



WELCOME TO OUR
KQ Newsletter
we're so glad you're here!

LETTER FROM OUR PRESIDENT

Hello all!

Mark your calendars for Thursday June 12 and Friday June 13. The 2025 KCSEA Annual Educational Conference will again be held at the Ramada by Wyndham Topeka Downtown Hotel & Convention Center located at 420 SE 6th Ave. There is a block of rooms available for those traveling in from the far corners of Kansas and beyond. Call the hotel to make your reservation as part of the KCSEA conference block. This will be a wonderful opportunity to meet and network with child support professionals from around the country and participate in training opportunities. Conference registration is open, with an early bird deadline of April 15.

As you can see from the draft agenda below, registration on Thursday June 12 is from noon to 1:00 pm, with Opening Ceremonies beginning at 1:00 pm. Lunch will NOT be served on Thursday, so you'll need to grab something before you arrive. There will be a light snack provided during Thursday's afternoon break.

We hope to bring people together from all parts of the program including IVD, non-IVD, judiciary, tribal, federal, contractors, and other partners in and outside the State of Kansas, with our 2025 conference theme "Strengthening Partnerships for a Brighter Future". Our conference agenda will include a keynote plenary to kick things off Thursday afternoon, followed by three break-out tracks: position specific, professional development, and CLE. A total of five CLE hours will be offered.

Please nominate your peers, staff, and supervisors to receive a KCSEA Excellence Award. We have made some changes to the awards that will be given during the conference, so please check out the Awards page on our site and make your nominations today.

KCSEA will award two \$1000 scholarships to the top two applicants this year. Eligibility requirements have been slightly modified. See additional information below and on our Scholarship page. Applications are due April 15, 2025.



Visit the KCSEA website's Merchandise page to pre-order a conference themed or KCSEA logo t-shirt. The conference themed t-shirts are available by pre-order only and feature an impressive design. KCSEA logo t-shirts will be available to purchase at the conference, but you can pre-order online to guarantee desired size and color. We will soon have KCSEA tumblers and tote bags available for purchase.

KCSEA will have six board of director positions with a two-year term and two board of director positions with a one-year term beginning June 2025. If you or someone you know is interested in becoming a KCSEA Board Member, be sure to visit the Board Nomination page on our website. We are looking for fun, enthusiastic child support professionals to assist in the planning of the 2026 Annual Conference. There will be a short Board meeting following the closing ceremonies Friday, June 13.

To learn more about KCSEA, become a member of KCSEA, pay your annual dues, become a sponsor of KCSEA, find additional information on the Jim Robertson Scholarship Fund, the 2025 KCSEA Educational Conference, and the KCSEA Board please visit www.kcsea.org.

Can't wait to see you all in June!

Amy Pfeifer
KCSEA Acting President

2025 KCSEA CONFERENCE

Bright Futures Ahead: Grab Your Shades for This Year's Conference!

Schedule

KCSEA just dropped the draft schedule for this year's conference! It's live, it's happening, and it's just the beginning—we'll keep you posted as updates roll in.

Givebutter

Big news: This year's silent auction is going digital with Givebutter! Bid right from your seat, pay with ease, and skip the hassle.

We'll send out an email blast closer to the conference so you can get the app, preview items, and lock in your favorites early.


All proceeds support the Jim Robertson Scholarship Fund—so every bid counts.

Whova

We're bringing back Whova for this year's conference!

Thanks for making it such a hit last year—your energy on the app made all the difference.

Be on the lookout for an email showing your registration in Whova right before the conference.

<div> KCSEA <small>KANSAS CHILD SUPPORT EDUCATIONAL ASSOCIATION</small></div> <div>“Strengthening Partnerships for a Brighter Future” 2025 Annual Educational Conference, Topeka, KS June 12 – 13, 2025</div>			
Thursday, June 12			
12:00 pm – 1:00 pm The Grand Ballroom	Registration/Silent Auction/Vendor Exhibits		
1:00 pm – 1:30 pm The Regency Ballroom	Opening Ceremonies – National Anthem		
1:30 pm – 2:00 pm The Regency Ballroom	President’s Welcome – Amy Pfeifer, KCSEA Acting President & Dustin Whitaker, KCSEA Past-President Treasurer’s Report – Jessica Dieckhoff, KCSEA Treasurer Roll Call – Stacey Fitch, KCSEA Board & Sarah Delgado, KCSEA Board Board Election – Ali Robertson, KCSEA Vice President Scholarship – Tulasi Long, KCSEA Secretary & Kristie Haynes, KCSEA Board Door Prizes – Brandi Ridgeway, KCSEA Board & Katie Rolfe, KCSEA Board Introduction of the Keynote Speaker – Amy Pfeifer, KCSEA Acting President		
2:00 pm – 2:45 pm The Regency Ballroom	Keynote Address – TBD		
2:45 pm – 3:00 pm The Grand Ballroom	Break		
3:00 pm – 3:50 pm	Position Specific	Professional Development	CLE
	Life of a Child Support Case Room - TBD	Title – TBD Room – TBD Speakers – TBD Description – TBD Moderator – TBD	NCSEA Legislative Modernization Package Room - TBD Bob Williams-Veritas HHS Description – TBD Moderator – TBD
4:00 pm – 4:50 pm	Position Specific	Professional Development	CLE
	Finance Basics Room - TBD Lori Myers-CSS Administration, Jennifer Janssen-YoungWilliams, Tonya Sebrant-Maximus Description – TBD Moderator – TBD	Title – TBD Room - TBD Speakers – TBD Description – TBD Moderator – TBD	Legal Research Using AI Room - TBD Ellen Rutledge Description – TBD Moderator – TBD
5:00 pm – 7:00 pm The Madison Ballroom	Networking Reception		
Friday, June 13			
8:00 am – 9:00 am The Grand Ballroom	Registration/Silent Auction/Vendor Exhibits		
9:00 am – 9:50 am	Position Specific	Professional Development	CLE
	Customer Service Room - TBD Stacey Fitch-YoungWilliams, Pam Underwood-KPC Description – TBD Moderator – TBD	Finding Passion in Your Work Room - TBD Tangler Gray, SMI Description – TBD Moderator – TBD	Ethics Room - TBD Kate Butler, Office of Disciplinary Administrator Description – TBD Moderator – TBD
9:50 am – 10:10 am	Break/Silent Auction Ends		
10:10 am – 11:00 am	Position Specific	Professional Development/CLE	
	Intergovernmental and Enforcement Room - TBD Destiny Masterson-Maximus, Rachel Wheeler-Maximus Description – TBD Moderator – TBD	Speaking the Language: Trauma Informed Communication, Part 1 Room - TBD Dawn Kuhlman, MA-March Mediation 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. Moderator – TBD	
11:10 am – 12:00 pm	Position Specific	Professional Development/CLE	
	Tribal Room - TBD Stacy Caudle-Kickapoo Tribe Description – TBD Moderator – TBD	Speaking the Language: Trauma Informed Communication, Part 2 Room - TBD Dawn Kuhlman, MA-March Mediation This session is a continuation of the Part 1 session. Moderator – TBD	
12:00 pm – 1:00 pm The Regency Ballroom	Lunch		
1:00 pm – 2:30 pm The Regency Ballroom	Door Prizes – Brandi Ridgeway, KCSEA Board & Katie Rolfe, KCSEA Board Silent Auction Winners – Ali Robertson, KCSEA Vice President		
	Presentation of Awards – Dani Williams, KCSEA President-Elect & Carina Lee, KCSEA Board Scholarship Recipient – Tulasi Long, KCSEA Secretary & Kristie Haynes, KCSEA Board Election Results – Ali Robertson, KCSEA Vice President Door Prizes – Brandi Ridgeway, KCSEA Board & Katie Rolfe, KCSEA Board Closing Remarks – Amy Pfeifer, KCSEA Acting President		
2:30 pm – 3:00 pm Location TBD	2025-2026 Board Meeting – All 2025-2026 Board members should plan to attend.		

POLICY FORUM 2025 RECAP

Written by: Terri Greer & Sarah Delgado



The National Child Support Engagement Association (NCSEA) Annual Policy Forum highlighted improvements pertaining to service delivery, customer engagement, and rethinking enforcement policies to better serve families. The forum was packed with insightful discussions with several key takeaways. Two highlights that stood out to me were the “Future of Government Services & Policy Changes” plenary and the “Holistic Family Supports and Customer Engagement” plenary.

The “Future of Government Services & Policy Changes” plenary brought together experts from various sectors to discuss the evolving landscape of government services and the enhancements to policies and changes that are shaping the future of the child support program. Key topics included innovative approaches in technology and data analytics, policy reforms at the federal, state, and local levels, collaboration and partnerships between government agencies, non-profits, and the private sector, and the importance of innovation to address the challenges those in the child support program face.

The “Holistic Family Supports and Customer Engagement” plenary discussion was focused on providing services to the whole family. The states of North Dakota and Virginia demonstrated how they leveraged the use of NextGen grants and family engagement services to address the comprehensive needs of the families they serve. North Dakota highlighted their intergovernmental improvement project, the work they do with homeless veterans, accelerating time frames for modifications, and how they work with their vocational rehabilitation department if a non-custodial parent is not ready for the workforce. Virginia shared information about the Family Engagement Services Team (FEST), which is a team of eighteen (18) highly trained staff who work with a targeted audience that meet specific criteria and focus on setting goals and objectives to improve performance.

STAY ON TRACK



- [SIGN UP FOR YOUR KCSEA MEMBERSHIP AND RENEWAL](#)
- [NOMIATE SOMEONE OR YOURSELF FOR A BOARD POSITIONS BY 4/15/25](#)
- [NOMIATE SOMEONE FOR AN AWARD BY 4/15/25](#)
- [VOLUNTEER TO HELP THE VENDOR AND SPONSORSHIP COMMITTEE](#)
- [APPLY FOR THE JIM ROBERTSON SCHOLARSHIP BY 4/15/25](#)
- [DONATE TO THE JIM ROBERTSON SCHOLARSHIP](#)
- [DONATE AN ITEM FOR THE SILENT AUCTION](#)
- [REGISTER FOR CONFERENCE. EARLY BIRD DEADLINE IS 4/15/25.](#)
- [PRE-ORDER YOUR CONFERENCE THEMED OR KCSEA LOGO T-SHIRT BY 5/15/25](#)
- [MAKE YOUR HOTEL RESERVATION](#)
- [DOWNLOAD THE GIVEBUTTER APP](#)
- [MONITOR FOR WHOVA APP EMAIL IN JUNE](#)

NOT SURE ABOUT THE BOARD? WE GOT YOU.

Click the link below to watch a 45-minute video that walks you through what it means to serve on the KCSEA Board—what’s involved, how much time it takes, and whether it’s the right fit for you.



SEE YOU IN JUNE