2016 Annual Child Support Training Conference & Expo

Piecing it all Together

May 2–5, 2016 • Garden Grove, California
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Dear Colleagues,

As president of the Child Support Directors Association of California (CSDA), it is my pleasure to invite you to attend the 2016 Annual Child Support Training Conference & Expo in Garden Grove, California located in southern California’s Orange County. This event will be held from May 2 to May 5, 2016 and is our 10th annual training conference.

As a non-profit association, CSDA is committed to promoting the child support program and improving the services the child support community delivers to California’s families. We continue to work collaboratively with local child support agencies to achieve this goal. This year’s theme: Child Support – Piecing It All Together, signifies how our program’s success is driven by a myriad of factors, both internal and external. This conference is an excellent vehicle for the child support community and our partners to share and celebrate the application of best practices, partnerships, and innovative thinking within the child support program.

On behalf of the CSDA Board of Directors and the 2016 Conference Planning Committee, I am pleased to announce that our distinguished plenary keynote speakers on the child support program at the national and state levels will include Barbara Lacina, Director of the Division of Program Innovation, Office of Child Support Enforcement and Alisha Griffin, Director of the California Department of Child Support Services. This session will focus on the growing concern that the IV-D program may be losing its relevancy for modern families and those in extreme poverty as well as discuss what steps our program can take to shift this trend. We will also have a thought-provoking plenary by Amelia Franck Meyer, a 2015 Bush Fellow and nationally recognized expert on child welfare and trauma-informed services, in addition to being entertained and motivated by professional keynote speaker Vincent Ivan Phipps.

As the 10th annual training conference, this year’s event is a milestone achievement. The Conference Planning Committee has done an excellent job of developing a robust conference program with knowledgeable speakers presenting on a variety of topical tracks including Partnerships and Outreach, Professional Development, Performance Improvement, Leadership Development, Law and Casework, Technology and Financial Strategies, and The Missing Pieces. Speakers will include members of the California Child Support community, private contractors, and professional trainers covering the many exciting topics.

Please join attendees from across child support programs in California, other states, and tribal nations as well as our partners from both the public and private communities for an exciting and informative training conference experience. In addition to attending the formal conference sessions, make the most of this unique opportunity to network and socialize with others as this will support you to find those missing pieces to your own organization’s puzzles. Our banquet and awards ceremony will provide an opportunity to celebrate the agencies and individuals that make our California child support program so successful. I look forward to experiencing another outstanding conference and welcoming you to this pinnacle event in May!

Sharon Wardale-Trejo
President, Child Support Directors Association of California
Director, Merced County Department of Child Support Services
**About the Conference**

**WHO SHOULD ATTEND**

The annual conference is designed to afford child support professionals from local, state and federal government agencies and tribes, with a meaningful and relevant training experience. California and national staff, including directors, child support caseworkers, attorneys, supervisors, managers, trainers, clerical, customer service, outreach, IT, financial, and administrative staff will gain useful information and resources.

If you have questions about our conference, please contact the conference co-chair, Jamie Murray, Director, Santa Cruz/San Benito County Regional Department of Child Support Services (831) 454-3632, jamie.murray@santacruzcounty.us or co-chair, Barbi Brokhoff, Director, Kings County Department of Child Support Services (559) 852-2467, barbi.brokhoff@co.kings.ca.us.

**ABOUT CSDA**

The Child Support Directors Association of California (CSDA) was established as a non-profit association to represent the local child support directors of California’s 58 counties. The Association strives to be of service to local child support agencies (LCSAs) in their effort to provide children and families with the financial, medical, and emotional support required to be productive and healthy citizens in our society.

**CSDA MISSION**

CSDA promotes and supports the county child support agencies in their efforts to provide for the economic well-being of the children and families served by California’s Child Support Program.
### Conference Agenda At-A-Glance

**MONDAY, MAY 2, 2016**

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<th>Time</th>
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<tr>
<td>10:00 am – 5:00 pm</td>
<td>Managing Attorney Forum</td>
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<tr>
<td>1:00 pm – 6:00 pm</td>
<td>Conference Registration</td>
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<tr>
<td>6:00 pm – 7:30 pm</td>
<td>Welcome Reception</td>
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**TUESDAY, MAY 3, 2016**

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<tr>
<td>7:30 am – 5:00 pm</td>
<td>Conference Registration</td>
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<tr>
<td>7:30 am – 8:30 am</td>
<td>Continental Breakfast</td>
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<tr>
<td>8:30 am – 10:00 am</td>
<td>Opening Plenary Session</td>
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<tr>
<td>10:00 am – 10:30 am</td>
<td>Refreshment Networking Break</td>
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<tr>
<td>10:30 am – Noon</td>
<td>Concurrent Workshop Sessions</td>
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<td>Noon – 1:30 pm</td>
<td>Luncheon</td>
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<tr>
<td>1:30 pm – 3:00 pm</td>
<td>Concurrent Workshop Sessions</td>
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<tr>
<td>3:00 pm – 3:30 pm</td>
<td>Refreshment Networking Break</td>
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<td>3:30 pm – 5:00 pm</td>
<td>Concurrent Workshop Sessions</td>
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**WEDNESDAY, MAY 4, 2016**

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<tr>
<td>7:30 am – 8:30 am</td>
<td>Continental Breakfast</td>
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<td>8:30 am – 10:00 am</td>
<td>General Plenary Session</td>
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<td>Luncheon</td>
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<td>1:30 pm – 3:00 pm</td>
<td>Concurrent Workshop Sessions</td>
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<td>Refreshment Networking Break</td>
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<td>5:30 pm – 6:30 pm</td>
<td>Pre-Banquet Reception</td>
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<td>6:30 pm – 11:00 pm</td>
<td>Awards Banquet Dinner</td>
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**THURSDAY, MAY 5, 2016**

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<tr>
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<td>Concurrent Workshop Sessions</td>
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<td>10:00 am – 10:30 am</td>
<td>Refreshment Networking Break</td>
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<tr>
<td>10:30 am – Noon</td>
<td>Closing Plenary Session</td>
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AMELIA FRANCK MEYER, MS, MSW, LISW, APSW, PACC

Amelia Franck Meyer is an international speaker and consultant in child welfare. She has been the CEO of Anu Family Services since 2001. Anu is an award-winning child welfare agency located in Wisconsin and Minnesota, which is producing nationally-recognized child permanence and placement stability outcomes for children in out-of-home care and is on the leading-edge of promoting and measuring wellbeing. Anu is a winner of the prestigious Bush Innovation Prize (2013) and also received the Youth Thrive Award for Exemplary Programs (2014) from the national Center for the Study of Social Policy, the Eureka! Innovation Award (2014) from the Twin Cities Business Journal, and the Mission Innovation Award (2014) from the Minnesota Council of Nonprofits (finalist). Anu has also received honorable mention for the 2011 Council on Accreditation’s Innovative Practices Award (2012) and Special Recognition for Quality Initiatives (2011 & 2013).

Amelia is an Advanced Practice Social Worker in Wisconsin, a Licensed Independent Social Worker in Minnesota. She has a Master’s Degree in Social Work from University of Minnesota, a Master’s Degree in Sociology/Marriage & Family from Illinois State University. Amelia also holds two Graduate Certificates from the University of Minnesota: a Certificate in Disability Policies and Services and a Permanency and Adoption Competency Certificate (PACC). Amelia is also currently enrolled at the University of Southern California’s doctoral program in Organizational Change and Leadership.

Amelia was awarded two highly competitive and prestigious fellowships in 2015: Ashoka Fellow (internationally leading social entrepreneurs recognized as change-makers who have innovative solutions to social problems), and The Bush Fellowship (for leaders who think bigger and differently about what is possible in their communities). Amelia also received the 2010 Alumna of the Year Award from the School of Social Work at the University of Minnesota, 2010 Alumna of the Year Award from the Department of Sociology at Illinois State University, and was also named the 2010 Emerging Leader by the College of Education and Human Development at the University of Minnesota for achieving “early distinction” in her career.

Amelia has spent her 25 year career dedicated to serving children and families in the areas of out-of-home care, family-based services and disability services. Prior to coming to Anu Family Services, Amelia worked for four years in Minnesota in a community-based and residential training center with children, adolescents and adults who were DeafBlind. She has conversational American Sign Language skills. She also worked for eight years in Illinois in the areas of out-of-home care and domestic violence.

Amelia was also selected to serve the national Association of Social Work Boards (ASWB) as a Subject Matter Expert on the Practice Analysis Task Force, on the 2010 Passing Score Study in the area of macro practice at the Advanced Generalist level of the national social worker licensing exam. In addition, Amelia is the Co-Founder and former Secretary of AMPSW (Association of Macro Practice Social Workers), designed to further training, networking, and public policy.
ALISHA GRIFFIN

Alisha Griffin is the Director of the California Department of Child Support Services (DCSS). She began her connection to the child support program with the passage of PRWORA. Prior to that her expertise was in public and private family services; including child welfare, child protection, rehabilitation and therapeutic service systems. Ms. Griffin brings a broad, substantial and successful track record. She assumed leadership of the California Child Support program after directing the New Jersey program. While in New Jersey amongst many other successes, she led the design, procurement, implementation and management of the first “second generation” national model child support automated system, including substantial pre and post change management strategies. It is considered one of the most successful reengineering of a completely new system in a HHS domain. Additional focus on practice improvements and ensuring efficient and effective service delivery resulted in a comprehensive streamlining of all collections and disbursement systems and overarching fiscal management coordinated with revamping customer service through creating a centralized comprehensive “one stop” quality driven service model, with comprehensive performance metrics. She also has a strong portfolio of experience in direct service programming, policy analysis and development and advocacy focused on quality service delivery to children and families.

Since coming to California, DCSS has implemented a new five-year Strategic Plan focusing on quality customer service and practice and pursuing improvements aimed at increasing the regularity and reliability of support for California’s children; revamped the development of Practice and Performance Improvement Plans, undertaken a rigorous assessment of its systems and business aimed at ensuring that it can adapt and meet the needs of its families in the ever changing service environment.

Ms. Griffin has chaired, participated and worked on many national workgroups, designed several model programs both in the child support and child welfare arenas. She has served as Past President of the National Child Support Enforcement Association (NCSEA) and the National Council of Child Support Directors (NCCSD). She was recently elected Treasurer of NCSEA and serves on NCSEA’s International and Policy and Government Relations committees. She serves on the Executive Council of NCCSD and the chair of the subcommittee on Intergovernmental Practices which is addressing issues related to child support with the implementation of the UIFSA 2008.

She represented NCSEA for all five years as a member of the delegation to The Hague Private Law Convention on Child Maintenance and Family Support and served as an observer/ program advisor to NCCSUL on the revisions to UIFSA to incorporate the new convention into US laws. Because of her expertise she was invited to testify to the Senate Foreign Relations Committee on The Hague Convention and its benefits to the US children and families. She is continuing to work with the Permanent Bureau at The Hague on iSupport and the international case management system.

Ms. Griffin has Masters in both Clinical and Community Psychology. She continues to have strong commitment in preserving and strengthening families.
BARBARA LACINA

Barbara Lacina has served the public as a child support professional since 1992. First, as a frontline caseworker in a state child support office, directly serving parents and partnering with program stakeholders. Then in various management and administration roles, always with a focus on improving outcomes for children, and providing services to both parents. Barbara has been with the Federal Office of Child Support Enforcement since 2010, as a Program Specialist and Regional Program Manager in Region VII in Kansas City, where she worked closely with State and Tribal child support programs on performance improvement and family-centered services. In 2015, Barbara began her current role as the Director for OCSE’s Division of Program Innovation.

VINCENT IVAN PHIPPS

Vincent Ivan Phipps is called the Attitude Amplifier. This is because of his high energy and upbeat presentation style. Vincent is a professional speaker and trainer with nineteen years’ experience helping others develop the skills to improve interpersonal communication, leadership, public speaking, conflict resolution, and customer service. He is the CEO and Owner of Communication VIP Training and Coaching and has a double masters in Leadership and Management. Having authored six books, including Speak Like a Pro!, Vincent has a broad background in professional development and training on interpersonal communication. He is the former president of the Tennessee Chapter of the National Speakers Association and an instructor of Public Speaking at the University of Tennessee at Chattanooga. Vincent’s presentation philosophy is the following, “If I can get you to laugh, I can get you to listen. If I can get you to listen, I can help you amplify.”
Track & Workshop Descriptions

PLENARY SESSIONS

PLENARY 1
What Happened to you? Understanding the Impact of Trauma
In this session, participants will develop an understanding of what all humans need to thrive and what the normal, natural responses are when these elements are not in place. Taking a “What happened to you?” approach to the work, rather than a “What’s wrong with you?” approach helps to create better outcomes for all involved. Even experienced professionals will find this session informative and rejuvenating!

PLENARY 2
The Times, They Are a Changing
Our nation is seeing a significant increase in the number of households in extreme vulnerability and poverty, many surviving on no more than $2 per person, per day. The child support program is a tool in poverty prevention, yet caseloads are decreasing and families are opting out of receiving our services. This session will explore the needs, demands, and expectations of parents and how the child support program, through innovation and collaborative partnerships, can significantly contribute to greater economic stability for families in need.

PLENARY 3
Amplify Your Attitude! Boost Your Professional and Personal Development within Three Dynamics of Excellence!
Attitude, Communication, and Leadership are the attributes impacting our personal ideologies. Passion without purpose is wasted energy. Purpose without a plan is wasted time. To amplify the lives of others, we must first acknowledge our own shortcomings then incorporate practical and effective approaches to be more effective people and professionals.

INSPIRING PROFESSIONAL DEVELOPMENT

Advancing to the next level sometimes requires a dramatic shift in thinking and acting—a demanding process that can take years of on-the-job training. We have heard your call and are excited to present the Inspiring Professional Development track at this year’s annual conference! Workshops will include a wide array of courses designed to enhance both personal and professional development in a highly engaging and educational setting for the beginner, mid-level, and seasoned professional. You will emerge from the Inspiring Professional Development track with a strategic vision to build a competitive advantage for your organization and your career. You’ll discover ways to make actionable adaptations within your organization and improve your opportunities to reach the next level in both your professional and personal life.

WORKSHOPS

They’re Listening to You Now! Improve Your Public Speaking
This is not a traditional public speaking workshop. In this hands-on session, you will learn how to improve your voice and confidence by becoming aware of vocal mechanics that can “make or break” the quality and effectiveness of communication. Attendees will be asked to participate in vocal improvement exercises that “free the speaking voice.” Learn how to develop a commanding voice speaking before groups, or remove annoying elements in your voice that undermine your effectiveness as a leader. If you are ready to develop a plan to improve your voice, and manage tension and preparation before speaking engagements, then this is the workshop for you!
Track & Workshop Descriptions

Structured Networking
Are you uncomfortable with chatting-up strangers and sometimes do not know how to find common ground? Is this your first conference and you’re finding it difficult to know where to begin to meet people and network? Managers have often built a network, but other staff often have few opportunities to get to know people through outside workgroups and other events. With technology, in-person networking seems to be getting more and more difficult for some. By popular demand this workshop is returning to provide a hands-on approach in providing the best practices and techniques while you network with your fellow child support professionals.

Cross Cultural Understanding
Harnessing the differences and similarities of your customers (both internal and external) in the multicultural world in which we live is the key to higher individual and organizational performance outcomes. To reach the next level in your leadership development, learn how to rally followers from all walks of life to work together as cohesive teams and achieve a common goal. Become the best cross-cultural leader you can be, starting right here today. By the end of the workshop attendees will: learn how diversity and inclusion impacts their organization’s bottom line; explore their own biases, prejudices and stereotypes; define trust and respect in different culture concepts and gain insight into why others behave the way they do.

Careers in Child Support: It’s Not Just a Job
The rumors are true; there are a lot of career options in the child support community! This workshop will focus on the opportunities that exist within IV-D agencies, private contractors, and the federal Office of Child Support Enforcement (OCSE). Child support professionals will discuss a variety of jobs available, employee traits and job experience sought by employers, will describe their personal career paths, and will share wisdom gleaned from years of working in the child support field. You have YEARS ahead of you in your child support career. Come and learn what opportunities are out there and create a vision for your professional future.

Change Your Workplace Dynamic: Making Negativity Uncool
Negativity in the workplace can be harmful, preventing efficiency and effectiveness in organizations. What are your responsibilities in the workplace in addressing negative behavior? What are some proactive and preventive ways to avoid letting negativity creep into the workplace? And, what can be done if it is already present and we find ourselves chasing negativity during our work day? This workshop will provide remedies for addressing negative behavior and moving forward with influencing techniques that hold employees responsible for the negativity that they bring into their organizations.

Communicating on the RIGHT Side
Would you like to make sure you connect with each person you talk to in a way that is memorable and has impact? Engaging the whole brain helps people you talk with connect to what you say. It puts a GPS-like locator on your message so information is immediately accessible and ready to use. Here’s how you’ll benefit: gain knowledge on whole brain communication and why it is the key to personal and professional success; build a toolkit of techniques that will enhance your communication and help make your message more memorable. Participate in this interactive, fun-filled workshop that will engage your right brain and turn communication into workplace results.
Track & Workshop Descriptions

The Emotional Intelligence Advantage
Emotional Intelligence (E.I.) is the ability to identify, assess and control the emotions of oneself, others and of groups. This workshop will expand your knowledge of E.I. to improve work performance and goal attainment. Job satisfaction is the key to productivity – learn to foster a positive atmosphere that promotes cooperation and teamwork.

The Gift from Within, Part I of II
During this two part workshop, explore the gift from within. Working in government services and elsewhere requires knowledge, skill, training and an understanding of human nature and behavior. Employees in a wide range of occupations, whether in direct service to customers or indirect administrative, managerial, or support roles, may encounter potentially unsafe situations. Having a keen sense about people and circumstances is vital to the overall safety of each employee.

Part I and II will focus on concepts and skills beyond most employees’ formal training that can be used to enhance personal safety in the field, office and beyond. Please note: contains some examples of violent behavior.

The Gift from Within, Part II
Prerequisite: The Gift from Within, Part I
Part II continues where Part I left off to explore the gift from within. Working in government services and elsewhere requires knowledge, skill, training and an understanding of human nature and behavior. Employees in a wide range of occupations, whether in direct service to customers or indirect administrative, managerial, or support roles, may encounter potentially unsafe situations. Having a keen sense about people and circumstances is vital to the overall safety of each employee.

Part I and II will focus on concepts and skills beyond most employees’ formal training that can be used to enhance personal safety in the field, office and beyond. Please note: contains some examples of violent behavior.

Thanks for the Feedback
A lot of attention gets paid to learning how to deliver feedback well, but very little to learning how it is received. Making the most of the feedback we receive is a crucial skill in learning and growth – but that doesn’t mean that it’s always easy. Come to this workshop to learn about the different types of feedback we receive, why it can be tough to take, and how to find value in the endless amounts of feedback we receive every day (whether we want it or not)!

POWERING PERFORMANCE
What do goal setting, program management, performance management plans, practice indicators, and reports have in common? They are some of the key elements to achieving milestones and attaining great results. Whether you supervise/manage within the program or manage a caseload, understanding where the focus is and what role you play is vital to your success. There are many pieces to the Child Support Program and once they are all put together, seeing the big picture is an achievement all its own.

WORKSHOPS
Practice Indicators 101
The buzz amongst the Child Support community lately is Practice Indicators. What is a Practice Indicator? How does it work? What can it track? Why haven’t we used them before? Where is the data captured from? Walk away from this workshop knowing how to review the data provided with each Practice Indicator, how it affects your Performance Management Plan, and how Practice Indicators are changing the way we look at the Child Support Program.
**Track & Workshop Descriptions**

**Case Management Tool: Tips and Techniques to Improve Performance**
Managing your caseload, targeting a specific demographic, and creating reports or queries are all functions within the Case Management Tool V4. Whether you are the one creating the reports or working the caseload, this is the workshop for you. Listen as the experts provide insight and tips on how to get the most out of this program and how it can improve your overall performance.

**UIFSA 2008: A New Interstate Perspective**
Since its implementation in January of 2016, UIFSA 2008 has changed the way we manage and process interstate cases. Updates to the Non-Disclosure order process, redirection of payments, and payment record keeping procedures have all had an impact on our child support program. Join us as we recap the training process, discuss the progress of UIFSA 2008, and learn what to expect on the road ahead, as we look forward to the United States’ ratification of the Hague Convention.

**Maximizing Collections to Improve Performance**
According to the U.S Department of Agriculture, the average cost to raise a child over an 18 year time span is $245,000 -- a 2% rise from last year’s estimate. With an increase of single parent homes, child support plays a vital role in the lives of children now more than ever. Walk away from this workshop with strategies and techniques on maximizing your collections and helping to make a difference in a child’s life.

**Collection Call Techniques: The Art of the Comeback**
“I lost my job”… “I’m never going to pay off this debt”… “The money I pay doesn’t go to my kids so why bother?” We have all heard these excuses and many more when it comes to attempting to collect on a child support debt. While some of the excuses may be valid, most are attempts to avoid the inevitable. Learn tactics and techniques from Child Support Professionals to eliminate the excuses and maximize collections.

**Best Practices: Case Opening to Account Opening**
Whether you are a small or large county, the goal is the same: to improve the economic well-being of the children and families served by California’s Child Support Program. One way to support this goal is by processing incoming service requests expeditiously and reducing the amount of time between case opening and opening the account. This workshop will offer you the opportunity to hear what other counties are doing and learn different strategies that might be useful in your program.

**Business Process Redesign**
The fundamental rethinking and redesigning of business processes to improve customer service, increase efficiency and improve performance is done by LCSAs as well as by many Fortune 500 companies. Whether you’re interested in embarking on a major departmental restructuring or a modest workflow change, working within a framework to achieve desired results increases successful outcomes. Walk away from this workshop with strategies used to re-design business processes at both ends of the spectrum.

**Helping Families Understand Who We Are and What We Do**
Many families seeking assistance through the Family Law Facilitator or filing their own child support motions through the Family Law Courts may benefit from our services. Many however, may not even know we’re here to help them. This workshop will focus on successful partnerships with the Courts to help spread the word of services provided by the Child Support Program.
Successful Collection Strategies
Increasing the reliability of child support payments to families and decreasing the amount of unpaid child support is good for California’s children. Come to this workshop to learn what some LCSAs are doing to increase collections.

Success with Stratification
Cradle to Grave or Functional? What about Stratification? Most of us are familiar with the first two concepts, but what is Stratification? Many LCSAs are personalizing caseloads to reflect the case type rather than traditional alpha-split and experiencing amazing results! If you’re interested in looking at your cases in a different way and revamping your entire caseload, this is the workshop for you.

Established in 2000, the Child Support Directors Association of California (CSDA) is a non-profit association created to represent the directors of California’s 58 counties. Statewide, CSDA plays an integral part to the child support program that you may not be aware of. With a mission to promote and support the county child support agencies in their efforts to provide for the economic well-being of the children and families served by California’s Child Support Program, CSDA plays an integral part to our program. Walk away knowing the who, the what, and the why of CSDA.

IGNITING PARTNERSHIPS
Partnerships play a pivotal role in child support efforts and make a valuable contribution to the lives of children and families. LCSAs throughout the State of California have successfully partnered with a broad range of community and public agencies to provide comprehensive services to the mutual customers they serve. The Igniting Partnership Track is filled with workshops that will explore some of these successful partnerships and connections, as well as provide some insight on how your county could be part of a collaboration that lights the path toward self-sufficiency for families in your community.

WORKSHOPS
The Changing Face of Child Support
As the Child Support Program continues to address the various needs of the families we serve, the “face” of the program continues to evolve. This workshop will address the purposeful move towards changing the existing reputation of the Child Support Program, how to remove and overcome barriers for customers, as well as tips/tricks for changing the image of the program. Learn from local leaders who will share ideas for innovative partnerships and new opportunities for your organization. Attend this workshop to learn how your agency can align with the changing face of child support in California.
Track & Workshop Descriptions

**Outreach: Promising Practices**
Are the benefits of child support services unknown to the average person in your community? Or, do they know about your organization, but perhaps fear or mistrust your agency? By developing a robust outreach program to spread the word about child support services, you can increase community awareness and change negative perceptions. Hear from program leaders who have improved knowledge and understanding of child support by creating ambassadors and public relations agents all around them.

**Family Centered Services**
As the Child Support Program moves toward a more holistic approach, knowing what resources are available from other agencies in your area can provide valuable assistance to the families you serve. By removing barriers to basic needs, either through direct services or in partnership with other agencies, LCSAs can increase the reliability of collections for families. Discover how developing a network of community service partners can help you to help the families you serve.

**Working with Military Families**
As LCSAs work to ensure that children can count on reliable support from their parents, the child support program touches the lives of many military and veteran families. Military families face unique challenges because of deployments or other lengthy separations. Listen in as a panel of child support professionals discuss ways they are reaching out to the veterans and military personnel in their communities.

**San Diego Parenting Time Grant**
Interested in learning more about “Parenting Time” and how it can help your customers? What is included in a Parenting Time Plan? What is the Parenting Time Process?

You will discover the benefits to children when their parents agree to co-parent and create reliable schedules that kids can depend on. Learn more about how this grant is working in San Diego County and see how their results are stacking up.

**Back on Track LA**
The “Back on Track LA” (BOT) pilot program delivers critical education and comprehensive re-entry services before and after an individual is released from jail. The pilot program builds on the Los Angeles Sheriff Department’s “Education Based Incarceration Program,” through a partnership with the Los Angeles Community College District, to provide higher education opportunities for incarcerated participants that include prerequisites to community college degrees, credentials and certificates. “Back on Track LA” emphasizes accountability through the development of a plan that holds individuals accountable to their families, communities and victims. The program focuses on the critical time following an individual’s release from jail, by providing the seamless re-entry services essential for success, including employment and life skill services.

**Collaboration Among LCSAs**
It is sometimes challenging for an LCSA to deliver all of the services that a customer needs under one roof. A more dynamic and successful approach to providing services can be to collaborate with another LCSA. But how do you identify the needs of the customers in your LCSA and match them with unique skills of child support professionals in other agencies? This workshop will focus on the collaborative efforts between LCSAs to successfully manage specific areas within the services we provide. The lessons learned, from the LCSAs engaged in a collaborative relationship to deliver services, will be explored, as will the benefits to our customers.
Best Practices in Gaining Cooperation Roundtable

Do you ever think, “My job would be so much easier if my customers would just cooperate?” If you have, then this workshop will provide some answers. Whether it’s filling out a form, answering questions, or providing information for their child support case, our customers can, at times, seem resistant. Getting our customers to agree to cooperate is more effective than getting them to give in to our demands. In this workshop, counties will describe solutions they have found to increase cooperation from their customers. As you will hear, each solution is based in creativity, understanding and negotiation.

Family Law Facilitator Roundtable

Maneuvering through the legal process of child support can be challenging. Access to a Family Law Facilitator can often make the process less intimidating to our customers. This workshop will explore how to integrate the Family Law Facilitator into the Child Support Office and reduce barriers to access for our customers in need of their help. We will also discuss successful, and creative, ways to maximize the contribution of the Family Law Facilitator as a partner for both LCSAs and the customers we serve.

Taking the Lead

Successful leaders know how to take the bull by the horns and are authoritative in ways that engage and energize organizations. They don’t trample people. They point the way and work in tandem to achieve the shared organizational goals. Come learn what makes the best leaders successful and how to take the steps to become one yourself. Refine your natural leadership abilities by practicing management techniques and styles with your child support colleagues in a positive and engaging environment.

Workshops

Identifying and Developing Future Leaders

A crystal ball is not needed to identify future leaders; they are already in your organization waiting for the opportunity to step up. This session will provide tools to identify and develop leaders in your own organizations. Learn how to develop talent, build skills, and encourage the development of future leaders because ongoing success requires successors.

Transformational Leadership

It has been said, “People who seek to manage others must first learn to manage themselves.” Supervisors often face many challenges when it comes to motivating and engaging employees. Finding the right balance and leadership style that empowers employees, increases productivity, and improves customer service can be difficult. This workshop will help you improve your sense of self to become more effective managers. Learn strategies to enhance the motivation, morale and performance of employees; challenge employees to take greater ownership for their work, and understand the strengths and weaknesses of employees in order to optimize their performance.
**Track & Workshop Descriptions**

**Turn Team Challenges into Positive Results**
Challenges become opportunities when teams are engaged and motivated. Learn how to establish team goals, influence behavior, encourage cooperation, and accomplish positive results. Leading a team to be accountable to the organization’s goals and produce good work is a very rewarding experience.

**Managing and Preventing Conflict in the Workplace**
Positive and negative conflict occurs at all levels in an organization. If positive conflict is managed effectively, magic can happen, but if negative conflict goes unaddressed, it can grow and deteriorate an organization. This workshop will assist in recognizing the difference between the two types of conflict, and dealing with either type successfully.

**Change Management**
“The most effective way to manage change is to create it” – Peter Drucker. In a changing world, LCSAs must keep pace to meet the needs of customers. In this workshop, learn how change can be managed to improve customer care, create an environment of autonomy, and stratify the work that you do.

**Effectively Manage Challenge**
Lead with excellence in the face of challenge. Effectively facilitate the dynamic nature of change faced within any organization. Apply effective strategies for managing change and challenge amidst differing personalities, styles, perspectives, and team abilities. Learn how to maintain team cohesiveness and motivation while achieving organizational goals.

**Lessons in Leadership**
Challenges we face are a daily part of life; how we deal with them sets us apart. A panel of directors will walk you through their individual case studies and discuss how they learned from their mistakes within their organizations. You’ll hear how they identified critically important priorities and why the choices they made were successful in addressing these priorities.

**Coaching by Asking the Right Questions**
As leaders, developing employee skills is vital to the organization’s success. In this workshop, learn how to coach employees and teams to pull together instead of apart by celebrating the strengths unique to each team member. Listen to strategies and techniques that encourage teammates to collaborate, cooperate, and how to create a team culture based on trusting relationships.

**Bridging the Generation Gap**
We are at a unique moment in history with five generations working side-by-side in the workforce. Organizations face daily challenges in managing different work ethics and values, communication styles, approaches to teamwork, work-life balance expectations, and relationships to authority. Managing diversity can decrease turnover and absenteeism, boost morale, increase employee engagement, productivity, and the ability to recruit, and retain diverse talent. This workshop will demonstrate how organizations can transcend generational differences in the workplace and with your customers.

**How to Create a Culture of Customer Service for Government Agencies**
Do you have a dynamic, service-oriented workplace? Does your organization’s commitment to exceptional service focus on both your employees and your customers? This training is designed to help manage a customer service culture by assessing where you are and what the gaps are. You will learn tips to coach others on how to handle upset internal and external customers, effectively manage problem situations, create can-do attitudes, and anticipate and exceed customer needs.
CASEWORK AND THE LAW: A PARTNERSHIP

Casework is based on the law. Join us as we explore areas of the law that affect the Child Support Program and support the activities performed by the LCSAs. This series of workshops will expand your knowledge of the courts, enforcement, legal ethics, utilizing CSE, casework strategies and other vital topics. You will leave with a greater understanding of the law and new tools and ideas to continue to positively support California’s families. (CSDA is a State Bar of California approved MCLE provider. MCLE credit is available for most workshops in this track.)

WORKSHOPS

Changing Family Structures: The New Face of Family
New family structures have resulted in significant changes in the law. Child support processes, pleadings, and even forms need to keep up with these changes. This workshop will explore the new social reality of three legal parents, no biological parents, sperm and egg donors and same sex marriage. Learn what the newest statutes and court cases say and join us for a discussion on how best to serve all families.

Workers’ Compensation and Personal Injury: Maximize Collections
Is the obligor receiving Workers Compensation benefits? Is there a personal injury settlement in their future? Join us for a discussion of best practices and learn how to effectively work with the WCAB, insurance companies and attorneys to maximize collections. Learn to ensure that nothing slips through the cracks and that your child support cases receive everything they are allowed under the law.

Ethics: Avoiding the Pitfalls
Caseworkers and attorneys alike face daily ethical challenges. We must be keenly aware of basic rules of conduct, as well as the potential pitfalls surrounding us in even our most routine tasks. Common sense can go a long way, but many problems go unrecognized until it’s too late. Join the presenters in exploring common and uncommon ethical dilemmas in the child support program, keeping you on the straight and narrow.

Judicial Roundtable: Partners for Families
Our shared mission remains the same: helping families all over the state. Join the commissioners for an in depth discussion on the issues of the day: automation, e-filing, budgets, what now defines a “family”, new laws and legislation. Learn how child support professionals can work with them to better help the families we both serve.

Confidentiality and Casework
Questions of confidentiality can raise some of the most troubling issues in the child support program. How do you do what you need to do without violating confidentiality? How do you meet customer needs and still safeguard information? Do I have a conflict of interest? Am I an ‘authorized person’? This workshop will explore the do’s and don’ts of information handling, as well as take a comprehensive look at confidentiality in the California Child Support Program. Come prepared for a wide-ranging discussion of confidentiality and casework.
**Contempt: The Right Tool for the Right Case**
Title IV-D programs across the nation and California are reviewing the proper role and use of civil contempt, especially since the United States Supreme Court’s decision four years ago in Turner v. Rogers. Every LCSA to some degree uses this proceeding as an enforcement tool. However, the practices vary from using it as a standard enforcement tool to almost never using it. This workshop explores the issues involved when deciding to use civil contempt as a matter of policy as well as in the individual case. We will cover the programmatic perspective to develop an effectively managed contempt policy as well as the legal elements necessary to plead and prosecute contempts. Our objective will be to provide the tools necessary to make the best decisions possible regarding this controversial enforcement tool.

**Special Topics: Focus on Collections**
Listen to the experts describe effective legal tools they use that will help you maximize your collection efforts. Learn to more effectively use QDRO’s, Liens, Writs, Probate and Trust Enforcement Actions and other tools in identifying new collection sources. Listen and learn to leave no stone unturned.

**Identifying and Addressing Substance Abuse and Mental Health Issues**
We all walk a tightrope balancing responsibilities both inside and outside the office. To competently practice law, we need to remain diligent, skilled and able. Mental, emotional, and physical challenges can swiftly hinder our legal competency and ability to practice, sometimes with life-altering results. Come learn to recognize and deal with some of these issues—including substance abuse, mental illness and aging—that could adversely affect both work life and “real” life.

**Case Law, Legislation and Policy Update**
From handling cases of incarcerated parents to policies concerning texting and auto-dialing outreach, the legal landscape of the child support program is constantly growing and developing. We will cover new legislation, policy letters, and case law since last year’s CSDA Conference. Come learn about new law, court cases, and State policy letters that impact our procedures and what that impact means for attorneys, caseworkers, and the overall IV-D program in California.

**Getting to the Right Order: Stipulations and Advanced Guideline Calculations**
Fair and timely orders by stipulation serve most of our families effectively. Families rely on our ability to run fair and accurate guideline calculations. They also rely on our knowledge of what should be heard by the court. Learn effective processes and strategies to promote stipulations in your office, tips on running guideline calculations, as well as the grounds where a child support commissioner can legally deviate from guideline.
Track & Workshop Descriptions

BYTES AND DOLLARS: TECHNOLOGY MAKES CENTS

Technology and fiscal management are key pieces of your organization. Interested in learning how to increase your job effectiveness with existing and emerging technologies and strategies? The workshops in this track will help you unlock both the potential of technology and financial strategies for your organization – tech tools, budget, CSE financials and more!

WORKSHOPS

Locate Tools and Social Media
Social media can be as overwhelming as speed dating. Which social media sites are good matches for your office? You need to know what your audiences like so you can take basic talking points and craft them into messages for different mediums, hook your audience, then drive them to your website for the full story. When your customers hit your homepage, how do you get them to stay? Did they find what they were looking for? Were they pleased with their experience? Learn how usability testing and focus groups can be your “matchmaker” by giving you insight about your customers. Plus get a sneak peek at the new responsive design for the OCSE website. So was it a match? The numbers will tell you.

How to Use Toad
Are you taking advantage of the shared resources to assist each other in creating queries? Are you intimidated by SQL queries? Don’t let that stop you from utilizing the Toad application to create impactful reports. Let us show you how a beginner to an expert can gather meaningful data from the DR to create reports that impact the families we serve.

Budget: State Overview
While serving our customers is the primary focus of our program, it takes dollars and cents to keep the program running. Have you ever wondered how those dollars and cents get from the federal level to the LCSA? If you are interested in having the State Budget Process explained in simple and understandable terms, and understanding why the State Budget is so important to our everyday work, then this workshop is for you.

Technology in the Courtroom
You’ve probably already heard about the Legal Paperless System (LPS) that was developed in San Diego and is now operating in several California LCSAs. You may have also seen an overview presentation of the LPS system. This course goes into detail about how attorneys have adapted to this technology in the courtroom. The presenters will discuss specifically how the system works in court, how they adjusted to using an electronic file, why they don’t miss the paper, and when paper is still involved in the litigation. The presenters will discuss some of the courtroom hardware options and what the current counties are using. Finally, the presenters will answer any of your questions about what it means to be digital in the courtroom.

Systems and Evolving Technology: The Road Ahead for CSE
Come learn what’s changing in CSE and how these changes will improve the delivery of services to California’s families. This workshop will address system and financial changes currently underway in CSE as well as looking at future enhancements that evolve CSE to the next level improving the way we work and how we serve our families.
Track & Workshop Descriptions

**SharePoint 101**
Did you know that 78% of Fortune 500 companies use SharePoint? SharePoint is an easy to use intranet and content management system. This workshop will cover the basics, provide you with development training aids, and demonstrate creative solutions for delivering information and automating administrative processes.

**Working with CSE Financial Reports**
This workshop is designed to simplify the CSE financial report process. Child Support Professionals are challenged on a daily basis to provide financial reports that outline collections and disbursements for both our CPs and NCPs. Providing accurate and easy to understand financial reports is critical, but it does not have to be a difficult process. Please join us for this workshop, as we explore how to streamline the case financial audit process through the use of OBM financial reports available in CSE.

**Leadership Chat and Tweet**
**Prerequisite: Must have Twitter installed and know how to use prior to workshop**  
The Leadership Chat is exactly that: an unscripted, informal discussion. Child Support Administrators, Managers, Private Partners, and Audience Members will share their perspectives on leadership, and will explore the questions: What makes a good leader? How do you become a leader? How can you change your leadership style? What’s the difference between leading and managing? What are the aspects of self-leadership? How do you build trust? The goal of this chat is to have a thought-provoking conversation that will engage and inspire audience members, provide new and diverse insights as to the qualities of great leaders, and offer ideas as to how to lead, even without a leadership title! Discussion leaders will keep the conversation going, but everyone will have a chance to participate. Be sure to install Twitter so you can Tweet your remarks during this highly interactive workshop.

**Puzzled by Performance Management Plans?**
You’ve written your Performance Management Plan (PMP), so now what? How does your organization communicate all the PMP pieces; the objectives, strategies, and tactics to staff? How do you keep the focus on the performance goals and outcomes throughout the year with other competing demands on staffing resources? How do you develop the next PMP? How do you identify what worked, what didn’t and what’s still needed? Many are puzzled by the performance management plan process. This roundtable session will bring together perspectives from counties and the State to highlight how the new PMP process is changing our measurement of success. You’ll hear how counties of different sizes have implemented the new PMP process in the past two years, providing you with some promising practices for your own future efforts. This session will help you find the pieces of the PMP puzzle.
THE MISSING PIECES

Ever feel like you’re just missing a few key pieces to complete the puzzle and make the picture clear? The picture of who we are, what services we provide for our customers, and how best to do business in the future is coming into focus. The workshops in this track lead you to the missing pieces for which you’ve been searching. Putting these pieces together will allow you to see a fully focused picture of our vision to deliver effective services to our employees and customers.

WORKSHOPS

Case Work Focus: Order Setting, Standards, Consistency
California Family Court Judicial System is pieced together with courts in every county. We all use the same Family Codes and regulations when setting orders, yet processes and procedures are varied throughout the state. Is one customer better than another - is one child more important than another – shouldn’t all LCSAs be delivering the same service? California Department of Child Support Services will share the NEW order setting standards and state wide consistency plan for order setting. Good orders result in good collections for Golden State children.

Domestic Violence: Working with Customers and CSE
Domestic violence typically involves violent abuse of a spouse or partner – it affects women, men and children. Do you understand what automated actions happen when you mark the family violence (FV) flag in CSE? Find out how the FV flag may be hindering your locate and enforcement information. Learn about ways to safely pursue and enforce a child support order to assist the custodial party and children. Reliable income provides the means to piece together a brighter, safer future.

Customer Service: Standards and Practices
The frame is complete, the pieces are falling into place, and the picture is now clear! California’s Child Support Program has come together to provide seamless delivery of services to the children of the state. Learn why customer service standards are important; what standards have been established, and what is in store for the future. Picture the headline-- “California Leads the way in Excellent Service to Families.” Come to this workshop to learn how to make it come true!

Customer Service: Is It Good Enough for You?
Think about a time you received exceptional service from someone and what they did that made you feel so welcome and valued. Did they greet you with a warm smile, a friendly voice, and a nice environment? Did they truly listen to your desires and needs? Or did they make an extra effort to provide you with a good resolution? In the movie Miracle on 34th Street, it is great service that overcomes the store not having what the customer desired. Their efforts surpassed their customer’s expectations. Learn small ways you can surpass expectations in your daily duties that will have customers amazed and impressed.
Track & Workshop Descriptions

COAP/COAP Reunification
Why should we offer a Compromise of Arrears Program (COAP)? Who benefits from COAP? Can the process be easier? If you have asked these questions, then attend this workshop to find the answers. Be the first to hear about what is new and improved for COAP and Reunification COAP.

Ten Essential Tools for Promoting Individual and Organizational Resilience
Our work and connections with others who have experienced trauma can sometimes leave us feeling depleted. Building protective factors into our lives and our organizations helps us to ensure that we have enough in reserve to be effective in this important work in the long-term. This workshop will provide hands on tools to promote your own resilience and that of your organization.

Physical and Mental Wellness
One huge piece of the puzzle, often overlooked and taken for granted in the workplace, is employee mental health and physical wellness. Studies have shown that employees who are mentally and physically fit are far more productive and more engaged in the workplace. In this workshop we will provide practices employed in the government and private sector that have proven to be successful in reducing employee absenteeism and improving overall organizational wellness.

Sorting It Out: All Things FTI/IRS Audits
Everyone has heard feedback surrounding what constitutes Federal Tax Information (FTI), what the Internal Revenue Service will be looking for when they come onsite to perform an audit, and what the best methods are for safeguarding confidential information up to and including FTI. This workshop is designed to provide attendees with best practices for handling information securely and developing practices and policies to ensure compliance with state and federal regulations. LCSAs will share their best practices and the State Information Security Office will provide guidance for putting the pieces together.

Self-Employment Income Analysis: Piece by Piece
A confusing heap of financial and tax documents...where to begin? There is no easy way around it—just like a thousand-piece jigsaw puzzle, you start putting the pieces together, one by one. In this workshop, you will learn where to begin and how to analyze tax documents, profit and loss statements and other proof of self-employment income. Clear away the confusion and know what to look for to handle any self-employment case with confidence. After attending this workshop, you will be able to put all the pieces together to ensure the self-employed parent has an order that matches their ability to pay.

Changing the Conversation
Join California Director Alisha Griffin and others for a discussion on how the child support program can best serve families in the 21st century. How is the 21st century family different than the 20th century family when the IV-D program began? What do they need and want? How are we adapting to the changing needs and definitions of family? What can we learn from the changing ways people are working and managing here and across the nation or with our tribes and other countries?
AMI Merced County is a small, all-volunteer, non-profit affiliate of the National Alliance on Mental Illness, whose mission is to provide support, education, and advocacy throughout Merced County on behalf of individuals and families affected by mental illness. While mental illness is an equal opportunity medical trauma affecting most families in some way across cultures, its stigma is still so great that people are afraid to acknowledge its presence and impact. NAMI volunteers organize to break that stigma and help families and their ill family members get the help they need to navigate a complex mental health system, understand the illnesses, support their ill children, and advocate for change locally and nationally.

NAMI Merced County offers a number of free programs that support children, both directly and indirectly, such as:

- **Parents and Teachers as Allies**, a presentation by a panel of NAMI-trained educators, parents and consumers, who speak to parent groups and teaching staff to talk about mental illness in children, how to recognize the signs, where to find help, and how parents and teachers can work together to help their children.

- **BASICS**, a 6-week class taught by NAMI trained parents of children with a mental illness who work with other parents dealing with childhood mental illnesses.

- **Family to Family**, a 12-week class for family members of people who have a mental illness regardless of age. A number of past participants have been referred by the courts to take the class in order to keep or have their children returned to them.

- **Ending the Silence**, designed for middle and high school students (and developing a unit for intermediate as well), in which a mental health consumer and family member speak to classes in the school room (with a NAMI-produced video) about mental illness, their own experiences, how to recognize signs and symptoms in their friends and themselves, and how to find help. Facilitators also utilize the Bullying Project to extend their work with students.

- **Youth Mental Health Forums** are aimed at school populations (students and teachers) to educate them and involve them in reducing stigma and working together.

NAMI Merced County operates on a shoestring funneling all membership and donations directly to programs. We appreciate every dollar we receive and ensure that it is used to help those in need.
REGISTRATION

To register for this year’s Annual Child Support Training Conference & Expo, please visit www.csdaca.org and click on the 2016 Annual Child Support Training Conference & Expo listed under Training & Events.

CONFERENCE RATES

Full registration fees include:

- All conference materials
- Admission to conference workshops, and plenary sessions and the Exposition Hall
- Continental breakfast and luncheon (Tuesday and Wednesday), daily refreshment breaks and full-breakfast (Thursday)
- Awards Banquet Dinner (Wednesday)
- MCLE Credits (as provided with designated workshops)

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EXHIBITOR/SPONSOR REGISTRATION

All vendors must register as an Exhibitor/Sponsor to attend the conference. Please click on the following link for exhibitor and sponsorship opportunities https://csdaca.org/product-category/2016-annual-conference-sponsorships/.

GUESTS

Registrants may purchase guest tickets onsite for each of the following:

- Banquet Dinner.................................$65/per Guest
- Lunch.................................................$45/per Guest

PAYMENT

Registrants may pay online by credit card (Visa/MasterCard/American Express) or by check. If paying by check, please note which registrants should receive credit for payment in the check memo.

Mail checks to:

Child Support Directors Association
2150 River Plaza Drive, Suite 420
Sacramento, CA 95833
Attn: Annual Training Conference

REFUND POLICY

User initiated cancellations without penalty can be made online prior to April 15, 2016. After this date, registered attendees unable to attend due to special circumstances must submit a detailed request in writing to CSDA for refund consideration. Send request to: CSDA, 2150 River Plaza Drive, Suite 420, Sacramento, CA 95833, Attn: Annual Training Conference. Requests for refunds must be received by April 22, 2016. If approved, refund of registration fee, less a $25 processing charge, will be issued to the agency by check.

ATTIRE/WEATHER

The attire for this conference is business casual. The temperature in Garden Grove in May averages 80 degrees.

SPECIAL NEEDS

Registrants who require special accommodations related to facility access, communication, or diet are asked to please contact the Conference Coordinator, Lisa Bispham at (916) 446-6700 extension 100 or lbispham@csdaca.org.
Hotel & Travel Information

CONFERENCE HOTEL

Hyatt Regency Orange County
11999 Harbor Blvd.
Garden Grove, CA, USA 92840
(714) 750-1234
www.orangecounty.hyatt.com

RESERVATIONS

To make hotel reservations online click here or call (888) 421-1442. If making your reservations by phone, please mention that you would like the group rate for the Child Support Directors Association (CSDA). The special rate is only available if you reserve your room BEFORE April 11, 2016.

Note: Please do not make a hotel reservation unless you are certain you will use it, as rooms in the Conference hotel are highly prized. Making reservations merely to ensure a space when you are not ready to commit to attending denies other attendees a room of their choice, costs the hotel business, and is costly for the Association due to our room block guarantees. Additionally, if you make a reservation and later need to cancel, please do so as early as possible so the room may be made available to someone else.

RATES

Single.......$149 (plus applicable taxes and fees)
Double......$149 (plus applicable taxes and fees)
Triple.......$174 (plus applicable taxes and fees)
Parking*...$18 per day/self-parking
$24 per day/valet parking

(*special discount on self-parking rate for conference attendees)

ABOUT THE HYATT REGENCY OC

Have it all at the Hyatt Regency Orange County. This inviting hotel is positioned to make any visit a success. Conference attendees will find this hotel easily accessible from several local airports and several Anaheim attractions.

TRANSPORTATION

John Wayne Orange County Airport (SNA)
Drive time: 20 minutes, Distance: 13 miles
Los Angeles International Airport (LAX)
Drive time: 50 minutes, Distance: 35 miles

SHUTTLE SERVICES

From Orange County Airport, at the time of this publication, Super Shuttle costs $14.00 per person, one way. Shuttle pick up is at the Van Stop on the lower level outside baggage claim. Advanced reservations are recommended, so please contact Super Shuttle at (800) 258-3826 or online at www.supershuttle.com.

From Los Angeles International Airport, at the time of this publication, Super Shuttle costs $20.00 per person, one way. Shuttle pick up is at the Van Stop on the lower level. Advanced reservations are not required.
2016 Annual Child Support Training Conference & Expo

Piecing it all Together

Click here to register

www.csdaca.org

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA