

AGENDA AT-A-GLANCE

Wednesday, August 26, 2026

7:30 – 8:30	The Networking Loop (5k Course)Stephanie Summerlin
8:30 – 9:45	Board Breakfast..... Foxfire
10:00 – 3:00	Registration.....Expo Center
10:00 – 10:45	First Timer’s Orientation Blue Ridge
11:00 – 1:30	Opening Session.....Expo Center
	Welcome & Introduction of President..... Jennifer Tubbs
	Call to Order.....Rosanne Wiley
	Invocation Jermaine Baines
	Unleash the Counties ParadeBeverly Wright & Terry Andrews
	A Moment of Remembrance & Reflection.....Rosanne Wiley
	Introduction of 2026 Child Support Board MembersRosanne Wiley
	Recognition of Special Guest..... Rosanne Wiley
	Welcome to Asheville
	Governor’s Proclamation Jennifer Tubbs & Lonnie Phifer
	Conference Sponsor Recognition ...Rebecca Hendry & Stephanie Palmieri
	Bob McGuire Scholarships Andra Robinson & Tina Jordan
	Door Prizes & Adjourn to lunchDoor Prize Committee
	(Registration will be closed during Opening Session)
1:30 – 2:30	Lunch (Provided).....Expo Center
	A Time of Recognition & Remembrance
2:30 – 5:00	Silent Auction..... Laurel Registration Lobby
2:30 – 3:45	Concurrent Workshops
	Signal Savvy – Innovative Customer Service Success (General)Mt. Mitchell
	Where Collaborative Negotiation Meets Process Excellence (General)Mt. Roan
	Have a Seat at the Table: What it Means to be on the Board (General)Mt. Pisgah
	Rethinking Burnout: The Balance of Morale (Leadership).....Mt. Pilot
	Stories of Renewal & Recovery (CLE)Blue Ridge
3:45 – 4:15	Break with the Exhibitors.....Biltmore Foyer
4:15 – 5:30	Concurrent Workshops
	Effective Use of AI in Child Support & Confidentiality (General)Mt. Mitchell
	Innovative Communication Unleashed (General)Mt. Roan
	Payments Demystified: Navigating the CS Payment Process (General)Mt. Pisgah
	From Correcting to Coaching (Leadership).....Mt. Pilot
	What Judges Want in Child Support Cases (CLE)Blue Ridge
6:30 – 8:00	Unwind & Unleash Networking Lounge.....Thomas Wolfe

AGENDA AT-A-GLANCE

Thursday, August 27, 2026

7:30 – 8:30 Good Morning Gathering – Breakfast Buffet.....Expo Center

8:30 – 9:00 Business Session..... Expo Center
 Call to Order.....Rosanne Wiley, NCCSC President
 County Roll Call.....Carrie Leonard, NCCSC Secretary
 Nominations & ResolutionsKristen Sigmon & Andra Robinson
 Board of Directors Vote.....Membership
 Reading of the Minutes Carrie Leonard, NCCSC Secretary
 Treasurer’s Report.....Leslie Mills, NCCSC Treasurer
 Old Business..... Rosanne Wiley, NCCSC President
 New Business..... Rosanne Wiley, NCCSC President
 Board Election Results..... Kristen Sigmon & Andra Robinson
 Adjourn Business Session..... Rosanne Wiley, NCCSC President

9:00 – 10:00 General Session..... Expo Center
 Introduction of Motivational Speaker Rosanne Wiley
 Motivational Speaker.....Sharmain Harris
 Door Prizes & Adjourn to break Door Prize Committee

10:00 – 2:00 **RegistrationExpo Center**

10:00 – 10:30 Break with the Exhibitors..... Biltmore Foyer

10:30 – 11:45 **Concurrent Workshops**

 Caseload Management - Enforcement (General)Mt. Mitchell
 Peeling Back Progress: Strategic Outreach Insights (General)Mt. Roan
 Innovation Station: System Modernization Think Tank (General)Mt. Pisgah
 Workforce Transformation: Remote Work.... (Leadership).....Mt. Pilot
 Case Law Updates (CLE)Blue Ridge

11:45 – 1:15 Lunch.....On Your Own

1:15 – 4:00 Silent Auction.....Laurel Registration Lobby

1:15 – 5:00 **Exhibits/Sponsors..... Biltmore Foyer**

1:15 – 2:30 **Concurrent Workshops**

 Policy Vs. Preference- Importance of following policies (General)Mt. Mitchell
 Rise above Re-entry (General)Mt. Roan
 Rethinking Review and Adjustment Processing (General)Mt. Pisgah
 Accountability & Crucial Conversations (Leadership)Mt. Pilot
 Now What Do I Do? (CLE)Blue Ridge

1:30 – 2:30 Board Meeting.....Foxfire

AGENDA AT-A-GLANCE

(Thursday Continued)

2:30 – 3:00 Break with the Exhibitors..... Biltmore Foyer

3:00 – 4:15 Concurrent Workshops

Caseload Management - Intergovernmental (General)Mt. Mitchell

Unleash Potential: Implementing Effective Child Support Practices (General)....Mt. Roan

E-Courts Discussion Panel (General)Mt. Pisgah

Generations at Work: Values, Motivations & Comm. (Leadership)Mt. Pilot

Knowing a Little Math Goes a Long Way (Even for Attorneys) (CLE)Blue Ridge

4:30 – 5:30

Finding Efficiencies-Utilizing AI to Manage Increased Caseloads (CLE)Blue Ridge

6:30 – 7:00 President's Reception.....Expo Center

7:00 - 8:30 President's Banquet Expo Center

Impact Award PresentationStephanie Palmieri & Terry Andrews

Service Awards & Employee of the Year Award

Presented by Verna Donnelly

Deputy Director, Division of Social Services

8:30 – 11:00 Dance Expo Center

AGENDA AT-A-GLANCE

Friday, August 28, 2026

7:30 – 8:45 Rise & Reflect Breakfast BuffetBiltmore Foyer

8:45 – 10:00 Concurrent Workshops

Caseload Management - Establishment (General)Mt. Mitchell

Running on Empty: Self-Care & Wellness (General)Mt. Roan

Case Management Unleashed: Meeting Timeframes (General)Mt. Pisgah

Breaking Barriers: Encouraging Risks & Creative Change (Leadership)Mt. Pilot

Ethics (CLE)Blue Ridge

10:30 – 12:30 Closing Session.....Expo Center

Call to Order.....Rosanne Wiley, NCCSC President

State of Child Support..... Verna Donnelly

Deputy Director, Division of Social Services

President's Address.....Rosanne Wiley, NCCSC President

Passing of the Gavel.....Rosanne Wiley, NCCSC President

Presentation of the President's Plaque.....Jennifer Tubbs

Recognition of 2027 Board MembersJennifer Tubbs

2027 President's SpeechJennifer Tubbs

Presentation of 2027 Theme and Conference SiteJennifer Tubbs

2026 NCCSC Raffle Ciara James & Megan Fisher

Door Prizes..... Door Prize Committee

Conference Adjournment..... Jennifer Tubbs

2027 NCCSC President