

12:00 pm – 5:00 pm Tuesday Registration

Room: Frontier Conference Center

1:30 pm – 3:00 pm Tuesday**General Session****Presentation of Colors**

National Anthem: Danielle Earls

Welcome: Danielle Earls

Roll Call and Region Identifications: Kyla Iler, Secretary

Treasurer's Report: Kerensa Morrow-Kempf, Treasurer

Election Nominees: Cassie Sustaita

Announcements / Calendar: Kerensa Morrow-Kempf

Presentation of Charity: Donna Jo Prather Rhoads, Missouri Conservation Heritage Foundation

Special Guests: Carrie Broniec and Mandi Adam

Keynote Speaker: Jessica Bax

Room: Salon A & B

Overview: General Session

The 48th annual MCSEA conference begins with a short business meeting. Then President Danielle Earls welcomes attendees and special guests, Deputy Director Carrie Broniec, Directors Mandi Adams and Jessica Bax.

21-01 CLE/FSD/LDR/CC

Tuesday, October 21, 2025

3:30 pm – 5:00 pm

90 minutes

Camping Is In - Tents Understanding Yourself and Your Team (AKA – EQ)

Room: Salon A and B

Presented by Kerensa Morrow-Kempf began her employment with Department of Social Service in February 1999. During the past 24 years, she has worked as Clerk Typist II, Child Support Technician, Training Tech II, Future Leaders Grant Manager, a Program Specialist for the Policy Development Unit and currently serves as the assistant to the She served on the board of Missouri Child Support Education Association (MCSEA) for over ten years and is currently the Treasurer.

Overview: This training uses camping as a fun metaphor to explore emotional intelligence (EQ) in the workplace, specifically within the Family Support Division (FSD). It emphasizes how being prepared—like packing essential camping gear—helps create a supportive work environment. Key ideas include:

- Importance of Preparation: Just as you pack gear for camping, you need key skills and support to thrive at work. There are must-haves (like training) and nice-to-haves (like a comfortable workspace) that can improve your work life.
- Types of Campers (Workers): The variation in camping styles represents different work styles. Some are minimalist (like primitive campers) while others prefer comfort (like glampers). Both types are valuable; what matters is that a happy camper — or employee — is often a productive one.
- Understanding Yourself: Just as you learn about your camping style, recognizing your strengths and weaknesses at work leads to personal growth and better teamwork.
- Emotional Intelligence: High EQ is vital—it influences our relationships and workplace success far more than IQ. It involves managing emotions and understanding those of others, including our clients.
- Team Dynamics: Different "campers" (employees) have unique work styles, ranging from minimalists to those who prefer a cozy environment. Valuing these differences fosters collaboration.
- Creating Safety: Psychological safety is essential; employees need to feel secure sharing ideas without fear of judgment.

Ultimately, embracing emotional intelligence can transform workplace dynamics for the better, encouraging collaboration, understanding, and a spirit of teamwork — essential for navigating both the challenges of work and the great outdoors! This session promises to be fun, funny and educational regardless of whether you prefer the in or out of doors.

22-01 CLE

Wednesday, October 22, 2025

8:30 am – 10:00 am

90 minutes

PA Round Table

Room: Salon A

Presented by Grant M. Kelley originally joined the Clay County Prosecutor's Office in March of 2016 as an Assistant Prosecutor in the Child Support Division. As a prosecutor he handled civil, criminal, and bankruptcy matters before he transitioned to a position as Office Manager in July of 2021. In late 2022, Grant briefly left public service to join a private practice, before returning to the Prosecutor's Office as Director of the Clay County's Family Support Division in March of 2023.

Grant was admitted to the Missouri Bar in 2014 after graduation from the UMKC School of Law, is admitted to practice before the U.S. District Court in the Western District of Missouri and U.S. Bankruptcy Court Western District. He has also been a Director for Region VII (Jackson, Clay, and Platte Counties) of the Missouri Child Support Education Association (MCSEA) since 2021.

Grant and his family are longtime residents of Clay County, Missouri, where they enjoy their pets, 3d printing, Lego building, and planning their next Disney vacation.

Grant and his family are longtime residents of Clay County, Missouri, where they enjoy their pets, 3d printing, Lego building, and planning their next Disney vacation.

Brian Neal, a Springfield, Missouri native, joined the Greene County Prosecutor's Office in January of 2007. He received a B.A. in history from Missouri State University in 2001, graduating Summa Cum Laude. He graduated from the University of Missouri-Columbia School of Law in 2006. Brian has been a member of the Child Support Unit for seventeen years. Having served as an assistant prosecutor in the unit, he was promoted to First Assistant Prosecutor of the Child Support Unit in January of 2020. In that capacity, he supervises three other assistant prosecutors, along with support staff, in both enforcing and establishing child support orders, in Greene, Christian and Taney Counties pursuant to a cooperative agreement with the Family Support Division. Brian also assists the Missouri Association of Prosecuting Attorneys in coordinating child support training for child support prosecutors across the state.

David Hasegawa has been a member of the St. Louis County Prosecutor's Office since June 2013. David began his career as an assistant prosecutor working on establishment and enforcement cases. From 2018 until 2023 he was a member of the felony trial team where he prosecuted all levels of felonies from drug possession to first degree murder. He was the supervisor of the vehicular manslaughter team which was responsible for the prosecution of traffic related fatalities. In 2023, he became the supervisor of the Child Support Unit where he supervises two attorneys and an amazing support staff. Prior to joining the St. Louis County Prosecuting Attorney's Office David worked for the Department of Social Services – Division of Legal Services.

Overview: An open forum discussion of some of the current legal and practical issues facing Prosecuting Attorneys across Missouri, including a brief discussion of Bentley's Law and the cases it may impact.

22-02 CLE/FSD/LDR/CC

Wednesday, October 22, 2025

8:30 am – 10:00 am

90 minutes

Passing Audits

Room: Salon B

Presented by Lisa Rackers started with FSD on 10/29/1998 in the Interstate Collections Unit as an Enforcement Technician. In 2000 she joined the Compliance Review Unit as a Case Analyst. She has been the Unit Manager since July 2013.

Aeriel Wilner is the Compliance Manager for the Family Support Division in Missouri. She has 28 years of FSD experience, working with Income Maintenance field staff as well as IM and Child Support quality assurance and quality control staff. She has a Bachelor of Arts in Psychology from the University of Missouri-Columbia and enjoys listening to comedy podcasts and attending KC Current soccer games.

Gerald Childress began his career with FSD June 14, 2000, with what was then the Child Support Division in the Financial Resolutions Section working with special collections spousal apportionments, personal property liens and lottery intercepts. In May of 2002 he started in his current position as a Case Analyst in the Compliance Review Section.

Overview: Curious about what the requirements are for the Federal Self-Assessment Audit and what information is reviewed? Come join the staff from Compliance Review as we explain the Federal Regulations and what information we look for in MACSS and OnBase when we conduct audits. This session should help “pull back the curtain” to show what we’re looking for and give you tools to help pass future audits with ease!

22-03 LDR

PA Support Staff Circle

Wednesday, October 22, 2025

8:30 am – 10:00 am

90 minutes

PA Support Staff Circle, Outgoing UIFSA

Room: Lewis and Clark

Presented by Kristi Brown has worked 28 years in the child support field (paternity, establishment, enforcement, criminal non-support, contempt, registration, initiating and responding UIFSA); 26 years at her current position for the Jasper Co. Prosecutor's Office Child Support Division (Carthage Regional Project) as a Legal Secretary and 2 years for the State of Arkansas OCSE as a Child Support Investigator. She holds a BS in Criminal Justice Administration. Outside of work, you will find her volunteering in the community, playing in the dirt (grow native plants), tracing her family tree, and traveling.

Overview: If you are support staff who works in a prosecutor's office for child support, join us at the table. An informal roundtable for US to discuss outgoing UIFSA cases. What are they? How do we get started? How do we work them? (Let's get in the weeds!)

Write down your questions beforehand, or even a procedure question on another topic, and we can tackle those too in this session. We want this to be the first of many. Come be part of our *inaugural* class.

22-04 CC**Wednesday, October 22, 2025****3:30 pm – 5:00 pm****90 minutes****Confidentiality in the Courthouse****Room:** Columbia

Presented by Michelle Rivera joined the Boone County Circuit Clerks office February 14th, 2022, as a copy request clerk, fulfilling FSD child support requests and going to court. By May she fell in LOVE with Child Support, and with a bit of training, became the main child support clerk in Boone County. 3 years later she's presenting on all the things she wished she had known from the beginning. In her off time, she has the honor of representing Region 10 for the Missouri Child Support Education Association (MCSEA). Outside of work she enjoys playing boardgames with friends, going to Renaissance fairs, and hanging with her cat JuJu.

Overview: Confidentiality is a cornerstone of child support case management. According to state and federal laws, child support records are not open records, and information from the Missouri Automated Child Support System (MACSS) may only be released when subpoenaed or ordered by a judge. This session will provide an overview of confidentiality requirements and how they apply to daily work within MACSS. Participants will explore how confidentiality impacts key functions, including MACSS Basics, Office and Worker roles, locating a person or case, managing member demographics, using DIARY, screening members, adding cases, handling support orders and obligations, and working with existing information. By reinforcing the importance of safeguarding sensitive data, this session will help staff ensure compliance with legal requirements while maintaining the integrity and trust essential to child support services.

22-05 CLE/FSD/LDR/CC**Wednesday, October 22, 2025****10:30 am – 12:00 am****90 minutes****Title Pending****Room:** Salon A

Presented by Dawn Kuhlman, MA became the Executive Director of M.A.R.C.H. (Mediation Achieving Results for Children) Mediation in the fall of 2019. M.A.R.C.H. is a state-wide nonprofit that provides free supervised visitation, mediation and legal services to eligible families in Missouri. www.marchmediation.org

Dawn is a respected pioneer in the mediation field and loves to create, challenge, and share ideas. She is the creator of a Trauma Informed Mediation Model and has been engaged in dialogue with mediators internationally regarding the concept of Trauma Informed Mediation. Dawn's TEDx Talk on Trauma Informed Mediation has been recognized and placed on the TED website at [Dawn Kuhlman Ted Talk](#).

She holds a Masters (MA) in Clinical Psychology from the University of Dayton and a Bachelor of Science Degree (BS) in Psychology from Ball State University in Muncie, Indiana. Dawn is both a Missouri and a Kansas Supreme Court Approved Mediator. She is also a certified administrator of the Myers-Briggs Type Indicator (MBTI).

She has served as an Advanced Mediation Training Instructor at Johnson County Community College since 2012. She has also served as an adjunct professor at Baker University, MidAmerica Nazarene University, and Park University. Dawn served in a leadership role for the Missouri Chapter of

Association of Family and Conciliation Courts (MO-AFCC) from 2007-2015 and has been a member of the Association of Missouri Mediators (AMM) since 2005.

Dawn has trained thousands for nearly 20 years on various topics such as forgiveness, mediation, personality type, domestic violence, non-defensive communication, trauma, conflict coaching, emotional intelligence, mindfulness, high conflict personalities and so much more.

She has been described as driven, compassionate, intelligent and hilarious. Dawn loves to inspire and encourage the best in others and is dedicated to promoting healing and growth in the community.

When Dawn is not wearing her entrepreneur hat, she loves to drink coffee with her husband and spend time with their two beautiful daughters.

Overview:

22-06 CLE/FSD/LDR

Wednesday, October 22, 2025

10:30 am – 12:00 am

90 minutes

Uncommon Scenarios: Episode 3 – Into the Wild

Room: Salon B

Presented by Sharron Switzer graduated from Columbia College in 2014 with a BSBA – Management/Accounting. After 20+ years in the manufacturing industry, she joined the Family Support Division as a SOSA-K case opener with Child Support's Alternative Care Collections Unit in January 2010. Sharron worked as a Child Support Specialist in financials for the Interstate Collections Unit, establishment for Alternative Care Collections, and financials for Jefferson City FSD before becoming a financials Child Support Supervisor for the Interstate Collections Unit, ultimately joining the Policy Development Unit in January of 2016.

Staci Hartupée earned an Associates of Art degree from State Fair Community College. She began her career with the Family Support Division in December 2019 as clerical in Warrensburg and then promoted to child support specialist in August 2021 as a child support specialist in paternity, specializing particularly in Prosecuting Attorney Referrals. Staci promoted to her current position as a Program Specialist in the Child Support Policy Unit in July 2025.

Jacob Smith began his employment with Department of Social Service in February 2023. Over the last 2.5 years he has worked as a Benefit Program Technician, Training Supervisor, and in his current position, Program Specialist for the Policy Development Unit.

Kendra Porter began her career with Family Support Division in May 2001 as an OSA in the Interstate Collections Unit. In 2004 she promoted to a SOSA in the Cole County FSD office. Next, she promoted to Child Support Specialist in the Cole County FSD office in 2006, transferring to the Interstate Collections unit in 2011 and then into the Financial Resolution Section in 2013. In 2015 she promoted to Benefit Program Specialist with the Compliance Review Section and recently promoted to her current position as a Program Specialist in the Child Support Policy Unit in June 2025.

Amanda Mueller earned a Bachelor of Science in Business Administration and Bachelor of Science in Business Management from Columbia College. She joined the Family Support Division in 2007, stepping into the SOSA role within the Cole County FSD office. In subsequent years Amanda has held various roles, including Child Support Specialist in Financials for the Interstate Collections Unit, CS Supervisor over Interstate, Foster Care, and Cole County Paternity, Program Specialist in the Systems unit, Research & Data Analyst for the Child Support Program, and Senior Business Analyst at ITSD. She now holds the role of Program Coordinator over the Policy Development Unit.

Overview: Every child support case has its own twists and turns—but some take you completely off the trail. Join the Policy Development Unit for the next installment of Uncommon Scenarios, where we venture deep into the wilderness of the unexpected. Don't worry if you missed the first two hikes—

you'll have all the gear you need to explore with us. Together, we'll trek through the uncharted territory of unusual case situations and navigate how these mysteries might be solved. Come prepared to share your insight as we discover that innovation comes naturally when you're blazing new trails.

22-07 CLE/FSD/LDR

Wednesday, October 22, 2025

10:30 am – 12:00 am

90 minutes

Administrative Hearings Process

Room: Pines

Presented by Michelle Coleman serves as the Chief of Administrative Hearings within the Division of Legal Services, where she leads with a strong commitment to fairness, integrity, and service. In her role, she oversees 47 team members, 15 of whom are dedicated to the child support administrative hearings process, ensuring that individuals and families receive a fair and transparent review of their cases.

With a career dedicated to public service, Michelle is deeply passionate about supporting families in need and empowering the teammates who share this mission. She works to continuously improve processes that impact the lives of those served by the Division.

Her blend of professional expertise, personal passion, and approachable leadership makes Michelle a respected voice in the field of administrative hearings and a valued advocate for both clients and colleagues.

Michelle likes to relax by reading, solving logic puzzles, cross-stitching, and baking homemade pecan pies.

Michelle received her LL.M. in Alternative Dispute Resolution from the University of Missouri-Columbia, her J.D. from St. Louis University, and her B.A. in Political Science from the University of New Orleans.

Samantha Ghormley Hill serves as the Child Support Unit's Managing Attorney within the Administrative Hearings Section of Division of Legal Services. She has dedicated her legal career to public service, first as a Benefits Hearing Officer, both in Jefferson City and St. Louis, then she spent several years as a staff attorney for the Missouri's statewide coalition for domestic and sexual violence survivors, before returning to the Administrative Hearings Section earlier this year. She received her JD, as well as a certificate in Alternative Dispute Resolution, from the University of Missouri-Columbia Law School, and her Bachelors in English from Truman State University.

Overview: This session will shed a bright ray of sunshine on the Administrative Hearings Unit, offering a transparent look at how hearings are managed and what happens once a request is filed.

Participants will gain insight into the volume of hearing packets received, how many proceed to hearings, the percentage that advance to judicial review, and the role of legal representation in the process.

Through a dynamic panel discussion with hearing officers and enforcement staff, the session will explore common reasons for hearing requests, communication gaps that lead to misunderstandings, and opportunities to reduce unnecessary hearings. Real-life stories—anonymized but engaging—will highlight the challenges, surprises, and lessons learned from the hearing room.

The session will also focus on practical improvements, including how language in ESTA, MODI, and ENFO communications can be clearer and more effective for clients. Attendees will be invited to share ideas on how to improve processes, strengthen communication, and make the hearing experience less intimidating.

Participants will hike away with a deeper understanding of the hearings process, strategies to improve client interactions, and a renewed perspective on how enforcement and hearings staff can work together to achieve better outcomes.

22-08 CC

Wednesday, October 22, 2025

10:30 am – 12:00 am

90 minutes

MACSS Basics (For Clerks)

Room: Columbia or Lewis and Clark

Presented by Nikki Hartley is the PA Liaison Contract Manager for the DSS Family Support Division. She started her state career over 18 years ago as a court clerk in the Cole County Circuit Clerk's Office where she worked in both criminal, civil, and juvenile divisions as well as clerking for Judge Byron Kinder. In April of 2011, she began working for the Jefferson City Regional Prosecutor's Office, as a Legal Assistant in the Child Support Unit. Nikki returned to the State of Missouri as legal assistant for Family Support's Legal Counsel in May 2021. She accepted her current position in October of 2022.

Nikki has been married for 25 years. She and her husband Daniel have 2 sons together. In her off time, she serves on the board for the Callaway County Humane Society and is the President Elect and website administrator for the Missouri Child Support Education Association (MCSEA).

Overview: The Missouri Automated Child Support System (MACSS) is an automated system used to maintain all child support cases in the state of Missouri. Do you know how much information and how many screens MACSS has? HUNDREDS of screens and an immeasurable amount of information!!! In this session we will cover some (not all) of the most commonly utilized screens to obtain information from the child support system we all know and love.

22-09 CLE/FSD/LDR/CC**Wednesday, October 22, 2025****1:30 pm – 3:00 pm****Sovereign Citizen****90 minutes****Room: Salon A and B**

Presented by Chris Wray is a partner at Shook, Hardy & Bacon in Kansas City, MO. His practice focuses on defending class actions and complex civil litigation at the trial and appellate level. He earned his law degree from Notre Dame Law School and his undergraduate degree in accounting and finance from Washington University in St. Louis. After law school, he clerked for the Hon. Duane Benton on the United States Court of Appeals for the Eighth Circuit. Prior to his time in private practice, Chris served as the chief of staff and deputy solicitor general in the Missouri Attorney General's Office. During his time in public service, Chris won several high-profile appeals before the U.S. Court of Appeals for the Eighth Circuit, the Supreme Court of Missouri, and the Missouri Court of Appeals. Chris oversaw all operations of the Attorney General's Office, supervising more than 300 attorneys and staff. He also served as Missouri's deputy state treasurer, where he managed the state's \$4 billion portfolio and its banking and unclaimed property operations. Chris serves as an adjunct professor at the UMKC School of Law. He is a CPA and has also served on the accounting faculty of the University of Notre Dame and Avila University. He is a published designer of board and card games.

Overview: So called "Sovereign Citizen" are in amalgam of litigants, tax protesters, and others who frequently hold that they are not subject to various federal and state laws. This "Sovereign Citizen" movement is currently estimated to have more than 100,000 active members and growing. This CLE will (1) discuss and dispel various legal theories, commonly advanced by those in the "Sovereign Citizen" movement, using federal and state court cases as examples; (2) provide recent examples of supposed filings sent to government officials, explaining why the filings are sent in error and have no legal impact; (3) discuss and dispel different approaches to responding to sovereign citizens, and (4) discuss ethical considerations for attorneys, dealing with members of the "Sovereign Citizen" movement. A special focus will be paid to trends within "Sovereign Citizen" litigation so that CLE participants are up to date on trending topics in this area of the law.

22-10 FSD/LDR**Wednesday, October 22, 2025****10:30 am – 12:00 am****90 minutes****Outreach****Room: Pines****Presented by Donna Jo Prather-Rhoads**

Jeanne Sparks is a Child Support Program Specialist for the Family Support Division in Warrensburg, MO and has been with the Division for over 27 years. She currently works in the Child Support Outreach Unit managing community outreach programs and is a grant coordinator for the Charting the Course Pre-Parenthood grants and the Missouri Safe Access for Victims Economic Mobility (SAVES) grant. She also serves as the FSD liaison with the Department of Veterans Affairs Compensated Work Therapy Program staff to assist veterans enrolled in the CWT program with their child support concerns.

David Hartsfield

Daylon Tillman is a Child Support Program Specialist for the Missouri Family Support Division based in Springfield, MO. He has worked with the Family Support Division since June of 2014, and with the child support program since May of 2015. He currently is assisting with the Good Dads program and CPSEMO Everyday Dads program providing responsible fatherhood initiatives and helping to break down barriers for individuals within that program. He works closely with the Greene County Family Justice Center to assist survivors of domestic violence in obtaining child support and other resources.

He also provides outreach to various DOC facilities throughout the state providing individuals in pre-release programs with information regarding the child support program and other responsible parenting initiative programs.

Overview: Outreach-as mysterious as the most famous woodland creature Bigfoot! We've all heard something about it, some claim to have seen its tracks left behind, there are even "pictures" of them, but what do these creatures really do? What are their goals and how does Outreach support the core mission of child support? Come camp out in this session with some original "Bigfoot" creatures to explore and learn about Outreach.

22-11 CC

Wednesday, October 22, 2025

10:30 am – 12:00 am

90 minutes

Orders & Obligations (For Clerks)

Room: Columbia

Presented by Vickie Endicott started her career with FSD in the Child Support office in Jefferson County in 2011. She worked enforcement and, the last 5 years in Jefferson County, she was a Financials Specialist, and she loved it!

Joining the Training Team in the Spring of 2017 was an enlightening experience for her. It has made her realize that her passion for teaching is still very much alive, and she looks forward to presenting new material at MCSEA each year.

When Vickie is not working, she enjoys spending time with her family, which includes 3 grown children, and 4 grandchildren! She is also an avid reader!

She loves meeting new people and looks forward to meeting each of you at MCSEA!

Overview: New to entering orders and obligations into MACSS? Attend this session to learn about the different MACSS screens used to accurately enter orders into Missouri's Automated Child Support System. We will discuss terminology (as it applies to Child Support and Child Support orders and obligations), review some best practices, and host a Q & A segment. This session is geared toward Circuit clerks.

22-12 CLE/Ethics

Wednesday, October 22, 2025

3:30 pm – 5:15 pm Ethics for Attorneys

105 minutes

Room: Salon A and B

Presented by Chris Wray is a partner at Shook, Hardy & Bacon in Kansas City, MO. His practice focuses on defending class actions and complex civil litigation at the trial and appellate level. He earned his law degree from Notre Dame Law School and his undergraduate degree in accounting and finance from Washington University in St. Louis. After law school, he clerked for the Hon. Duane Benton on the United States Court of Appeals for the Eighth Circuit.

Prior to his time in private practice, Chris served as the chief of staff and deputy solicitor general in the Missouri Attorney General's Office. During his time in public service, Chris won several high-profile appeals before the U.S. Court of Appeals for the Eighth Circuit, the Supreme Court of Missouri, and the Missouri Court of Appeals. Chris oversaw all operations of the Attorney General's Office, supervising more than 300 attorneys and staff. He also served as Missouri's deputy state treasurer, where he managed the state's \$4 billion portfolio and its banking and unclaimed property operations.

Chris serves as an adjunct professor at the UMKC School of Law. He is a CPA and has also served on the accounting faculty of the University of Notre Dame and Avila University. He is a published designer of board and card games.

Overview: This interactive legal ethics presentation will provide practical insights and updates on ethical rules that attorneys often overlook in daily practice. Using recent Supreme Court of Missouri ethics cases, and recent nationwide ethics guidance, this presentation will allow the audience to think through real-world scenarios and discussions. Designed to sharpen ethical awareness, this course will ensure practitioners stay compliant with the evolving standards of legal practice. Half of the presentation will be devoted to the intersection of ethics and cultural competency, diversity, inclusion, and implicit bias, including nationwide cases and ethics opinions on the topic.

22-13 CLE/FSD/LDR

Wednesday, October 22, 2025

3:30 pm – 5:00 pm

90 minutes

Data Input in MACSS Affecting Federal Incentives

Room: Pines

Presented by Amanda Mueller earned a Bachelor of Science in Business Administration and Bachelor of Science in Business Management from Columbia College. She joined the Family Support Division in 2007, stepping into the SOSA role within the Cole County FSD office when Kendra promoted. In subsequent years Amanda has held various roles, including Child Support Specialist in Financials for the Interstate Collections Unit, CS Supervisor over Interstate, Foster Care, and Cole County Paternity, Program health insurance was provided. Count only one order per case. Do not include orders for in the Systems unit, Research & Data Analyst for the Child Support Program, and Senior Business Analyst at ITSD. She now holds the role of Program Coordinator over the Policy Development Unit.

Overview: The OCSE-157 is a critical federal reporting tool used by state IV-D (child support) agencies to provide statistical and financial information on their Child Support Enforcement (CSE) programs to the Department of Health and Human Services (HHS). Completed annually for each Federal Fiscal Year ending September 30, the report requires actual numbers and serves as the foundation for calculating state performance incentives.

This session will provide an overview of the OCSE-157, its purpose, and its impact on state incentive funding. Participants will learn how data from specific line items are used. The session will also explain how incentive measures are calculated, including support order establishment, current payment, arrearage payment, paternity establishment percentage (PEP), and cost effectiveness.

Emphasis will be placed on the importance of data reliability and completeness, as required by federal legislation and 45 CFR 305.31(e). Without a successful federal audit confirming data accuracy, a state's maximum incentive base is zero. Attendees will gain insight into how performance thresholds—such as achieving 80% or higher on key indicators or meeting the 90% PEP standard—directly affect incentive payments.

By the end of the session, participants will understand how the OCSE-157 drives accountability, ensures program integrity, and influences the distribution of federal incentive funds. This knowledge will help state officials strengthen reporting practices and improve performance outcomes in their child support programs.

22-14 CC

Wednesday, October 22, 2025

3:30 pm – 5:00 pm

90 minutes

All the Weeds in My Garden are Wildflowers

Room: Columbia

Presented by Michelle Rivera joined the Boone County Circuit Clerks office February 14th, 2022 as a copy request clerk, fulfilling FSD child support requests and going to court. By May she fell in LOVE with Child Support, and with a bit of training, became the main child support clerk in Boone County. 3 years later she's presenting on all the things she wished she had known from the beginning. In her off time, she has the honor of representing Region 10 for the Missouri Child Support Education Association (MCSEA). Outside of work she enjoys playing boardgames with friends, going to Renaissance fairs, and hanging with her cat JuJu.

Overview: Addressing a *bouquet* of circumstances that pop up like weeds but learning new procedures helps you blossom like *wildflowers*. From Non-Cash Credits, DV Flags, 300 EZ forms, and bits that just *appear* one day. In this session, she'll help clear up many different issues that arise or *bloom* in the world of circuit court.

Thursday, October 23, 2025

23-01 CLE/FSD/LDR/CC

8:30 am – 10:00 am

90 minutes

MACSS Modernization

Room: Salon A and B

Presented by

Angela Terry

Whitney Distler

Overview: The Family Support Division–Child Support (FSD-CS) and the Information Technology Services Division (ITSD), in partnership with Deloitte Consulting, LLP, worked together to modernize the front end of the Missouri Automated Child Support System (MACSS). This modernization effort focuses on delivering a web-based user interface that is intuitive, efficient, and accessible through a standard browser and internet connection. By reducing the number of screens and streamlining navigation, the new interface will shorten training time for new staff and improve efficiency in daily case management activities.

The modernized screens will retain existing data elements and core mainframe functionality while introducing enhancements designed to improve usability and staff experience. Key improvements include:

- Drop-down menus for selected permitted values
- Pagination for easier navigation through fields
- Calendar controls for date entry
- Scrolling functionality within screens
- Combining screens previously separated due to space limitations
- Automatic text wrapping in NOTES
- Display of frequently used resources at the top of every screen
- Clearer field labels for better understanding

While introducing these modern features, the system will also preserve familiar tools that staff rely on today.

Discussions between FSD-CS, ITSD, and Deloitte continue to shape the design of the modernized screens, with a focus on what will best support staff in their day-to-day work. This session will provide an overview of the modernization process, highlight enhancements, and share a preview of what the future MACSS interface could look like.

Thursday, October 23, 2025

23-02 CLE/FSD/LDR/CC

10:30 am – 12:00 pm

90 minutes

IV-D Case Law Update

Room: Salon A

Presented by Dan Pingelton is an attorney in private practice in Columbia, concentrating on civil litigation and family law. He graduated from Arizona State University in 1981 with a degree in journalism and received his law degree from the University of Colorado in 1984, serving on the University of Colorado Law Review. Some of Mr. Pingelton's reported cases include *Dye v. Missouri Division of Child Support Enforcement*, 811 S.W.2d 355 (Mo.banc 1981) [constitutionality of administrative child support enforcement statutes]; *Baird v. Baird*, 843 S.W.2d 388 (Mo.App.E.D. 1992) [first Missouri case confirming use of a Qualified Domestic Relations Order to seize ERISA retirement funds for child support and maintenance arrears]; *McCreary v. McCreary*, 954 S.W.2d 433 (Mo.App.W.D. 1997) [multiple issues including proper standard for modification of custody; proper use of remedy of equitable accounting in a fiduciary relationship for child support; mandatory award of attorney fees; and liability for medical expense reimbursement]; and *Deuschle v. Jobe*, 30 S.W.3d 215 (Mo.App.W.D. 2000) [established Missouri precedent that an unmarried person can recover damages for negligent transmission of the herpes virus]. Publications include chapter in *Missouri Family Law*, 6th, 7th, and 8th editions (The Family Support Division, Marital Separation Agreements, and The Uniform Interstate Family Support Act - UIFSA), published by the Missouri Bar. Dan recently completed the third edition of *Missouri IV-D Law* (2022). Dan has presented CLE programs for national, regional and state associations. His daughter Hannah is an administrator for the MBA program at UCLA. In his spare time Dan teaches Taekwon-Do for Columbia Parks & Recreation.

Overview: MCSEA Past-President Dan Pingelton returns for his 28th year to chat about the latest in IV-D law. Bring your brain, your questions, your comments, and a sense of humor. Administrative authority, paternity, retroactive liability, determination & imputation of income, support calculation, medical expenses & insurance, modification, post-secondary support, enforcement, interstate, procedure, and criminal nonsupport. *There will be candy.*

Thursday, October 23, 2025

23-03 CLE/FSD/LDR/CC

10:30 am – 12:00 pm

90 minutes

Mountain Serenity: Climbing the Peaks of Emotional Awareness

Room: Columbia

Presented by Vickie Endicott started her career with FSD in the Child Support office in Jefferson County in 2011. She worked enforcement and, the last 5 years in Jefferson County, she was a Financials Specialist, and she loved it!

Joining the Training Team in the Spring of 2017 was an enlightening experience for her. It has made her realize that her passion for teaching is still very much alive, and she looks forward to presenting new material at MCSEA each year.

When Vickie is not working, she enjoys spending time with her family, which includes 3 grown children, and 4 grandchildren! She is also an avid reader!

She loves meeting new people and looks forward to meeting each of you at MCSEA!

Overview: Have you ever noticed that no one teaches you about your emotions, but everyone expects you to control them?

You don't learn it at home like learning to walk or talk, nor do you pick it up as a subject at school, yet it's a foundational skill that many think helps determine success. Come to this session and get some tools to safely climb the emotional peaks to awareness!

Thursday, October 23, 2025

23-04 CLE/FSD/LDR/CC

1:30 pm – 3:00pm

90 minutes

Intersection Between Disability and Child Support

Room: Salon A

Presented by Ashley Flood is an accomplished attorney and dedicated public servant who currently serves as an Assistant Prosecuting Attorney in the Child Support Division of the Clay County Prosecutor's Office. In this role, she prosecutes hundreds of criminal nonsupport cases, advocating for children and families while ensuring compliance with Missouri's child support laws.

Prior to joining the Clay County's Prosecutor's Office, Ashley served as a Disability Examiner with the State of Kansas Disability Services, where she evaluated medical and vocational evidence to determine eligibility for Social Security Disability benefits. This experience strengthened her ability to analyze complex records and apply legal and regulatory standards with fairness and precision. Drawing on both her legal background and experience as a Disability Examiner, Ashley brings a unique perspective to her work as a prosecutor, combining courtroom advocacy with a strong ability to analyze complex records, apply regulations fairly, and serve the needs of vulnerable individuals and families.

Ashley earned her Juris Doctor from the University of Missouri–Kansas City School of Law, where she was named a 2020 Truman Fellow and received multiple CALI Awards. She also holds a Master of Arts and a Bachelor of Arts in Political Science from Westminster College, graduating with honors and completing minors in Criminal Justice and Pre-Law.

Deeply committed to service, Ashley volunteers with the Missouri Child Support Enforcement Association, Toys for Tots, and Habitat for Humanity, reflecting her dedication to strengthening families, supporting communities, and expanding access to justice.

Overview: This program explores the critical intersection between disability and child support, a topic that continues to present unique challenges for courts, attorneys, and the Family Support Division. Drawing on experience as both a prosecutor in the Child Support Division and a former Disability Examiner, the presenter will highlight how disability status—whether of the parent or child—can impact child support obligations, enforcement, and modifications.

Participants will gain insight into:

- How Social Security Disability and SSI benefits affect child support calculations and enforcement
- Common legal and procedural issues when disability is raised in nonsupport cases
- Practical strategies for navigating complex records, medical documentation, and regulatory standards
- Balancing enforcement of child support with fairness and compliance with federal and state disability protections

This CLE is designed for attorneys, child support professionals, and Family Support Division staff who want to deepen their understanding of how disability intersects with child support law and learn practical approaches for addressing these issues in their daily practice.

Thursday, October 23, 2025

23-05 CLE/FSD/LDR/CC

1:30 pm – 3:00pm

90 minutes

Missouri Safe Access for Victims Economic Security (MO SAVES)

The Intersection of Child Support and Domestic Violence

Room: Salon B

Presented by Sydney Wheat is a Program Specialist with the Family Support Division, Child Support Program. Sydney served as the MO SAVES Grant Manager for the implementation period of the project. Throughout her 6 years with FSD, Sydney has demonstrated a strong commitment to supporting families and strengthening program outcomes through effective analysis, coordination, and leadership.

Overview: This session will explore the intersection of child support and domestic violence. Participants will learn about the MO SAVES program; a program funded by a federal grant designed to increase awareness and provide support for survivors to have safe access to child support services. Attendees will hear from inspirational guest speakers who will share powerful stories of resilience, offering insight on survivor experience. The session will also provide guidance on how to engage survivors with empathy, while recognizing your impact and taking the appropriate steps to ensure safety for survivors and their children.

Thursday, October 23, 2025

23-06 CLE/FSD/LDR/CC

1:30 pm – 3:00 pm

90 minutes

Take a hike... outside your jurisdiction

Intergovernmental Communication Tools

Room: Columbia

Presented by Lynda Dillard

Overview: Learn more about intergovernmental communication using tools available through the Child Support Portal. During this session, Lynda Dillard, with the federal Office of Child Support Services (OCSS) Division of Federal Systems (DFS) will provide an overview and demonstration of several applications, like Communication Center, and Electronic Document Exchange (EDE), including demonstrations highlighting recent updates and a discussion on best practices.

Thursday, October 23, 2025

23-07 CLE/FSD/LDR/CC

3:30 pm – 5:00 pm

90 minutes

Prosecutors' Paternity Procedures and Proceedings

Room: Salon A

Presented by Lara Webb Fors is an assistant prosecutor and Trial Team Leader in the Jackson County Prosecutor's office in Kansas City. She supervises the legal unit of assistant prosecutors and staff for paternity, establishment, enforcement, and UIFSA.

Lara has spent over thirty years working in the IV-D program. She started in the Jackson County, Missouri Prosecutor's office as a 2L in 1994 and then as an assistant prosecutor. She also has worked for MAXIMUS as a staff attorney in Wyandotte, Kansas, an assistant prosecutor in Greene County in Springfield, MO, as the deputy director of the Family Support Division-Child Support, the director of the Springfield Regional Prosecutor's Office for Greene, Christian, and Taney Counties, and as a management consultant for Public Knowledge®.

Lara is a past president of Missouri Child Support Enforcement Association (MCSEA) (2007) and the Eastern Regional Interstate Child Support Association (ERICSA) (2014). She currently serves on several ERICSA committees and is a member of the ERICSA Honorary Board. Lara has presented to numerous conferences and events including ERICSA, National Child Support Enforcement Association (NCSEA), National Tribal Child Support Association (NTCSA), Western Intergovernmental Child Support Engagement Council (WICSEC), and MCSEA.

Lara was awarded the Springfield Business Journal's 40 under 40 Award (2009), the MCSEA Honorary Life Member (2014), the Missouri Lawyer's Weekly Women's Justice Award for Public Service Practitioner of the Year (2016), the ERICSA Honorary Life Member (2019), and the inaugural ERICSA Patrick W. Quinn Intergovernmental Scholarship Award in 2022. Lara received her undergraduate degree at Central Methodist University and received her J.D. from the University of Missouri-Kansas City. She is a member of both the Missouri and Kansas Bars.

Dana Soper joined the Jackson County Prosecutor's Office in 2009 as an assistant prosecuting attorney with the Family Support Division. Dana's primary work has been on establishment cases until 2023, when enforcement cases were added to her caseload. Prior to law school, Dana worked as an IM worker for the Commonwealth of Kentucky. She graduated from UMKC Law School in 2008 with an emphasis in family law.

Bronwin Werner has been an assistant prosecuting attorney in Jackson County for 17 years of her thirty-four-year law career, during three "tours of duty": 1990-2000; 2004-2009; 2024-present. Her past positions with the Jackson County Prosecutor's Office have included the head of the sex crimes/ child abuse/child homicide unit (now known as "special victims unit"), trial team leader of the drug related violent crime unit, chief warrant officer, police liaison, and chief trial assistant, developing the Community Justice Unit. She now has the privilege of working in the Jackson County Family Support Division of the prosecutor's office, where she continues to perform meaningful work without exposure to traumatic content! She handles both enforcement cases and establishment cases.

For 15 years, she was an adjunct law professor of Trial Advocacy at UMKC Law School and has taught numerous classes and CLEs regarding various trial skills for KCMBA, MOPS, National Institute of Traffic & Highway Safety Administration. While at the prosecutor's office, she facilitated the Explorer program, creating a mock crime & eliciting the help of defense attorneys, judges, and police to train kids ages 13-18 to be attorneys, ultimately taking 4 public school kids from Kansas City, Missouri to the National Explorer Trial Competition in Chicago, winning best defense attorneys!

During her time away from the Jackson County Prosecutor's Office, Bronwyn was an assistant attorney for juvenile officer in Jackson County, serving as a trial attorney in the abuse & neglect unit, and then as trial team leader of the juvenile delinquency unit. She also had a private practice where she specialized in criminal law as well as dissolution cases.

She has won numerous awards including the American College of Trial Lawyers Medal for

Excellence in Advocacy Lewis F. Powell, Jr. Award, the first Honorable H. Michael Coburn Community Service Award from Legal Aid of Western Missouri for her work with communities in establishing diversionary programs for kids, Kansas City, Missouri Police Department Ceremonial Baton, MACDL Hall of Fame, National Trial Lawyers Top 100 Criminal Defense Attorneys, Association of Women Law Students' Tierra Farrow Alumni Award, the Thomas Deacy Award for Excellence in Trial Advocacy, and was first place regional champion of the National Trial Competition during her third year of law school at UMKC Law School.

Overview: This session focuses on the critical role of Prosecuting Attorneys (PAs) in working paternity referrals. This will be a review of the life-of-the-case, from referral to judgment. Attendees will learn how to identify the course for filing (as a local, long-arm, or outgoing Uniform Interstate Family Support Act (UIFSA) case), effectively prepare pleadings, tips for processing outgoing UIFSA packets, and ensure compliance with lesser-known mandatory requirements under the cooperative agreement and federal regulations. Following the life of the case, the session will next address the nuances of handling both local and incoming UIFSA cases in court with examples of proposed judgments. Practical tools, including checklists and sample pleadings, will be shared to promote best practices. Participants will leave with a clearer understanding of legal requirements and with resources to support efficient and accurate paternity case processing.

Thursday, October 23, 2025

23-08 CLE/FSD/LDR/CC

3:30 pm – 5:00 pm

90 minutes

Blazing the Trail

Room: Salon B

Presented by Carrie Broniec, *Deputy Director of Child Support* has over 33 years of experience in child support services, including 27 years in leadership roles, Carrie Broniec has established herself as a distinguished leader in the field. Carrie brings a wealth of knowledge and expertise that uniquely positions her to influence and enhance family support services across the state.

Carrie's career began at the frontline as a technician, where she developed a deep understanding of program operations and the critical needs of families. Her dedication and leadership skills quickly propelled her through the ranks to key positions such as Child Support Supervisor and Program Coordinator. Throughout her journey, she has demonstrated a consistent commitment to staff development and operational excellence.

In addition to her extensive professional experience, Carrie has also contributed to the child support community as the President of the Missouri Child Support Education Association. Through this role, she showcased her unwavering dedication to supporting families and advancing the effectiveness of child support services.

Carrie's extensive background and passion for family services make her a respected voice and advocate in the child support sector.

Jennifer "Jen" Holder is a seasoned public service professional with more than 17 years of experience with the State of Missouri. She currently serves as the Program Manager for the Family Support Division, where she also manages the Child Support Program. In this role, Jen leads efforts to strengthen program effectiveness, implement innovative strategies, and ensure that services meet the needs of Missouri families.

Throughout her career, Jen has been recognized for her ability to lead with inclusivity, communicate with emotional intelligence, and guide teams through change. Her leadership style emphasizes collaboration, adaptability, and a commitment to fostering positive outcomes for both staff and the communities they serve.

Jen's educational journey began at St. Charles Community College, where she studied for two years before earning her bachelor's degree in Management and Organizational Behavior from the University of Missouri–St. Louis. This academic foundation, combined with her extensive professional experience, has equipped her with the skills to navigate complex organizational challenges and drive meaningful improvements in public service.

With her expertise in inclusive leadership, team development, and change management, Jennifer Holder brings valuable insights and a passion for service to every speaking engagement.

Kate McKenna-York is a dedicated public service professional with over 19 years of experience with the State of Missouri. She currently serves as a Social Services Coordinator, a role she has held since February 2017, where she provides leadership and coordination to ensure effective delivery of services that support individuals and families across the state. Kate's career reflects a strong commitment to program development, case management, and community support. Prior to her current role, she served as a Program Development Specialist from 2015 to 2017, where she contributed to the design and implementation of initiatives that improved service delivery. From 2014 to 2015, she worked as a Case Analyst, applying her expertise in policy and case review to strengthen program outcomes. Her career began in 2006 as a Child Support Specialist, where she spent seven years advocating for children and families by ensuring access to critical resources. A graduate of the Missouri Leadership Academy, Kate has honed her skills in leadership, team management, and program coordination. She is recognized for her ability to lead teams with vision,

foster collaboration, and drive meaningful improvements in public service programs. With nearly two decades of experience, Kate McKenna-York brings a wealth of knowledge, practical expertise, and a passion for leadership in public service to every speaking engagement.

Jason Ford

Rachel Thompson is a Program Manager for the Child Support Customer Service Call Center and serves as the liaison for the FSD Intake Center contract. Her journey in child support began in 2012 with Maximus at the FSD Intake Center, where she started as a Case Initiation Specialist. Through hard work and dedication, Rachel earned multiple promotions. Prior to her role with the State of Missouri, she was the Operations Manager. In 2021, Rachel joined the State of Missouri as a supervisor at the Jefferson City Child Support office and was promoted to a program specialist within the call center in 2023. Additionally, Rachel is a proud graduate of the FSD Leadership Academy. Driven by a strong passion for helping others, Rachel believes in the power of teamwork and motivation. Her goal is to cultivate excellence by creating environments where everyone has the chance to succeed.

Overview: Join Carrie Broniec, Child Support Deputy Director, and Senior Leadership for an engaging and informative session as we explore the evolving landscape of Child Support. With a renewed focus on returning to the core values of our program, this conversation will provide insight into upcoming priorities and initiatives designed to strengthen our services and support families across Missouri. This is your opportunity to hear directly from leadership, gain clarity on what lies ahead, and participate in an open Q&A session with your new executive team. Come prepared to ask questions, share perspectives and be part of shaping the future of child support together.

Thursday, October 23, 2025

23-09 CLE/FSD/LDR/CC

3:30 pm – 5:00 pm

90 minutes

Lost in the Woods No More! A Guide to Navigating the CS-14

Room: Columbia

Presented by Sharron Switzer graduated from Columbia College in 2014 with a BSBA – Management/Accounting. After 20+ years in the manufacturing industry, she joined the Family Support Division as a SOSA-K case opener with Child Support's Alternative Care Collections Unit in January 2010. Sharron worked as a Child Support Specialist in financials for the Interstate Collections Unit, establishment for Alternative Care Collections, and financials for Jefferson City FSD before becoming a financials Child Support Supervisor for the Interstate Collections Unit, ultimately joining the Policy Development Unit in January of 2016.

Bethany Ford is the FSD Child Support trainer for the Modification function. Bethany began her career with FSD in 2001 when she hired on as an Income Maintenance Caseworker in West Plains. Over the years she has worked in a number of positions for the agency in both, Income Maintenance (IM) and Child Support (CS). These positions have included Caseworker (technician), Correspondence Information Specialist, Benefit Program Supervisor, and currently Program Training Specialist.

Overview: Escape the forest of confusion and find your path with the "Navigating the CS-14" session! We'll begin by uncovering the history and purpose behind the CS-14 before moving on to the crucial details of navigating the critical changes arriving in Fall 2025. Get your bearings with a toolkit of helpful resources to guide you through every calculation.

Friday, October 24, 2025

24-01 CLE/FSD/LDR/CC/Diversity and Inclusion

8:30 am – 10:00 am

90 minutes

Bridges Out of Poverty

Room: Salon A & B

Presented by Josiah Melzer is a Community Engagement Specialist with the Department of Social Services' Office of Workforce and Community Initiatives. A dedicated public servant and U.S. Air Force veteran, Josiah brings a strong passion for empowering individuals and strengthening communities. As a certified Bridges Out of Poverty trainer, he leverages his experience in workforce development and collaborative outreach to help stakeholders understand the impact of poverty and develop strategies to foster long-term community resilience.

Overview: This session explores the "Bridges Out of Poverty" framework as a tool for recognizing and addressing bias when working with individuals and families experiencing poverty. The program examines how implicit and explicit biases related to socioeconomic status can affect professional judgment, decision-making, and the delivery of legal services. Participants will gain insight into the hidden rules of different socioeconomic classes, the impact of poverty on individuals and families, and the systemic barriers that perpetuate inequities.

Through this training, participants will:

- Identify and examine personal and systemic biases that influence interactions with clients from impoverished backgrounds.
- Understand how these biases can affect access to justice, client relationships, and outcomes in matters such as child support and family law.
- Learn strategies to mitigate bias and improve cultural competency when serving clients in poverty.
- Explore practical tools and collaborative approaches to reduce barriers and promote fairness in the legal system.

By fostering awareness of the role bias plays in perpetuating inequities, this session equips legal professionals to provide more equitable representation, strengthen client trust, and support meaningful progress toward justice for individuals living in poverty.

Friday, October 24, 2025

24-02 CLE/FSD/LDR/CC

10:30 am – 12:00 pm

90 minutes

No "Shoulding" in the Woods. Language, Mental Health and Troop Innovation

Room: Salon A & B

Presented by Kacie Naros, M.Ed., LPC is a Licensed Professional Counselor and speaker dedicated to helping people strengthen communication, resilience, and connection. She has advanced training in the Gottman Method for relationship health, Acceptance & Commitment Therapy, and mindfulness-based approaches, and blends these evidence-based tools with a compassionate, practical style. Kacie's work emphasizes how language impacts both mental health and workplace culture, particularly in high-stress environments. She is passionate about equipping professionals with strategies to de-escalate conflict, foster understanding, and support both colleagues and clients. When not working with clients or speaking, Kacie enjoys the outdoors with her family, drawing inspiration from nature's balance and simplicity.

Overview: In child support work, the words we choose matter. Whether with coworkers, payers, or recipients, language can either fuel frustration or open pathways to collaboration. In this session, Licensed Professional Counselor Kacie Naros will guide participants through the "No "Should"-ing in the Woods" framework — exploring how words like should, would, and could shape our brain's stress response and influence relationships. Using the Great Outdoors as both metaphor and mindset, Kacie will provide practical, natural strategies to support workplace well-being, improve client interactions, and build innovative approaches to communication — naturally.