



Pictured left to right: Jason Caple, Alan McVey, Heaven Clary, Madeline Kittler, Larry Walther, Kerira Boop, Patrick Farrell, Charlie Collins and Mya Hunter

Volume 01 | Issue 03

Child Support Awareness Month

Governor Hutchinson recently proclaimed August to be Child support awareness month. We want to say thank you to those doing the hard work to take care of their kids – moms, dads, grandparents, relatives, parents who pay and those who receive support. You make a difference. See the full proclamation on page 16.

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Summer Internship Breakfast

By: **Jamie DuBois**

On Friday, July 30, 2021, DFA's Diversity and Inclusion team hosted its Summer 2021 Intern (pictured above) Breakfast. This was the first time to have a summer class participate in the program. The internship program gives students an opportunity to develop new skills as they enter the workforce. DFA partners with colleges all throughout the State of Arkansas to find young bright minds. The goal of the program is to build relationships within a professional environment and experience fulfilling work in their areas of interest.

DFA Secretary, Larry Walther, made an appearance to meet the summer interns who participated in the program. He asked each intern about their experience while in the program as well as if the program was a success.

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DFA Commissioner, Charlie Collins, made a guest appearance at the breakfast to give tips and advice on how to be successful within the department. During his speech, Commissioner Collins presented the four levels of leadership to be successful in this program. The levels are as follows: Level one: personal leadership (Learning to lead yourself) , level two: peer leadership (being productive and working with a team), level three: group leadership (managing a team and having others look to you for problem solving) and finally level four: organizational leadership (building organizational capability).

Mya Hunter, former intern for DFA, spoke to the graduating class about her success story throughout the program. She mentioned the most important thing she learned while interning for DFA was how to be a better listener. Maya gave insights on how she has learned the business aspect of the Child support department.

Alan McVey, Deputy Director and Chief of Staff, made a guest appearance to congratulate all our Spring interns. The breakfast concluded with the interns receiving a *Certificate of Completion* from their Supervisors/Managers/Administrators. Out of the six interns, one has decided to accept a part-time position for the department they interned for.

The offices that participated in the Spring internship program are: Office of Field Audit, Office of Individual Income Tax, and Office of Child Support Enforcement (OCSE).



“I have really enjoyed this program and getting to have hand-on experience has opened a door mentally, with the endless amount of skills learned.”

--Heaven Clary

“I believe this program is great for any college student who is pursuing real world experience before they graduate.”

--- Madeline Kittler

“I think the program is a great success. It helps college students learn how to better communicate and collaborate with other departments.”

--- Jason Caple

In case you missed it!



Profiled in the next 6 pages are our graduating Summer 2021 interns. Each profile was featured in our 2nd newsletter which will be recopied here! Flip on over to read more about our wonderful interns.

Heaven Clary – Office of Child Support Enforcement

I was born in Little Rock, Arkansas, but I grew up in Warren, Arkansas. My parents are from Arkansas as well, and I have strong ties with all my family here in Arkansas. I love anything that includes numbers such as math, accounting, and finance. My hobbies include singing and spending time with friends and family.

I graduated from Warren High School May of 2018, and soon afterwards became a panther at the illustrious Philander Smith College. I am currently pursuing my bachelor's degree in business administration with an emphasis in Accounting. I am currently set to graduate December of 2021.

After college I would like to begin my career in the accounting field. Even though my goal is to eventually work for the federal government, I believe I would enjoy working for a state government agency or a company in the private sector. There is always an opportunity for you somewhere, and where that opportunity is, is growth!

While attending a local job fair, I came across the Department of Finance and Administration, and I knew immediately that I wanted to intern there. Even though I am a senior, I wanted an internship for various reasons. The most important reason was to gain experience and insight on how a business operates in order to deliver essential services to the public. I also wanted to gain unique exposure through hands-on training. Since being with the Office of Child Support, I have seen passionate individuals that work hard every day to deliver services to those who are in need. This internship has been an eye-opening experience that will forever stick with me.

I have learned the different departments that make up the Office of Child Support and have been given the opportunity to train with each of them. I have also learned how citizens apply for child support services, how aid is transferred from a party and distributed accordingly, and how each department works together to accomplish the same goal. During my time here, I was able to learn how the system works and I was able to work on child support orders.



Matthew Collins – Office of Field Audit, Northeast District

I attend Arkansas State University where I graduated with an Accounting degree in May 2021. I am currently pursuing a master's degree and plan to graduate in December. I was in band for 2 years at Arkansas State and a member of the Phi Beta Lambda chapter where I competed in various competitions. I was also a Women's Leadership Ambassador and am a member of Journey Church.

After graduating with my master's degree, I want to obtain my CPA license and work as an auditor in either the Jonesboro or Little Rock area.



I was born in Memphis, TN. My parents are Brian and Sheri Collins, and I have a younger brother (Brandon). I graduated from Marion High School. In my spare time, I like watching and playing sports, playing video games, hanging out with friends, playing disc golf, traveling, and playing the trumpet too.

During my internship with Field Audit, I hope to learn more about the auditing process and what auditors must do to check for accuracy in a company's reported taxes. I also hope to gain more knowledge about tax laws and regulations. The most positive thing about my internship has been the hands-on experience and the people I have worked with so far. I also enjoy working in the field at the taxpayer's business.

Madeline Kittler – Office of Child Support Enforcement

My family and I are originally from Forrest City, but I graduated from England High School in 2019. Forrest City is where I found my passion for government work and still make sure to visit as much as possible. I enjoy reading, researching, as well as cuddling at home with my pets.

Currently, I am enrolled at University of Central Arkansas where I am a double major in Political Science and Public Administration. My favorite class so far has been political theory, especially modern theory. Taking classes in public administration has convinced me that working for the government is the direction I want take after graduation.

The internship at OCSE first caught my attention because during the past school year I focused on government budgeting. Learning about Child Support and how it is executed under the Department of Finance was the perfect opportunity for me to expand my knowledge of government budgeting/purchasing in real life. I am not typically a “math” person, but I knew I would learn so much from the people at OCSE. Working with purchase orders, purchase requests, financial statements/reports, as well as creating long term change for the office has proved incredibly rewarding. I have enjoyed my coworkers, the other interns, as well as my supervisors. Child Support is full of wonderful people helping those that need it.



Keira Boop – Office of Individual Income Tax

I'm from Little Rock, AR. I graduated from Little Rock Central High in 2019, and I am currently studying political science at Hendrix College. In my spare time, I enjoy martial arts, art, and hiking. I am interested in careers in government and in law.

I wanted to intern with DFA to get a better understanding of state government in general, and of the revenue offices. In many of my college classes, we discuss the ramifications of government programs, but we rarely examine how the money to fund those programs is generated to begin with. Interning with DFA has helped close those gaps for me. So far, I have worked on several research projects for the Individual Income Tax division, harnessing my existing experience with policy research and legislative histories.

I have thoroughly enjoyed working with the people in my division, and I admire their dedication to their work and to the taxpayers. I am looking forward to the remainder of my internship here at the Arkansas Department of finance and Administration.



Jason Caple – Office of Field Audit, Central District

I attend Henderson State University in Arkadelphia and will be graduating in December 2021 with an Accounting degree. While in college, I have enjoyed participating in many School of Business events as well as Henderson student activities.

I was born in Benton and graduated from Harmony Grove High School in Haskell. I have one older brother. In my spare time, I enjoy hiking and canoeing.



After graduation, I look forward to getting my MBA from Henderson and becoming a CPA. During my internship, I hope to observe an entry interview with a taxpayer, tour a manufacturing facility, and attend an administrative hearing. I think it will be interesting to learn how the auditors conduct themselves in each of these situations. My most positive experience with this internship so far is meeting new people and learning about the different roles and positions within the Arkansas Department of Finance and Administration.

Patrick Farrell – Office of Individual Income Tax

I was born in Little Rock but moved to California when I was young. My father is an Arkansan through and through, and my mother is from New Jersey. I love to travel to new places and learn about different cultures as well as being outside every chance I get. I graduated from Moreno Valley High School in California in December of 2012 a semester early. I currently attend UALR for a degree in Accounting with a predicted graduation of May 2022. I have switched my degree 2 times, hence the long period in school.

My end goal is to work for the Federal Government as a Forensic Accountant or working in the private sector working for an auditing firm. My hope is to make sure my future family is taken care of.

I could have applied for a job working for the school or a business, but it felt like the options that were out there were more of filler positions where I wouldn't be doing much. Instead I applied with the Income Tax division to learn firsthand how to investigate and audit in the real world that would have a real impact.

Taxes are confusing if you haven't been instructed on them. With this information that I am gaining I am also helping Arkansans better inform themselves with their taxes.

So far, I have learned a lot about the procedure and finding out that a lot of times the adjustments we make end up helping Arkansans, which is even more of a justification for choosing this path.



DFA- University Program

By: Jamie DuBois



The Department of Finance and Administration’s Diversity & Inclusion Committee hosted its first leadership program meeting on Friday, July 16, 2021. The leadership program, known as “DFA University,” is for any DFA employee who is currently not in a leadership role and possesses the qualities of a leader. Introducing the program was speaker, Alan McVey, who started off by saying, “The Department of Finance and Administration impacts the whole state of Arkansas through high quality leadership.” His goal for the program is the extend leadership knowledge across DFA and provide insights on how to take on a leadership role. Following Mr. McVey’s speech, Tiffany Moorer and Autumn Hemphill, members of the Diversity & Inclusion and Committee, presented a power point presentation on “DFA University” which included topics such as: program goals, ask of the administrators, candidate and mentor eligibly, and the application process.

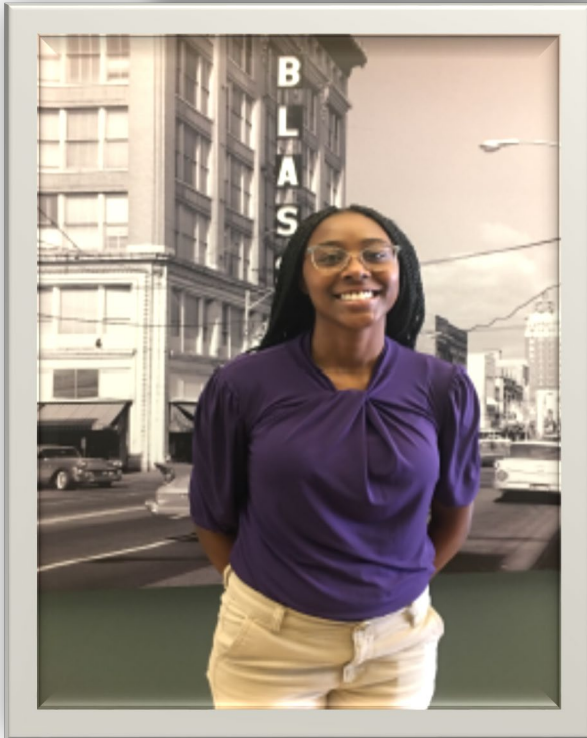
The established goal, set by the Diversity & Inclusion Committee, of “DFA University” is to develop a partnership between the existing leaders and future leaders within DFA to help foster personal and professional growth through sharing information, knowledge, skills and prospective. This program will allow for DFA employees to collaborate with other DFA departments and have the exposure to skills such as; professionalism, expertise, and project management. To be eligible to participate in the DFA University program, candidates must be a current full-time employee, have one-year experience working for DFA, leadership capability and have administrator approval. To be eligible for the mentor portion of the program, mentors must be a current DFA supervisor, have great problem-solving skills, great time management skills, communication skills, and lastly, they must have administrator approval. It was decided that DFA University will have fifteen candidates and fifteen mentors to participate in the program. Each mentor and candidate will be selected by their department administrator.

Presenter, Commissioner Charlie Collins, bestowed wise advice for the attendees. Commissioner Collins brought forth the four levels of leadership to be successful in this program. The levels are as follows: Level one: personal leadership (Learning to lead yourself) , level two: peer leadership (being productive and working with a team), level three: group leadership (managing a team and having others look to you for problem solving) and finally level four: organizational leadership (building organizational capability).

In conclusion, the meeting finished by ending with a great quote, “ There is a simple way for a person to get feedback on whether or not he or she is leading-turn your head and look behind yourself to see how many people are following.” Followed by the quote, Janis Bartlett (DFA Revenue Assistant Administrator) provided an opportunity for a Q&A about the program. Mike Moore, DFA Regulatory Administrator asked, “What happens to the candidates and mentors after they complete the program?” Janis Bartlett responded by saying, “The mentors will still be engaged with their current roles but will now have the skill set to put forth managerial capability to assist their peers in growth. The candidates who complete the program will gain a new perspective on department collaborations and may be considered in place of leadership requirements.”



Mya Hunter- OFCS DFA Service Representative



Where are you from and what brought you here to Arkansas?
I am from Flint, Michigan. I traveled to Arkansas to attend the illustrious Philander Smith College.

Was your education different since you attended a minority school (Philander Smith College)?

No, my education wasn't any different. In high school I attended a dual high school, which means I took college classes along with high school classes, and therefore, was fortunate enough to partake in college activities and enroll in college courses.

Has Philander Smith been successful with their mission? I believe they have and will continue to be successful with their missions and goals.

What is your opinion on diversity? I believe we must understand what being diverse really means. What diversity means to me is the understating of one's cultural views in society and in the workplace. I believe diversity is a numbers game, companies can mandate diversity, but they must be willing to cultivate inclusion.

What is your Favorite Quote?
THINK BIGGER BE BIGGER

What is my favorite meal to cook?

I love to cook Steak, garlic mashed potatoes, and crispy asparagus.

What is your favorite sport to watch?

I am a huge fan of Basketball.



What Musical Instruments can you play?

I can play the drums, piano/organ, and trumpet.

If you could be any animal, what would you be and why?

I would be an elephant, because they are powerful and loyal animals.



What is the thing I like most about my current job? Being with the Office of Child Support and Enforcement, gives me a chance to grow within DFA and move around to its different departments throughout the state.

What was the toughest lesson you learned in life? It's okay to distance yourself away from family or friends in order to let yourself flourish and prosper.

What led me to work in my field? I was part of the first DFA internship program made available in Fall of 2020. This program helped me gain a perspective on what I wanted in my future. I was able to obtain "hands-on" experience in the OCSE field. I really enjoyed my internship experience within DFA and was then offered the option to stay on full-time.

What accomplishment(s) am I the proudest of? I am proud of Graduating High School, attending and graduation College, owning my own business and being able to have a full-time position working with the State of Arkansas right after College.

If I could share a meal with any two people (past or present), who would it be and why? I would share a meal with Michelle Obama and the late Dr. Sebi. It would be great just to sit down for a few hours so I can obtain all the great information they have and gain a perspective of their experiences with diversity.

Tiffany Moorer- OCSE
Division Manager



What are your thoughts on diversity?

Diversity is a state of mind. I believe diversity is understanding and embracing people from all social-economic, religion, sexual orientation and ethnic backgrounds. Diversity is what makes us all unique. Inclusion of different backgrounds and personal experiences brings a wider variety of perspectives. The culture of an organization and community can only be as diverse as the mindset of the individuals. Diversity exists when awareness, respect and inclusion of all people is embraced.

Things I most want to do when I retire:

When I retire, I would like to continue to serve in missions with my church to help those who are less fortunate in the U.S and abroad. I would like to take a 14-day cruise to Hawaii with family. I hope to be able to travel in my R.V to all states in the U.S that I have never visited.



How long I have been with DFA, include: title, position, office:

I have been employed with the State of Arkansas for 27 years within the Office of Child Support Enforcement (OCSE). During those years I have worked in several capacities, including General Ledger and Bank Reconciliation Specialist, State Disbursement Unit Assistant Manager where I assisted in developing the state centralized payment processing center, Collections Staff Supervisor where I was responsible for assisting in developing the Debt Recovery section for collecting fees, cost and overpayments owed to the state, and now as Collections Manager. In my current position, I am responsible for managing and resolving statewide case financial adjustments to distribute and disburse child support payments appropriately according to the state and federal laws. I also work closely with our State Disbursement Unit and Accounting departments to reconcile the banking and reconciliation of all payments and transactions made through the Child Support Enforcement agency. I am responsible for maintaining, calculating and compiling federal and state share for the agency operational funding. Additionally, I work with the federal auditors to review and interpret compliance of the Arkansas Child Support program for federal child support regulations, which may include implementing system enhancement and policy interpretation to comply with federal requirements.

My alma maters:

I attended Sylvan Hills High and graduated in May 1992. I received my Associate of Arts Degree from Pulaski Technical College in May 2001. I received my Associate degree in Biblical Studies at Agape College in May 2006. I received a Bachelor of Arts degree in Philosophy and Minor in Religion at the University of Arkansas at Little Rock in May 2012.

Ministry: I am a licensed and ordained minister since August 201

My hometown: I was born in St. Louis, MO. I was raised in Marianna, AR and Little Rock, AR

My family (spouse, children, grandkids, pets, etc.): My parents are Troy and Shirley Greene. I have been married for 6 years. We have three adult sons, two daughters-in-love, and three grandchildren. I have a huge family! Our motto is once you become a part of our family, you are family for life.

My favorite quote: Leaders become great, not because of their power, but because of their ability to empower others.

Thing I like most about my current job: I love being able to make a difference every day for families all over the world in need of child support assistance. I enjoy working for an agency that is making an impact on the future of children. Finally, it is good to work with a great team of people who enjoy the work we do every day!

Shuntrice Hughes-OCSE Public Information specialist



How long I have been with DFA, include: title, position, office:

I have been employed with the State of Arkansas for 25 years and been working for Child Support for 23 years. Within those years I have worked in several capacities, including frontline caseworker, as staff member responsible for preparing and presenting testimony at court hearings, supervisor for a small support staff, and now as Communication and Outreach Coordinator. In that capacity and since April 2016, I have enjoyed a successful experience in educating and assisting non-custodial parents in job placement and reentering society after periods of incarceration. In my current position, I travel to federal and state prisons to speak to inmates about how to connect with the child support program upon their release and facilitate information exchange with their OCSE caseworker. I also coordinate OCSE's "NPOWR" Noncustodial Parent Outreach Work Referral Program which connects parents in Pulaski and Lonoke Counties who owe support with job search services at their local Workforce Center. Finally, I work to further OCSE's outreach effort to the community and publicize child support services through community and job fairs and our booth at the Arkansas State Fair. I am strong believer in developing internal wellness and the power of positive thinking in the workplace.

My college I attended:

I attended Little Rock Central High and graduated in May 1993. I received my Associate of Arts in Business and Office Technology degree from Pulaski Tech in May 2007 and am pursuing a Bachelor of Arts degree in Criminal Justice at the University of Arkansas at Little Rock.

My hometown: I was born and raised in Little Rock, AR.

My family (spouse, children, grandkids, pets, etc.):

My parents were the late Michael and Karen Hall. I have been married for ten years and along with my husband have three adult children and two grandchildren. My grandparents are still living. My family is everything to me. I love spending time with family and being a positive role model to all my niece and nephews.

What's the best gift I've ever given: I enjoy singing in the choir, shopping, fashion, make-up, reading, cooking and traveling. My faith is very important to me.

Things I most want to do when I retire: When I retire, I would like to work with the youth and those who need help.

Thing I like most about my current job: Speaking to and educating inmates at federal and state prisons about child support and outreach to the community.

My favorite quote:

Psalms 27 The LORD is my light and my salvation; whom shall I fear? the LORD is the strength of my life; of whom shall I be afraid?

² When the wicked, even mine enemies and my foes, came upon me to eat up my flesh, they stumbled and fell.

³ Though an host should encamp against me, my heart shall not fear: though war should rise against me, in this will I be confident.

⁴ One thing have I desired of the LORD, that will I seek after; that I may dwell in the house of the LORD all the days of my life, to behold the beauty of the LORD, and to enquire in his temple.



Paula Phillips- OCSE
Program Manager

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Child Support Awareness Month

By: Barbara Morris-Williams

August is Child Support Awareness Month. Child support plays a vital part in reducing childhood poverty, improving educational outcomes for children, and enhancing their relationship with the parent who lives outside their home.

The Office of Child Support Enforcement is a part of the Revenue Division with a workforce of around 640 employees in 26 offices across the state and the administrative office in Little Rock. Last year, the child support enforcement program served over 123,000 families and collected over \$261 million in current and past due child support payments that was received from the parent living outside the home and disbursed to the child's household to meet their needs. Please refer to the right to see Governor Hutchinson's proclamation.

SEE HOW FAR THEY CAN GO!



August is Child Support Awareness Month. We want to say thank you to those doing the hard work to take care of their kids - moms, dads, grandparents, relatives, parents who pay and those who receive child support. You make a difference.



For more information about the child support services available through the Arkansas Office of Child Support Enforcement, go to www.childsupport.arkansas.gov, or call 1-877-731-3071.

STATE OF ARKANSAS EXECUTIVE DEPARTMENT PROCLAMATION

TO ALL TO WHOM THESE PRESENTS COME – GREETINGS:

WHEREAS: Arkansas recognizes that, while the dynamics of a family can change over time, the needs of children remain constant; and

WHEREAS: Child Support Awareness Month reminds us that children deserve the emotional and financial support of both parents, which assists them in reaching their full potential as healthy, productive adults; and

WHEREAS: Strengthening individuals and families promotes the safety and well-being of children, provides stability, improves the lives of children, and provides opportunities for families to enhance their child's future; and

WHEREAS: Child support services have a direct impact on helping families meet children's basic needs; and

WHEREAS: During Child Support Awareness Month, all Arkansans are encouraged to look to the future of our state – its children – and work together to increase the opportunity for their success;

NOW, THEREFORE, I, ASA HUTCHINSON, Governor of the State of Arkansas, by virtue of the authority vested in me by the laws of the State of Arkansas, do hereby proclaim August 2021, as

CHILD SUPPORT AWARENESS MONTH

IN TESTIMONY WHEREOF, I have hereunto set my hand and caused the Great Seal of the State of Arkansas to be affixed this 1st day of July, in the year of our Lord 2021.



Asa Hutchinson, Governor



Attest:



John Thurston, Secretary of State



Crossword Puzzle Ed. 1

1.			
2.			3.
			4.



Introducing:

DFA's Diversity and Inclusion Crossword puzzle. This month's puzzle is all about the history of DFA and some of its divisions.

Across:

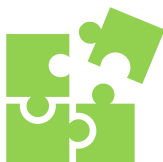
2. DFA was created by Act 38 of ____.
4. Patients began applying for medical marijuana cards on July 1, ____.

Down:

1. The First DFA Plate was issued in ____.
3. The AR Racing commission was created by Act 46 of ____.

Arkansas Revenue Department Blood Drive

DFA is participating in a Blood Drive hosted by Arkansas Blood Institute. The Drive will be Wednesday August 11, 2021 from 9 a.m. to 1 p.m. One you donate, you will receive a free t-shirt and one FREE entry ticket to Magic Springs. If you miss the blood-drive on August 11, check out the website listed below for other blood drive opportunities throughout the state. If you have any questions about donating, the Arkansas Blood Institute has provided a link to answer any questions. For more information call (877-340-8777) or follow the link: <http://arkbi.org/blood-donation/can-i-donate/>



BACK ON TOUR
ARKANSAS BLOOD INSTITUTE

Arkansas Revenue Department Blood Drive

Wednesday, August 11
9 a.m. - 1 p.m.

Bloodmobile at Ledbetter Building

To schedule an appointment, visit arkbi.org.

For a limited-time only, all donors will receive Hemoglobin A1C blood sugar testing, which can help monitor diabetes risk.

Donate blood & you'll receive a **Back on Tour t-shirt*** & one free entry to Magic Springs!

ONE TICKET

ARKANSAS BLOOD INSTITUTE
8001 SHILOH RD. LITTLE ROCK, AR 72209
800-368-6888
LITTLE ROCK, AR 72209

877-340-8777 | ARKBI.org | Arkansas Blood Institute

*While supplies last. Photo ID required.

**HERE ARE A FEW
NATIONAL/INTERNATIONAL
HOLIDAYS THROUGHOUT THE
MONTH OF AUGUST**



August 20 ,2021
National Radio Day 

 August 26 ,2021
National Dog Day

 August 30,2021
National Beach Day 

Contact Information



Arkansas Public Employee
Retirement System (APERS)
P: 501-682-7800
<https://www.apers.org/>



Arkansas Diamond Deferred -Voya
P: 501-301-9900 | 866-271-3327
<https://myplan.voya.com>



DFA Human Resources
P: 501-324-9065 | F: 501-683-2174



Diversity and Inclusion
Email: diversity@dfa.arkansas.gov
<https://www.dfa.arkansas.gov/humanresources/diversity-inclusion-eeo/>

*This Month's D&I
Inspiration Quote*

“When we listen and celebrate what is both common and different, we become wiser, more inclusive, and better as an organization.”

— Pat Wadors

Want to contribute to the next newsletter?

Email your submissions to:
diversity@dfa.arkansas.gov

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@ArkansasDFA

Instagram:
arkansas_dfa