

# FAMILY SUPPORT FORUM

The Official Newsletter of the Illinois Family Support Enforcement Association

Vol. 25

August, 2013

No. 2

## *IFSEA: The First 25 Years Remembered*

By Thomas P. Sweeney

The Illinois Family Support Enforcement Association shares a distinction with the United States itself. Each, arguably, was conceived in a bar in Philadelphia. (How many individual Pennsylvanians share that distinction is anyone's guess, but I digress . . .)

In 1985 (or possibly earlier) Assistant State's Attorney's from several Illinois counties were attending the National Child Support Enforcement Association's annual conference in Philadelphia. In those days the State's Attorneys with IV-D contracts had fairly unfettered discretion how their funding was spent, so several counties were able to send assistants to regional or national association conferences. And in those days the Illinois IV-D program sent virtually no other representatives to such conferences (other than Assistant Attorney General Madalyn Maxwell), leaving it to the county-sponsored representatives to try to defend Illinois' program performance, then ranked among the worst in the country.

After a day of educational sessions, a group of Illinois Assistant State's Attorneys, including Jim Ryan, Steve Rissman and Robert Repel from Cook County, Claudia Hoogasian and possibly another assistant from Lake County, and Tom Sweeney from Champaign County, met to socialize in a bar at the conference headquarters. It was observed that states recognized for the success of their

programs, such as Michigan, Pennsylvania and Ohio, all had active "child support councils" or "associations." The obvious question was, why didn't Illinois? The desirability of such an association was most evident to support enforcers in State's Attorney's offices, where that function was typically an "orphan" within an office otherwise dedicated almost entirely to criminal law. There the attorneys were usually left to their own devices with no organized network to share answers to common problems with counterparts elsewhere in the state. The decision was made to pursue creation of such an association.

At about this time the Administrative Office of Illinois Courts and the Commission on Intergovernmental Cooperation organized a series of conferences at several sites within Illinois to attempt to address the poor performance of Illinois' child support program. Tom Sweeney was invited to attend these conferences to present the idea of a statewide association of attorneys, clerks, judges, representatives of parent advocacy groups and IDPA support personnel, and gauge what kind of support there might be for such an organization. Other than what can best be described as indifference from the IDPA, support for such an association from the other segments of the support enforcement effort was overwhelmingly positive. The ball was rolling.

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On July 14, 1987, IFSEA was incorporated as an Illinois Not-for-Profit Corporation. Incorporators were Tom Sweeney, Champaign County Assistant State's Attorney, Tom Vaught, Assistant Attorney General, Hon. John Shonkwiler, Piatt County Circuit Judge, and Judy Morrow, Logan County Circuit Clerk. Samples of by-laws were obtained from 15-20 other state associations, and proposed by-laws were drafted for IFSEA, drawing heavily from Missouri's and Michigan's by-laws. From the many who had expressed an interest in organizing the association Tom Sweeney invited a representative cross-section of attorneys, clerks, judges, advocacy group representatives and IDPA officials to an organizational meeting in Urbana in September, 1987. At that time the first By-Laws of the association were adopted and first officers were elected. The first officers were: Tom Sweeney, President; Steve Rissman, 1st Vice President; Tom Vaught, 2nd Vice President; Claudia Hoogasian, Secretary; and Judy Morrow, Treasurer.

With no funding or source of income beyond member dues (\$20 per year), IFSEA got off to a slow start. The first issue of the FORUM introduced IFSEA in January, 1989, as follows:

“Aside from the parents and children ultimately benefitted, Illinois' support enforcement effort requires an interworking among attorneys, judges and other court personnel, legislators and other elected officials, and of course the Department of Public Aid (IDPA), each of whom represents diverse political and geographic constituencies. While each of these groups has made attempts to improve their part of the program, such efforts have nearly always been with little or no input from the other segments. The IDPA, as administrator of the federal Title IV-D program, has been virtually the only source of legislative proposals which might purport to speak for a broad constituency. However there is more to support enforcement than the Title IV-D program, and there are undeniably other interests, concerns and areas of expertise beyond those represented by the IDPA.

“The Illinois Family Support Enforcement Association (IFSEA) has been formed to bring together the interests, needs and expertise of all segments of the support enforcement effort. The IFSEA's primary purpose is to improve support enforcement by pooling the resources of its members. Through quarterly newsletters devoted specifically to items of interest to the support enforcement community we hope to provide better and more timely information on legislation and case law development than is available from present sources.”

A plan for annual conferences was also noted. Something like 1,000 copies of the first three issues of the FORUM in 1989 were printed and distributed for IFSEA by the Commission on Intergovernmental Cooperation. To promote the organization copies were sent to Circuit Clerks and State's Attorney's offices in every county, every state legislator, representative judges, known parent advocacy organizations and IDPA regional and administrative offices. Staff within the Commission provided production assistance, and the Administrative Office of the Courts contributed articles and other support. Without those organizations IFSEA might never have gotten off the ground.

Due primarily to lack of funding IFSEA did not attempt its first annual conference until 1989, its second year of existence. IFSEA had its first conference at the Bismarck Hotel in Chicago in November, 1989. Including guest speakers and panelists, the conference drew 90 participants. Conference expenses were paid entirely from pre-paid registration fees (\$75.00 early registration to \$100.00 late registration, including \$20.00 as membership dues). The expected Keynote Speaker at the Sunday dinner, Cook County State's Attorney Cecil Partee, failed to appear. Without a formal Illinois IV-D program presentation, then-newly-appointed Bureau Chief (?) Mary Sue Morsch provided an impromptu update. The agenda strongly focused on legal issues, but included a well-received session for Clerks to address their questions and concerns with the IV-D program, a session regularly included in each succeeding conference until creation of the SDU diminished the role of the Circuit Clerks in support-related activities. We had no vendor support (though James Geyer and Jim Perry from Genetic Design began a long history of support for the organization as speakers and after-hours hosts for a few lucky guests).

This first effort was truly an experiment for the planners, with no precedent to build from. Aside from its success as a first attempt into the unknown, it was memorable for a mock paternity trial with Tom Vaught as judge and Steve Rissman as defense attorney (no doubt high points in their respective careers – just

kidding), and the theft from meeting rooms of Madalyn Maxwell's and Linda Nicot's purses (probably low points in theirs – not kidding). (Purses were soon recovered but without money.)

While the first conference established IFSEA's potential as a viable organization, the question became, "but can you follow it up?" Thanks to the sustaining efforts and support of a core of founding members and supporters, we did. Following my term as IFSEA's first President, I accepted the position of Secretary, including the responsibility as Editor of the FORUM (and usually its primary—and often sole—contributor), a position I held until 2003. Jim Ryan became Treasurer in 1990, and continued to supervise and grow IFSEA's financial base until 2007. Mainstays on the Board of Directors and as perennial panelists at IFSEA's annual conferences throughout its early, formative years include Asst. Attorneys General Madalyn Maxwell, Tom Vaught, Larry Nelson, Georgia Heth and Jeanne Teter, Asst./State's Attorneys Steve Rissman (Cook), Claudia Hoogasian (Lake) and Deanie Bergbreiter (Kane). Others who deserve mention for their support, particularly as perennial presenters at IFSEA's conferences, include Rick Saavedra, DHFS Legal Counsel, and Mike Vicars from the Regional Office of OCSE.

Since those early years the reins have passed to a new and expanding group of energized and creative members who have continued and expanded what was begun 25 years ago. Not wishing to offend anyone by omission, I will simply refer the reader to the officers whose names appear elsewhere in this newsletter as representative of this "new breed." Then there are all those who took on the hard work of organizing and putting on each of IFSEA's annual conferences: 24 increasingly more sophisticated and creative conferences, held in 19 different cities and 16 different counties. Not counting those held in conjunction with NCSEA conferences, attendance at IFSEA conferences is believed to have reached a peak of 250 at the 10th conference, held in Springfield in 1999. That was before budget cuts resulted in lower attendance at subsequent conferences. Those of us involved in the first conference never would have contemplated the level of financial and other support IFSEA has received from vendors at its conferences. IFSEA has indeed come a long way in 25 years!

With its growth, IFSEA has had many changes over the years. By-laws have been changed several times. The Board has been re-structured and terms of office changed. Involvement by Circuit Clerks has been diminished since inception of the SDU. But the biggest change has been the involvement, and dominance, of the Dept. of Public Aid/Dept. of Healthcare & Family Services. As previously noted, IFSEA was begun without the involvement or encouragement of the IV-D agency. Only one department employee was included in the first elected Board of Directors. In truth, for the first few years IFSEA faced opposition within some circles of the department's administration. In the earliest years IDPA personnel who wanted to join IFSEA or attend IFSEA conferences could only do so on their own time and at their own expense. (I note with pleasure that one who did join on her own back in the very beginning is a current member of the IFSEA Board. Special kudos to Lori Medernach for the longevity of her IFSEA membership!) Needless to say, the IV-D administration did become actively involved in and supportive of IFSEA after the first few years, and has now assumed a dominant role in its growth, focus and direction. Of the 23 members of the 2012-13 Board of Directors, 12 were employed by DHFS; of the remainder eight were attorneys or from attorney's offices.

As IFSEA has grown over these past 25 years, Illinois' performance in support enforcement, and its stature on the national scene have also dramatically improved. It is gratifying to think that the atmosphere and mechanism for improved communication, cooperation and education developed and encouraged through IFSEA may have had at least something to do with that.

With all the changes, it is apparent that some things remain the same. Getting contributions for the FORUM is still like pulling teeth! This article was proposed/requested in November, 2012. It is now late-June, 2013.



*From the President . . .*

## **. . .IFSEA UPDATE**

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By Angela Williams  
IFSEA President

Our organization has experienced many exciting changes this year with the implementation of the IFSEA committees. This was a result of Past president Bryan Tribble's vision and passion to see members become more actively involved in our organization. The Committees were re-organized this year and work began in earnest. As a result of the work of the committees, IFSEA has experienced a growth in membership, participation, scholarships, educational presentations and the growth continues!

I hope you are planning to attend the 2013 IFSEA 25th Anniversary Annual Conference to be held October 6-8 in Bloomington-Normal at the Marriot Hotel and Conference Center. Angela Williams and Barb Smithers are chairing this year's conference and have some new and exciting things planned for our membership. Complete the Conference registration form herein to register. If you have any questions about the conference or registration, please contact Angela or Barb at [Angela.Williams@Illinois.gov](mailto:Angela.Williams@Illinois.gov) or [Barbara.Smithers@Illinois.gov](mailto:Barbara.Smithers@Illinois.gov).

As we approach this year's 25th celebration, I challenge you to stop and reflect on IFSEA's past 25 years. Then consider how you can become an integral active part of IFSEA's future. Make a commitment to become an active member of IFSEA and attend this year's conference. Also send your reservation in early and plan to attend regardless of whether your employer reimburses you for the cost. The cost of attendance is affordable if you plan wisely. Put aside a dollar a day and you will have all your costs saved for next year! Lastly, step up and become not just an attendee but a participant. Plan to become involved in one of the available committees. Sign-up sheets will be available at the conference for participation in the membership, scholarship, legislative, forum/website or continuing education committees.

It is so easy to enhance your membership in IFSEA....attend, participate and share this opportunity with others who would benefit from the membership in this organization. I look forward to seeing you at the Conference!



*Illinois Family Support Enforcement Association  
25<sup>th</sup> Annual Conference  
October 6-8, 2013  
Marriott Hotel and Conference Center  
Bloomington-Normal, Illinois*

*Make your plans now to join your IFSEA family at the 25<sup>th</sup> Annual Conference! The conference planners have developed an exciting agenda that includes topics relative to today's child support environment. There is something for everyone involved in child support at this conference, from fatherhood issues, the latest innovative technology, case management and customer service.*

*This year's Conference will begin with a Silver Anniversary Dinner followed by a dance. This year's theme will be black, white and silver and business dress will be suggested for this special dinner. Dance the night away with DJ Drew Aschenbrenner and participate in the People Scavenger Hunt!*

*IFSEA will be conducting a scholarship fundraising activity at the conference. The plans are underway so please look for details in the coming weeks on the IFSEA Website! This year IFSEA was able to provide four scholarships to the conference, twice as many as in previous years, because of the efforts of Lyn Kuttin and Tracy Ferguson last year. However, fundraising will be necessary to maintain that level and possibly expand it each year.*

*You will find interesting speakers and panelists to discuss the issues facing child support professionals across Illinois. It will begin with a session on Fathers, Families and Healthy Communities. There is a session explaining why we do what we do in a federally driven program, a panel discussing various complex case scenarios to explain how they should be handled and one on the challenges facing formerly incarcerated parents.*

*The legal sessions will offer insight into innovative programs in the court, criminal non-support legal processes and how the courts are addressing the changing needs of the 'modern' family. The sessions on management and development have exciting speakers to address issues related to managing a new type of workforce, motivating employees to perform at their highest level and maintaining moral and developing subordinates for the future success of your organization.*

*This year the conference will close with a Judges' panel and a presentation on new technology in the child support arena and how it impacts the families we serve. In addition, this session will look to the future of IFSEA as an organization.*

*It promises to be an exciting conference with much to offer the child support professionals who attend. And please, register early! The registration form and the lodging information are contained in the brochure. Thank you for your continued interest and participation in IFSEA! The planners look forward to a productive and exciting conference celebrating 25 years working towards better solutions for Illinois families.*



Located in Central Illinois along Interstates 55, 74 and 39. Only 2 ½ hours from Chicago, St. Louis and Indianapolis.

From I-55 take Exit 165A – US 51 South toward Bloomington/Normal. Merge onto N. Main, Left on College, Right on Broadway.

Connected to the historic Normal Theater

Adjacent to Illinois State University, near Illinois Wesleyan University and convenient to State Farm Insurance, Country Insurance and Financial Services, Advocate BroMenn, OSF St. Joseph Medical Center and Mitsubishi Motors North America.

Within walking distance of great shopping, dining, entertainment, Uptown Station including the Amtrak and vibrant Uptown Normal.



**Marriott Bloomington – Normal  
Hotel and Conference Center  
201 Broadway Avenue  
Normal, Illinois 61761  
Phone: 309.862.9000**

### Lodging Information

**Marriott Lodging Rates** - \$121.00 per night. Reserved under block 'Illinois Family Support Enforcement Association.' Please reserve prior to Midnight on September 15, 2013 to guarantee this rate.



### *Sunday Evening Dinner*

*A Celebration of  
25 Years!*

*Business Dress  
Attire is required  
for this  
black/white and  
silver function.*



**ILLINOIS FAMILY  
SUPPORT ENFORCEMENT  
ASSOCIATION**

**25<sup>th</sup> ANNUAL  
CONFERENCE**

**OCTOBER 6-8, 2013**

**Marriott Hotel and  
Conference Center**

**Bloomington-Normal,  
IL**

## CONFERENCE AT A GLANCE

### What is IFSEA?

IFSEA is a not-for-profit organization dedicated to the improvement of the administration of family support programs in Illinois. One of the goals of IFSEA is to provide ways and means whereby state and county officials, organizations, and individual practitioners involved in family support enforcement can exchange information, ideas and experience and obtain expert advice.

The IFSEA conference gathers together child support professionals from throughout the State of Illinois to learn, explore, and discuss issues affecting the child support community. IFSEA welcomes the opportunity to hold this annual conference and offer its members the ability to meet and network with other child support professionals.

**Contact Information:**

Angela Williams

Angela.Williams@illinois.gov

Barb Smithers

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### SUNDAY, OCTOBER 6, 2013

4:00-7:00 Registration  
 6:00-7:00 Meet and Greet  
 7:00-9:00 Silver Celebration Dinner  
 9:00-11:00 Anniversary Celebration

### MONDAY, OCTOBER 7, 2013

8:00-5:00 Exhibitors  
 8:30-10:30 Plenary Session I  
     Fathers, Families and Healthy Communities  
 10:30-10:45 Refreshment Break  
 10:45-12:15 Break-out Session I  
     A. Why We Do What We Do  
     B. Criminal Non-Support Prosecutions  
     C. Millenials: The New Face of the Workplace.  
 12:15-12:30 Annual Meeting I  
 12:30-2:00 Lunch (Updates)  
 2:15-3:45 Break-out Session II  
     A. I Have This Case  
     B. The Modern Family  
     C. Let's Go Fishing  
 3:45-4:00 Refreshment Break  
 4:00-5:30 Break-out Session III  
     A. Helping Those on the Road To Freedom & Responsibility  
     B. Downstate Legal Innovations  
     C. Management/Leadership Development

### TUESDAY, OCTOBER 8, 2012

8:00-10:00 Exhibitors  
 8:30-10:30 Plenary Session II  
     Judge's Panel  
 10:30-10:45 Refreshment Break  
 10:45-12:15 Plenary Session III  
     Looking to the Future  
 12:15-12:45 Annual Meeting II  
     Elections  
 1:00 IFSEA Board Meeting

### Registration Form:

*(Please submit separate registration for each person attending)*

<i>SIGN UP</i>	<i>PRICE</i>	<i>TOTAL</i>
<input type="checkbox"/> Registration Fee (Before 9/30/13)	\$110.00	_____
<input type="checkbox"/> Registration Fee (After 9/30/13)	\$135.00	_____
<input type="checkbox"/> Illinois CLE Fee	\$15.00	_____

Illinois ARDC# \_\_\_\_\_

- I will be attending Sunday Banquet
- I will not be attending Sunday Banquet

Additional Sunday Dinner tickets  
 \_\_\_\_\_ needed      \$27.00 ea      \_\_\_\_\_

Additional Meal Package  
 (includes all meals)  
 \_\_\_\_\_ needed      \$100.00 ea      \_\_\_\_\_

TOTAL \_\_\_\_\_

Send registration and make checks payable to:  
**IFSEA**  
 335 E. Geneva  
 Carol Stream, IL 60188

Name and Information (to appear on Badge)

\_\_\_\_\_

\_\_\_\_\_

**Nominations Sought for IFSEA Director Election**

Five of the fifteen member-elected IFSEA Director positions will be subject to election at the Annual Members' Meeting to be held during our Annual Conference on Support Enforcement. One director is to be elected from Cook County plus two from each of the two downstate regions. Terms of office for Directors elected this year extend until October 2016.

The Annual Meeting will again be split into two parts during IFSEA's Conference program. The election of Directors (including any nominations from the floor) will take place Monday, October 7th at the Conference. Results will be announced at the Annual Members' Meeting on Tuesday, October 8th.

Pursuant to Art. VII of the By-Laws, nominations for election are to be submitted in writing to the Nominations & Resolutions Committee at least seven days prior to the election - i.e., by September 30, 2013. Nominations may also be made from the floor if supported by five members from the region to be represented by the elected Director. However, time is extremely limited at the meetings, so advance nominations are urged.

If you would like to be elected to the IFSEA Board of Directors, or you know someone you would like to see elected, please complete the Director Nomination form provided below and return it to: **IFSEA, 335 E. Geneva Rd, Carol Stream, IL 60189 or fax to 630-221-2332.** Incumbents seeking re-election also require nomination. Only regular members in good standing (membership dues paid for 2012-2013) may be elected or appointed to the Board of Directors.

Those holding elected positions on the current IFSEA Board of Directors and their terms of office are as follows (see page 2 for the complete Board and officers):

10/2012-10/2013	10/2011-10/2014	10/2012-10/2015
Christa Ballew (Maximus) Region 1	Mary Miller HFS, DCSS) Region 3	Lori Medernach (HFS, DCSE) Region 2
Scott Black (Asst. Atty Gen'l) Region 3	Mary Morrow (HFS, DCSS) Region 1	Norris Stevenson (HFS, DCSS) Region 1
Debbie Roan (HFS, DCSS) Region 3	Deborah Packard (HFS, DCSS) Region 2	Lyn Kuttin (HFS, DCSS) Region 3
Christine Towles (HFS, DCSS) Region 2	Sherrie Runge (HFS, DCSS) Region 3	Bryan Tribble (HFS, DCSS) Region 3
Angela Williams (Asst. Atty. Gen'l) Region 2	Loretta Ursini (Cook, SAO) Region 1	Jeffrey McKinley (Rock Island SAO) Region 2

\* Directors whose terms end this year. The one-year terms of "At-Large" Directors Linda Dirksen, HFS-DCSS, and Sinan Alcan, Madison SAO, also expire at this year's election.

**NOMINATION FOR ELECTION TO THE BOARD OF DIRECTORS  
ILLINOIS FAMILY SUPPORT ENFORCEMENT ASSOCIATION  
October 5-8, 2013**

**For a three-year term of office**

**2013 - 2016**

I hereby nominate the following person for election to the IFSEA Board of Directors:

Nominee:

\_\_\_\_\_

Position/Employer:

\_\_\_\_\_

Office Address (County):

\_\_\_\_\_

Credentials/Comments:

\_\_\_\_\_

## And the Winners are.....

This year there were twenty-five applicants for the four scholarships to attend the 2013 IFSEA Conference being held October 6-8 in Bloomington-Normal! This is the most applicants for an IFSEA scholarship in a long time, maybe the most ever! The outstanding response is proof of the high level of interest among child support professions to join IFSEA, attend conferences and be engaged in providing World Class Service to our customers!

As previously explained, the evaluation process was formalized into a scoring system based on the application, which had all identifying information redacted from the group who conducted the evaluation and scoring. The winners for the 2013 KFC and At Large IFSEA Scholarships are:

### KFC

**Susan Anthony** – Susan is a Child Support Specialist I in the Belleville Regional Office and her response when told she was a winner was, “Fabulous!” Susan expressed her desire to network with child support professionals on the local, state and national level at an IFSEA conference and that the knowledge she would gain would improve her “World Class Service” to our customers. Susan’s Manager, Lyn Kuttin, says, “Susan has experience with Missouri that is invaluable and her desire to grow in her career within the Illinois child support community is evident by her recent promotion from an Office Coordinator and among other things, her volunteering to train newer Office Coordinators. She is very deserving of this scholarship.”

### At Large IFSEA

**Linda Grimble** – Linda is Supervisor on the Child Support Customer Service Call Center and her response to being told she was one of the IFSEA Scholarship winners was “I have! I’m excited!” Linda returned to Child Support about a year ago and wishes to attend this conference to gain knowledge she and her staff could use to help the customers they interact with on a daily basis. Linda’s Manager, Barb Radtke, is thrilled Linda was selected as one of the scholarship winners. “Linda has truly been an asset to the Customer Service Call Center. She has worked diligently to make many positive changes in the CSCC and it’s nice to see that her efforts and passion for DCSS have been recognized. Thank you to the committee for selecting her. I am certain you received many applicants and each one is equally deserving so this is truly an honor for Linda to be selected and Congratulations to the other winners.”

**Chad Ewing** – Chad is an Office Coordinator in the Quincy Satellite office of the Springfield Region and his response to being told he was one of the IFSEA Scholarship winners was, “Oh wow!” Chad has previous experience on the DCSS Customer Service Call Center and wishes to attend the Conference to expand his child support knowledge and become a more valuable asset to Springfield Region and DCSS. Chad’s Manager, Amy Dudit says, “I was elated Chad was selected as a scholarship winner for the IFSEA Conference! He has been a welcomed addition to the Springfield Region and is always looking for ways to expand his knowledge. I am certain Chad will capitalize on the benefits he receives from IFSEA!”

**Dawn Register** – Dawn is also an Office Coordinator with the Springfield Region, working in the regional office in the Bucari Building in Springfield and her reaction was, “Oh, my goodness!” Dawn’s desire to be helpful to customers and co-workers alike highlights her desire to attend this conference. She wishes to have more child support knowledge to provide better service and to continue working on teams to help develop ‘solutions we are constantly striving for.’ Amy says she was thrilled to learn Dawn was chosen also. “Dawn has a great amount of enthusiasm in her work and is always ready to take on a new challenge. I have no doubt Dawn will maximize the knowledge she gains from her upcoming experience at IFSEA!”

The **IFSEA Scholarship Committee** would like to thank everyone who applied for the 2013 IFSEA Scholarships. The committee found your answers to the questions enlightening and encouraging due to your dedication throughout your years of service to support the many families we serve. We appreciate your enthusiastic participation and hope you will apply again next year. We look forward to seeing you at the IFSEA Conference!

# Prepare for the Rise of Generation C

By Maurice Franklin

As government agencies adapt their programs to be effective in today's complex, interlinked and fast-changing environment, those of us who lead and run them need to redesign structures and processes to capitalize on emerging connected technologies. This isn't simply a matter of supplementing old-school communication channels like land-lines, snail mail, and fax machines with online options like websites. We must build solutions that enable program participants to connect with us via the New Medias they prefer instead of forcing them to use communications channels that are no longer familiar or convenient to them.

More importantly, we must understand and prepare for the significant changes that will take place in our everyday lives as young adults 18-30 begin wielding their influence and preferences on the workplace and marketplace in much the same way that prior generations have.

## **Behavioral Characteristics of Generation Connected or "Generation C"**

Also labeled as "Millennials," individuals born since the late 1980s have never known any reality other than that defined and enabled by the Internet, mobile devices, and social networking. They have owned various handheld devices all their lives, so they are intimately familiar with them and use them for as much as six hours a day. Consequently, some demographic studies label them "Generation Connected."

The members of Generation C are communicating, content-centric, computerized, community oriented, and always clicking. It is estimated that by 2020, they will make up 40 percent of the population in the U.S. and will constitute the largest group of consumers worldwide.

This generation will have a wide range of effects on how organizations use communication technology to interact with them.

Moreover, as they emerge, this highly connected generation will live online most of their waking hours, comfortably participate in social networks with several hundred or more contacts, generate and consume vast amounts of information, and carry with them a number of mobile devices, e.g. New Media.

"What is different about New Media? It's the possibility of engaging our customers and colleagues by inviting them to join in the conversation. We can promote our services, share expertise, and help them to cut through bureaucracy by simply putting our message where they will see it. This means we are better able to 'brand' our program as customer-friendly; we are saying 'we want to communicate with you in places and in ways you connect in the modern world.' New Media can be an important part of a communication strategy to build relationships with employees, partners, and customers through feedback and dialogue."

—The Federal Office of Child Support Enforcement

Consequently, communication and technology industries will abandon successful but outlived business models and refocus on what it takes to thrive in the Generation C environment. This shouldn't be taken as bad news; however, the rise of omnipresent broadband, and of newly connected populations from emerging economies, will enable organizations to capitalize on a vast new array of services.

"Each generation goes further than the generation preceding it because it stands on the shoulders of that generation. You will have opportunities beyond anything we've ever known."

— Ronald Reagan

At present, 65-year-olds spend just two to three hours online in a typical week, yet the 65-year-olds of 2020 will spend closer to eight hours online weekly, remaining in stark contrast to the 16-to-24-year-old group, which already spends 13 hours online weekly. And though the older groups will continue to lag in the intensity of their digital behavior, their numbers will continue to grow.

## **Gen C in the Workforce**

With multiple generations in the workforce, each holding differing values and preferences, the potential for conflict is higher than in days with more of a homogenous workforce. It is a particularly challenging leadership problem to provide the range of cultural behavior, managerial styles, and incentives to optimize the talents and experiences of all employees.

Organizations will need to be well positioned to jump on the bandwagon today to help shape the future of their business. As they are connected 24/7 via New Media, social networkers have an attitude of personal freedom. They will permeate the walls of organizations that in-turn will move away from traditional hierarchical structures. Instead, workers, mixing business and personal over the course of the day, will “self-organize” into agile “communities of interest.”

As Generation C enters the workforce over the next decade, the manner in which it consumes information, communicates at work and play, and uses technology will transform many major organizations. The arrival of Generation C is having an impact comparable to that of the Industrial Revolution, but it will take place much more quickly. Government agencies and their partners must begin now to develop an agenda that includes an analysis of the capabilities and workforces they will need in the next decade and beyond (Friedrich, Koster, & Peterson, 2011).

### **Conclusions for Government Agencies**

The advent of Generation C and its related behavior will drive fundamental change in most industries – and create substantial opportunities and threats for all involved.

Organizations as a whole are understanding the coming changes, and that there are already people within the organization who are living these changes now, who don't perceive them as a threat, and who can help integrate them into the organization's business plan (Solis, 2013). New skill sets will be, and already are, required to engage Gen C. As you align your business objectives and strategies over the next year, start with the experience that you want your employees to embrace.

1. Walk in their shoes.
2. Learn how they connect and communicate.
3. Discover how they discover.
4. Uncover their preferences and expectations, and more importantly, what they value.
5. Design marketing, service, engagement, and product strategies that add value.
6. Lead the journey today and tomorrow.

<<Sidebar>>

### **Overview of Current Generational Demographic Groups**

The adult population of the United States is made up of six broad generational groups. Note that the date ranges that frame each generational definition may vary by a few years depending upon the specific demographic study or paper found.

- **GI Generation:** The oldest U.S. generation of adults was born in 1900 to 1925. This generation witnessed women gaining the right to vote, World War I, and Prohibition. Many were immigrants who came to America because of economic hardships in Europe and elsewhere. This generation also experienced World War II and the Great Depression. They make up approximately 32 million of the U.S. population.
- **Baby Boom Generation.** Born between 1946 and 1964, this generation gave the world rock 'n roll, and went to Woodstock and Vietnam. The Boomers have brought about a rapid expansion of the nation's skilled labor force, representing more than 78 million graying adults.
- **Generation X.** Born between 1965 into the early 1980s, this generation comprises about 47 million Americans. Generation X is more ethnically diverse, has a new-found appreciation for individuality, and is more accepting of diversity in race-ethnicity, family structure, sexual orientation and life-style. Generation X is also technologically literate and expects the immediate gratification of quick and easy access to people and information via the Internet, personal digital assistants and cell phones.
- **Generation C / Millennial Generation.** Born between the late 1980s through the 2000s, this generation includes some 50 million people as of 2008. Millennial are characterized as being wanted, sheltered and made to feel worthy. They share the technical expertise and ambitions of the Gen Xers, but differ from them in their sense of being team players. As they come of age, the Millennials are interacting with Boomers and Gen Xers who may be their college professors, employers, and workmates.

## 2013 ERICSA Conference

By: Sherrie Runge

In 2009 IFSEA provided me the opportunity to attend my first Eastern Regional Interstate Child Support Association ERICSA conference. As the president of IFSEA I was scheduled to attend NCSEA in New York City however NCSEA cancelled their conference and I attended the ERICSA conference in Myrtle Beach, South Carolina instead. I have since attended three ERICSA annual training conferences and recently signed up to serve on one of their committees.



I most recently attended the 50<sup>th</sup> Anniversary Celebration Conference May 19<sup>th</sup> through May 23<sup>rd</sup>, 2013 at Hilton Orlando, Lake Buena Vista as the Illinois representative for the Department of Healthcare and Family Services. The facility was beyond beautiful and located right across the street from Downtown Disney. The conference was awesome as always. Sunday night hosted a welcome event and President's Reception. Monday and Tuesday were chalked full of highly informative sessions with the evening being on your own. Wednesday was another full day of great sessions followed by a Banquet dinner and party with a band. Thursday morning was breakfast and Plenary session.

ERICSA provided nine breakout sessions with five possible workshops per session. The choices generally consisted of a personal/professional development workshop, a CLE workshop, two Intergovernmental workshops, and one casework/case processing based workshop. It was really hard to choose however, I managed to attend some great sessions covering all possible categories. My favorites were "Delivering great presentations" a fun yet informative session on tips to giving presentations, covering everything from your content to managing the room. "Skills for effective Staff Management" this workshop provided information on skills every supervisor should develop to be successful. I also attend several Intergovernmental sessions, including "UIFSA Basics and Beyond", "Tribal Support", and "Modifications pursuant to UIFSA". I attended several case work based sessions including, "The Bias Project, Using Behavior Economics to improve performance", "Paternity Establishment", "Predictive Analytics", and "Case Closure Best Practices".

This conference is designed to work hard all day and have great fun with great people in your evenings. ERICSA is a group like our IFSEA team; they just cover a larger part of the country. I am so thankful for IFSEA and Healthcare and Family Services affording me the opportunity to become a member of this Association. Besides all the great things I have learned from attending the ERICSA conferences, the best things I have acquired are several professional contacts and a few great friends.



*From the Courthouse . .*

*. . .Case Law*

By: Scott Black

**In the Parentage of J.W. 2013 IL 114817**

In this case the Supreme Court expressly reserved the issue of whether a child can have multiple parents. The Court stated:

At the outset, we note that Jason has never challenged Steve's standing to establish the existence of a parent-child relationship, and no attempt has been made or order entered disavowing Jason's parental rights either under the Parentage Act or under the judgment of dissolution. Accordingly, for purposes of this appeal, we make no determination with regard to either party's standing, or as to Jason's continued legal status as a parent. Those issues are not presently before this court.

On the visitation issue, the Court held that in a proceeding to determine visitation privileges under section 14(a)(1) of the Parentage Act, the initial burden is on the petitioner to show that visitation will be in the best interests of the child pursuant to the provisions set forth in section 602 of the Marriage Act. (Overruling *Wenzelman v. Bennett*, 322 Ill. App. 3d 262; *Jines v. Jurich*, 335 Ill. App. 3d 1156; and *In re Parentage of Melton*, 314 Ill. App. 3d 476)

**In re Marriage of Mayfield, 2013 IL 114655**

The Supreme Court held that a lump-sum workers' compensation settlement constitutes income for purposes of awarding child support. In this case the trial court did not abuse its discretion in awarding 20% of the settlement as child support. The trial court must apply the guidelines, unless it finds that a deviation is appropriate based on the evidence presented by the parties on various factors. *Mayfield* never specifically asked the trial court to depart from the guidelines. Moreover, he presented insufficient evidence to warrant a deviation under section 505(a)(2).

**DeHart v. DeHart, 2013 IL 114137**

Plaintiff filed a complaint contesting the will of decedent which named decedent's wife of one year as executor, excluded plaintiff, and left executor the entire estate.

For more than 60 years decedent held plaintiff out as his biological son, and provided plaintiff with a birth certificate listing plaintiff as his son. In 2000 plaintiff discovered that the birth certificate was erroneous. He confronted decedent and decedent told him that he adopted plaintiff in 1946, but he had agreed with plaintiff's mother to keep the adoption a secret for the good of plaintiff and the family. Decedent indicated he hired a lawyer to handle the adoption so that it was all legal. The Supreme Court held that the complaint alleged sufficient facts to state a cause of action for lack of testamentary capacity, undue influence, contract for adoption, and equitable adoption. With regard to the equitable adoption theory the court stated: that a plaintiff bringing an equitable adoption claim must prove an intent to adopt by showing that the decedent represented to the plaintiff and the community at large that the plaintiff was the decedent's "natural or legally adopted child" and, additionally, must show that the decedent acted consistently with that intent by forming with the plaintiff a close and enduring familial relationship.

Note: In this case the Supreme Court first recognized the doctrine of equitable adoption in Illinois. Based upon its decision in this case, the court vacated and remanded the following two cases for redetermination:

In re Parentage of Scarlett Z.-D., 2012 IL App (2d) 120266

In re Marriage of Mancine and Gansner, 2012 IL App (1st) 111138

**Ralda-Sanden v. Sanden, 2013 IL App (1 st) 121117**

Daughter filed a complaint to establish paternity against alleged father when she was 22 years old. Alleged father filed a motion to dismiss as the petition was not filed within the time specified in section 8(a)(1) of the Parentage Act. In her uncontroverted affidavit, mother stated that she was raped at gun point by the alleged father while she worked for him as a live in nanny. She told daughter alleged father was dead. That due to alleged father's past violent behavior and his threats to kill her and her family, she withheld information about alleged father from daughter. In her uncontroverted affidavit, daughter stated that throughout her childhood her mother told her that her father had died in a car accident. After a heated argument, mother finally told daughter everything she knew about alleged father and the circumstances of her birth. After learning the truth and with the new information, daughter discovered alleged father living in Florida, and filed her petition three months later.

The Court held that the trial court erred in granting alleged father's motion to dismiss. The equitable tolling doctrine should be applied here to allow daughter to file her petition. Equitable tolling is appropriate in situations where a plaintiff was prevented from asserting his or her rights in some extraordinary way. "Extraordinary barriers include legal disability, an irredeemable lack of information, or situations where the plaintiff could not learn the identity of proper defendants through the exercise of due diligence.

**In re Marriage of Carlson-Urbanczyk, 2013 IL App (3) 120731**

Trial court ordered father to pay 32% of net income for child support, and reserved determining whether daycare and extracurricular expenses should also be shared by father. Subsequently, the court ordered father to pay 40% of daycare and extracurricular expenses, but later reconsidered and reduced the amount to 20% of the additional daycare and extracurricular expenses. Mother appealed. The appellate court held that the trial court did not abuse its discretion when it reconsidered its order and required father to pay, in addition to the guideline percentage of his net income, 20% of daycare and additional extracurricular expenses of the children instead of 40%. Although the trial court has discretion to order the noncustodial parent to pay a portion of daycare and other reasonable expenses in addition to the statutory child support amount, any amount above the guideline amount represents an upward deviation that must be supported by the record. The Court stated: Based upon the record, we agree father did not have the ability to pay 40% of daycare and additional extracurricular expenses; therefore the trial court did not abuse its discretion in reconsidering its order. It also noted that father did not appeal the decision to require him to pay 20% of the added expenses.

# ***FAMILY SUPPORT FORUM***

is the official newsletter of the

## **ILLINOIS FAMILY SUPPORT ENFORCEMENT ASSOCIATION**

335 E. Geneva Road  
Carol Stream, IL 60188

Published and distributed free to members of the Association.

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