



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