



# North Carolina Child Support Council Newsletter

## Promises to Keep and Miles to Go Before We Sleep

### NCCSC Officers:

President – Steve Garrison, Buncombe/Polk CSE Program Manager

President Elect – Honorable Kristin Ruth, Judge, Judicial District 10

Treasurer – Angela Talley, Cabarrus County CSE Program Manager

Secretary – Patricia Holcombe, Catawba County CSE Supervisor

Immediate Past President – Lillian Overton, Wake County CSE Director

Ex-Officio Members – Barry Miller, Chief, NCCSE and John Kennedy, AOC Board of Directors:



**Darelyn “DJ” Mitsch  
Motivational Speaker**

### Board of Directors:

Donna Buchanan, State CSE office

Barry Burger, Assistant Chief, State CSE Office

Sandra Chestnut, State CSE Office

Tony Dalton, Attorney-at-Law

Bunny DeBose, New Hanover County CSE Director

Pam Hendren, Retired CSE Office

John Holcombe, CSC State CSE Office

Robin Huss, Lincoln County COC

John Jablonski, Pitt County CSE Director

Lorraine Jackson, Duplin County CSES

Gayle Johnston, NC Mental Health Services

Kimberley Kilpatrick, State DOR

Russell Lee, Sampson County CSES

Michele McCorkle, Pitt County CSES

Alice McCoy, State CSE Office

Pat Stone-Smith, President, CSI

Diane Thompson, Catawba County CSES

**Join us Thursday, September 16, 2004**

**During the Business Session**

***“The Best Promise to Keep”***

**DJ is known for her big heart, compassion, humor, straight talk and business savvy. Her personal mission is to “reawaken a sense of purpose in people, and challenge teams to become innovative and have more fun as they “do more with less!””**



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## 2004 NORTH CAROLINA CHILD SUPPORT and ATTORNEY'S CONFERENCE REGISTRATION FORM

### THE SHERATON CAPITAL CENTER HOTEL - RALEIGH, NORTH CAROLINA SEPTEMBER 15-17, 2004

COUNTY _____				
First Name _____	Middle Initial _____	Last Name _____	Title/Profession _____	Agency/Company _____
Address _____				
City _____		State _____	ZIP _____	
Telephone _____	Fax _____	E-mail Address _____	<input type="checkbox"/> Federal <input type="checkbox"/> State <input type="checkbox"/> County <input type="checkbox"/> Private <input type="checkbox"/> Other	

**Sheraton Capital Center Hotel**  
 421 S. Salisbury Street  
 Raleigh, NC 27601  
 For Reservations Call: 1-800-325-3535  
 Web Site: [www.sheratoncapital.com](http://www.sheratoncapital.com)

Room Rate: \$93.00 (Identify as a member of the Council to receive this special rate)  
 Parking: \$8 per day in the parking lot across the street (McLaurin Parking Lot at 2 Hanover Square)

**State Rate Code for On-line Reservations: 3192**

#### On Site Registration

- 1) \$ \_\_\_\_\_ Full Conference Registration
- 2) \$ \_\_\_\_\_ CLE credit processing
- 3) \$ \_\_\_\_\_ Total (please enclose payment)

(Membership fee **must** be paid to attend conference)

- \$ **65.00**- If membership has already been paid **OR**
- \$ **75.00**- Includes **\$10.00** Membership Fee
- \$ **75.00** - **On Site** Registration (Includes **\$5.00** late charge)

- 2) Attorneys Please Note  
 CLE Credit **\$25.00** processing fee  
 Required to process CLE credit



# North Carolina Child Support Council Newsletter



## Door Prizes Needed!!!

*Hellooooo* Child Support community! Well its that time of year again, yep we need door prizes for the annual conference in September.

This year we thought it would be cool if each county could try to collect prizes that are representative of their region. For example, if you are from the coastal region then items with a nautical theme would be great. Or if you are from the mountains then something that represents the mountains, you get the idea.

**HOWEVER**, this in no way is intended to say those are the only types of gifts we will accept. Heck no, we are child support folks we take what we can get! Please any and all gifts will be greatly appreciated by the council and certainly by those lucky soles that win them!!!

Now just to make this a little more interesting lets think for a moment, what is better than giving, well receiving of course! So here is the deal:

*For the county that donates the most door prizes there will be one (1) roundtrip airline ticket on US Air for anywhere in the continental US. The county can decide how to award the prize!*

# WOW

Door Prize Chairman is:

Pat Stone-Smith  
[pstonesmith@childsi.com](mailto:pstonesmith@childsi.com)  
904-280-7711 (phone)  
904-280-4095 (fax)



# North Carolina Child Support Council Newsletter

## AT-A-GLANCE

### Wednesday, September 15, 2004

- 09:00 a – 05:00 p Registration
- 09:00 a – 11:00 a Board Breakfast
- 01:00 p – 05:00 p Exhibits/Sponsors
- 01:00 p – 03:00 p Opening Session  
“YOU ARE THE “BEST!”  
Motivational Speaker – Harvey



#### Alston

- 03:00 p – 03:15 p Break
- 03:15 p – 04:00 p **Concurrent Workshops**
  - Access Visitation ----- **Hanover II**
  - Case Law Update (CLE)----- **Hanover I**
  - Child Support and the Foster Care System ----- **Governors II**
  - Web Customer Service Delivery
    - The North Carolina eChildsupport System
    - www.ncchildsupport.com ----- **Hanover III**
  - Time Management ----- **Governors I**
- 04:00 p – 04:15 p Break
- 04:15 p – 05:15 p **Concurrent Workshops**
  - Can Professionalism Be Found
    - In Child Support Cases? (CLE) ----- **Hanover I**
  - “DMA & PCG Medical Enforcement Project
    - A Cooperative Effort” ----- **Hanover II**
  - Filling the Gap – Interim Family Support
    - Requirements under Army Regulation (AR) 608-99 ----- **Hanover III**
  - Partnering with NCP’s: Focusing on Early Intervention and Other Critical Points of Contact ----- **Governors I**
  - Safety ----- **Governors II**



# North Carolina Child Support Council Newsletter

## At A Glance Continued

### Thursday September 16, 2004

- 07:30 a – 08:30 a Continental Breakfast
- 08:00 a – 05:00 p Registration
- 08:00 a – 05:00 p Exhibits/Sponsors
- 08:15 a – 09:00 a Business Session
- 09:00 a – 09:45 a General Session  
“The Best Promise To Keep!”  
Motivational Speaker – DJ Mitsch
- 09:45 a – 10:00 a Break
- 10:15 a – 11:30 a **Concurrent Workshops Continued**



- Building Relationships – Improves Service of Process-----**Governors I**
- Exploring the Limited Mind of the District Court Judge,  
Deeper Caverns (CLE)-----**Hanover I**
- Federal Efforts for Improving the Interstate Process ----- **Hanover III**
- Journey to Excellence ----- **Hanover II**
- Thursday on “The View”... The Ladies talk to  
Child Support Enforcement workers in NC  
about “The Benefits of Worklists and Events”. -- **Governors II**

- 11:30 a – 01:00 p Lunch
- 01:00 p – 02:00 p Board Meeting
- 01:00 p – 02:15 p **Concurrent Workshops**
- Arrears Management for the Hard Core Cases ----- **Hanover III**
- Child Support: Hot Legal Issues (CLE) ----- **Hanover I**
- Federal Initiatives for the Future ----- **Hanover II**
- Once That Darn Cat is Out of the Bag,  
You Can’t Put Him Back!----- **Governors II**
- Self-Assessment/Data Warehouse...  
Making it Work For You ----- **Governors I**
- 02:15 p – 02:30 p Break
- 02:30 p – 03:45 p **Concurrent Workshops**
- DMA/TANF/CSE Case Referral Process----- **Hanover III**
- Federal Referral and Investigation of CSE cases----- **Hanover II**



# North Carolina Child Support Council Newsletter

## At A Glance Continued

### Thursday continued:

	FIDM- Bank On It!-----	<b>Governors I</b>
	Smoke and Mirrors: Establishing Income for the Self-Employed (CLE)-----	<b>Governors II</b>
	Using Contempt to Enforce Child Support Orders (CLE)-----	<b>Hanover I</b>
<b>04:00 p – 05:15 p</b>	<b>Concurrent Workshops</b>	
	Filling the Gap – Interim Family Support Requirements under Army Regulation (AR) 608-99-----	<b>Hanover III</b>
	Guidelines (CLE)-----	<b>Hanover I</b>
	Love ‘Em or Lose ‘Em: Retaining Talent -----	<b>Hanover II</b>
	Partnerships—Deliver the \$\$\$\$ -----	<b>Governors I</b>
	Professionalism in a Casual Friday World -----	<b>Governors II</b>
	Recognizing and Reconciling Multiple Orders Pursuant to UIFSA and Determining Which Order Is the Controlling Order (CLE)-----	<b>Willow Oak</b>
<b>06:00 p – 08:00 p</b>	President’s Reception	
<b>08:00 p – 12:00 a</b>	Dance	

### Friday September 17, 2004

<b>07:30 a – 08:30 a</b>	Continental Breakfast	
<b>08:00 a – 11:00 a</b>	Exhibits/Sponsors	
<b>09:00 a – 10:15 a</b>	Concurrent Workshops	
	CSE Agent Certification Program -----	<b>Hanover II</b>
	Defuse Rather Than Refuse -----	<b>Governors I</b>
	"I FEEL GOOD, I LOOK GOOD, I AM GOOD" -----	<b>Governors II</b>
	UIFSA 2001 (CLE) -----	<b>Hanover I</b>
	Upgrading to Microsoft Office XP -----	<b>Hanover III</b>
<b>10:15 a – 10:30 a</b>	Break	
<b>10:30 a – 11:30 a</b>	Closing Session	



# North Carolina Child Support Council Newsletter

## ***“You All Come Now... Ya Hear”***

*by: John Jablonski*

*Two bits, four bits, six bits a dollar, all for our Council stand up and holler! And that’s just what we will do as the 21<sup>st</sup> Annual Child Support Council Conference commences on Wednesday September 15<sup>th</sup>, 2004. Just look at the entertainment line-up for this year:*

- *A fully stocked Hospitality Suite with finger foods and Wednesday night pizza for all.*
- *Beautiful Decorations emphasizing our Conference theme: “Promises to keep and miles to go before we sleep.”*
- *A President’s Reception complete with food from the now famous “Cooper’s Barbecue”.*



***Come see who is the fastest Stick Horse racer in the Child Support Business. Best Decorated Stick Horse contest. Win a whopping \$100.00 prize for the best decorated.***

- *The “Watering Hole” serving your favorite beverages.*
- *Horseshoes.*
- *The Photography Tent where you can “dress the part” and capture your image Country / Western style..*
- *Come see the spirit of Elvis come alive and sing the “Child Support Blues”.*
- *Best-dressed contest - Country / Western style.*
- *Hayrides in the moonlight.*
- *Come watch that zany character “The Tipster” appear out of nowhere as Barry Miller is challenged to a “Gunfight at the IV-D Corral”.*



*Best of all be ready to hit the dance floor and shake your “boots” as we dance the night away to the music of the sensational band “Switch”.*

*So its time to get busy, put your favorite country / western wardrobe together, step back in time and enjoy the ride (hayride that is). Whether its hoop skirts, cowboy / gunslinger outfits, saloon girl attire or just good old straw hats and jeans, get ready to party the night away under a country sky. Be sure to fancy-up your favorite Stick Horse and remember that the Stick Horses will be donated to a charitable children’s organization.*

*So, hurry up and plan to attend. On site, registration will be available. Get ready for the biggest, boldest Conference of them all. After all, you deserve it. You’re the best. The National Child Support Enforcement Association says so. See you in Raleigh. “You all come now – ya hear.”*





# North Carolina Child Support Council Newsletter



## NC Child Support Council Annual Raffle



**Have you bought your \$1.00 Raffle Tickets yet?** Not only can you win a Digital Camera, or a SONY DVD Player, or a Country Ham, we are now adding a 3 day/ 2 night stay compliments of the Dare County Staff. Village Realty Outer Banks, NC has donated a 3 day/2 nights stay with in Nags Head or Corolla. The trip is valid from January 1, 2005 to May 15, 2005 or September 15 to December 31, 2005. Holidays are excluded. Minimum of 3-bedroom/2-bath value up to \$500. To make it even sweeter they have added a \$100 Gift Certificate to Lodivichi's Italian Restaurant in Kill Devil Hills. WOW !!!!! What a deal for one dollar. Contact Diane Thompson at [Diane.Thompson@NCMail.net](mailto:Diane.Thompson@NCMail.net). If you need tickets. Thank you Dare County for helping to make this Raffle a huge success.



The drawing for the prizes will be held at the Child Support Conference in Raleigh in September. **You do not have to be present to win.** All proceeds from the raffle go to support our Council projects.

## GET YOURSELF A NEW T-SHIRT - SHOW YOUR SUPPORT

*T-shirts will be available for sale at the conference on a first come, first served basis. We have ordered 250 shirts for the conference. This year the t-shirt will be light gray, with the council seal, (blue and red) surrounded by the council name in red lettering. The imprint will be screen printed on the upper left chest area and will be much smaller than before, approximately 2 1/2" - 3" in diameter. The t-shirts are high quality, and will be available in sizes: Med, Lrg, and X-Lrg for \$10.00 each, XX-Lrg for \$11.00, and XXX-Lrg for \$12.00-(only 5 ordered).*

*So, if you are unable to come to the conference, please send your order and money with a co-worker who is coming. We will consider placing an additional order for more shirts after the conference if we receive enough requests. If we run out let us, know if you want one. Any orders that have to be mailed after the conference will require prepaid postage. So, get yours first and save! Oh, by the way, these make great gifts for co-workers, friends and family, and wonderful casual day attire for the office on Friday!*





# North Carolina Child Support Council Newsletter



## Consult the Web... Get the Answers

Stay updated on what's up at Child Support Enforcement by surfing the web – our website to be exact. The website provides an opportunity for you to be proactive in learning about special dates and events.

The homepage features a message from Steve Garrison, Child Support Council President regarding the upcoming Child Support Conference scheduled for September. This year's motivational speaker for the Conference General Session is Harvey Alston. Our website provides a link to Alston's site. Want to register for the conference online? Now you can. There's also a link to the Sheraton, the host hotel, so you can also book your accommodations.

Interested in serving on one (or more!) of the Child Support Council Committees? Now it's easier than ever to determine which job is the best fit for you. The website features descriptions of committee jobs available for the upcoming year. The site also presents ongoing fundraisers for the Bob McGuire Scholarship Drive. Log on today to learn about the Cookbook Sale, Raffle Tickets for prizes including a basketball signed by the Washington Mystics. You could also win a Gift Certificate for a Hilton Wilmington Riverside vacation – all to benefit the scholarship fund.

Tickets for the raffle of a digital camera, a Sony CD/DVD player, a country ham or a 3 day/ 2 night stay at Village Realty Outer Banks, NC in Nags Head or Corolla will be available at the conference for only \$1 a ticket.





# North Carolina Child Support Council Newsletter

## **Nominations for NCCSC Board of Directors**

*It is time to start thinking about nominations for the North Carolina Child Support Board of Directors.*

- 1) Nominees must be notified and must agree to serve a three-year term.
- 2) Nominees must currently be a NCCSC member in good standing.
- 3) Nominees must have approval from their supervisors and should be available to attend scheduled board meetings (usually held quarterly) in Raleigh.
- 4) Current NCCSC members in good standing should submit nominations.
- 5) Nominations must include a brief biography of nominee and why the nominee would make a good board member.

Currently there are seven vacancies on the board and elections for these vacancies will be held at the September Business meeting, which will be held during the 21<sup>st</sup> Annual NCCSC Conference at the Sheraton Downtown in Raleigh, NC. We hope to see you there. **Nominations may be made from the floor and be sure to check the above criteria before nominating someone.**

## **Purpose of the Council is to:**

Provide an organizational forum for the exchange of information and communication of those person and agencies involved in the child support process in North Carolina;

Provide articulation and coordination to address the needs and improve and promote the interests of the people working in the child support process since numerous agencies with interdependent functions at the state and county levels are involved in the child support process;

Provide Opportunities for those involved to come together and discuss common administrative and operational problems and to also work together to resolve those problems through greater recognition of, and understanding of each other’s role in the system and process;

Improve interstate cooperation and processing of UIFSA (Uniform Interstate Family Support Act petitions between states to enforce child support through affiliation with NCSEA (National Child Support Enforcement Association).

### **PROPOSED BY-LAWS CHANGE**

The NCCSC Board of Directors is proposing a change to the By-Laws, which will be voted on by the membership during the Business meeting at the 21<sup>st</sup> Annual NCCSC Conference being held September 15<sup>th</sup>-17<sup>th</sup> at the Sheraton Downtown in Raleigh, NC.

The proposed change would be to add the following sentence to Section 2 of Article IV (Officers):

**In the case that the incoming President is no longer a member of the Board as his two consecutive terms are completed, the Board of Directors would consist of 22 members.**

This change is proposed to further clarify Section 2, Article IV as relates to Board of Directors membership.



# North Carolina Child Support Council Newsletter

## PROPOSED CHANGES TO THE SCHOLARSHIP GUIDELINES

The Board of Directors is requesting that the general membership cast their votes pertaining to two eligibility guideline items for the NCCSC Bob McGuire Scholarship Fund.

Currently, NCCSC scholarships are awarded on the basis of the student's merit & family income does not figure into the equation. If the decision of the membership is to base the award of the scholarship on a family income, applicants would be required to present proof of family income.

Additionally, the awarding of scholarships is currently limited to applicants planning to attend school in North Carolina.

There will be two questions on the ballot:

1) Should the scholarship be based on a family income cap? Yes/No

2) Should the scholarship continue to be limited to students who plan to attend schools in North Carolina? Yes/No

NCCSC	SCHOLARSHIP DRIVE
The Latest...	

August 24, 2004

### Two Complimentary Nights Offered by Hilton Wilmington Riverside and the Renaissance Asheville Hotel!

Check out the latest updates (including pictures) regarding these great giveaways on our website at [www.nccscouncil.org](http://www.nccscouncil.org)!

#### Win Basketball Signed by Washington Mystics!



**Petra Ujkelyi** of the WNBA's **Washington Mystics** professional basketball at the Sampson County office.

**Sampson County** Child Support Supervisor **Russell Lee** is excited to announce that Agent **Janet Melvin** and her daughter **Chasity** have secured a basketball signed by team members **Alana Beard, Kiesha Brown, Kaaya Chones, Stacey Dales-Schuman, Chamique Holdsclaw, Tamicha Jackson, Chasity Melvin, Coco Miller, Murriel Page, Nakia Sanford Aiysha Smith, and**

**Washington Mystics** professional basketball team. Per **Monica Ruffin**, *“We think that the signatures may be worth \$1,000, sooo, we are going to do a raffle and sell tickets at \$1.00 each to raise money for the Scholarship Fund.”* The tickets may be purchased until the last day of the conference and the drawing will take place at the conference. You do not have to be present to win. You can reach her by telephone at **(910) 592-4137**, by email [monica.ruffin@ncmail.net](mailto:monica.ruffin@ncmail.net) or by mail at Sampson County CSE, PO Box 879, Clinton, NC 28329.

#### Reminders/Tips:

- Send any donations you receive to the following:

**NCCSC-Scholarship  
PO Box 20421  
Raleigh, NC 27619**

**Please provide your county or office name with your donation.**

- Contact local employers to solicit them for a donation.
- Set up a drive for donations from staff.
- Contact DSS, COC, Sheriff's Departments and other community partners and request their participation.

#### Important Dates:

- Annual Child Support Conference is **September 15<sup>th</sup> through the 17<sup>th</sup>**.



# North Carolina Child Support Council Newsletter

## 2004 Scholarship Winners

**Jennifer M. Greene** is the recipient of the NCCSC Scholarship. She is from Lawndale, North Carolina in Cleveland County. Her parents are Michael and Joyce T. Green. Jennifer plans to attend Appalachian State University in Boone.

### Recipients of the Bob McGuire Scholarship Fund are:

**Joshua Colby White** is from Maiden, North Carolina in Catawba County. His mother is Dianne Schronce Lowe. Joshua plans to attend NASCAR Technical Institute/Universal Technical Institute.

**Daniel R. Dix** is from Walnut Love, North Carolina in Stokes County. His father is Tim Dix and Daniel plans to attend North Carolina State University.

**Brittany Elliot** lives in Duplin County, Beulaville, North Carolina. Her mother is Kelly Guffey Price. Brittany plans to attend Coastal Carolina Community College.

## *Promises To Keep....*



## *And Miles To Go*



## **BEFORE WE SLEEP.....**

### **Guidelines for Submitting Material for the NC Child Support Council News:**

*“The North Carolina Child Support Council News” is published periodically. Articles will focus on trends, problems, research, and information of interest to child support practitioners. Topics of discussion may include, but are not limited to, child support legislation, case law, related issues and problems. Announcements of related training and programs, which will enhance professionalism in the field, is welcome. Our Editorial Board will review all papers submitted. We will include the article in our next edition if space allows, or we may choose to publish the item at a subsequent time. Opinions expressed in the “N.C. Child Support News” are those of the authors and do not necessarily reflect the position or policy of the North Carolina Child Support Council.*

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