town hall meetings, don't read the newsletters or don't attend conference.

But, it can do a lot for your, if you GET INVOLVED. Being a member in name only doesn't help you. I should know, that was me for several years. But then I decided to become involved. I started attending Town Hall meetings and even became a Region Director. I now set up town hall meetings. Even though it is a lot of work, it is great to see Child Support Specialist, Circuit Clerks, Supervisors, Office

Managers, Trainers and guest speakers all in the same room communicating.

Through MCSEA I now have contacts throughout the state. I've learned how different offices operate, what changes are being reviewed and why things happen the way they do. I've talked to workers from other states and other agencies. I've learned that there are a lot of people working toward the same goal of providing support for Missouri's children.

This last year has been a particular hard one for me. MY husband of 25 years passed away in January of 2017 unexpectedly. Even with my faith, my family and all my friends I felt lost. I discovered that with MCSEA you are not alone. They are there to support each other no matter what. The VERY BEST thing that has happened to me through MCSEA is the friendships I have made that I hope will last a lifetime. Come to MCSEA and discover that together we can make a difference!!

Marla Knutson

MCSEA
WHAT DOES IT DO FOR ME?

REGION III - LINDA CAREY

Greetings Region III and Welcome Springtime!! The counties I serve are St. Louis County, Warren, Pike and Lincoln. I have worked in the agency for over 22+ years and this will be my fourth year with serving as Region Director.

I am looking forward to seeing everyone at our 2018 St Louis Region Town Hall meeting and at our 2018 MCSEA Conference. Our town hall meeting is scheduled for Tuesday, May 15. It will be held at the Kirkwood Community Center in Kirkwood, MO. We have several people to speak on some exciting topics this year. St. Louis Region directors have been working hard at gathering donations so we will be able to offer a small raffle to benefit our 2018 children's charity (Coyote Hill Christian Children's Home) and Donald will be there to hold the 50/50 drawing. A drawing will be held for someone to win a **FREE REGISTRATION** to conference! In order to be eligible to have your name entered in the drawing, you must have your yearly membership fee paid for 2018 and be present at the town hall meeting to win. You can pay your membership fee online @ www.mcseaonline.org or Donald will take money early when you arrive at Town Hall.

The 2018 MCSEA Conference will be held in Springfield, MO at the Oasis Hotel Convention Center, November 6-9. Mark your calendars now! This is a great opportunity to meet people that have communicated with you by e-mail. You can get more information on our website, at www.mcseaonline.org.

Our chosen Charity is Coyote Hill. We are working hard with gathering donations to put together our raffle, to help raise money for them and hope that you will support them as well. If you would like more information about our 2018 charity, go visit www.coyotehill.org.

As always, anyone who has question or any ideas for our organization may contact me at Linda.S.Carey@dss.mo.gov or call me at 314-493-6893.

Linda

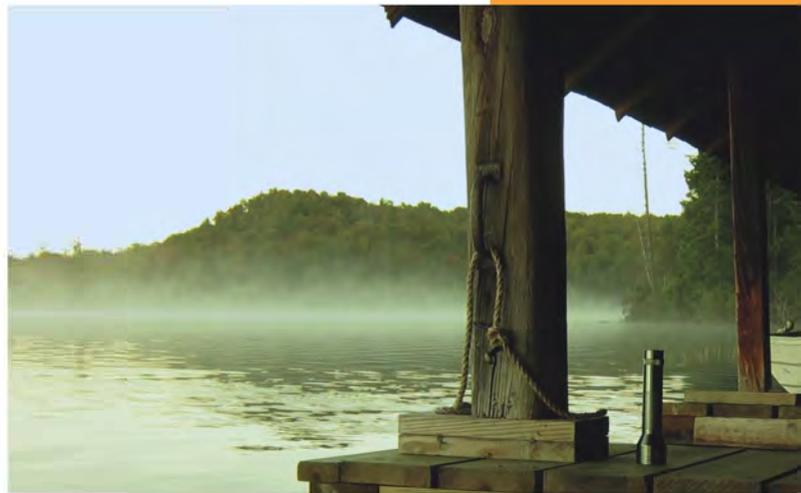
REGION IV - ANGIE JOHNSTON

I am Angie Johnston, MCSEA Region IV director. I served in the US ARMY for six years, worked as an office manager for two years, before beginning my career with FSD in January 1995. I have worked for the Division of Child Support for over 23 years. I have been involved with MCSEA since 1995; joined the MCSEA Board in 2016 after my children were grown and out of the house.

I will be hosting the Town Hall meeting for Regions IV and VIII in Memphis, MO on June 14, 2018 beginning at 9:00 am. The meeting will be open to Child Support Technician, Supervisors, Circuit Clerks, Prosecuting Attorney's, PA Support Staff, Clergy and/or those working with the Fatherhood Initiative. Please attend our hall meeting; if you have questions, feel free to call me at 660-465-7246 or email johntakk@live.com or Angie.Johnston@dss.mo.gov.

I am already looking forward to our yearly training conference. Last year's conference was one of the best we have ever had. The sessions were very informative and attendance was up. I look forward to meeting you November 6th-9th, 2018 at MCSEA 41st Annual Training and Development Conference.

Angie Johnston



EVERYONE IS WORKING HARD

Getting donations for the raffle to help support our charity. It's our way of giving back.

REGION V - CHRIS MONAT

REGION VI - VICKY RANDLE

We had a great time at our 40 and Forward conference in Columbia with amazing sessions. This year we will be moving to my city in Springfield for the 2018 conference at the Oasis and it should be another great one! The hotel is perfect for our needs and the staff is excited to have us on board. We have a lot of fun things planned as well as a variety of sessions that will be informational, entertaining and thought - provoking. Your definitely do not want to miss this one, so register early!

The Region VI Town Hall will be held on Thursday May 24th at the Library Center in Springfield. An invitation and details will be forthcoming. We had a record attendance last year, and we would love to make that happen again! I will have plenty of snacks and door prizes, plus we will be doing a drawing for a FREE conference registration to an attendee who is a member of MCSEA. I would like to encourage each of you to join MCSEA. It's only \$10 per year to support our profession. My goal is for Region VI to have the most members in the state. We can do it!

I look forward to seeing you at town hall and the 2018 Conference!

Remember to always count your blessings, not your troubles.

Vicky Randle



REGION VII - MICHAEL COUTS SR.

Hello and greetings from MCSEA. I am based in Kansas City and have supervised pretty much every function in my 32 years in Child Support. I started at the Jackson County PA in January 1987 and stayed in that office for almost four years before I went to work for the state in 1990. We have seen quite a few changes over the years. I think my favorite change is Onbase. All mail and forms stored in a database so that anyone can review a file. Mail can't be lost. Forms can be printed by any office. Just like our weather I am sure we have even more changes to come.

Our Town Hall this year is May 23, 2018 at Fleming again. We have several great speakers and expect a good turnout for the region and beyond. Lunch will be provided on site. Hopefully, it will be cooler this year but the again it just snowed here in Kansas City.

My first MCSEA conference was at the Lake of the Ozarks in 1987. I really enjoyed the sessions and meeting others who also had an interest in helping the kids of Missouri. This year we have set up our conference in Springfield, MO at the Oasis. I have never attended a conference in this town so it should be fun to learn a new place. Over 32 years later I am still learning new things and meeting new people. This year should be another fantastic year as we have some great sessions and some fun things to do at night as well.

Michael Coutts Sr.

REGION VIII - STEVE TUCKER

HELLO to all of you Child Support Professionals, and THANK YOU for what you do for the children of Missouri.

I am the region VIII director and I would like to touch on some of the things in store for you this year. Starting in May we will be conducting our Town Hall meetings, and we have lots of information that will keep you abreast of what is going on in Child Support. I look forward to seeing you at these meetings in your area's and I will be bringing around another cooler for you to look at.

On November 6th we will be kicking off our annual training conference where we have so many different subjects dealing in the Child Support Profession that you will have a hard tome figuring out which session's to attend. We will be having this year's raffle's to support Coyote Hill Christian Children's Home that provides a professional but traditional home environment for ABUSED and NEGLECTED children in Missouri.

(Continued on next page)

I have had the honor to work with them as they build a new duplex home so that they can assist more of the children in Missouri that are in the Foster Care program. They will take any help they can get in the building process whether it is with the framing of the building putting on sheeting or siding hanging drywall and or painting. They will be more than happy for you to come and assist in this project. Per Larry, the founder and CEO, they will be glad to give you a tour of the facility any time you would like to learn more about them. If you can't be there in person then visit them on-line at <https://coyotehill.org> or visit their Facebook page.

Looking forward to seeing you at the conference!

Regards - Steve Tucker

REGION IX - CONSTANCE/CONI MORRIS

Hello All!!

For those who don;t know me - I am the Region IX director and have been since 2009. I started with the Child Support program as a Specialist in September, 1998 at St. Louis County/Seven Hills. I transferred to Jefferson County/Hillsboro in September, 2000 where I have been ever since. I have worked in Paternity . Establishment, Modification and Enforcement. I currently work primarily Medical Enforcement.

I am looking forward to the upcoming St. Louis town hall meeting Tuesday, May 15th. It is always nice to gather with your work family for a day of training and fun. I hope you will be able to join us.

If you have any questions, you can e-mail me at Constance.L.Morris@dss.mo.gov or call me at 636-797-9885.

Coni Morris

REGION 10 - VACANT

REGION 11 - VACANT

REGION XII- CARL SPIVEY

Greetings everyone. I am your Region XII director. I have been with MCSEA for several years now and have seen so many changes in the organization in my time with MCSEA. We are moving forward and hope to continue to grow and expand so that we all can have the best conference and town halls possible. Speaking of Town Halls, we will not have a Region XII Town Hall but all are **WELCOME** to attend the one in Springfield, MO on May 24th at the Library Center.

I just want to say it has been a pleasure working with the board and getting to know a lot of you through Town Halls and conferences. You all are amazing people and your work and efforts are appreciated. The date for Conference is November 6-9, 2018 at the Oasis Hotel and Convention Center in Springfield, MO. This will be my first year away from Columbia, MO and I am excited that it will be in Springfield. Please visit the MCSEA website www.mcseasonline.org for details and information.

I am looking forward to seeing you all at town hall and at conference and wish you all and your families the best.

Carl Spivey



APRIL WAS
NATIONAL CHILD
ABUSE
AWARENESS
MONTH

MCSEA'S charity beneficiary for 2018 is Coyote Hill Christian Children's Home. For over 25 years, Coyote Hill has existed to provide a professional, yet traditional home environment for abused and neglected children. Through licensed counselors and full-time Home Parents, the children of Coyote Hill are provided a safe and healthy place to grow, learn, laugh and love. Go on-line and see for yourself why Coyote Hill is called..... A Safe Place to BE a Child.

www.coyotehill.org

IF BRING A BASKET, WILL YOU FILL IT?

MCSEA's November 2018 Professional Development Training Conference will sponsor multi-day raffles. If you would be interested in creating a gift basket to be included in the Conference raffles, please contact me. I will be glad to bring you a basket/container and wrap to a Town Hall.

Perhaps your office, family or a group of friends might like to get together to create a theme basket to support Coyote Hill. Just email me at harper1957@gmail.com. This is just one of the many ways you can participate and help Coyote Hill and their children.

Sylvia Harper - Vice President

That time has come again of what do you write about for the newsletter. As secretary this year my roll has changed but yet in so many ways it is still the same. Being a part of MCSEA in a different roll still calls for deadlines and keeping track of things going on within the organization. As I sit here and write this I am reminded of all the frustrations I have had lately and how everything seems to come all at once. At that moment you have to say to yourself... Self take a deep breath and do what you can do to get the task at hand completed to the best of your ability and move forward to the next journey that will be put in front of you. Moving forward, I hope you all enjoy the new look to the newsletter. Last years conference was about moving forward. Now this year we are setting a new course and where that takes us well... your going to have to hop on board and see for yourself what MCSEA has in store! Get -R- Done... become a member today!
www.mcseaonline.org

Dori Moore - Secretary

Courage is contagious.

**When a brave man takes a stand,
the spines of others are stiffened.**

MotivateUs.com

Billy Graham

