

The OCSEA Tattler

* Special Spring 2009 Edition *



Change the oil, check the tires, fill 'er up and get ready to hit the road! The annual OCSEA conference is Sept. 22-25 in Midwest City!

What's In It for Me ?



Hammer sayeth, "... first ten new members get free Harleys, OCSEA tattoos & personalized steak knives!"

(WEWOKA) -- At a press conference called earlier this week at the Wewoka Switch Motel and Convention Center, 2009 OCSEA president Clay Pettis introduced his long-lost twin brother Bruce Hammer as 2010 OCSEA president-elect. Pettis pointed out that, in that capacity, Hammer also serves as OCSEA membership committee chair.

With that, the always dapper Hammer slowly rose to announce a new-member drive and to also draw a clear bead on the path to the sweet spot in the luncheon buffet line forming to his right. Clearing his throat and cracking his knuckles, he panned the crowd with a deliberate gaze before imparting these immortal words: "True, we must always be vigilant for new members. The question remains, my friends, as to how best to maintain and uphold that lofty ideal? Perhaps I should propose a contest so that the first ten new members get free Harleys, OCSEA tattoos and personalized steak knives. But nay, such bounty remains beyond the financial means of this great organization. So, let's eat!"

Fact is, Bruce has put some incredibly wild and crazy stuff on the table for recruiting new members, but I digress.


My dear members and fellow child support professionals, our annual conference will be here in two shakes of a lamb's tail. In case you do not already know, it is set for September 22-25 at the Reed Conference Center in Midwest City. Your board of governors and committee members are already hard at work putting together a program slate that you should find to be educational and enjoyable.

Just in case any of you may have wondered, I am telling you now ~ those conference evaluations are, indeed, read by your board. In fact, because of those evaluations, one of the first tasks we set out to do was to address the conference vittles. Several days ago, I accompanied Kaye, Sue and Tawana

to meet with the Sheraton folks. As a result, I am pleased to announce that they are preparing to submit luncheon and snack menus to us that we expect will please even the most discerning palates.

We are also planning an evening of entertainment and socializing. I do not yet know precisely what the entertainment will be . . . perhaps John Sharp will play his favorite polka melodies on the tuba for us. Whatever it is, we will do it together and I wager it will be almost too much fun.



 . . . an evening of entertainment . . .

We learn by doing and we learn as we go. We learned we need more time for the awards luncheon. You got that, too.

I could go on and on, but you get the point.

I am exceedingly fortunate to have followed Katherine McRae's term as your president. Her organizational skills, her eye and attention to details, are without par and I was able to take the helm of a tight, seaworthy vessel. And she's certainly not the only one who contributed. What I have discovered during the few short years that I have been active in OCSEA is that this organization has been, and continues to be, blessed with an abundance of hard-working,

generous and selfless people. In short, it's a joy to belong and a blast to participate.

You will recall that, during my term as your president-elect, I created the "Bigfoot Membership Contest". The gist of it was that I offered cash and other fabulous prizes to the current members who recruited the most new members. Well, during that time, I also thought a great deal about the conference that I would get to spearhead once my office ripened into the presidency.

One of the things I seemed unable to get a handle on was a theme for the conference. As you know, Katherine's theme was "Leading the Way". Well, one day I asked Katherine how the new member recruiting was going, pursuant to the Bigfoot contest. She replied that the toughest thing she encountered was that prospects kept asking, "What's in it for me?"



... join something, what's in it for you? 🗣️

Voila! Eureka! That was it! The conference theme literally dropped into my lap. That said, at this time I am not going to start pecking out a litany of what's in it for me. Rather, I just ask this of you ~ during the coming few months, think about if you join something, what's in it for you. That inevitably leads to other questions, such as what you would like to be in it for you. And if that differs from what's already in it for you, then it follows that you might ask yourself how best to get what you want in it.

And so on.

Moving on, some of you already know that Cecil B. DeHammer a/k/a Bruce Hammer and I have embarked upon a somewhat ambitious, and decidedly maniacal, project to visit and film all offices. As I sit here, I have absolutely no idea if we will be able to make it to every single office before the conference. But, hey! We are going to try. Expanding upon last year's exceedingly enjoyable video by Bruce, we hope to put together a ridiculously fun live-action film for your September conference.

Relax. We promise to try not to barge in too unexpectedly. We intend to provide you at least five minutes notice (*Sorry 'bout that, Shawnee, but Bruce was busy practicing yet another speech and made me forget to call*). Oh, he also instructed me to tell everyone it would be nice to have plenty of food, snacks, and drinks on hand when we arrive, as that helps maximize the flow of his creative filming juices.

We are all really looking forward to your conference. Oh, and I was not kidding about Bruce's membership drive. Read on my friends, because it is the real deal.

See you soon!



~ See you soon! ~

The 2009 Tambora Membership Drive

(ENID) ~ At the invitation, nay insistence, of our President, Clay "The Grand Poobah" Pettis, known to his intimate associates as Poobah Pettis, your Board of Governors is pleased, excited, bothered and bewildered to announce the kick-off of the 2009 OCSEA Membership Drive. So, as the conference theme asks: Just exactly What **IS** In It For Me?" Harleys? Definitely not. If anybody is getting a free Harley, it's gonna be me. Steak knives? Too dangerous. You could hurt an NCP with one of those things. OCSEA tattoos? Not likely. Carl Chavez is bringing his home-version of Tattoo-In-A-Box to set up a merchandise booth and raise funds to save the Oklahoma Thunder. A noble, if totally misguided cause.



I see you are perplexed. I imagine your chagrin. I recognize your outrage. I hear your unspoken questions. I feel your pain. No steak knives? No free tattoos? What is the world coming to? What exactly **IS** in it for me?

Thanks to the efforts of my personal law firm, Dewey, Cheatham & Howe, we have procured a prize we hope will inspire existing members to new heights of recruitment and entice non-members into joining up.



You may be wondering about the name of this year's pledge drive. Allow me to explain. Tambora is a style of music that originated in Mazatlan, Mexico, and has its roots in east European oompah bands. Tambora bands are usually large, with 15 or more members that include trumpets, trombones, clarinets, and tubas, as well as more traditional Mexican instruments. Their music is loud, raucous, rhythmic and driving. John Sharp, the managing attorney from Tulsa West, even plays clarinet in one known as Los Escamillas. Feel free to

contact me for more details about John's other life.



So why is this important? The winner of the Tambora Membership Drive will have the opportunity to hear some of these bands in person. The prize for this year's membership drive is a 1 bedroom suite, which easily sleeps up to four adults, for 7 days at the El Cid Resort in Mazatlan, Mexico. 🌴



El Cid consists of 750 acres in the Zona Dorado, or Golden Zone, right on the beach. Accommodations will be at the El Moro Tower, the tallest building in the city, commanding terrific views of both the city skyline and the ocean. The resort includes 27 holes of golf, country club, 90 slip marina, deep-sea fishing fleet, bay fishing fleet, grass clay and cement tennis courts, health spa, private tour company and at least 8 restaurants, including a wonderful Sicilian Italian Restaurant and Senor Frogs.



Mazatlan is a large city of 800,000 friendly inhabitants. It contains Mexico's largest sea port and aquarium, the second longest beach promenade in Latin America: 12 miles, the world's highest working lighthouse, 17 miles of great beaches, and the largest shrimp fleet on the west coast of the Americas. It is also home to some of the best, and most inexpensive, deep-sea fishing in the world. The world record marlin was caught off the coast of Mazatlan. Don't like marlin? The Sea of Cortez contains over 60 species of game fish.





So start recruiting! Tambora starts now!
I can already hear those guitars and
trumpets calling me back again ☐☐

☐ The 2009 TAMBORA CONTEST RULES

This contest is open to any member in good standing of the Oklahoma Child Support Enforcement Association (OCSEA) as of 31 August 2009. The prize will be awarded at the OCSEA meeting at the annual OCSEA Conference in Midwest City on 25 September 2009. The winning membership sponsor does not need to be present to win. A tie will be resolved by drawing numbers.



For example, if there is a three-way tie for the prize, three slips of paper numbered 1, 2 or 3 shall be placed into a hat or other suitable container. Each entrant, or representative of that entrant, shall then draw a number. The number so drawn by each entrant shall be the number of placing for that entrant in this contest. The entrant drawing the number one will win the trip. The drawing will be conducted by the current OCSEA President, or other individual designated by the President, during the OCSEA meeting and in the presence of all members in attendance.



For a sponsor to receive contest credit for a new membership, the sponsor's newly recruited member must fill out the membership application below and name that sponsor in the space provided. The membership application must then be submitted to the OCSEA along with payment of the new member's annual or lifetime dues, whichever the case may be. To count toward the contest tally, the application and dues must be received by OCSEA on or before midnight, 1 September 2009.

The prize includes the accommodations, only. Any and all other expenses related to utilization of the prize, including travel, are the sole responsibility of the winner. Travel must be completed by 15 October 2011. If not completed by that date, the prize is deemed forfeited.



Any disputes shall be resolved by a vote of the OCSEA Board of Governors in session and all decisions by the Board pertaining to any such disputes shall be final. This contest is void where prohibited by law.



Cut along the dashes if you want to

~ **OCSEA MEMBERSHIP APPLICATION** ~

I, the undersigned, hereby request membership in the Oklahoma Child Support Enforcement Association (OCSEA). I promise to abide by all rules and by-laws as adopted by the OCSEA. Please print, except on the signature line:

Name: _____

Office: _____

User ID: _____

My sponsor: _____

Date: _____

Signature: _____

Mail to: OCSEA
P.O. Box 11242
Oklahoma City, OK 73136



(IDABEL) ~ Your current Board of Governance for the Oklahoma Child Support Enforcement Association is:

Katherine McRae ~ Past President

Kaye Kirk ~ Board member

Bruce Hammer ~ President-Elect

Jean Underwood ~ Board member

Clay Pettis ~ President

Lee Cohlmia ~ Board member

Barbara Millikan ~ Treasurer

Melissa Stephens ~ Board member

John Sharp ~ Treasurer-Elect

Gary Newberry ~ Board member

Toy Wicker ~ Secretary

Jennifer Hodges ~ Board member

Natalie Cordova ~ Parliamentarian

Shade Makinde ~ Board member

Ann Armstrong ~ Board member

Tawana Laurent ~ Board member


Sue Rudebock ~ Board member

Terrie Buesch ~ Board member

Lois Gibson ~ Board member

Our purposes are:


- To promote the advancement of child support enforcement and establishment in Oklahoma;

- To strive to develop a uniform approach to legal procedures and problems in the administration of the child support program at all levels;
- To promote a more uniform approach to child support enforcement and establishment by supporting legislation which standardizes and facilitates such purpose;
- To serve as a liaison for child support services interacting with the program; and
- To advise and assist child support services in the training of child support personnel. 

OCSEA has two levels of membership, annual and lifetime. The annual membership is \$10.00 and lifetime membership is \$100.00.

OCSEA is also the awarding body for the Child Support Specialist (CSS) Certification program for both the Certificate and for full CSS Certification. In that regard, Board of Governors member Shade Makinde is pleased to announce the following:

Certified Child Support Professionals

 **(OKC)** ~ Below is the list of Certified Child Support Professionals. To be certified, one must passed seven (7) Core area (Ethics, Case Initiation, Managing Your Caseload, Child Support Law and Policy, Microsoft Office Applications, Oral Communications, and Written Communications) assessments and five (5) Functional area (Locate, Establishment, Enforcement, Interstate, and Finance) assessments. Congratulations!

Ginger Harris ~ Ardmore

Sandi Gardner ~ TUW

Tara Thompson ~ Duncan

Natalie Cordova ~ TUW

Charles Weaver ~ STO

Angela Hawkins ~ Clinton

Kathryn Small ~ MWC

Sharon Hull ~ Clinton

Jean Underwood ~ Ponca City

Melissa Stephens ~ Shawnee

Theresa Gray ~ Ponca City

LeAnn Sellers ~ Duncan

Jackie Garrett ~ Lawton

Trecia Franklin ~ Lawton

Glenda Drennan ~ North OKC

Barbra Bunch ~ Sayre/Clinton

Jona Michelle Kellum ~ Idabel

Brenda Robinson ~ Idabel

Christy Duncan ~ South OKC

Michelle Feddersen ~ Bethany

Deborah Waltz ~ South OKC

Cynthia Lavin ~ Duncan

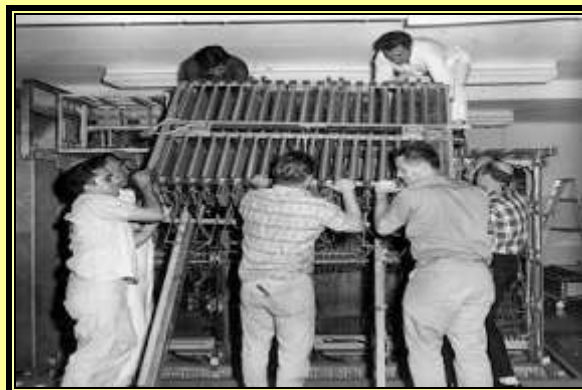


📍 (TULSA) ~ The conference will be upon us before we know it, and we need **NOMINATIONS** for our annual awards! We're working to make our annual awards presentation even better this year, and you can help by getting your nominations in early. Traditionally, the following awards are given:

Employer of the Year
Media of the Year (a media source, such as a newspaper or TV station, or a reporter)
Legal Community Partner of the Year (e.g. a Judge)
Legislator of the Year
Case Specialist of the Year

Supervisor of the Year
Office Manager of the Year
Attorney of the Year
Office of the Year
State Office Employee of the Year
Support Staff of the Year

The process is simple. Just e-mail John Sharp with the name of the nominee (and for which award), and the reasons why you think that nominee should win. Winners are selected by the OCSEA Board. A reminder will be going out early this summer, but it's never too early to submit your nomination(s). So send 'em in to: johnm.sharp@okdhs.org.



Unpacking the Case Specialist of the Year Award

Times approximate. Batteries not included. Contents may settle during shipment. Simulated picture. This is not an offer to sell securities. Apply only to affected area. List was current at time of printing. Slightly higher west of the Mississippi. First pull up, then pull down. Not the Beatles.

Effective Communication: Is it Gone ?

By Mysti Rious

(TULSA) ~ There has been a lot of discussion and debate recently on effective communication. Some observers detect a downward trend in the proper use of the English language; while others decry what they consider old-fashioned rules and awkward writing and speaking styles, and welcome a fresh, bold approach to communicating skills.

Most experts agree, however, that possessing good writing skills and being able to give persuasive oral presentations are important traits for anyone hoping to rise in the workplace, whether it be corporate America, or the government.



 **Professor A.R.S. Lingua, center, clearly speaking about speaking clearly**

OCSEA correspondent Mysti Rious recently spoke by telephone with Professor A.R.S. Lingua, a noted retired professor of English and language studies, who now travels the country speaking on effective communication and as a motivational consultant to corporations and government agencies. His latest book is Clearly Speaking: The Art of Speaking Clearly. Some of his thoughts on effective communication follow.

OCSEA: Is being a communication expert really a full-time job?

LINGUA: Bottom line? I have a full plate 24/7. The info highway is multi-laned.

OCSEA: I know clichés are a pet peeve with you. Is it hard to keep up with the endless stream of clichés in use today?

LINGUA: It's a jungle out there. Some days, I don't have the bandwidth. Bottom line—it's harder than nailing Jell-O to the wall.

OCSEA: Always something new?

LINGUA: The stakeholders push that envelope until it's completely outside the box. Keeping track is like herding cats. There can be a lot of emotional leakage. But outsourcing means you can work proactively on doubt avoidance, and effectively downsize to facilitate raising the bar. You don't have to put everything in the parking lot.

OCSEA: Looks like you have to always be on your toes.

LINGUA: That's what I do. Look for the hidden agendas. You've got to skate to where the puck's going to be. If you're not the lead dog, you're not providing the customer a proactive solution. You have to focus on the window of opportunity and have buy in. If you're not singing from the same hymn-sheet, you're not going to cover all the bases. You've got to ramp up and re-engineer to stay flexible. It's all about being lean and mean, and being able to actualize. That's a no-brainer. And of course, you have to keep an eye out for the low hanging fruit.

OCSEA: What are some of the new buzzwords?

LINGUA: People seem to be getting their arms around “transparency” and “Enronitis”. These could be the next-generation players. You just have to run them up the flagpole at the end of the day and see who salutes.

OCSEA: How do you convince people what you preach is the proper way?

LINGUA: Simple. I walk the walk and talk the talk. It wasn't easy at first. I had to study a lot, since it didn't come naturally, but it became mission-critical as I strategically focused on my go-forward plan. It's not rocket science. It's not brain surgery. It's just about leveling the playing field. And I'm a stand-up guy. Being dysfunctional or out of the loop simply means you haven't been empowered. Maybe you haven't had enough face time with your task force, maybe you need to regroup with a new scenario. If it's performance based, you've got to invest the intellectual capital so everyone gets the big picture. It all boils down to core competency, and being backward-compatible.

OCSEA: There are a lot of so-called “experts” out there putting on seminars and conferences. How do you manage to stay ahead of the competition?

LINGUA: Net-net, my value proposition is based on maximizing synergies and being first to market with a leveraged, value-added deliverable. That's my opportunity space. The space I've got to work with. As for the competition, if you walk like a duck and talk like a duck, you're a duck. They all drink the same Kool-Aid. I avoid blamstorming and work to facilitate the empowerment of those seeking to work smarter and interface with the core business. Everybody has to be kicking in the same chorus line. It's all about the global look-see. I want Best of Breed AND Best of Show. It's all about being multidisciplinary and networking. The game ticket is synergistic solutioning. Remember, if you're not the lead dog, the scenery's always the same.

OCSEA: Do you read the newspaper?

LINGUA: My information/knowledge base is deselective of fiber media.

OCSEA: Does that mean "no"?

LINGUA: It means I try to avoid analysis paralysis.

OCSEA: DOES THAT MEAN "NO"?

LINGUA: Let's take your issues offline.

OCSEA: NO, WE ARE NOT GOING TO TAKE MY "ISSUES" OFFLINE!

LINGUA: You seem to have a result-driven mind-set that isn't a strategic fit with my game plan.

OCSEA: I DON'T UNDERSTAND A WORD YOU'VE SAID!

LINGUA: Hey, I appreciate this meaningful time we've shared. The input has been invaluable in recognizing the parameters and interfacing with our new paradigm. Efforts at achieving a shared vision fostering enrollment, as opposed to just simply compliance, has long been a goal of those seeking to modify conceptual outlines of organizational complexity and pie charts. Bottom line – Take it and run with it. I'm glad we were able to touch base. Your call is very important to me.

~ *That's all for now, folks!* ~ 