



KCSEA

KANSAS CHILD SUPPORT EDUCATIONAL ASSOCIATION

“Strengthening Partnerships for a Brighter Future”

2025 Annual Educational Conference, Topeka, KS

June 12 – 13, 2025

Thursday, June 12	
12:00 pm – 1:00 pm <i>The Grand Ballroom</i>	Registration/Silent Auction/Vendor Exhibits
1:00 pm – 1:30 pm <i>The Regency Ballroom</i>	Opening Ceremonies – Dustin Whitaker, KCSEA Past President & Ali Robertson, KCSEA Vice President National Anthem, Meghan Reynolds Cruzline Drum Line
1:30 pm – 2:00 pm <i>The Regency Ballroom</i>	President’s Welcome – Amy Pfeifer, KCSEA Acting President Treasurer’s Report – Jessica Dieckhoff, KCSEA Treasurer Roll Call – Stacey Fitch, KCSEA Board & Carina Lee, KCSEA Board Scholarship – Tulasi Long, KCSEA Secretary & Brian Windmeyer, KCSEA Board Door Prizes – Dustin Whitaker, KCSEA Past President & Katie Rolfe, KCSEA Board Introduction of the Keynote Speaker – Amy Pfeifer, KCSEA Acting President
2:00 pm – 2:40 pm <i>The Regency Ballroom</i>	Keynote Address – Maureen Leif-Grays Peak Strategies Holding Each Other Up: The Human Side of Partnership Strong partnerships aren’t just built on systems — they’re rooted in trust, care, and a shared commitment to each other’s well-being. In this interactive keynote, we’ll explore what it means to truly show up for one another in the work of child support and human services. Through story, connection, and reflection, we’ll surface the invisible threads that hold us together and consider how small acts of care can create powerful ripples. Come ready to engage, reflect, and walk away re-energized — with new tools and renewed purpose for building brighter futures, together.
2:40 pm – 2:45 pm	Announcements – Dustin Whitaker, KCSEA Past President & Katie Rolfe, KCSEA Board
2:45 pm – 3:00 pm <i>The Grand Ballroom</i>	Break

	Position Specific	Professional Development	CLE 1
3:00 pm – 3:50 pm	<p>From Start to Finish: The Life of a Child Support Case</p> <p>Presenters – Shannon Kroh-Maximus, Jennifer Morales-Young Williams</p> <p>Gain a comprehensive understanding of the child support case lifecycle in this informative and practical session. Expert speakers will guide attendees through each key phase of a case—from initial intake and case opening, through establishment and enforcement processes, to eventual case closure. Whether new to the field or a seasoned professional, this session offers essential knowledge for supporting policy compliance and best practices through every case milestone.</p> <p>Room – <i>Alcove A</i> Moderator – Carina Lee</p>	<p>Managing an Intergenerational Workforce, Part 1</p> <p>Presenter – Erin Blocher-Congruent Communications</p> <p>This session examines the five generations currently in the US workforce: how historical experiences have shaped them and how organizations can motivate each group. The presentation focuses special attention on generational attitudes about work, technology, and communication and how new arrivals like Millennials and Gen Z differ from the other generational groups currently in the workforce. The presenter will offer strategies for how to coach, manage, and motivate employees and create intergenerational understanding at your organization. After completion of this course, participants will be able to:</p> <ol style="list-style-type: none"> 1. Name the five generations currently in the US workforce, describe the formative historical events impacting each group's world view, and list each generation's defining characteristics; 2. Place the five generations in their own workplace and common communication audiences; 3. Develop strategies to adapt to generational differences in interpersonal interactions; 4. Create an action plan for managing across generations in their organization <p>Room – <i>Alcove B</i> Moderator – Sarah Delgado</p>	<p>The NCSEA Proposal for Modernizing the Child Support Program</p> <p>Presenter – Bob Williams-Veritas HHS</p> <p>While the child support program is very effective, distributing over \$26 billion nationally, it is operating under a legislative framework from more than 28 years ago, with the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA -- more commonly known as welfare reform). For the past two years, the National Child Support Engagement Association (NCSEA) has been developing a legislative modernization package which has recently been presented to staff from the relevant Congressional Committees. This legislation would: 1) end retained collections for current TANF recipients (i.e. pass through child support collections to recipients); 2) end recoupment of child support collections from former TANF cases (i.e. end state-owed arrears); 3) increase the incentive pool to backfill state losses from ending retained/recouped collections; 4) strengthen various enforcement tools; 5) update child support performance standards; and 6) allow program funds to be used on a limited basis to fund employment services for non-custodial parents and to fund development of parenting plans. This session will describe the proposal in more detail and discuss its rationale.</p> <p>Room – <i>The Regency Ballroom</i> Moderator – Nicolette Bennett</p>

	Position Specific	Professional Development	CLE 2
4:00 pm – 4:50 pm	<p>Behind the Numbers: Finance Fundamentals of a Child Support Case</p> <p>Presenters – Lori Myers-CSS Administration, Jennifer Janssen-YoungWilliams, Tonya Sebrant-Maximus</p> <p>Understanding the financial foundation of a child support case is essential for effective case management. This session will demystify the complex finance components of the KAECSSES system, with presenters walking through how the system tracks obligations, calculates arrears, and processes disbursements. Attendees will learn how finance workers activate new debts, the role of the Kansas Payment Center in managing funds, and how various components work together to ensure accurate and timely support. Whether you're new to the field or seeking a clearer grasp of finance workflows, this session will provide valuable insights into the backbone of child support.</p> <p>Room – <i>Alcove A</i> Moderator – Dustin Whitaker</p>	<p>Managing an Intergenerational Workforce, Part 2</p> <p>Presenter – Erin Blocher-Congruent Communications</p> <p>This session examines the five generations currently in the US workforce: how historical experiences have shaped them and how organizations can motivate each group. The presentation focuses special attention on generational attitudes about work, technology, and communication and how new arrivals like Millennials and Gen Z differ from the other generational groups currently in the workforce. The presenter will offer strategies for how to coach, manage, and motivate employees and create intergenerational understanding at your organization. After completion of this course, participants will be able to:</p> <ol style="list-style-type: none"> 1. Name the five generations currently in the US workforce, describe the formative historical events impacting each group's world view, and list each generation's defining characteristics; 2. Place the five generations in their own workplace and common communication audiences; 3. Develop strategies to adapt to generational differences in interpersonal interactions; 4. Create an action plan for managing across generations in their organization <p>Room – <i>Alcove B</i> Moderator – Terri Greer</p>	<p>Leveraging AI for Legal Research: Tools, Ethics, and Practical Applications</p> <p>Presenters – Ellen Rutledge-CGI, Kate Stull-CGI, Mike Hyzy-CGI</p> <p>Legal research has evolved dramatically, moving from traditional books and libraries to online databases, and now to AI and machine learning. This insightful session, specifically tailored for child support professionals, will explore the transformative role of AI in legal research. Key Highlights:</p> <ul style="list-style-type: none"> • Evolution of Legal Research: Understand the journey from physical books to advanced AI tools. • Enhancing Efficiency: Discover how AI can significantly improve legal research efficiency, freeing up more time for analysis and strategy. • Responsible Use: Learn about the ethical considerations and best practices for using AI responsibly in legal work. • Practical Insights: Gain practical knowledge on how to integrate AI into your legal practice effectively. <p>Join us to explore how AI can be a powerful assistant in legal research while ensuring its responsible use.</p> <p>Room – <i>The Regency Ballroom</i> Moderator – Brandi Ridgeway</p>
5:00 pm – 7:00 pm <i>The Madison Ballroom</i>	Networking Reception		

Friday, June 13

8:00 am – 9:00 am <i>The Grand Ballroom</i>	Registration/Silent Auction/Vendor Exhibits		
9:00 am – 9:50 am	Position Specific	Professional Development	CLE 3
	<p>Delivering Effective Customer Service</p> <p>Presenters – Stacey Fitch-YoungWilliams, Jaime Lair-KPC</p> <p>Delivering effective customer service in the child support program requires more than answering questions—it demands patience, professionalism, and emotional intelligence. This session will provide practical strategies for de-escalating tense interactions, responding with empathy, and skillfully gathering sensitive personal information. Attendees will explore real-world scenarios and communication techniques that help build trust and maintain control in challenging situations. Whether you're on the front lines or supporting those who are, this session will equip you with the tools to navigate difficult conversations with confidence and care.</p> <p>Room – <i>Alcove A</i> Moderator – Kristie Haynes</p>	<p>Elevate Your Career: Advancing with the PIE Model</p> <p>Presenter – Tangler Gray-SMI</p> <p>Achieving career success requires more than hard work—it demands strategic development in how you perform, how you are perceived, and how visible you are. In this dynamic session, SMI's Executive Vice President Tangler Gray introduces the PIE Advancement Model, a practical framework built on three pillars: Performance, Image, and Exposure. Attendees will explore how to strengthen each area by aligning individual goals with organizational priorities, building a credible personal brand, and increasing visibility among key decision-makers. Through real-world case studies and actionable strategies, this workshop empowers professionals to take ownership of their growth and elevate their careers with confidence and purpose.</p> <p>Room – <i>Alcove B</i> Moderator – Shannon Kroh</p>	<p>KRP She-Hulk: Ethical Issues in the She-Hulk Comics</p> <p>Presenter – Kate Butler-Office of Disciplinary Administrator</p> <p>In 1979, Marvel Comics introduced the world to Jennifer Walters, a reserved attorney who receives a blood transfusion from her cousin Bruce Banner and gains similar Hulk-like powers. Jennifer is brilliant in the courtroom, and She-Hulk is a superhero. But just how many ethical misadventures can a member of the Avengers stumble into? This program will use She-Hulk comic books as a backdrop to review a number of Kansas ethical rules, including conflicts of interest, scope of representation, communications with represented parties, and more! Scenarios will be drawn primarily from comics published after 2000.</p> <p>Room – <i>The Regency Ballroom</i> Moderator – Nicolette Bennett</p>
9:50 am – 10:10 am	Break/Silent Auction, 50/50, & Raffle End		
10:10 am – 11:00 am	Position Specific	Professional Development/CLE 4	
	<p>Crossing Borders: Managing Intergovernmental Child Support Cases</p>	<p>Speaking the Language: Trauma Informed Communication, Part 1</p> <p>Presenter – Dawn Kuhlman-MA-March Mediation</p>	

	<p>Presenters – Destiney Masterson-Maximus, Rachel Wheeler-Maximus</p> <p>When a noncustodial parent resides outside of Kansas, collaboration across state lines becomes essential. This session will provide practical guidance on navigating intergovernmental child support cases, with a focus on building effective partnerships with other state agencies. Attendees will learn key processes, documentation tips, and enforcement techniques that can improve outcomes in complex, multi-jurisdictional situations. The session will conclude with a fun and interactive game designed to reinforce learning and test your interstate savvy. Whether you're new to intergovernmental casework or looking to sharpen your skills, this session offers valuable tools to help you serve families—no matter where they are.</p> <p>Room – <i>Alcove A</i> Moderator – Katie Rolfe</p>	<p>In this session we will explore trauma and discuss how it impacts the brain and body. Common trauma responses include emotional dysregulation, physical health issues, feelings of distrust, helplessness, depression, anxiety, and grief. Secondary or vicarious trauma is a particular risk in the helping profession; hence, we will also examine the concept of resiliency and self-care. Lastly, we will discuss emotion regulation tools to help yourself and others have productive conversations.</p> <p>Room – <i>The Regency Ballroom</i> Moderators – Dani Williams, Nicolette Bennett</p>
	Position Specific	Professional Development/CLE 5
11:10 am – 12:00 pm	<p>Tribal 201: Advancing Partnerships and Practices in Tribal Child Support</p> <p>Presenter – Stacy Caudle-Kickapoo Tribe</p> <p>Building on the foundational knowledge shared in “Tribal 101” during the 2024 KCSEA Conference, this session continues the conversation on tribal child support programs in Kansas. Presenters will provide updates on recent developments, including the implications of the 2024 rule eliminating the tribal non-federal share</p>	<p>Speaking the Language: Trauma Informed Communication, Part 2</p> <p>Presenter – Dawn Kuhlman, MA-March Mediation</p> <p>In this session we will continue to explore trauma and discuss how it impacts the brain and body. Common trauma responses include emotional dysregulation, physical health issues, feelings of distrust, helplessness, depression, anxiety, and grief. Secondary or vicarious trauma is a particular risk in the helping profession; hence, we will also examine the concept of resiliency and self-care. Lastly, we will discuss emotion regulation tools to help yourself and others have productive conversations.</p> <p>Room – <i>The Regency Ballroom</i> Moderators – Dani Williams, Nicolette Bennett</p>

	<p>requirement, and share strategies for strengthening intergovernmental cooperation. Participants will gain deeper insight into the operational nuances of tribal programs, explore evolving challenges, and learn how State and Tribal agencies can collaborate more effectively through Memorandums of Understanding (MOUs), shared enforcement tools, and culturally responsive practices. Join us as we move from understanding to action in support of tribal sovereignty and family well-being.</p> <p>Room – <i>Alcove A</i> Moderator – Lori Myers</p>	
12:00 pm – 1:00 pm	Lunch	
<i>The Regency Ballroom</i>	<p>Door Prizes – Dustin Whitaker, KCSEA Past President & Katie Rolfe, KCSEA Board Silent Auction/Raffle/50/50 Winners – Ali Robertson, KCSEA Vice President</p>	
1:00 pm – 2:30 pm <i>The Regency Ballroom</i>	<p>Presentation of Awards – Dani Williams, KCSEA President-Elect & Carina Lee, KCSEA Board Scholarship Recipients – Tulasi Long, KCSEA Secretary & Brian Windmeyer, KCSEA Board Election Results – Ali Robertson, KCSEA Vice President Door Prizes – Dustin Whitaker, KCSEA Past President & Katie Rolfe, KCSEA Board Closing Remarks – Amy Pfeifer, KCSEA Acting President</p>	
2:30 pm – 3:00 pm <i>Alcove A</i>	<p>2025-2026 Board Meeting – All 2025-2026 Board members should plan to attend.</p>	