



WELCOME TO OUR KQ Newsletter

we're so glad you're here!

LETTER FROM OUR PRESIDENT

Dear KCSEA Members,

As we near the end of 2025, I want to take a moment to reflect on the year we've shared and look ahead to what's next for our Kansas Child Support community. This year has brought both progress and challenges—some expected, others less so. Through it all, one thing remains clear: the dedication, compassion, and professionalism of Kansas Child Support professionals never waver.

Normally, this is the time of year when we would share details about our upcoming annual conference. However, as some of you may know, we are facing a period of uncertainty regarding the structure and funding of future training opportunities. Shifts in priorities and budgetary limitations across various agencies have created some challenges as we plan for the year ahead. The KCSEA Board is carefully evaluating how we can best continue to support the Kansas Child Support Program and provide opportunities for learning, growth, and connection.

Our commitment remains steadfast—to provide meaningful educational and networking opportunities that strengthen both the IV-D and non-IV-D sides of our program. We are exploring creative ways to deliver training and connection, whether through virtual platforms, smaller in-person events, or collaborative partnerships. The Board is working diligently to ensure that, whatever form our 2026 learning opportunities take, they will continue to serve the needs of Kansas child support professionals and the families we serve.



As we enter the holiday season, I encourage each of us to take time to pause, reflect, and focus on what truly matters: our families, our communities, and our shared mission of supporting children and parents across Kansas. With the ongoing government shutdown and the uncertainty surrounding essential benefits like SNAP, many Kansas families are facing difficult times. If you have the capacity, please consider giving what you can, whether through donations, volunteering, or simply offering kindness and understanding to those around you.

Together, we have always found ways to persevere, adapt, and uplift one another. I have no doubt that our community will continue to do so as we move into 2026. On behalf of the KCSEA Board, I want to thank each of you for your continued commitment to the Kansas Child Support Program. Your work matters deeply, to the families you serve and to the strength of our state.

We wish you a peaceful and restorative holiday season and look forward to connecting with you in the new year.

Warm Regards,
Amy Pfeifer
President, KCSEA

NCCSD ANNUAL MEETING RECAP

Written By Ashley Dexter, KCSEA Board Member

The National Council of Child Support Directors (NCCSD) Annual Meeting, which is limited to IV-D Directors, Deputies and others in the federal and vendor community, was held August 17th – 20th in Amelia Island, FL.

Kansas IV-D Director Marcie Martinez and Deputy Director Terri Greer were in attendance along with over 30 other state directors and deputies.

Conference Highlights:

- **Federal Leadership Address:** Administration for Children and Families Acting Assistant Secretary Andrew Gradison delivered remarks, expressing pride and gratitude for the vital work of child support programs. He commemorated the program's 50th anniversary, inspiring attendees by highlighting the positive impact on countless children and families over the years.
- **Topical Workshops:** NCCSD featured workshops focused on pressing issues, including "Cost Avoidance vs. Cost Recovery in the Child Support Program," providing actionable strategies and perspectives for program improvement.



ROOTED
in service.

GROWING
through connection

STAY TUNED FOR
ANNOUNCEMENTS REGARDING
CHANGES TO THE 2026
CONFERENCE!

VOLUNTEER WITH KCSEA!

Not ready to become a member or join the board but want to dip your toes into getting involved? KCSEA is seeking enthusiastic volunteers.

Volunteering is a fantastic way to:

- Expand your knowledge
- Connect with the child support community
- Demonstrate leadership potential
- Boost your resume

SIGN UP



KANSAS CHILD SUPPORT SERVICES PARTNERS WITH THE CHILD SUPPORT LIEN NETWORK

WRITTEN BY: CSS ADMIN

Kansas Child Support Services (CSS) has partnered with the Child Support Lien Network (CSLN) to make a substantial impact for families in Kansas. CSLN is a national web-based network that intercepts insurance settlements and places liens on the assets of parties who owe past-due child support. This collaboration has the potential to significantly improve child support collections and provide crucial financial support to more Kansas families than ever before.

In the first year of collections, the CSLN unit collected a total of **\$360,428.67**, of which **\$347,052.46** was sent directly to custodial parties in Kansas. To date, 14 child support cases with past-due support have been paid in full as a direct result of CSLN collections.

The connection of Kansas CSS to the CSLN brings overdue support to families and offers parents who owe child support an opportunity to move forward. Learn more about Kansas Child Support Services at childsupport.dcf.ks.gov.

INTERESTED IN WRITING FOR THE KQ?

Send us an email at admin@kcsea.org!

CSS ADMINISTRATION IS EXCITED TO WELCOME **KALYAH SEBRANT** TO THE CENTRAL RECEIVABLES UNIT! KALYAH JOINS US FROM MAXIMUS, WHERE SHE GAINED VALUABLE EXPERIENCE AS AN INTAKE WORKER. AT CRU, SHE'LL BE FOCUSING ON SPECIAL PROJECTS THAT SUPPORT OUR CONTINUED GROWTH AND INNOVATION.

WE'RE THRILLED TO HAVE KALYAH ON BOARD AND LOOK FORWARD TO THE GREAT WORK AHEAD.

- LORI MYERS, CSS ADMINISTRATION

HAVE A SHOUTOUT FOR THE KQ?

Send us an email at admin@kcsea.org!

GROWING THROUGH CONNECTION: REFLECTIONS FROM WICSEC 2025

Written by: Shannon Kroh, Maximus

This year's WICSEC conference in St. Paul, MN was a vibrant mix of innovation, collaboration, and personal growth. While many attendees dove into sessions on interstate casework and technical modernization, I chose to focus on professional development and networking—and I'm so glad I did.

Intentional Networking & Strategic Session Choices

I approached WICSEC with a clear goal: connect with people who could inspire or support my growth. That meant choosing sessions not just for content, but for who was leading them. For example, I attended *Reimagining Networking*—not only because it promised practical tips, but because one of the presenters was the IVD Director from Ventura County, CA. Another session on *Program Improvement* was led by two Maximus employees, which felt like a great opportunity to connect with colleagues in the field.

Personal Development Highlights

Some of the most impactful sessions I attended included:

- **Visionary Women in Leadership:** This session encouraged us to map out our leadership vision, identify our guiding principles, and reflect on our “superpowers.” The table discussions were incredibly supportive and thought-provoking—definitely a favorite.
- **Interviewing Skills:** Practical and confidence-building, this session offered tools for both interviewers and interviewees.
- **PB&J Time:** A surprisingly insightful session on writing clear office procedures. We started by writing instructions for making a peanut butter and jelly sandwich—then tried to follow another team’s instructions literally. The result? Hilarious chaos and a powerful reminder of how clarity (or lack thereof) impacts outcomes.
- **Procedural Justice:** This session explored how fairness, transparency, and empathy can transform child support services. Minnesota’s work on driver’s license suspension reform and the SAVES grant was especially compelling. They’re embedding procedural justice into everything—from policy to customer interactions.

Communication Matters

Another standout was the session on *Engaging Our Customers*, which showcased how Tennessee and Georgia are using community outreach, social media, and pilot programs like AFIRM to better connect with families. The emphasis on respectful, clear communication was echoed in the *Words Matter* handout, which offered practical scripts and strategies for active listening and shared meaning.

Final Thoughts

Even though I skipped the interstate sessions (no shame!), I left WICSEC feeling energized and hopeful. The challenges we face in Kansas are shared across the country—but so is the commitment to improvement. Whether you’re attending for the first time or a seasoned veteran, WICSEC offers something for everyone. From system modernization and AI to leadership development and communication strategies, it’s a space to grow, connect, and be inspired.



THANKSGIVING: NOT JUST A HOLIDAY FOR MASHED POTATOES AND TURKEY

WRITTEN BY: MEGHAN REYNOLDS, KCSEA BOARD MEMBER

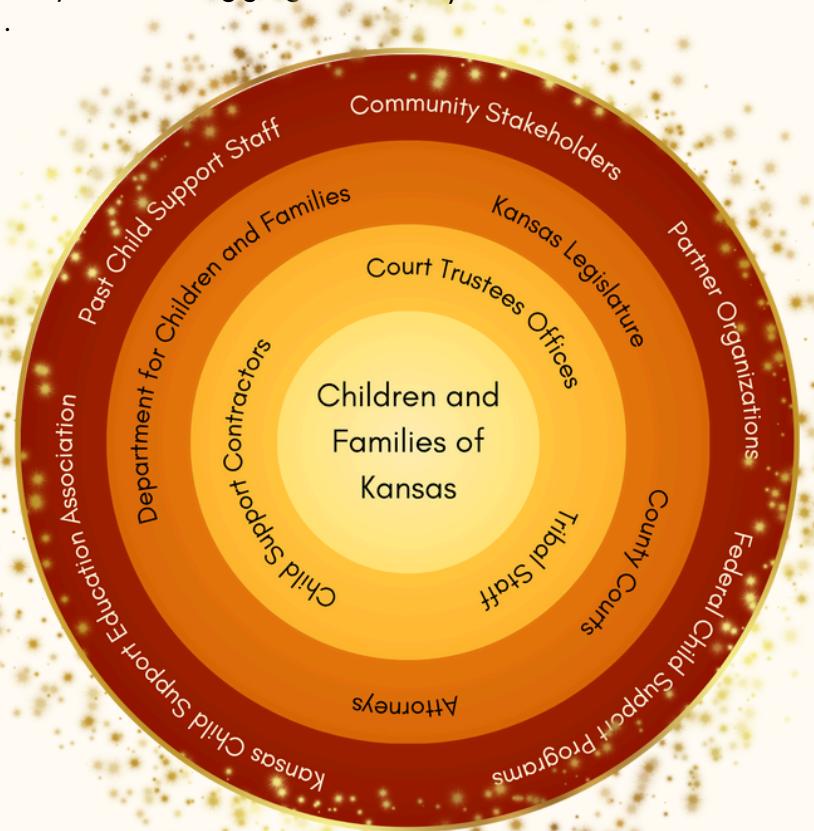
The holiday season is a great time of the year to reflect on the importance of our work in child support, no matter which seat we find ourselves in at the table. Supporting the children and families of Kansas is a group effort and KCSEA membership represents every group: contractors, attorneys, state agencies, court trustees, tribal staff, and supporters from outside the front lines, like those of us who have worked in child support in the past, as well as federal agencies and outside programs. We may come from different places, different perspectives, and definitely all have different roles to play, but we're all working toward the same purpose, and that brings us together.

The season of thanksgiving combines two things - thanks + giving. As a KCSEA board member, let me be the first this season to say 'Thank you.' Thank you for the hard work you do to serve Kansas kids, even when it doesn't pay enough, when it's thankless, and when you could probably find something different to do that doesn't carry the baggage that service carries.

I would also encourage you to thank one another - acknowledging the work your peers, team, and partner agencies are doing is what keeps us strong.

The second part of the season is 'giving.' Every day when you show up to work, that's exactly what you're doing. Our child support staff are giving of themselves to ensure Kansas families are receiving, and that's something we're all doing as a team, no matter where you fall in the circle of support. In addition to this, I would challenge you to find additional ways to give of yourself this season - donate your time, your money, your energy - to a cause you're passionate about, and then let us know what you're doing so we can celebrate that! When we give, we make our communities stronger - so if your office does a clothing drive, you and a group of coworkers donate half a day at a food pantry, or you know of a toy drive that you've participated in that needs more support, let us know so we can activate our network of support and continue to make our communities better.

Happy Thanksgiving - we're thankful for all of you!





2026

JIM ROBERTSON SCHOLARSHIP

*A Kansas Child Support Education
Association (KCSEA) Opportunity*

KCSEA members and their families are encouraged to apply for the Jim Robertson Scholarship for the 2026-2027 school year. Funds can be used toward tuition at community colleges, universities, or technical and trade schools.

Application Deadline: April 15, 2026

APPLY TODAY
AT KCSEA.ORG
LET US INVEST IN YOUR
FUTURE SO YOU CAN
INVEST IN THE
LIVES OF OTHERS.



TO BECOME A KCSEA MEMBER, CHECK OUT KSCEA.ORG. IF YOU ARE UNSURE OF
YOUR MEMBERSHIP STATUS, EMAIL ADMIN@KCSEA.ORG

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