

58th Annual DRAP Training Conference

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Registration

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Social

OCTOBER 19 • SUNDAY

1:00pm – 5:00pm	R Registration Please be sure you have stopped by to register and receive your conference packet.	JW Board Room
6:00pm – 10:00pm	S Reception at the Gettysburg National Military Park Museum & Visitor Center Please join us for a Gettysburg National Military Park Visitors Center (1195 Baltimore Pike, Gettysburg, PA 17325) fantastic Welcome reception at the Gettysburg National Military Park Museum & Visitor Center. The event is located at 1195 Baltimore Pike, Gettysburg Pa 17325. Parking is free. There will be a Cash bar (no cards) and a hearty buffet meal including scrumptious deserts. For your entertainment, the film, Cyclorama and museum experience are all free and giftshop will be open from 6:00- 8:00 pm. This is a DONT MISS event !	

OCTOBER 20 • MONDAY

7:30am – 8:30am	K	Continental Breakfast	Pre-Function
7:30am – 11:00am	R	Registration Please be sure you have stopped by to register and receive your conference packet.	JW Board Room
8:30am – 9:30am	P	Welcome & Preliminary Events - Welcome, The Honorable Judge Christina Simpson, Administrative Judge, Adams County - Gettysburg Area School District JROTC -Present the Colors - National Anthem, Delone Catholic High School - DRAP Business items - Tricia Sorg, President of DRAP	Ballroom
9:30am – 10:00am	P	Keynote Speaker <i>Speakers: Brinda Penyak</i> Keynote Speaker Brinda Penyah, Special Advisor to the Secretary, PA Department of Human Services	Ballroom
10:00am – 10:45am	P	50 Years of Child Support <i>Speakers: Sharon Francis</i>	Ballroom
10:45am – 11:00am	B	Break Visit our Sponsors	Pre-Function
11:00am – 11:40am	P	Update from BCSE <i>Speakers: Jaylene Bowers</i>	Ballroom
11:40am – 11:55am	B	October is Domestic Violence Awareness Month <i>Speakers: Shiloh Berger</i> As we acknowledge October as National Domestic Violence Awareness month, we will take a few minutes to reflect on our self care and enjoy an exercise with Shiloh Berger, PCADV. DRAP will provide purple DV ribbons to the attendees as well.	Ballroom
12:00pm – 1:15pm	L	Lunch - on your own On your own	
1:15pm – 2:30pm	W	Autism, ASERT, and the Courts: Improving Awareness with Action (1 CLE Substantive) <i>Moderators: James Gallagher</i> <i>Speakers: Kate Hooven, Kelly Carothers, Missy Hayes, Charles Carothers</i> This panel will discuss updated training strategies for interacting with the Autistic and Neurodiverse population and provide success examples of such that some PA courts have implemented.	Salon C+D (Ballroom) (capacity 360)
1:15pm – 2:30pm	W	Career Development for NCPs (1 CLE Substantive) <i>Speakers: Alex Cain, Gary Kline, Steven Schaub, Jill Burns</i> In response to the recent authorization of full Federal Financial Participation (FFP) for employment and training initiatives, states are proactively seeking innovative methods to effectively implement these new services. This session will provide an in-depth review of employment programs designed specifically for non-custodial parents. We will explore resources and initiatives aimed at improving job opportunities, career development, and financial stability for non-custodial parents. From small counties to large, there's something that can fit everyone's budget whether it's the use of Job Gateway, NEON or your own Employment and Training Professional!	Eisenhower (capacity 40)

1:15pm – 2:30pm	W Incomes and Enforcement (1 CLE Substantive) <i>Moderators: Sherri Piper</i> <i>Speakers: Jill Richter, Esq., Robert Kingsland</i> Encore Presentation of Incomes and Enforcements including Military/VA/SSA incomes.	Stars & Stripes (capacity 40)
1:15pm – 2:30pm	W Intergovernmental Case Law Update (1 CLE Substantive) <i>Moderators: Carla Smith</i> <i>Speakers: Ethan C. McKinney</i> In this session, we will discuss recent appellate decisions from around the country related to the Uniform Interstate Family Support Act (UIFSA) and the Full Faith and Credit for Child Support Orders Act (FFCCSOA). We will focus on cases where one tribunal is enforcing or modifying another tribunal's order. We will also review any case that has broad application across the IV-D program and review new or pending legislation to highlight national trends. Written materials will provide a comprehensive review of related decisions issued within the past year.	Salon A (capacity 50)
1:15pm – 2:30pm	W Therapy Animals in the Courts (1 CLE Substantive) <i>Moderators: Robin Kelly</i> <i>Speakers: Dudley, Jerri R. Rook, Ludo, Honorable Christina M. Simpson</i> This session will take a look at the use of therapy animals in the courts, how courts handle the process and logistics, and the benefits of having a program. This is a great session to simply learn more about how the various Pa courts enable programs and the benefits that come along with having a Therapy animal in the courts. We will hear from multiple speakers and their court therapy dogs. (Please be aware we will have 2 therapy dogs, Ludo and Dudley present in the session, so that you can make your session selections accordingly.)	Salon B (capacity 60)
2:30pm – 2:45pm	B Break Visit our Sponsors	Pre-Function
2:45pm – 4:00pm	W Best Practice - How Do You Do It? (1 CLE Substantive) <i>Moderators: Missy Hayes</i> <i>Speakers: Andy Hornak, James Gallagher, Patricia Palmer, Michelle Spolski</i> Join us for a dynamic workshop focused on Intergovernmental, Intake, Enforcement, and Establishment. We'll break into small groups to explore real-world challenges and solutions, giving you a chance to learn from others and share your own expertise. It's a great opportunity to pick up new tips and tricks!	Salon C+D (Ballroom) (capacity 360)
2:45pm – 4:00pm	W DRAP Bookclub (1 CLE Substantive) <i>Speakers: Hillary Nace, Rebecca Krueger</i> Peaks and Valleys are not just the good and bad times that happen to you, they are also how you feel inside and respond to outside events. Come join us as we discuss the book, Peaks and Valleys by Spencer Johnson, M.D. (author of Who Moved My Cheese?) and collaborate on ways to get out of a valley sooner, stay on a peak longer, and have more peaks and fewer valleys.	Stars & Stripes (capacity 40)
2:45pm – 4:00pm	W ePACSES Training: Explore, Experiment, and Innovate (1 CLE Substantive) <i>Moderators: Daniel Elsass</i> <i>Speakers: Brittany Robinson, Jess Moyer</i> Enter the ultimate training zone! In this interactive session, we'll dive into the ePACSES training environment, where you can explore, experiment, and learn without any real-world risks. Whether you're just starting out or a seasoned pro, you'll gain valuable tips, tricks, and best practices to make your training experience engaging and effective. Get ready to elevate your skills—because learning should always be exciting!	Salon A (capacity 50)

2:45pm – 4:00pm	W	Geniuses at Work (1 CLE Substantive) <i>Speakers: Jay Bland, Wrenn Awbrey</i> Imagine the kind of work that fills you to the brim with energy, where every task feels like a thrilling adventure. Now contrast that with the draining feeling of work that exhausts you after only a few minutes. Ideally, we all want to invest ourselves in the work we love, and the healthiest organizations find a way to make this a reality.	Salon B (capacity 60)
2:45pm – 4:00pm	W	Rules for Sharing (1 CLE Substantive) <i>Speakers: Shiloh Berger, Sharon Francis</i> Let's review DRS Memo on Security: Release of Confidential Information for a realistic clarification on what Title IV-D case information may be released, including to other government agencies and law enforcement officials.	Eisenhower (capacity 40)
4:15pm – 5:15pm		New Member Meet and Greet <i>Moderators: Rick Redden</i>	Ballroom
7:00pm – 10:00pm	S	Halloween Hospitality Join us to celebrate at the Halloween Costume Party. Wear your favorite costume! We will have prizes for costumes, giveaways, and music!	Ballroom & Outdoor Terrace

OCTOBER 21 • TUESDAY

7:30am – 8:30am	K	Continental Breakfast	Pre-Function
7:30am – 11:00am	R	Registration Please be sure you have stopped by to register and receive your conference packet.	JW Board Room
8:30am – 9:00am	P	Welcome	Ballroom
9:00am – 10:15am	P	Case Law and Ethics (1 CLE credits -Ethics) <i>Speakers: Jill Richter, Esq., Danielle Marion Esq., Tricia Sorg, Esquire</i> This presentation will offer a comprehensive overview of recent developments in child support case law and explore the ethical responsibilities of professionals working in this complex area. We will have a lively discussion delving into recent trends, key rulings and ethical duties.	Ballroom
10:15am – 10:30am	B	Break Visit our Sponsors	Pre-Function
10:30am – 10:45am		DRAP President's Award presentation <i>Speakers: Tricia Sorg, Esquire</i> Tricia Sorg will present the DRAP President's Award.	Ballroom
10:45am – 12:00pm	P	DRS and Serving Humanity (1 CLE Substantive) <i>Speakers: Dr. Lia Richards Palmiter, MSW, LCSW, Ph.D</i>	Ballroom
12:00pm – 1:15pm	L	Lunch - on your own On your own	
1:15pm – 2:30pm	W	Best HR Practices for the DRS Professional (1 CLE Substantive) <i>Moderators: Sarah Pregler</i> <i>Speakers: Jennifer L. Hope Esq., Megan L. Mallek, Esq.</i> This session will offer valuable insights into the functions of the Administrative Office of Pennsylvania Courts (AOPC) and how it can support DRS Directors and Supervisors in effectively managing their teams. Participants will gain knowledge on common employment issues that supervisors frequently encounter, including ADA and FMLA requests, discrimination and harassment complaints, and social media-related concerns. The presenters are eager to hear your questions and concerns to foster an engaging and informative discussion.	Salon B (capacity 60)
1:15pm – 2:30pm	W	Contact Us ... (1 CLE Substantive) <i>Speakers: Jess Moyer, Melissa Hilts, Tyler Petri, Kelly Bare, Cody Bowling</i> Contact Us - We have many resources available to answer your questions. But who is the correct contact for your questions? This session will have SMEs, DPDE, DFO and SCUDU to cover some frequently asked questions and provide direction on which area to contact for specific questions.	Stars & Stripes (capacity 40)
1:15pm – 2:30pm	W	Effective Questioning (1 CLE Substantive) <i>Moderators: Kelly Harrison</i> <i>Speakers: Diane Sinkus, Kevin Loughnane</i> Can you gather the necessary information when communicating with clients? Do you find it difficult to ask the right questions? How you frame your questions is crucial for fostering productive communication with your clients. Thoughtful questions can lead to greater knowledge and understanding. This workshop will provide guidance on how to ask effective questions.	Salon C+D (Ballroom) (capacity 360)

1:15pm – 2:30pm	W	Establishment & Intake - Do This, Don't Do That (1 CLE Substantive) Salon A (capacity 50) <i>Speakers: Shauna Brown, Lauren Miller, Crystal McClain, Angela Schuster, Juliana Trail, Laura Smith</i> How DRS conducts an intake interview, and an establishment conference is one of the first steps for building trust with your clients and to effectively manage your case. This session will include these daily operations and have a live demo utilizing the training environment. Come to this session to hear useful tips and tricks for intake interviews and establishment conferences!
1:15pm – 2:30pm	W	Understanding Administrative Enforcement Remedies (1 CLE Substantive) Eisenhower (capacity 40) <i>Moderators: Rebekah Reigner</i> <i>Speakers: Michael Anderson, Jessica Koestel, Jill Burns, Tina Reedy</i> <u>Let's Talk About Enforcement tools-</u> Are you maximizing your enforcement tools? From Income Withholding to Publishing Names of Delinquent Obligor and Contempt Proceedings, your enforcement toolkit is packed with powerful options. But when standard methods fall short, it's time to think differently. Join experienced county specialists as they share innovative strategies, practical tips, and real-world insights to help you boost enforcement outcomes.
2:30pm – 2:45pm	B	Break Pre-Function Visit our Sponsors
2:45pm – 4:00pm	W	Characterisitics of Leadership and How to Apply Them (1 CLE Substantive) Eisenhower (capacity 40) <i>Moderators: Brian Fisher</i> <i>Speakers: Darren Divido</i> Broad review of leadership principles and the importance of applying them properly in the work environment. The session will cover topics such as leadership styles, emotional intelligence, succession planning, creating/sustaining a positive work culture, and changing from Peer to Boss, among others.
2:45pm – 4:00pm	W	Guideline Changes (1 CLE Substantive) Salon A (capacity 50) <i>Moderators: Rae Morgan</i> <i>Speakers: Sue Wentzel, Bridget Johnston</i> It's that time again for changes to the guidelines! This workshop reviews the following: • Overview of changes • Effect on ePACSES Attendees please be prepared to share your "how and what" of some complicated scenarios for application within the new support guidelines !
2:45pm – 4:00pm	W	NFOBs Are Not Forever (1 CLE Substantive) Stars & Stripes (capacity 40) <i>Moderators: Michelle Spolski</i> <i>Speakers: Carla Smith, Jeffrey Wertz, Christine Ebeling, Russ Pellegrino, Scott Houser</i> This panel discussion offers practical insights into how different counties manage Non-Financial Obligations. Learn effective strategies for either passive or active case monitoring and optimize your county's approach.
2:45pm – 4:00pm	W	Smart Solutions: Revolutionizing Child Support Workflows Through Technology (1.25 CLE Substantive) Salon C+D (Ballroom) (capacity 360) <i>Speakers: Caleb May, Pamela Daniele, Daniel Elsass</i> Discover how counties across Pennsylvania can harness the power of technology to work smarter, not harder, in the realm of child support services. This presentation will explore innovative ways to enhance workflows, streamline functionality, and organize critical information—both case-related and administrative. Learn how modern tools can transform the on-boarding process, providing new and existing employees with a seamless, positive, and informative experience that ensures maximum functionality. Equip your team to meet the demands of today's challenges with efficiency and confidence. Don't miss this opportunity to reshape the way you work and elevate child support services across the state!

2:45pm – 4:00pm	W Steering Success: PACSES Advisory Committee Impacts (1 CLE Substantive) Salon B (capacity 60) <i>Moderators: Robin Kelly</i> <i>Speakers: Jaime Trupp, Kathleen Schintz</i> This session will provide a review of the PACSES Advisory Committee's role in ePACSES and PA SCU. Participants will gain a comprehensive understanding of how PAC: • Reviews and evaluates proposed operational changes before implementation. • Provides feedback and recommendations to enhance system efficiency and ensure alignment with state policies. • Collaborates with stakeholders to address system challenges and improve performance.
5:30pm – 6:00pm	S Gettysburg Halloween Parade We hope to see you all at the Gettysburg Halloween Parade in town. DRAP is planning to have a float in the parade it should be a really fun time for all! Details about the event will be become available as we get closer to fall !
7:00pm – 10:00pm	S DRAP Hospitality Ballroom & Outdoor Terrace DRAP Hospitality - It's all about mingling, networking, and getting to know other professionals in a casual setting. It's gonna be a fun and welcoming vibe, so come join us!

OCTOBER 22 • WEDNESDAY

7:30am – 8:30am	K Continental Breakfast	Pre-Function
7:30am – 11:00am	R Registration Please be sure you have stopped by to register and receive your conference packet.	JW Board Room
8:30am – 9:00am	P Welcome & Preliminary Events	Ballroom
9:00am – 10:30am	P Navigating a Multi-Generational Workforce (1.50 CLE Substantive) <i>Speakers: Kristin T. Scroggin</i> Generational Diversity is still one of the major issues HR managers face on a daily basis. With approximately half of the current US population under 33 years of age, and 50% of executives expected to retire in the next ten years, organizations must begin putting a plan in place to attract and retain top talent. If turnover is taking up more of your budget than you would like, or you're just not attracting younger employees, then you NEED to hear this presentation from genWHY Communication Strategies. You will laugh out loud while you learn about the different perspectives of each of the generations and find that Generation "THEM" is really Generation "US".	Ballroom
10:30am – 10:45am	B Break Visit our Sponsors	Pre-Function
10:45am – 11:45am	P Active Listening (1.0 CLE Substantive) <i>Speakers: Kevin Loughnane</i> Active listening is an essential part of communication. Active listening is more than simply hearing a colleague's words; it entails clarifying and understanding them. Strong communication skills are perhaps the most important trait we can possess. You won't want to miss this key conversation which is sure to add to your communication tool box !	Ballroom
12:00pm – 2:00pm	P Lunch and Learn (2.0 CLE Substantive) <i>Moderators: Patricia Coacher</i> <i>Speakers: Lauren Berke, The Honorable Judge Alita Rovito, The Honorable Judge Kenneth A. Mummah, The Honorable Judge Courtney K. Powell</i> Please join us for a lively discussion on an array of timely child support topics and trends over lunch.	Ballroom
6:00pm – 6:45pm	S Banquet Reception	Ballroom
6:45pm – 11:00pm	S Banquet	Ballroom

OCTOBER 23 • THURSDAY

7:30am – 8:30am	K Breakfast Buffet	Pre-Function
8:30am – 9:30am	P Family Feud, DRAP Edition : Child Support Faceoff! <i>Moderators: Lauryn Dagostino</i> High energy, quick laughs and real insights - celebrity families go head-to-head in a fast paced gameshow showdown spotlighting child support topics. Family Feud DRAP Addition Featuring the following "Family Participants" Participants: Emily Benninger, Bradford Carl Ciglar, Philadelphia Deborah DiGregorio, Philadelphia Elizabeth Dougherty, Philadelphia Fred Keller, Philadelphia Gary Kline, Lancaster Tina Reedy, PACSETI Shelley Smeltz, Centre Sue Wentzel, PACSETI	Ballroom
9:30am – 10:30am	Closing Session	Ballroom