



Welcome to North Dakota!

Many times in the last 18 months I wondered if I would ever get to say those words to you. As the Grateful Dead said, "What a Long Strange Trip It's Been."

I need to say two other words: THANK YOU! Thank you to my 53 colleagues in NCCSD, who have always been a supportive group, but banded together even more as we weathered the storm of the pandemic together. It has been my honor to serve as your president during this challenging time, and I am further honored by your trust and support in extending my term of office for a second year.

Thank you also to Erin Frisch for asking me to serve as her Vice President nearly three years ago. I'm pretty sure that idea germinated from so-called friends named Wally and Craig who thought I should stop being "NCCSD Treasurer for Life" and fill the vacancy created when another director entered the private sector. From that time forward, when thinking of hosting this event, I was certain I wanted to hold it in Medora.

Thank you to my fellow NCCSD officers, the NCCSD Executive Committee, and the NCCSD Planning Committee for your commitment to our program and this event. Thank you to the great members of our North Dakota team. Your experience and talents have made it possible for me to participate in NCCSD over these years.

Last, thank you to those e-mail address ends in .com rather than .gov – our private sector friends. We have interacted a lot over my 6 years as an NCCSD officer and administrator of our event website. This meeting would not be the same without your financial support, participation, and engagement. I consider you friends, and am very glad you joined us this week.



I hope you find this conference relaxing, yet informative and energizing. The pandemic has caused us to reexamine many things we have taken for granted, but change for the better is not a new concept for the Child Support community.

*Jim*



*Thank You For Your Help!*

**Planning Committee**

Sharon Redmond, Co-Chair  
Adam Norman, Co-Chair  
Carol Beecher  
Elizabeth Cohn  
Michele Cristello  
Karen Hebert  
Wally McClure  
Chad Shook  
Eileen Stack  
Liesa Stockdale  
Ruth Anne Thornton

**Special Thanks**

Michele Cristello, Vice President and Innovation Spotlights  
Liesa Stockdale, Treasurer  
Kate Cooper Richardson, Secretary and Graphics  
Carrie Platt, North Dakota team member  
Nicole Green, North Dakota team member



**2021 Annual Meeting and Conference**  
**Exploring Child Support's New Frontiers**  
 July 19-22, 2021

## AGENDA

### Monday, July 19

8:30 AM Central	Board bus and depart from Bismarck for Medora (arrive 9:30 Mountain) (directors only)	Bismarck Sleep Inn
9:30 AM to 11:30 AM MT	NCCSD Business Meeting Part 1 (directors only – lunch provided)	Rough Riders Hotel, Medora
12:00 PM to 5:00 PM MT	Afternoon Networking	Medora
6:30 PM MT	Registration and President's Reception (provided for registrants – guest tickets available)	Medora Town Square

*Note: All events are held at Medora Community Center unless otherwise indicated*

### Tuesday, July 20

**“Far and away the best prize that life offers is the chance to work hard at work worth doing.”**

7:30 AM to 8:30 AM MT	Registration and Breakfast (provided)	
8:30 AM to 8:50 AM MT	Welcome & Opening Remarks	Jim Fleming
8:50 AM to 10:05 AM MT	Revisiting Business Practices Part 1 - “Embracing the Genie” Who Will Never Go Back In the Bottle	Michele Cristello Karen Hebert Heather Noble
10:05 AM to 10:20 AM MT	Break	
10:20 AM to 10:50 AM MT	Innovation Spotlights	
10:50 AM to 11:50 AM MT	Parenting Time: Yes, It's Our Job!	Kate Cooper Richardson Barbara Lacina Sabrina Montoya Ruth Ann Thornton
11:50 AM to 1:00 PM MT	Lunch (provided)	
1:00 PM to 2:15 PM MT	Diversity/Equity/Inclusion: Where Can I Begin?	Shaneen Moore Adam Norman Sharon Redmond Liesa Stockdale
2:15 PM to 2:55 PM MT	Innovation Spotlights	
2:55 PM to 3:20 PM MT	Break	
3:20 PM to 4:00 PM MT	Innovation Spotlights	



4:00 PM to 5:00 PM MT	Good Collections Gone Bad – State Approaches to Reversed Collections	Scott Cade Jim Fleming Karen Hebert Jackie Scharping
5:30 PM to 11:00 PM MT	Evening Meal and Social (provided for registrants and paid guests)	Tjaden Terrace

## Wednesday, July 21

**“Do what you can, with what you have, where you are.”**

7:30 AM to 8:30 AM MT	Breakfast (provided)	
8:30 AM to 10:00 AM MT	Improving Performance in Interstate Cases	Bethany Dittus Barbara Lacina Sharon Redmond Rob Velcoff
10:00 AM to 10:15 AM MT	Break	
10:15 AM to 10:45 AM MT	Innovation Spotlights	
10:45 AM to 12:00 PM MT	Revisiting Business Practices Part II – The Future of the Child Support Program: An Interactive Discussion	Michele Cristello Erin Frisch Eileen Stack
12:00 PM to 12:30 PM MT	Innovation Spotlights	
12:30 PM to 1:30 PM MT	Lunch (provided)	
1:30 PM to 2:45 PM MT	Success Through Collaboration - Judiciary	Honorable Shari Colligan Honorable Jeremy Fowler Honorable Deborah Gambrell Honorable Clarence Henderson Jr. Chad Shook
2:45 PM to 3:15 PM MT	Innovation Spotlights	
3:15 PM to 3:30 PM MT	Break	
3:30 PM to 4:00 PM MT	Innovation Spotlights	
4:00 PM to 5:00 PM MT	Success Through Collaboration - Employers	Corri Flores Alice Jacobsohn
	Dinner on your own	

## Thursday, July 22

**“Believe you can and you’re halfway there.”**

7:30 AM to 8:30 AM MT	Breakfast (provided)	
8:30 AM to 9:55 AM MT	Providing Customer Service in a Virtual World	Carol Beecher Lee Bjerklie John Hurst
9:55 AM to 10:05 AM MT	Innovation Spotlight	



10:05 AM to 10:20 AM MT	Break	
10:20 AM to 11:45 AM MT	Who Do We Serve? Expanding the Program to Underserved Families	Tangler Gray David Kilgore Liesa Stockdale Bryan Tribble
11:45 AM to 12:00 PM MT	Closing Remarks	Michele Cristello
12:00 PM MT to 3:00 PM CT	Board bus and depart from Medora to Bismarck (arrive 3:00 Central) (directors only – lunch provided)	
3:30 PM to 5:30 PM CT	NCCSD Business Meeting Part 2 (directors only)	1600 East Century Avenue, Bismarck



## Our Moderators and Speakers



**Carol Beecher** is the director of the Alaska Child Support program. She started as Deputy Director in 2011, and became the Director in 2014. Prior engagements include working for Alaska's IT division, the Department of Administration, as scheduler for Governor Palin, and as a legislative aide. She has a Master's Degree in Public Administration. Carol grew up on an island in Southeast Alaska, has four children and this winter joined a squad to compete in Sporting Clays.

**Lee Bjerklie** started her public service career with the Department of Transportation in 1990 and joined Child Support 1998. Lee manages Customer Service and the State Disbursement Unit. She is responsible for ensuring customers and partners have a positive experience when interacting with Child Support on every platform. She serves as the administrator of the Child Support website and Interactive Voice Response (IVR) phone system. Lee is an avid athlete, enjoys photography and scrapbooking. She has a cat, a dog, 2 nieces and a husband that make her life complete. She takes great pride in working in an industry that makes a positive difference in the lives of children and families.



**Scott Cade** is Vice President and General Manager for Conduent's child support and State services business. Prior to joining Conduent, Scott served as New York's State IV-D Director from 2005-2010 where he oversaw the State's IV-D program, Access and Visitation grants, and Responsible Fatherhood programs, including implementation of the nation's first Enhanced Earned Income Tax Credit for Noncustodial Parents. During his tenure NY received the OCSE Commissioner's Award for Innovative Technology (2008) for implementation of a court E-filing initiative, and NCSEA's Program Awareness Award (2009) for outreach, training and program services related to Noncustodial Parents who were incarcerated and/or re-entering their communities. Scott is a licensed attorney in New York and now lives in Columbia, MD with his wife of 25 years (Jessica) and their 5 children.

**Sheri Colligan** attended law school at the Franklin Pierce Law Center (now University of New Hampshire Law School) graduating in 1987. She worked as an attorney for the New Hampshire Public Defender from 1987-1992, and from July 1992 to December 2010, she was employed by the Hillsborough County, New Hampshire Superior Court as a deputy clerk in the Family Division. In December 2010, she was appointed Referee for the New Hampshire Circuit Court, hearing primarily child support cases.





**Kate Cooper Richardson** is the IV-D director of the Oregon Child Support Program in the Oregon Department of Justice. Kate joined the program in 2010, and was appointed by the Attorney General in January 2013 as director. Kate holds a BA from University of Oregon (Go Ducks!) and a JD from Willamette University School of Law. Her 24-year public service career spans work in all three branches of state government, including eight years as Chief of Staff to the Oregon State Treasurer. Kate is currently the Secretary of NCCSD and a former board member of NCSEA. Kate led her organization through a multi-year \$130+ million replacement of Oregon's legacy child support system, certified in December 2019—just before the pandemic! Kate lives with her husband and dog in a glorified cabin they built in the foothills of the coast range. She has three adult children, two sons-in-law, and the two smartest and most adorable granddaughters in the Western Hemisphere.

**Michele Cristello** is currently the Deputy Commissioner and IV-D Director of the Child Support Enforcement Division of the Massachusetts Department of Revenue. Michele began her career in the MA CSE program in 1993 and served the agency in various capacities before becoming IV-D Director in 2015. Prior to becoming IV-D Director, Michele was the Director of Information & Analysis and led the initiative to develop and implement CSE's new, comprehensive child support system. As IV-D Director, Michele is a strong advocate for child support customers who are Military Members and Veterans. Her team has developed a robust program focused on assisting those who have served our country. Community Outreach efforts to connect with child support customers of all socio-economic walks of life is a major initiative of her state plan. Michele is the Vice President of NCCSD, the Chair of the NCCSD Audit Committee and serves on the NCCSD Policy & Practice, Systems Modernization and Data Sharing and the Finance committees.



**Beth Dittus** has been with the North Dakota Child Support Division since 2013. She focuses her time on policy development and implementation in numerous areas, including specializing in intergovernmental child support proceedings and medical support. As an attorney, she assists with various legal matters, including the management of complex cases and appeals. Lately, she also spends time serving as Project Director for the Intergovernmental Improvement Project, providing overall grant management. Prior to joining Child Support, Beth worked for several years at a nonprofit agency, representing survivors of domestic violence and sexual assault in family law cases, and served on various committees that promoted safer tomorrows for community families. Beth currently serves on the NCSEA Legislative Education Committee and is a 2015 NCSEA U alum. In her spare time, she enjoys daily adventures with her husband and two young daughters. Beth extends a warm welcome to all conference attendees to her home state and hopes that all enjoy their time in Medora!



**Jim Fleming** is the director of the Child Support Division of the North Dakota Department of Human Services, President of the National Council of Child Support Directors (NCCSD), Treasurer of the National Child Support Enforcement Association (NCSEA), and member of the Board of Directors for the Western Intergovernmental Child Support Engagement Council (WICSEC).. Jim is a member and former co-chair of NCSEA's Policy and Government Relations Committee and NCCSD's Policy and Practice Committee, and a member of the editorial committee for the NCSEA Child Support CommuniQue. Jim also chairs NCCSD's Employer Collaboration Workgroup. He earned his Bachelor of Arts degree from the University of North Dakota in 1989 and his Juris Doctorate from Notre Dame Law School in 1993. A second-generation attorney and native of Cavalier North Dakota, Jim and his wife Terri live in Bismarck and are blessed with four daughters. In his spare time, Jim likes to sing, cook, garden, follow UND hockey, and do woodworking.



**Corri Flores** is the Director of Government Affairs for ADP, LLC. Corri manages the relationships between ADP and Wage Garnishments agencies to gather information and cultivate positive relationships. She has been with ADP for over twenty-six years and has spent much of her career within the Agency Relations organization. She has participated on the American Payroll Association's Government Relations Task Force (GRTF) for Child Support and Wage Garnishments workgroups for the past eight years and is the current Chair of both the GRTF Child Support and Garnishment workgroups. She is a member of the National Child Support Enforcement Association and current serves on their Board of Directors.

**Judge Jeremy Fowler** is currently the Title IV-D Associate Judge based out of Amarillo, Texas with jurisdiction over seven Texas Counties: Potter, Randall, Deaf Smith, Oldham, Briscoe, Hale and Armstrong Counties. He was appointed to his position in April 2010, and has been re-appointed for successive terms.

Prior to his appointment, he served as an Assistant Criminal District attorney for nine years. He began his legal career at the non-profit Women's Advocacy Project in Austin, Texas as an Emergency Legal Services Attorney. He moved to Amarillo in 2000 when he accepted a position with West Texas Legal Services, the local legal aid organization, as the Domestic Violence Staff Attorney.

He received his Accounting Degree from the University of Michigan and his Law Degree from the University of Houston Law School. He is married, and the father of three children.







**Erin Frisch** is Director of the Michigan Department of Health and Human Services (MDHHS) Office of Child Support (OCS). They also serve as the white co-lead of the MDHHS Diversity, Equity, and Inclusion Council. Erin is on a mission to make the world a better place through understanding racism and white skin privilege, identifying systems of oppression and acting against them, and leading the Michigan child support program in its work with parents to improve all children's lives.

Erin works with leaders and teams to celebrate diversity, build inclusive spaces, and think about equity in programs and practices. This includes leading the way in thinking critically about the role of child support in serving families of today.

From 2019-2020, Erin served as Senior Chief Deputy for Opportunity at MDHHS where she oversaw the children's services agency, the bureau of community services, and the economic stability administration and focused on integration between public assistance programs and health, community services, child support and child welfare to reduce poverty for Michiganders.

Erin is a former President of the National Council of Child Support Directors and has been a board member and is currently Board Secretary for NCSEA, the leading national child support professional organization in the country.

Erin graduated from James Madison College at Michigan State University. She spent 12 years in IT consulting before joining state service. Erin is the mother of two teenagers and enjoys playing board games with them, working in the garden, and exploring new places.

Chancellor **Deborah Gambrell** currently serves as Senior Chancellor for the 10th Chancery District of Mississippi having been appointed as Chancellor by former Governor Haley Barbour on January 11, 2011. Prior to her service as Chancellor, Judge Gambrell served as Justice Court Judge for Forrest County, Mississippi from 1980-2011. A 1972 graduate of the University of Southern Mississippi and 1978 cum laude graduate of Mississippi College School of Law, Judge Gambrell is a Fellow of the Mississippi Bar Foundation. Judge Gambrell has 6 daughters and 5 grandchildren.



**Tanguer Gray** currently serves as the Deputy Commissioner & Child Support Administrator for the Georgia Department of Human Services. She provides leadership to the child support and refugee resettlement programs, enterprise development, medical services and strategic planning and initiatives. As Deputy Commissioner she supports agency wide initiatives programs with oversight for more than 1,180 employees. Tanguer is a pragmatic executive leader with a proven track record in accounting, fiscal operations, customer service, organizational effectiveness and field and state operations. Ms. Gray's more than 26 years of leadership and child support-related experience has earned her a well-deserved reputation as a subject matter expert in the human services field. Her vast knowledge has afforded her the opportunity to be a member of the National Child Support Enforcement Association (NCSEA) for six years. As a member of NCSEA, she has served as Secretary, President-Elect, President and Immediate Past President for the 2020 - 2021 board year.



**Karen Hebert** is the IV-D Director for the New Hampshire Department of Health and Human Services, Bureau of Child Support Services. She has worked in the Child Support Program since 2006, with oversight of policy, field operations, customer service and interagency collaboration and integration, and as IV-D Director since 2018. She participates in the development of a multi-agency integrated service model that focuses on whole-family health, economic stability and the prevention of child maltreatment and child welfare intervention. Karen is Chair of the NCCSD Mentoring Committee, and serves on the NCCSD Audit Committee, Policy & Practice Committee and Public Relations Committee. Karen has a Bachelor of Science degree in Human Services from Springfield College and Master's degree in Business Administration with a Leadership concentration from Norwich University.



**Clarence Henderson Jr.** was appointed to the Pierce County Superior Court by Gov. Jay Inslee on March 20, 2020 and was sworn in on April 1, 2020. He presided as a Court Commissioner from January 2019 prior to his gubernatorial appointment. Prior to joining Pierce County Superior Court, he served 13 years as a public defender in Pierce County's Department of Assigned Counsel and was the Lead Attorney of the Delinquency Unit. Judge Henderson also spent seven years as a Commissioner on the Washington State Human Rights Commission, National Initiatives Coordinator for the Tacoma Urban League Young Professionals and has served on the advisory board of the Western Region Juvenile Defender Center and as a board member of the International Association of Official Human Rights Agencies.

**John Hurst** is Assistant Deputy Commissioner, Division of Child Support Services (DCSS) with the Georgia Department of Human Services (DHS). With more than 28 years of professional child support experience in various roles, John began his career with the DHS DCSS as an agent in the Atlanta office. Through his career, he has held subsequent positions as DCSS Supervisor, Compliance Monitor, Office Manager, Region Manager and Deputy Director. John was appointed to the position of Assistant Deputy Commissioner, Child Support Services in December 2020. In this role, he serves as the Director of the Georgia DCSS program. In addition to his experience with DHS, John has held management positions with two private child support contractors. John earned a Bachelor of Business Administration degree in Management from Georgia State University. He is a sports enthusiast and enjoys golf and photography in his spare time.



**Alice Jacobsohn** is Director of Government Relations for the American Payroll Association. In that role, Alice Jacobsohn is an experienced advocate building bridges between payroll professionals and government legislative and regulatory entities. She has over 30 years of success in high profile policy, regulation, and advocacy roles. Prior to APA, Ms. Jacobsohn worked as a compliance consultant for private companies assisting with practical approaches to implementing management strategies and business regulations. In addition, she worked for 17 years as a director at the National Waste and Recycling Association developing and implementing educational programs and public relations strategies, managing state chapters and policy-making groups, and lobbying and educating decision-makers. She was a program manager at SEMCOR Inc. advising the U.S. military and private-sector customers on compliance, a staff attorney for a commissioner at the Pennsylvania Public Utility Commission, and legislative assistant to a Pennsylvania state senator.



**David Kilgore** is director of the California Department of Child Support Services. David Kilgore is a proud graduate of the California State University at Northridge where he received his master's degree in Public Administration and currently serves as Director for the California Department of Child Support Services. David has worked in the Child Support Program at the county level for 16 years and served as director of the Riverside County DCSS, chief deputy director and deputy director for Los Angeles CSSD, deputy director at the San Bernardino County DCSS and held several positions at the Tulare County DCSS including manager and staff services analyst. David served on the Board of Directors with the Child Support Directors Association and is a member of the National Child Support Enforcement Association. He has lectured on a variety of topics to state and county audiences. David's hobbies include traveling, reading books, and all things electronic. After a long day at the office he relaxes by playing with his son and daughter Zev and Zoe.



Since 1992, **Barbara Lacina** has served the public as a child support professional. She first served as a frontline caseworker, directly serving parents and partnering with program stakeholders. She then served through various management and administration roles, always with a focus on improving outcomes for children and providing services to both parents.

In 2010, Barbara went to work for the Federal Office of Child Support Enforcement (OCSE) in Region VII in Kansas City, where she worked closely with State and Tribal child support programs on efficient and effective services, and performance improvement. In 2015, Barbara became OCSE's Director for the Division of Program Innovation, overseeing grants, waivers, and national demonstrations. During 2019, Barbara served as the Senior Advisor to OCSE's Commissioner.

In January 2020, Barbara began her current role as the Director of the Virginia Division of Child Support Enforcement, where she enjoys being "back in the action" of serving families, and has the privilege of working with an amazing team of dedicated child support enthusiasts.

**Sabrina Montoya** has been in Child Support Services for 16 years at the state and county level. She has worn a number of hats over her career from an Admin Support Staff, Parent Employment Case Manager, and Supervisor. Currently Mrs. Montoya is the Program Innovation Unit Manager. Her unit oversees all of the grants and special projects including coParenter, a new innovation co-parenting app that is being piloted in seven counties across Colorado.





**Shaneen Moore** is the Director of the Child Support Division within the Children Family Services (CFS) administration of the Department of Human Services, and was appointed in this role in March 2018. Shaneen recently promoted to the role of Deputy Assistant Commissioner within the CFS administration in May 2021. Shaneen remains the Child Support director and splits her time and leadership responsibilities between the two roles. Her career interest in the area of children and family services began many years ago, as she has always been interested in the needs of children and their families. "I oversee the daily administrative and operational functions of the Child Support Program. My personal goals are to wholeheartedly support our mission of "promoting the well-being of children and the self-sufficiency of families by delivering quality child support services", and to foster our vision of "children can depend on their parents for the support they

need" in the work that I do. The importance of diversity, equity, and inclusion is a critical element in moving the work of the child support program forward. Shaneen is an equity champion in leading efforts to move this work forward and making it a priority in Minnesota's program.

Leadership is a very key element in providing strategic direction to all levels within an organization. As a committed leader to the public sector, in the fall of 2017, Shaneen began working on her PhD in Management and Public Service Leadership at Hamline University in St. Paul, MN. She has earned a master's in Business Administration from Western Illinois University, Macomb, IL, and a Bachelor of Business in Business Administration also from Western Illinois University.

**Heather Noble** serves as the Assistant Director / IV-D Director for the State of Arizona's Division of Child Support Services within the Department of Economic Security. Assuming the role in July 2017, she has overseen a staff of 525 employees, over 22 client facing offices, and administering services within all 15 counties. An Arizona native and someone passionate about the great community that exists within the Grand Canyon State, she began her career with the Child Support program in the spring of 2011. Prior to taking on this leadership role, she was the Deputy Assistant Director supporting the Systems and IT teams within the division and Field Operations Administrator overseeing the statewide case management operations and specialized services functions, where she worked with a majority of client facing teams, digitizing the case records system, and process improvement. Since the pandemic began in early 2020, Heather has also administered and supported other health and human services programs including Unemployment Insurance and the Emergency Rental Assistance Program.



**Adam Norman** has served as the IV-D Deputy Director for with the Indiana Child Support Bureau, a division of the Indiana Department of Child Services, since April 2019. Previously, he was the Assistant Deputy Director over the Bureau's County Relations Unit, Communication & Training Unit, Program Support and Financial Quality Assurance Department. He has also served as a Field Consultant Senior Manager and a contractor with the State of Indiana working as the Business Process Owner of the new statewide document generation project.

He was a Deputy Prosecuting Attorney for the Child Support Division of both the Bartholomew County Prosecutor's Office and the Tippecanoe County Prosecutor's Office. He has also served on the Board of the Indiana Child Support Alliance as a general member and as Vice-President. In total, he has worked in child support for over 25 years. He received a B.S. in Business from Indiana University in 1994, with a minor in psychology and East Asian studies. In 1997, he received his J.D. from Indiana University School of Law – Indianapolis. He also served on the Center Grove School Board for 6 years. He resides in a suburb of Indianapolis with his wife of 25 years and his four sons.



**Sharon Redmond** is a graduate of the University of Puget Sound School of Law. She has been with the Washington Division of Child Support since 1986. She started as a staff attorney representing the agency in administrative hearings and later supervising the local legal unit. In 2003, she was appointed as the Field Office Manager in Seattle. In this role she worked with staff on continuously improving performance. Her emphasis was on leading staff in their collaborative efforts with partners and stakeholders. She also worked closely with the Division's legal staff and was instrumental in leading the reorganization of the division's legal team structure. A virtual legal office (VLO) was formed. All field office legal staff were moved under Sharon's supervision with a new structure of remote workstations and supervisory staff. In 2011, Sharon moved to the Policy unit where she performed a Chief of Policy role and continued her appointing authority position for the virtual legal office. In August 2018, Sharon was appointed as the Director of the Washington State Division of Child Support. Sharon has enjoyed every role she has held in the Division and has now entered her "dream" job as the director.



**Jackie Scharping** is an Assistant Vice President/ Implementation Manager for Systems & Methods, Inc. (SMI). She has worked in the child support program since 1991, in a variety of positions at both the county and state levels, finally serving as Wisconsin's IV-D Director from 2011 to 2015.

**Chad Shook** is the IV-D Director for Mississippi. Prior to serving in this role, Chad served as the Youth Defender and Guardian Ad Litem for the Forrest County, Mississippi Youth Court. Chad has held an active law license in Mississippi for 22 years. While he was in private law practice, Chad simultaneously served for 11 years as a Visiting Professor of Sociology and Criminal Justice at Jackson State University, one of 3 HBCU's in Mississippi, where he taught law-based courses as well as legal and criminological theory and research methods. The bulk of his legal career has included work with family law and children's legal issues. He has one daughter, Laura Grace, who is 11 years old.



**Eileen M. Stack** is the Deputy Commissioner for the New York State Office of Temporary and Disability Assistance, Division of Child Support Services. Prior to her appointment, she served as Counsel to the New York State Division of Child Support Services; and, before serving in government, was in private practice where she advised several banks and commercial entities on banking and business matters.

Ms. Stack graduated cum laude from the State University of New York at Albany, earned her J.D. from Albany Law School of Union University and is a member of the New York and New Hampshire Bars. She served as President of the Capital District Women's Bar Association in the Albany, NY region and has been a speaker at several national, regional and New York State conferences on topics related to child support enforcement.



**Liesa Stockdale** is Director of Recovery Services for the State of Utah. She is Utah-born and raised, graduating from Weber State University with a Bachelor of Arts in English. She began her career in child support enforcement with Utah's Office of Recovery Services (ORS) in 1994. Liesa started with ORS as an interstate caseworker, later moving to casework in paternity and order establishment. She joined the ORS administrative group as a Policy Analyst in 2003, eventually supervising both the policy and training units. In 2005, she chaired Utah's OCSE 1115 Grant focused on paternity establishment methods. This grant automated birth record data exchange between Utah's IV-D agency and the Vital Records Office, increased paternity establishment education for hospital clerks, led to Utah's paperless case files, and resulted in a 19% increase in Utah's PEP score in one year. In October, 2012, Liesa was appointed as Utah's IV-D Director. In January 2013, she was appointed as the Director of Utah's Office of Recovery Services, which, in addition to Utah's IV-D program, houses Utah's Third-Party Liability Recovery program on behalf of Medicaid. She has served on the NCCSD Executive Board since October, 2013 and is currently the Treasurer. She joined the WICSEC Board in 2018 and is currently Second-Vice President. She has a son, a daughter, a son-in-law, a just-as-well-be-my-daughter-in-law, a grandson, and a new grandchild on the way! Her house is currently controlled by a St. Bernard puppy (yes, his name is Cujo) and a Labrador puppy (Lizzie), thanks to the "pandemic pets" trend.



**Ruth Anne Thornton** serves as the Director of Child Support (IV-D Director) for the Texas Office of the Attorney General, Child Support Division (CSD). Her chief responsibility in this role is to oversee the effective and efficient operation of the Title IV-D child support program in Texas, and she works closely alongside the Division's leadership team to help make CSD both a great place to work and a world-class child support program. She is passionate about leveraging organizational design and people positivity to improve program performance and drive mission-centered outcomes for Texas families.



Ruth Anne began her career in child support in 2008 as an Executive Assistant in the Division's Family Initiatives section. From there, she grew into policy-making, training, and management roles, and served as the Division's Chief of Staff prior to her appointment as the IV-D Director.

Ruth Anne holds a BA in Political Science from St. Edward's University and a Master of Public Administration from Texas State University. Her greatest joy and her "why" is her family—her incredible husband, two awesome kids, and two crazy pups.

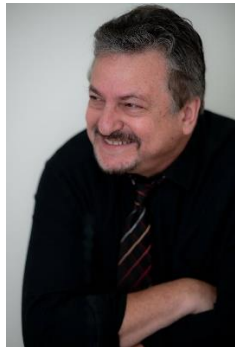
**Bryan Tribble** began his career with the Illinois Department of Healthcare and Family Services—Division of Child Support Services (HFS-DCSS) in June 2001 as an accountant. In January 2006, he was tasked with leading the Professional and Recreational License Revocation project, which culminated in the initiation of the process by which Illinois hunting and fishing licenses are denied at the point of sale. In February 2008, Bryan became the manager of the Administrative Driver's License Suspension project for HFS-DCSS. Bryan continued in this role until August 2012 when he became the assistant manager of Policy for HFS-DCSS, a position that offered him an opportunity to marry his knowledge of child support with his passion for implementing change. In August 2017, Bryan was elevated to the position of manager of Policy for HFS-DCSS. Most recently, Bryan accepted the position of interim IV-D Administrator of HFS-DCSS, effective January of 2021.



Bryan has been an active member of the Illinois Family Support Enforcement Association (IFSEA) Board of Directors, serving as First and Second Vice-President (2011 and 2010, respectively), as well as



President (2012). As the Illinois IV-D Administrator, he continues to serve on the Board as an appointed director. Bryan also has served as faculty on numerous occasions at the Illinois Judicial Education Conference, an annual conference organized and presented by the Illinois Supreme Court in conjunction with the Administrative Office of Illinois Courts. Additionally, he has been active on the national level speaking at multiple conferences and on educational panels. Bryan also has been involved with the National Child Support Enforcement Association (NCSEA), serving on the Leadership Symposium Committee (2014-2016) and the Emerging Issues and Best Practices Subcommittee of the Policy and Government Relations Committee (2012 through 2018). In 2020, Bryan joined the NCCSD Policy and Practice Committee.



**Rob Velcoff** is an independent child support consultant with his own agency, Intergovernmental Support Services. His agency provides assistance with all manner of intergovernmental case processing, including training, government and private grants and special projects, office set-up and reorganization, and just about anything related to interstate or international child support. Before starting his own agency Rob worked for the New York State Division of Child Support Services for over 30 years. He became Manager of Interstate Operations at the beginning of 1999, and supervised the Central Registry until November 2008. Mr. Velcoff assisted with all interstate issues for New York State, both policy and programmatic, including being part of a team responsible for implementing the 1996 version of UIFSA in January of 1998 and the 2008 version of UIFSA in January of 2016. He was New York's representative in several federal, national and international

workgroups. Mr. Velcoff was also New York's international child support liaison. In May 2011 he became President of the Eastern Regional Interstate Child Support Association (ERICSA). Mr. Velcoff has received several awards, including ERICSA's Felix Infausto Award (President's Award) in 2018, the Domestic Relations of Pennsylvania (DRAP) President's Award in 2016, an Indiana Prosecuting Attorneys Council (IPAC) Certificate of Appreciation in 2014, the Florida Department of Revenue's Sterling Silver Pickle Award in 2004 (first ever recipient from outside the State of Florida), the New York State OTDA Commissioner's Award for Outstanding Achievement in 2003, and others. Mr. Velcoff has presented at hundreds of workshops at more than 100 state, regional, federal, national, and even international child support conferences on a wide range of topics. He worked in child support at the local county level for three years before moving up to the state level. Mr. Velcoff received a BS in Criminal Justice from the State University College of New York at Brockport and an MA in Criminal Justice from the State University of New York at Albany.

As the Senior Director for Economic Security for the North Carolina Department of Health and Human Services, Division of Social Services, **Carla West** is charged with integrating and improving access to person-centered services towards self-sufficiency and improved well-being of individuals and families in North Carolina. Carla oversees the Economic Services Programs, including Temporary Assistance for Needy Families, Food and Nutrition Services, Program Integrity, Refugee Assistance, and Energy Programs. Carla also serves as the IV-D Director for the North Carolina Child Support Program providing leadership in directing,



planning, and evaluating within a complex, integrated service delivery system. Carla is a past president of the Eastern Regional Interstate Child Support Association (ERICSA) and currently serves on ERICSA's Honorary Board. She also serves on the board for the National Child Support Enforcement Association (NCSEA), the Board for the North Carolina Council on Developmental Disabilities, the co-chair for NCSEA's Child Support CommuniQue (CSQ) publication, the co-chair of the Systems and Data Analytics Workgroup for NCCSD, and as an ex-officio board member of the North Carolina Child Support Council. She is a firm believer in trying things without fear of failure and strives to live a life of purpose. Carla has an M.B.A. and a B.S. in Business Management from Bellevue University.



# BISON







# Accenture

[www.accenture.com/childsupport](http://www.accenture.com/childsupport)

**Type of Business:** Systems Integrator; Strategy & Technology Consulting

**Contact:** Slade Gauntt  
Solution Architect  
[s.slade.gauntt@accenture.com](mailto:s.slade.gauntt@accenture.com)  
323 Congress Ave., Austin, TX 78701  
(916) 337 - 9065

**Current or recent projects with child support programs:**

- Michigan – System Maintenance, Operations, and Enhancements.
- Massachusetts – System Modernization and Enhancements

**Recent company accomplishments, initiatives or offerings:**

We collaborated with Salesforce to create the Accenture Intelligent Cloud Conversion Platform, which presents a new option for legacy system modernization. It facilitates migration to the Salesforce Platform through fully automated conversion of mainframe screens, business rules, and data. The result is full legacy capabilities running on the world's leading enterprise platform of engagement. The automated migration process doesn't disrupt business operations, lowers modernization cost and risk, and gives agencies an enhanced system poised for accelerated innovation.



## **CiviTek National, Inc.**

[www.civitekolutions.com](http://www.civitekolutions.com)

**Type of Business:** Technology & Payment Solutions for Governments

**Contact:** April Daniel  
[adaniel@civitekolutions.com](mailto:adaniel@civitekolutions.com)  
3544 Maclay Blvd, Tallahassee FL 32312  
(850) 868 - 1806

### **Current or recent projects with child support programs:**

CiviTek National is proud to support child support programs, children and families by providing payment solutions that enable child support agencies the ability for parents to pay both domestic and international child support obligations via major credit card, debit card, and e-check. We provide an easy-to-use, cost-efficient way of handling electronic commerce transactions normally handled either at a walk-in counter or through the mail. Our services cater to help citizens and government offices **save time** and **safeguard money**. Our growing list of customers include Oregon, Washington, Hawaii.

### **Recent company accomplishments, initiatives or offerings:**

Our CiviTek National clients and customers have benefited in many ways, including the following:

- **Access** to knowledgeable and Friendly **Customer Service** Specialists passionate about servicing the children & families.
- **Open 24 hours a day** on your smartphone, tablet or computer for parents.
- Safe, **secure, easy-to-use** and simple processing for all major credit cards, debit cards and e-checks.
- Accepts and processes **domestic and international** child support obligations
- A **free service** to government entities
- All funds collected are **100% guaranteed**.
- We help you increase your payment adoption by allowing your customers to Pay, Their Way.
- Now accepting GooglePay, ApplePay, PayPal, and Venmo.



# Conduent

[www.conduent.com](http://www.conduent.com)

**Type of Business:** Mission-critical services and solutions

**Contact:** Scott Cade  
[scott.cade@conduent.com](mailto:scott.cade@conduent.com)  
100 Campus Drive, Suite 200, Florham Park NJ 07932  
(917) 449 - 7762

### **Current or recent projects with child support programs:**

As a trusted long-term operations partner to child support agencies like yours, Conduent provides a wide-ranging, industry-leading portfolio of child support services.

- **State Disbursement Units** - As a leading child support SDU provider, we've been innovating since processing our first child support payment in 1991. In the past 10 years alone, we processed more than \$150 billion in child support funds, all with our trademark speed, accuracy and security.
- **Payment Cards** – We're the largest government pre-paid card provider in the industry with 100+ state and federal programs, supporting child support, SNAP, UI, WIC, and Social Security programs.
- **ExpertPay** - We offer the only multi-state child support payment portal, which handles more than \$2 billion each year. It's a simple, easy-to-use solution currently used by 275,000 employers, individuals and payroll providers in all 50 states.
- **Child Support Enforcement Systems (CSES)** - We work with states to find the right solution for their system needs, and currently support four state systems, two of which are undertaking major modernization efforts.
- **Dreaming Sessions** – We've worked with over a dozen jurisdictions to brainstorm pain points and potential solutions that can dramatically increase the effectiveness of their programs. A pilot program in Milwaukee County that originated from a Dreaming Session resulted in a 35% increase in collections over three years.

### **Recent company accomplishments, initiatives or offerings:**

In June of this year, Conduent was awarded the 2021 American Business Awards® Gold Stevie® Award in the "Leading Through Digital Disruption" category. Our company was recognized for our work during the COVID-19 pandemic, when, in less than six weeks, our IT team enabled approximately 75% of the company's nearly 60,000 global associates to employ a work from home model through digital solutions. While Conduent's remote workforce serviced Child Support clients across the country, this successful transition also meant that Americans in need received the critical government stimulus benefits they rely on such as Supplemental Nutrition Assistance Program, Unemployment Insurance, and Temporary Assistance for Needy Families.



# Courtland Consulting

[www.courtlandconsulting.com](http://www.courtlandconsulting.com)

**Type of Business:** Consulting - Training, User Support, Implementation, Web Services, Evaluation

**Contact:** Steven Trudell

[trudells@courtlandconsulting.com](mailto:trudells@courtlandconsulting.com)

1500 Watertower Place Suite 200, East Lansing MI 48823  
(517) 908-3941

### Current or recent projects with child support programs:

- Michigan: 1990 to present. MICSES Statewide Child Support Project - During initial implementation of new system from 1990 to 2003, Courtland provided Conversion, Application Development, Business Analysts, Subject Matter Experts, Testing, Training development and delivery, Site Support and Helpdesk services. Since the project has transitioned to maintenance mode, Courtland services are now Business Analyst, Subject Matter Experts, Testing and Training. 2020 to present. Michigan State Disbursement Unit - Courtland provides executive oversight for this implementation and leadership in Customer Support Management and Training.
- New Jersey: 2006 - 2017. NJKids Statewide Child Support Project - During initial implementation Courtland was responsible for Conversion, Implementation, Site Support, Training development and delivery, and Help Desk services. After project completion, Courtland provided Staff Augmentation support for the 2500 users in Finance, Probation, CWA and Family Offices throughout the State.
- Delaware: 2010-2014. Statewide child support Implementation, Training development and delivery, Help Desk and Business Analysts for 800 users. 2019-2020. Develop a Master Training Strategy document and develop additional training materials.
- South Carolina: 2015 to 2021. Statewide Child Support Project Management, Implementation, Site Support, Deployment, LMS implementation, Training and Helpdesk for 46 counties and 800 users. In parallel with and after the PACSS rollout, we provided Implementation, Testing, Site Support, Training development and delivery, and Help Desk services for the Family Court Case Management System statewide deployment.
- Nevada: 2019 to present. Statewide Child Support Implementation, LMS implementation. Training development and delivery, Site Support & Help Desk Services for 500 users.
- Federal Office of Child Support Enforcement: Demographic Surveys of 10 states with the largest child support caseloads. Conducted multiple impact evaluations of 1115 Child Support Demonstration Grants and SIP Grants.
- Michigan Supreme Court/Circuit Courts: 2004-2018. Numerous Impact Evaluations of grant funded court improvement projects aimed at improving the child support program. Focusing on fatherhood, unique partnerships, marketing of child support, holistic practices and non-adversarial approaches.
- National and Regional Non-Profit Organizations: 2009-present. Courtland provides web design & development for several child support organizations.



# CSG Government Solutions

[www.csghdelivers.com](http://www.csghdelivers.com)

**Type of Business:** A national leader in planning, managing and supporting complex child support system modernization projects

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180 N. Stetson Ave.; Suite 3200, Chicago IL 60601  
(312) 444-2760

### Current or recent projects with child support programs:

- Full-service Project Management Office and Organizational Change Management services for the Nevada Division of Welfare and Supportive Services, Child Support Enforcement Program's child support system replacement project (NVKIDS).
- Independent Quality Assurance services for the Indiana Department of Child Services, Child Support Bureau, as they implement a new automated child support system (INvest).
- Collaborating with the Georgia Division of Child Support Services to support the modernization of their child support system through the development of a Feasibility Study and Cost Benefit Analysis.
- Independent Quality Assurance services for the Oregon Department of Justice, Division of Child Support, for their Child Support System Modernization Project.
- Collaborating with the South Dakota Department of Social Services, Division of Child Support to conduct planning services for the modernization of their child support system.
- Conducted a Feasibility Study for the Arizona Department of Economic Security, Division of Child Support Services, for the modernization of its system (ATLAS).
- Quality Assurance services for the Illinois Department of Healthcare and Family Services, Division of Child Support Services, and its Child Support Automation and Innovation for Modernization (CS AIM) Project.
- Business process reengineering services focused on performance improvement for the Maryland Child Support Program, which increased performance on federal indicators in targeted areas.

### Recent company accomplishments, initiatives or offerings:

CSG has established a dedicated Child Support Center of Excellence (CoE) that conducts market analysis, combines lessons learned from our projects, and summarizes industry regulations and best practices into high-value documents, models, tools, and other artifacts that distribute knowledge across all of our child support project teams. Our Child Support CoE recently developed a Client Briefing that provides strategic factors for consideration as states begin a child support system modernization, including a summary analysis of OCSE's new streamlined Feasibility Study and child support technology solutions. As evidence of our longstanding track record providing management consulting services for successful state agency IT projects, CSG has been ranked four years in a row by Forbes as one of America's Best Management Consulting Firms serving the public sector in 2018, 2019, 2020, and 2021.



## Deloitte Consulting LLP

<https://www2.deloitte.com/us/en/pages/public-sector/solutions/child-support-services.html>

**Type of Business:** Consulting

**Contact:** Margot Bean  
Managing Director  
[mbean@deloitte.com](mailto:mbean@deloitte.com)  
111 Washington Avenue, Suite 500  
Albany, New York 12201  
(518) 951 - 4021

**Current or recent projects with child support programs:**

- Child Support Legacy System Modernization and Replacement – Cloud native and low code platform solutions, transfer, legacy code refactoring
- Maintenance, Operations and enhancements of state child support systems
- Data lake set up and Advanced Analytics
- Business Process Reengineering

**Recent company accomplishments, initiatives or offerings:**

**Customizable Bundling of Child Support Services**

Our customizable services provide options to customize and bundle services based on the program's needs. Enables full and incremental enhancement of the existing child support system using modern technology to improve program and customer outcomes. Includes data collection and predictive analytics, outbound texting, and a performance management system that helps drive agency performance. We offer dedicated online dashboard and mobile solutions that allow the end user to check case status, make payments, report information, receive case activity alerts, and more. Our Chatbot and RPA solutions free workers to address complex case activities. For more information go to: [www.deloitte.com/us/child-support](http://www.deloitte.com/us/child-support)



# Fast Enterprises, LLC

[www.fastenterprises.com](http://www.fastenterprises.com)

**Type of Business:** FAST is a premier provider of commercial-off-the-shelf software and consulting services for government agencies

**Contact:** Jordan Riebel, Director  
[jriebel@fastenterprises.com](mailto:jriebel@fastenterprises.com)  
7229 S Alton Way, Centennial CO 80112  
(877) 275 - 3278

### **Current or recent projects with child support programs:**

Fast Enterprises (FAST) is modernizing the country of New Zealand's child-support program through implementation of our child-support software solution. This project is the culmination of a multi-year system-modernization effort by FAST and New Zealand Inland Revenue Department to implement our software as the single and consolidated solution for administering the country's tax, revenue, and social programs, including paid parental leave, student loans, retirement savings, entitlements to support working families, and child-support services. The child-support portion of the project is scheduled for completion this year and, like all preceding phases of the project, is scheduled for on-time and on-budget delivery. A recent article on the project can be viewed here:  [How New Zealand Partnered with FAST to Integrate Tax and Child Support.pdf](#)

### **Recent company accomplishments, initiatives or offerings:**

Our packaged FastCSE<sup>®</sup> software provides agencies with a single system of record that contains complete functionality for administering all aspects of child-support programs. Designed specifically to comply with federal certification requirements, FastCSE is powered by the FastCore software architecture used by a variety of agencies worldwide to manage hundreds of essential government programs. This highly flexible architecture supports rapid configuration of out-of-the-box child-support functionality to meet the distinct requirements, processes, regulations, and goals of modern child-support agencies, without compromise. From process automation for case initiation, management, location, and enforcement, to fully integrated features for paternity and order establishment, accounting and financials, business intelligence and reporting, and customer self-services, FastCSE is the premier solution for building modern service-based cultures that engage customers and empower users.

### **Recent Company/Project Awards:**

- FAST has been named as one of Fortune magazine's 100 Best Companies to Work For
- FAST was named to PEOPLE magazine's 2020 Top 50 Companies That Care list.
- FAST's system-modernization project for the Finnish Tax Administration was named the 2020 Finland Project of the Year by the Finnish chapter of the International Project Management Association. This recognition marked the first time in five years that a non-infrastructure project received the award.



# FIS

[www.fisglobal.com](http://www.fisglobal.com)

**Type of Business:** FIS is a leader in technology and services that helps government entities, businesses and communities thrive by advancing commerce and the financial world.

**Contact:** Tammi Mathews  
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601 Riverside Ave, Jacksonville FL 32204  
(480) 262-1557

**Current or recent projects with child support programs:**

FIS is one of two providers that processes child support payments online for North Dakota Child Support department. We accept and process credit card and debit card payments, provide real-time reporting, and settlement services.

**Recent company accomplishments, initiatives or offerings:**

FIS has several offerings that can tackle a rise in support calls, gain better insights from the vast pools of data and overcome the challenges of staff working remotely and employee workloads.

A significant accomplishment for FIS was partnering with 21 States to enable the use of Supplemental Nutrition Assistance Program (SNAP) cards for more than 10 million households to shop for groceries online. FIS is also supporting states participating in the Pandemic Electronic Benefits Transfer (P-EBT) program to deliver needed lunch and food benefits through EBT cards to families of school-age children impacted by school closures.





## **GreenCourt Legal Technologies LLC**

[www.greencourt.com](http://www.greencourt.com)

**Type of Business:** A software company focused on connecting IV-D programs with courts for better outcomes.

**Contact:** Jay Bland, Esq.  
Chief Growth Officer  
[jbland@greencourt.com](mailto:jbland@greencourt.com)  
201 Newnan St, Carrollton GA 30117-3122  
(770)-823-8708

**Current or recent projects with child support programs:**

Currently working with DCCS in Georgia to implement our GovLink eFiling solution. GovLink's bi-directional interface connects the IV-D program's case management system to every court in the state. The result is better access to the courts and total elimination of manual and redundant data entry.

**Recent company accomplishments, initiatives or offerings:**

Our GovLink platform is the only eFiling solution on the planet designed by and for Child Support Professionals. Child Support Agencies across the Country need to interact with the Courts daily in order to do good work. GovLink eliminates time-consuming manual processes to create mind-blowing efficiencies. Multiple account types. Innovative review queues. Automatic forms. Electronic signatures. BOOM.



## **Informatix, Inc.**

<https://informatixinc.com/>

**Type of Business:** Software, Business Process Outsourcing and Consulting

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Senior Manager, Business Development  
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2485 Natomas Park Drive Suite 430  
Sacramento CA 95833  
(916) 830-1400

### **Current or recent projects with child support programs:**

Informatix provides CSE Consulting in areas of Change Management, Feasibility Studies, IVV, QA, and Project Management. We have experience with CSE Systems Implementation, Maintenance and Support. We are the largest provider of FIDM services in the country managing both the FIDM Alliance and IDEC Consortium operations. We are one of three major SOU Service providers; we are the only vendor that provides SDU outsourcing as well as licensed SDU software for state or Tribal operated SDU's. We operate SDU's in five states and provide our patented RAPID® software for three others. All our SDU customers receive at least four major software releases each year. This level of enhancements keeps Informatix' RAPID® solution at the forefront of payment processing innovation. RAPID® is deployed in Fed Ramp Certified and PCI DSS, HIPAA, NIST and IRS compliant cloud infrastructure for use by states and Tribes that want to improve their SDU operational efficiencies without the need to acquire and maintain the hardware infrastructure to support it. Informatix can readily host your state SDU or CSE system and manage it for you.

### **Recent company accomplishments, initiatives or offerings:**

Informatix provides expanded alternative payments beyond the typical eCheck or debit and credit card payments; these alternatives currently include PayPal, PayPal Credit, Venmo and soon to include Amazon Pay, Apple Pay, and Google Pay. In addition, we provide disbursements as a service that allows us to issue payments to CSE Debit Card programs (e.g., US Bank ReliaCard), as well as other personal debit cards or prepaid cards including virtual prepaid cards, PayPal (both domestic and international) and Venmo digital wallets, and direct deposits (both domestic and international).



# Maximus

[www.maximus.com/child-support](http://www.maximus.com/child-support)

**Type of Business:** Private government partner specializing in health, human, and federal services

**Contact:** Brian Shea  
[BrianDShea@maximus.com](mailto:BrianDShea@maximus.com)  
1891 Metro Center Drive, Reston VA 20190  
(856) 304-1402

### **Current or recent projects with child support programs:**

Maximus currently operates 33 child support programs across 20 states, providing full-service and specialized services including new hire reporting and employer services, voluntary paternity acknowledgment, customer contact centers, order review and modification, and NMSN processing. Our state clients include Arizona, Arkansas, Colorado, Delaware, Georgia, Illinois, Kansas, Kentucky, Louisiana, Maryland, Michigan, Minnesota, Missouri, Nebraska, New Jersey, Ohio, Pennsylvania, Tennessee, Texas, and Wyoming.

### **Recent company accomplishments, initiatives or offerings:**

**The Maximus Child Support Connections Model** recognizes that both parents have important roles in supporting their child's wellbeing and development. To encourage healthier relationships between fathers and their children and improve co-parenting between fathers and mothers, our programs empower parents to work together to decide how best to support their children. We view the child support system as a family resource program rather than a punitive enforcement system. We help both parents understand the importance of co-parenting. During our interactions with both parents, we acknowledge all contributions made to support the wellbeing of the child. These include the parent's in-kind, noncash, and direct cash contributions.

We understand that focusing on connections and not just collections transforms our child support services model into a family-building institution that engages both parents with dignity as it encourages them to support their children's economic wellbeing and emotional development; ends the cost-recovery aspect of the child support system; and establishes reasonable child support orders while providing job training and other support to enhance the noncustodial parents' abilities to pay.

We are also committed to maintaining the relationships we have with current community partners and building partnerships/relationships with various agencies throughout the state – agencies that share our commitment to helping families become self-sufficient for the long term.



## **Protech Solutions, Inc.**

[www.protechsolutions.com](http://www.protechsolutions.com)

**Type of Business:** Systems Integrator/ Software Development

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SVP – Business Development  
[katie.morgan@protechsolutions.com](mailto:katie.morgan@protechsolutions.com)  
303 West Capitol Ave Ste 330, Little Rock AR 72201  
(803) 530-6807

### **Current or recent projects with child support programs:**

Protech continues its 26+ years of supporting child support initiatives through its current projects. We are currently working with the State of Nevada in implementing their new Child Support system. In the Virgin Islands we are in UAT for code conversion and movement to the Azure Cloud. We continue to support New Jersey, Maine, New Hampshire, Arkansas with Maintenance and Operations as well as assisting with M&O in South Carolina. We also provide the underlying technology for SDUs in Arkansas, Virginia, Iowa, and Kansas.

### **Recent company accomplishments, initiatives or offerings:**

Through our work in the Human Services arena, we have built numerous portals for citizens and businesses, including New Hire reporting portals for employers, Parent Portals for child support, and payment portals for our State Disbursement Units. Most recently, we built the Pandemic Unemployment Assistance portal for the State of Arkansas and a Pandemic Rental Assistance portal for South Carolina. Our ability to quickly and securely build web portals assisted almost 400,000 Arkansans in filing, documenting, and tracking their pandemic unemployment assistance application and 35,000 South Carolinians applying for rental assistance.

In addition, Protech continues to expand its Good Grid case management system which connects people in need with the services they need. Focusing on Social Determinants of Health, Protech and its South Carolina partner, SC Thrive, have been chosen as one of six recipients of the Gravity Challenge project which is focusing on improving interoperability between case management systems, health care systems, and providers.



## Stellarware Corporation

<https://stellarware.com/>

**Type of Business:** Child Support Services Technology Provider

**Contact:** Erika French, Director of Operations

[efrench@stellarware.com](mailto:efrench@stellarware.com)

600 Longwater Drive, Suite 202, Norwell MA 02061

(781) 964-1415

### **Current or recent projects with child support programs:**

**New Hire Reporting Projects:** Stellarware currently provides new hire reporting services for the District of Columbia, Georgia, Indiana, Mississippi, New Jersey, New Mexico, North Carolina, Rhode Island, Tennessee, Virginia, West Virginia, and Wisconsin.

**The Child Support Lien Network (CSLN):** CSLN, hosted by the State of Rhode Island and operated by Stellarware, is an established, successful consortium providing states with an essential child support collection resource through its fully integrated, customizable, web-based intercept program. CSLN, in existence since 1999, matches millions of delinquent obligors to a national registry of pending personal injury and workers' compensation claims daily. CSLN recognizes the value of state's staff time, which is why its customer service representatives verify the status of claims and all appropriate contact information before alerting child support agency members of open, active claims ready for lien documents. CSLN's unparalleled quality assurance (QA) processes ensure an unmatched level of qualified claims. CSLN, with its proven track record of success, is the most efficient & cost-effective way to augment agencies' child support resources, partnering with our network of 1,800+ insurers and 30 U.S. child support agencies to automate lien delivery with 85% of forms transmitted electronically. To date, CSLN has collected an estimated total of \$2B in support.

### **Recent company accomplishments, initiatives or offerings:**

**One Stop Shop Child Support Employer Services Portal:** Stellarware's web-based new hire solution provides the perfect starting point for states looking to create a comprehensive child support employer services portal. Combined with Stellarware's expertise in data matching and electronically issuing secure documents, we have prepared our systems for the future. In addition to new hire reporting, Stellarware offers functionality to accommodate electronic Income Withholding Orders, National Medical Support Notices, lump sum payments, employment verifications, employer database maintenance, and employee terminations, among others.

**Lump Sum Payment Module Launch:** In partnership with CSLN and New Hire Reporting, Stellarware recently announced the introduction of a Lump Sum Payment Module. Stellarware utilizes agencies' existing obligor files [or other State-provided child support case files] by loading them into our Lump Sum Database for employers across the State to conduct data matching via our secure portal, using an Interactive Lookup or Batch upload process. Agencies are immediately notified whenever matches are made while the appropriate documents to employers [income payers] are electronically generated for collection purposes.



## **Systems & Methods, Inc. (SMI)**

<https://smi-inc.com>

**Type of Business:** Industry leading payment processing and prepaid debit card services provider.

**Contact:** Lisa Skenandore  
VP-Business Development  
[lisa.skenandore@smimail.net](mailto:lisa.skenandore@smimail.net)  
106 Wedgewood Dr, Carrollton GA 30117  
(770) 834-0831

### **Current or recent projects with child support programs:**

SMI is the leading payment processor serving sixteen (16) states with comprehensive SDU services as well as 1.9 million smiONE™ Visa® Prepaid Card child support recipients across 12 states and 12 tribes. SMI successfully implemented the smiONE card without any issues in North Dakota in 2020 during the COVID 19 pandemic.

### **Recent company accomplishments, initiatives or offerings:**

In May 2021, SMI acquired the PayPerks platform, brand, and assets. PayPerks creates value for both the cardholder by driving awareness and understanding of card basics, better usage of advanced card features, budgeting and savings, safety and security and other financial capability skills thru easy-to-digest visual education, fun quizzes, and exciting sweepstakes-based rewards. Through cardholder education, gamification, and rewards functionality of the smiONE™ Visa® Prepaid Card, PayPerks improves not only the financial health of the user but also their whole life. [www.payperks.com](http://www.payperks.com)



## TouchPay

[www.tpchildsupport.com](http://www.tpchildsupport.com)

[www.touchpayonline.com](http://www.touchpayonline.com)

**Type of Business:** Financial Services

**Contact:** Keith Benton  
Director of Government Payments  
[Keith.benton@gtl.net](mailto:Keith.benton@gtl.net)  
10005 Technology Blvd. West  
(903) 316-3506

### **Current or recent projects with child support programs:**

- Working with Virginia Child Support to better streamline and open retail child support option as well as the mobile payment option to help increase more payments. Still allowing all portals such as kiosk web, IVR payments as the world adjusts to the new normal.
- Working with Tennessee on opening up additional portals for different payments such as benefit repayment, applications fees as well as expanding payment methods to increase payments.

### **Recent company accomplishments, initiatives or offerings:**

TouchPay has launched our mobile portal as well as have increased our walk in retail offering to approximately 26,000 stores nationwide to be able to help state agencies take more child support payments regardless of where the NCP resides.



## **U.S. Bank**

[www.usbankprepaid.com/reliacard](http://www.usbankprepaid.com/reliacard)

**Type of Business:** Prepaid Debit Card (Public Sector)

**Contact:** James Homer, VP, National Sales & Relationship Manager  
Gretchen Anderson, VP, Senior Relationship Manager  
[james.homer@usbank.com](mailto:james.homer@usbank.com)  
[gretchenr.anderson@usbank.com](mailto:gretchenr.anderson@usbank.com)  
U.S. Bank Plaza, Minneapolis; EP-MN-L16C  
Minneapolis MN 55402  
(651) 435-7663 (James)  
(651) 457-1007 (Gretchen)

### **Current or recent projects with child support programs:**

U.S. Bank Prepaid Card Solutions has served federal, state, county, city and local government agencies across the nation since 1999. We specialize in developing prepaid solutions designed to reduce check printing costs, increase efficiencies and empower recipients with modern prepaid payment tools. Our ReliaCard® product for government disbursements offers a feature-rich experience, simplified cardholder fee schedule and is designed to be no or low cost to the cardholder, depending on usage. We currently partner with 14 state child support programs to provide ReliaCard as debit card option for custodial parent payments.

### **Recent company accomplishments, initiatives or offerings:**

As part of our organizational response to the 2020 COVID-19 pandemic, U.S. Bank focused on improving the ReliaCard cardholder experience and streamlining our customer service channels. These updates and innovations included Visual IVR, online cardholder card production/shipment tracker, QR code card activation, dedicated fraud customer service channels, and interactive text fraud alerts/transaction verification (among others). U.S. Bank is committed to continuous evolution of our cardholder experience as the payment landscape continues to innovate and evolve to faster and more secure movement of money.





## Value Payment Systems

<https://valuepaymentsystems.com/>

**Type of Business:** Payment Service Provider

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Director of Channel Management  
[tchristensen@valuepaymentsystems.com](mailto:tchristensen@valuepaymentsystems.com)  
155 Franklin Road, Suite 330, Brentwood, TN 37027  
(770) 904-1591

### **Current or recent projects with child support programs:**

As a Payment Service Provider specializing in government electronic payment acceptance, Value Payment Systems (“VPS”) has been supporting the needs of counties and states’ Child Support Agencies and Family Services Divisions since 2011 and is currently accepting child support payments for 10 states, 9 counties, and is engaged in discussions with numerous others. Through our *ChildSupportBillPay* services our clients can accept obligation payments (application fees, etc.) directly from obligors, employers, and other payers through one or more of our hosted payment channels (online, in-office, phone).

VPS focuses on payment acceptance and providing the most comprehensive payment methods for payers, and in addition to traditional eCheck (ACH) and credit/debit cards, VPS can accept PayPal, PayPal Credit, Venmo, digital wallets by the major payment brands – MasterCard Masterpass, Visa Checkout, and Amex Checkout – and Pay with My Bank payments. VPS strives to offer reasonable convenience fees for payers and continues to offer our *ChildSupportBillPay* services to clients at **no cost!**

### **Recent company accomplishments, initiatives or offerings:**

VPS recently completed an integrated online and phone payment solutions implementation for North Dakota Child Support, and is designing the next generation *ChildSupportBillPay* product for release in 2022. Partnering with its clients and sister companies, VPS plans to add key functionality to its *ChildSupportBillPay* solution adding value for both payers and state agencies alike.

Additionally, VPS has recently implemented a NACHA approved service allowing all clients to be compliant with the 2021 NACHA Web Debit Validation Rule. This service is offered to all clients at no additional cost to the payer.



## **Veritas HHS**

[www.veritas-hhs.com](http://www.veritas-hhs.com)

**Type of Business:** Child support operations and consulting

**Contact:** Bob Williams  
[rwilliams@veritas-hhs.com](mailto:rwilliams@veritas-hhs.com)  
1120 Lincoln Street; Suite 1300, Denver CO 80203  
(720) 739-6060

**Current or recent projects with child support programs:**

Full-service child support operations for Kansas (Kansas City and Wichita); Maryland (Baltimore City); Tennessee (10th, 11th, 21st, and 29th Judicial Districts); and North Carolina (Buncombe, Burke, Polk, and Union Counties. Voluntary paternity programs for South Carolina and Virginia.



## **Winning Strategies ITS**

[www.wsits.com](http://www.wsits.com)

**Type of Business:** Technology services

**Contact:** John Gayeski  
CEO  
[jgayeski@wsits.com](mailto:jgayeski@wsits.com)  
550 Broad St; Suite 804 Newark NJ 07102  
(973) 286-8263

### **Current or recent projects with child support programs:**

We are working with New Jersey's Office of Child Support to create the first fully integrated digital online IV-D application to provide customers the ability to apply for child support, upload required documentation, pay application fees, and electronically sign all forms required in the application process. Other major projects include a new and enhanced customer service portal /mobile application and single pane agency access to an integrated set of online tools and applications.

### **Recent company accomplishments, initiatives or offerings:**

Developing a multi-tenant SaaS platform to provide Child Support Agencies across the country the ability to implement complex client facing digital/mobile solutions in an efficient and cost-effective manner. Delivering solutions through a secure multi-tenant Software as a Service (SaaS) platform allows organization the ability to focus their efforts on implementing innovative solutions instead of struggling to develop them.



# WILD HORSE





## **Auctor Corporation**

[www.auctor.com](http://www.auctor.com)

**Type of Business:** With more than 30 years in business and a track record of successes, Auctor develops strategic, cost-effective solutions for state government agencies. We bring technical, government, and project management expertise and work with you for the best results.

**Contact:** Thomas Horan  
Director of Client Services  
[horant@auctor.com](mailto:horant@auctor.com)  
9449 Priority Way West Dr Suite 150, Indianapolis IN 46240  
(203) 376-0551

### **Current or recent projects with child support programs:**

Auctor has worked in and supported state government clients in the child support area for 30 years. We are currently supporting two clients in system modernization: Washington, D.C. and Connecticut.

The D.C. project started 18 months ago, is following an Agile methodology, and is implementing a modern system incrementally. This project includes implementation of a COTS product (Salesforce). Modules have already been deployed in production and are currently being used by case workers and child support clients.

Auctor is helping Connecticut prepare for the start of a system modernization effort. In addition, we continue to provide modifications and maintenance on the existing legacy systems for these clients.

### **Recent company accomplishments, initiatives or offerings:**

We've introduced incremental modernization (a way to modernize a system piece by piece) to meet our clients' goals of delivering production code in a prioritized fashion to case workers and clients as quickly as possible.

The incremental modernization approach included implementation of a COTS product (Salesforce), taking advantage of already-developed functionality and reducing effort and cost of implementation (when compared to a custom development solution).

The incremental modernization approach focused on delivering working software within their timeline and budget.



## Contact Wireless

<https://www.contactwireless.com>

**Type of Business:** Text Messaging Solutions

**Contact:** Leslie Prichard  
VP of Business Development & Marketing  
[lprichard@contactwireless.com](mailto:lprichard@contactwireless.com)  
1600 Eubank Blvd NE, Albuquerque NM 87112  
(505) 275-4614

### **Current or recent projects with child support programs:**

Contact Wireless provides Text Messaging solutions for 2-way and 1-way Text Messaging to child support agencies through a web-based platform or integrated through our API. We work with over 15 states and multiple tribal agencies for child support, TANF, and workforce solution programs. Some of the states include: Arizona, California, Colorado, Nebraska, Wisconsin, Pennsylvania, Kansas, Tennessee, Minnesota, Virginia, New York, and tribal child support agencies in multiple states. We also work with vendors/agencies supporting child support in North Carolina, Maryland, Florida, and Oklahoma. Contact Wireless is licensed by the FCC as a telecommunications Carrier.

### **Recent company accomplishments, initiatives or offerings:**

Our newest product is our AI Chatbot which is being implemented on State/County websites and can be integrated with our Texting solutions. Additionally, during COVID, our platform was easily transitioned for work from home and kept communications ongoing not only for child support case information, but to provide critical information on COVID restrictions, openings/closings, and resources. Our platform was also used for curbside service and to limit people coming into offices and/or courthouses. And recently, agencies have used our BulkText to provide information on vaccination clinics and resources.



# Grays Peak

[www.grayspeakstrategies.com](http://www.grayspeakstrategies.com)

**Type of Business:** Consulting Services

**Contact:** Maureen Leif  
President  
[maureen@grayspeakstrategies.com](mailto:maureen@grayspeakstrategies.com)  
6771 Violet Way, Arvada CO 80007  
(303) 249-7973

### **Current or recent projects with child support programs:**

- Behaviorally informed communication services
  - Ramsey County Child Support – Form Development and revision through the GPS Form Factory
  - San Joaquin County Child Support Services – Behavioral economics training
- Digital Engagement – Website Design, Content Development, and Search Engine Optimization (SEO)
  - Virginia DSS, Division of Child Support
  - State of Utah, Office of Recovery Services
- Leadership Development Training
  - British Columbia Family Support Agency
  - Georgia Department of Human Services
  - San Joaquin County Child Support Services
- Customer Service Training
  - San Joaquin County Child Support Services
- Conflict Resolution Training
  - San Joaquin County Child Support Services
  - Arizona Child Support (PJAC Unit)
- Agile Strategic Planning – Facilitation and development of a strategic plan that is measurable, and agile to remain consistent with the changing needs of the agency.

### **Recent company accomplishments, initiatives or offerings:**

The gap between the public's knowledge of child support and the program's way of thinking about itself seems to get wider every day. A comprehensive communications strategy, especially one informed by behavioral economics, cannot close that gap overnight. But you can make rapid progress through the steady application of thoughtful, holistic approach that reshapes how you communicate online through your website and social media as well as in person and on your paper or electronic forms. In recent years, Grays Peak has provided all or part of these services to state and local programs in Virginia, Utah, Minnesota, and California. Contact us today to find out how we might be able to support your program's efforts to better engage the people you serve.



## **Intergovernmental Support Services**

<https://intergovernmentalsupportservices.com/>

**Type of Business:** Independent Consulting

**Contact:** Rob Velcoff  
Independent Consultant  
[robvelcoff@intergovernmentalsupportservices.com](mailto:robvelcoff@intergovernmentalsupportservices.com)  
906 Old Harbor Drive, Clifton Park NY 12065  
(518) 852-9469

### **Current or recent projects with child support programs:**

Rob Velcoff provides training in Intergovernmental Child Support geared specifically for your jurisdiction. He is also available for working on existing Intergovernmental Grants, or helping to draft language to obtain such a grant; office reorganizations, especially for Central Registries or other interstate units; and any and all special projects related to Intergovernmental case processing including interstate, international, tribal, military, intrastate (inter-county), and training staff on the latest changes in implementing and maintaining child support programs.

### **Recent company accomplishments, initiatives or offerings:**

The New York State Central Registry at one point in time had a staff of nine. After a reorganization spearheaded by Mr. Velcoff that included adding technology and better deployment of resources, the Central Registry staff was decreased to only three, and the new staff performed their federally required functions better, faster, and with more accuracy than the previous staff did. This project was awarded a Commissioner's Award of Excellence for saving the state hundreds of thousands of dollars every year.





# KPMG

<https://institutes.kpmg.us/government/campaigns/health-and-human-services.html>

**Type of Business:** Professional Services

**Contact:** Tyler Armstrong  
Senior Associate  
[tylerarmstrong@kpmg.com](mailto:tylerarmstrong@kpmg.com)  
303 Peachtree St, Suite 2000, Atlanta GA 30308  
(704) 996-5214

**Current or recent projects with child support programs:**

KPMG has been engaged as a trusted advisor providing high-quality business and technology transformation services including project management, vendor oversight/quality assurance, project governance, and Independent Verification & Validation (IV&V) services and supports for child support information systems modernizations to the States of California, Delaware, New Jersey, Oklahoma, and Texas; Commonwealth of Massachusetts; and the District of Columbia. KPMG has deep knowledge and understanding of successful approaches, delivery, and barriers to States achieving modernized child support system and business enterprises.

**Recent company accomplishments, initiatives or offerings:**

But of greater importance to you is our work and many successes across Health and Human Services (HHS) Systems through our transformational practices and technology enablers to support that transformation. These services provide a structured approach to planning and establishing a vision for the future aligned to your individual performance management frameworks. We are able to work with your programs, bringing to bear the market landscape, identifying common challenges, and industry trends shaping service delivery with a focus on the beneficiary of coordinated and streamlined operational delivery.



# Public Knowledge

[www.pubknow.com](http://www.pubknow.com)

**Type of Business:** Management Consulting Firm

**Contact:** Diane Potts, Vice President of Child Support and Workforce Services  
[dpotts@pubknow.com](mailto:dpotts@pubknow.com)

600 Airport Road Lakewood NJ 08701  
(630) 660-0306

### **Current or recent projects with child support programs:**

Public Knowledge (PK) merged with the Center for Support of Families (CSF) on January 1, 2021 and is currently working with several child support programs in five main areas:

#### ***Child Support Program Improvement Projects***

- North Dakota – Three Affiliated Tribes Intergovernmental Improvement Project
- Louisiana Child Support Operational Assessment
- VA, MD, and NC Operational Assessment of Intergovernmental Child Support Caseloads.
- Pennsylvania Interstate Improvement Project
- Washington State Division of Child Support Intergovernmental Improvement Project

#### ***Child Support Professional Development Training***

- Developed and delivered training in all 50 states, and for the federal government, counties, and cities, as well as national, regional, and state child support associations.
- Includes a variety of cutting-edge child support professional development topics, leadership development training and the nuts and bolts of child support.
- Transformed our most popular in-person training into highly specialized, interactive, virtual training.
- Evaluating training videos developed by the Indiana Bureau of Child Support for its Intergovernmental Case Processing Innovation Demonstration Project.

#### ***System Modernization Independent Verification and Validation (IV&V)***

- State of Nevada NVKIDS
- State of Oregon CSEAS 2.0

#### ***Outreach and Policy Guidance***

- Federal Office of Child Support Enforcement – Federal Parent Locator Service (FPLS)

#### ***Guideline Review***

- Judicial Council of California

### **Recent company accomplishments, initiatives or offerings:**

Public Knowledge (formerly the Center for Support of Families) developed an Effective Child Support Customer Service eLearning product from our most popular instructor-led professional development offering. The 3.5 hour course is web-based, highly interactive, and designed specifically for child support professionals with many child support scenarios to maximize content retention and build capacity to immediately put the lessons learned into action. It includes a 30-minute module on unintended bias and cultural competence. PK has received excellent reviews on the eLearning from several state and county programs.



## **RedMane Technology LLC**

**Type of Business:** Software Solutions

**Contact:** Gillian Hulse  
Business Development Director  
[gillian\\_hulse@redmane.com](mailto:gillian_hulse@redmane.com)  
8614 W. Catalpa Ave; Suite 1001, Chicago IL 60656  
(224) 715-0441

**Current or recent projects with child support programs:**

RedMane's years of experience working with Child Support systems includes work for the States of Louisiana, Hawaii, Illinois, Wyoming, Tennessee, New Mexico and, most recently, Alaska.

**Recent company accomplishments, initiatives or offerings:**

At RedMane, we are passionate about offering impactful solutions to government agencies to assist them in improving the lives of their residents. We pride ourselves on building and supporting systems for our clients' most challenging business problems.

Based on our years of working with Child Support agencies RedMane has developed a number of modular solutions for Child Support Services. By leveraging our prebuilt modular building blocks agencies have a flexible way of achieving incremental, modular modernization based on lessons learned, best practices and innovative approaches.



# YoungWilliams

<https://youngwilliams.com/>

**Type of Business:** Human Services

**Contact:** Ellen Rutledge  
[ellen.rutledge@youngwilliams.com](mailto:ellen.rutledge@youngwilliams.com)  
PO Box 3180, Ridgeland MS 39158  
(307) 996-7488

### **Current or recent projects with child support programs:**

YoungWilliams has been a trusted partner to government agencies since 1994. We operate local child support offices, enterprise customer contact centers, SDUs, and specialized projects. Our clients can attest to our reputation for smooth transitions, outstanding customer care, hassle-free contracts, and strong performance. For more information, contact [info@youngwilliams.com](mailto:info@youngwilliams.com).

Clients include YoungWilliams' home state of Mississippi, where YoungWilliams manages the entire child support caseload in partnership with the DHS Child Support Program, as well as servicing multiple requirements across the child support program in the states of Colorado, Kansas, Louisiana, Nebraska, North Carolina, Tennessee, and Wyoming and the Commonwealth of Virginia.

### **Recent company accomplishments, initiatives or offerings:**

YoungWilliams is committed to **transparency**, **quality**, and **accountability**. With these three values in mind, YoungWilliams developed ywPortal, our one-stop communication tool for clients and local management teams. ywPortal allows us to communicate with our clients 24/7/365 about every aspect of the project including contract documents, presentations, reports, performance dashboards, contacts, organizational charts, plans, office cameras, photos, and contact information.

We offer this holistic and comprehensive communications toolset because we want our state partners to know as much as possible about the details of our operation whenever desired. ywPortal is unique to YoungWilliams, and we believe it will foster excellent communications between our respective teams so that opportunities or issues can be fully addressed as they arise. Everyone will operate from the same information at the same time.



# ANTELOPE





## **Charles R. Smith Consulting, LLC**

[www.charlesrsmithconsulting.com](http://www.charlesrsmithconsulting.com)

**Type of Business:** Consulting

**Contact:** Charles Smith  
President/CEO  
[charles@charlesrsmithconsulting.com](mailto:charles@charlesrsmithconsulting.com)  
PO Box 2969, Georgetown TX 78627  
(512) 826-4863

**Current or recent projects with child support programs:**

I served as the keynote and workshop speaker for the 2019 OCSE Training Conference. I will serve as the keynote speaker for the Georgia DCSS All Staff Virtual Conference in October 2021.

I have also provided mentoring advice to various IV-D Directors.

**Recent company accomplishments, initiatives or offerings:**

I am proud to be working with GreenCourt Legal Technologies since 2019. Their software product, GovLink, is the first and only electronic filing solution designed specifically for the needs of IV-D programs. With GovLink, child support programs no longer have to spend years developing their own in-house solution or trying to make a solution designed for another industry fit in the child support world. GovLink delivers the latest technology in a customizable and affordable way.



## HealthTech Solutions

<https://healthtechsolutions.com/>

**Type of Business:** Management consulting - Health IT, consulting, information management, and information technology.

**Contact:** Elizabeth Linville  
Procurement Administrator  
[elizabeth@healthtechsolutions.com](mailto:elizabeth@healthtechsolutions.com)  
2030 Hoover Blvd, Frankfort KY 40601  
(859) 248-0627

**Current or recent projects with child support programs:**

HealthTech Solutions is a consulting firm based in Frankfort, Kentucky that primarily serves State Health and Human Service agencies with project management consulting, strategic planning, and enterprise system implementation. Currently HealthTech is serving as the Project Management Office for the Connecticut Office of Child Support Services. The scope of this project includes oversight of a User-Centric Feasibility Study, creation of Requests for Proposals (RFP), Requests for Quotes (RFQ), Statements of Work (SOW), Advance Planning Document (APD), and Updates, (ADPU). The team has also led planning activities including, business rule extraction from the legacy database, requirements expansion, data cleanup, interface partner outreach, and forms review in preparation for the engagement of the DDI, IV&V, and QA vendors.

**Recent company accomplishments, initiatives or offerings:**

As part of the feasibility study in Connecticut, HealthTech conducted pre-JAD sessions. The pre-JAD sessions allow staff to “learn how to be analysts” and uncovered the details behind the requirements, including the legal process constraints that are unique to Connecticut. We found this approach to be extremely successful because in more traditional approaches State partners realize once they are into the design and development phases, that though they conducted planning, it was not detailed enough to adequately prepare for the tasks ahead.