

**CIRCUIT COURT FAMILY SUPPORT SERVICES COORDINATORS
& FAMILY DIVISION ADMINISTRATORS**

Jurisdiction	Name	Address	Phone	Fax	E-mail
Allegany County	Linda A. Pecoraro Family Support Services Coordinator	30 Washington Street Cumberland, MD 21502	301-777-2102	301-777-2055	linda.pecoraro@courts.state.md.us
Anne Arundel County	Kim Klein Family Law Administrator Sarah Adams Family Law Services Coordinator	8 Church Circle P.O. Box 2395 Annapolis, MD 21404	410-222-1153 ext. 6 410-222-1153 ext. 6	410-222-1584	kim.klein@mdcourts.gov sarah.adams@mdcourts.gov
Baltimore City	T. Sue German Family Division Administrator	111 North Calvert Street Room 108 Baltimore, MD 21202	410-396-3648	410-545-6131	sue.german@courts.state.md.us
Baltimore County	Mary Stengel, LCSWC Family Support Services Coordinator	401 Bosley Avenue Room 515 Towson, MD 21204	410-887-6086	410-887-8617	mary.stengel@mdcourts.gov
Calvert County	Rose Naughton Family Support Services Coordinator	175 Main Street Prince Frederick, MD 20678	410-535-1600 ext. 2516	410-414-2609	rose.naughton@mdcourts.gov
Caroline County	Mary Bartholomy Family Support Services Coordinator	Courthouse 109 Market Street Room 200 Denton, MD 21629	410-479-5735	410-479-4072	mary.bartholomy@mdcourts.gov
Carroll County	Powel Welliver Family Law Administrator	55 N. Court Street Suite 208 Courthouse Annex Westminster, MD 21157	410-386-2401	410-751-5339	pweliver@carrollcountymd.gov
Cecil County	Nolanda Kirby Family Support Services Coordinator	Courthouse 129 East Main Street Room 106 Elkton, MD 21922-2321	410-996-1157	410-996-5625	nolanda.kirby@courts.state.md.us
Charles County	Jennifer Murphy Family Services Director	200 Charles Street P.O. Box 3000 La Plata, MD 20646	301-932-3426	301-932-3278	jennifer.murphy@mdcourts.gov
Dorchester County	Jessica Milligan-Ross Family Support Services Coordinator	206 High Street Room 203 Cambridge, MD 21613	410-228-1395	410-228-3775	jessica.milligan@mdcourts.gov
Frederick County	Colby Hall Family Support Services Coordinator	100 W. Patrick Street Frederick, MD 21701	301-600-2023	301-600-1446	colby.hall@mdcourts.gov
Garrett County	Melissa Buskirk Family Support Services Coordinator	203 S. Fourth Street Room 307 Courthouse Oakland, MD 21550	301-334-7602	301-334-5042	mellissa.buskirk@mdcourts.gov
Harford County	Karen Tracy Family Law Case Coordinator	20 W. Courtland Street Bel Air, MD 21014	410-638-3038	410-638-9589	karen.tracy@courts.state.md.us

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Jurisdiction	Name	Address	Phone	Fax	E-mail
Howard County	Katie Eyler Family Support Services Coordinator	8360 Court Avenue Ellicott City, MD 21043	410-313-2225	410-313-3192	kathleen.eyler@mdcourts.gov
Kent County	Lori Jacobs Family Support Services Coordinator	103 N. Cross Street Chestertown, MD 21620	410-810-1059	410-778-7412	lori.jacobs@mdcourts.gov
Montgomery County	Anne Hurwitz Family Division Coordinator Melinda Sweeney Assistant Court Administrator	50 Maryland Avenue Rockville, MD 20850	240-777-9061 240-777-9109	240-777-9085	ahurwitz@mcccourt.com MSweeney@mcccourt.com
Prince George's County	Melinda Jackson Family Law Administrator Althea Davenger Family Support Services Coordinator	Courthouse Room M1420 14735 Main Street Upper Marlboro, MD 20772	301-952-3701 General # 301-952-3213 301-952-3222	301-780-2057	adavenger@co.pg.md.us melinda.jackson@mdcourts.gov
Queen Anne's County	Elisa Dickens Family Support Services Coordinator Sandra Smith Court Administrator	100 Courthouse Square Centreville, MD 21617	410-758-1773 ext. 128	410-758-4627	Elisa.Dickens@mdcourts.gov
St. Mary's County	Linda Grove Family Support Services Coordinator	41605 Courthouse Drive P.O. Box 859 Leonardtown, MD 20650	301-475-7844 ext. 4110	301-475-4682	linda.grove@stmarysmd.com
Somerset County	Helen (Chrissy) Webster Family Support Services Coordinator	30512 Prince William Street Princess Anne, MD 21853	410-621-7582	410-621-7595	helen.webster@mdcourts.gov
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Washington County	Amie M. Spigler Family Support Services Coordinator	24 Summit Avenue Room 111 Hagerstown, MD 21740	240-313-2580	240-313-2541	amie.spigler@mdcourts.gov
Wicomico County	Meredith Kushner Family Support Services Coordinator	P.O. Box 886 102 Court Street Salisbury, MD 21803-0886	410-334-3110	410-548-4826	meredith.kurshner@mdcourts.gov
Worcester County	Anne Turner Family Support Services Coordinator	Courthouse Room 101 One W. Market Street Snow Hill, MD 21863-1082	410-632-5638	410-632-5603	anne.turner@mdcourts.gov



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Using Zoom Securely and Avoid Hacked Meetings

Chances are, over the past few weeks you hosted a Zoom meeting for the first time. Maybe you attended a Zoom meeting before COVID but you certainly never hosted, and you definitely didn't worry about security.

As Zoom has become more popular, it's also received more scrutiny. There's been a lot of press about various security and privacy concerns with Zoom. We have heard first-hand accounts, and stories on the news of course, of "Zoom bombing" of webinars and meetings where a user joins, takes over the screen, and shares horrible images. Stories report these as "hacks," however, they are not hacks per se. They are Zoom users logging onto meetings that are not set with passwords, and in most cases the links were made public. In some cases, it is speculated that the meeting IDs were simply easy guesses. Some organizations have even gone so far as to prohibit workers from using Zoom due to these concerns. We'd like to say a few words on these fears and then give you some quick tips on how you can use Zoom to host secure meetings.

It's important to understand that all software has vulnerabilities. However, Zoom has invested significant time and money in application security as have most other players in the market (GoToMeeting, Skype, WebEx). In fact, Zoom has been lauded by the security community for swiftly identifying and addressing vulnerabilities effectively.

As with any software, the way that you configure and use it is the most important thing. The vast majority of publicized incidents were a result of configuration errors. Here are six very easy things you can do to hold secure meetings using Zoom (or other platform):

1. Set a password for your meeting. This significantly diminishes the probability that you'll have unwelcome guests drop in on your meeting.
2. Enable the waiting room feature. This puts all new guests in a virtual waiting room where the host will have to approve each one to enter the meeting.
3. Don't post the meeting link in a public forum. If you must post the Zoom link online, by no means should you post the password online.
4. If you allow Zoom to create a meeting ID for you (rather than using your personal meeting ID) it will be harder for someone to guess their way into the meeting.

5. Use the settings to restrict screensharing. If you are running a webinar for example, the attendees have no need to share their screen.
6. Level two for extra points: Set up two factor authentication on your Zoom account, so that if a password is compromised, your Zoom account isn't accessible. If you're not sure how, or even what that is, google it. It's a good security protocol for all of your online accounts.

To summarize: don't panic. By taking a few proactive steps you can avoid having an unfortunate meeting experience. In the meantime, expect Zoom to significantly increase its investment in security. That's good for them and good for us too.

Jessica Markham, Attorney at Law, Markham Law Firm, www.markhamlegal.com

Brian W. Markham is an information security professional with over 20 years of experience across the financial, higher education and public sectors.

AGREEMENT TO MEDIATE

FACILITATED DIALOGUE for QUALITY AND INFORMED DECISION-MAKING

Mediation is a process where a third-party neutral works with people seeking to have a productive interaction or negotiation when they are facing complex issues or are in conflict or dispute. The goal of mediation is to help change a quality of the interaction from negative, unproductive or destructive to positive, productive and constructive while they explore possible resolution, better understanding, acceptable terms, and solutions to problems or settlements of disputes identified by them.

The undersigned parties, hereinafter the participants, in good faith intend to discuss and explore and/or resolve, as appropriate, through mediation the issues, conflicts or controversies they bring to the mediation process.

The participants intend to avoid for themselves the bitterness and frustration which may accompany these controversies.

The participants intend to have greater understanding about their conflict or dispute and to create through mediation an agreement that settles the major issues and that represents the interests of all parties and that is fair and appropriate for all parties or clarity about next steps.

Therefore, the participants agree:

1. Costs of Mediation

Mediation shall be conducted by a mediator from Baltimore Mediation, who shall be compensated.....

2. Payment

The participants shall pay for the mediation sessions.....

3. Online Platform: Zoom

A. **Zoom.** We will use the online secure platform provided by Zoom.us to conduct your online mediation sessions. Before your first scheduled mediation session, you agree to download and install the free Personal Use Plan software and/or app from Zoom necessary for your participation in the online mediation sessions. You may open a free personal account if you

www.BaltimoreMediation.com

1500 Union Ave. Suite 1310 | Baltimore, MD 21211 | 443 524 0833 | 443 524 0850 Fax

choose. Once you have downloaded Zoom, you agree to familiarize yourself with the operation of the platform so that you are able to operate the system and participate in your mediation sessions. Zoom has tutorials available at <https://support.zoom.us>. I will go over the technology at our first session as well.

B. Secure Connection. You will need a secure WiFi or Ethernet (hard-wired) connection for your computer. Test the speed and dependability of your connection BEFORE your mediation by hosting a Zoom meeting by yourself or with another video conferencing platform. DO NOT use a public access WiFi connection, such as those available in public spaces and businesses as they are not secure, and your information may be at risk in that situation.

C. Technology Failure Protocol. You understand that despite our best efforts, technology may fail to operate properly, and a mediation session may not start on time or may be interrupted. If that happens, please take the following steps:

- (i). Log out of Zoom and log back in. This usually re-establishes the connection.
- (ii). Call or text me at 443-524-0833 immediately to let me know you are having trouble.
- (iii). In the event we are not able to convene the mediation via Zoom, I will issue instructions for participants to join a conference call at 443-524-0833.
- (iv). If a conference call is not feasible, the mediation will be canceled, or I will use the time to caucus with one of the participants who is available by phone, and I will schedule time to speak with the other participant(s) by phone at a later date, and we will reschedule the mediation session for all participants as soon as possible.

D. Absolute Prohibition on Recording. You, or anyone on your behalf, may NOT audio or video record any mediation session or portion thereof. In the event that you learn of an audio or video recording of any session, you shall take immediate measures to destroy the recording and will not disseminate the recording to third parties. You further agree that you will not transmit a live or deferred audio or video relay of the on-line mediation session(s) to third parties.

E. Caucus Failure Protocol. (i) At times it may be beneficial for your mediator to talk with one of the participants separately, what is called a caucus. The Zoom on-line platform allows the mediator host to “mute” one participant in the on-line mediation session while continuing to communicate with the other participant for a caucus. In such instance, you agree that in the event you are the muted participant during a caucus with the other participant(s), you will not attempt to hear the communication that is intended to be private. In the event you inadvertently do see what the other participant is saying, you agree to IMMEDIATELY terminate the Zoom on-line mediation session and to call or text me at 443-524-0833.

(ii) The Zoom on-line platform also allows the mediator host to create “breakout rooms” and place you in a breakout room where the mediator can come talk with you privately,

while the other participant(s) remains in the Zoom main room or in another breakout room. If you wish to talk with the mediator privately, you may request a breakout room. It takes a moment for the Zoom system to move participants in and out of breakout rooms, but the confidentiality is secure.

F. Best Practices for Zoom Mediations.

(i). **Interruption Free Zone.** You agree to take all reasonable measures to ensure that you are not interrupted during your on-line mediation session(s). This includes arranging for appropriate childcare, notifying family and friends of your unavailability and making appropriate scheduling choices.

(ii). **Technology Hiatus.** Except for the computer or mobile device you are using to participate in your on-line mediation session, you agree to turn off or put on silent any phones, tablets or computers and to disable any alert announcements and/or texts for the duration of your on-line mediation session(s). You agree to refrain from the use of social media, email and/or internet search engines, other than may be necessary to conduct the session, during your on-line mediation session(s).

(iii). **Early Log On.** Whenever possible, log on to the scheduled mediation session not less than 5 minutes in advance of the scheduled start time so that any technology issues can be resolved and your mediation can start on time.

(iv). **Waiting Room and Gallery View.** When you log on to the scheduled mediation session, you will be placed in a “virtual waiting room.” Your mediator host will admit you at the time the mediation is scheduled to start. In order to see all participants at the same time, click on “Gallery View” in the upper right corner of your screen.

(v). **Clear Zoom Communication.** When all participants “unmute” themselves, or the mediator host “unmutes” all participants, Zoom is, for the most part, as close to face-to-face in-person communication as one can ask for in technology. The camera however might not capture hand gestures or non-verbal cues, so it is important to verbalize all communication.

4. Written Agreements

A. Any document that requires signature, including this Agreement to Mediate, will be transmitted to you from me by email, and you must sign, scan and return the Agreement to Mediate by email to office@BaltimoreMediation.com prior to the start of your mediation. In the event that original signatures are required or preferred, copies for execution will be transmitted by email to you for printing and signing, and you will be responsible for returning the executed

copies to me via mail or overnight delivery service, to Baltimore Mediation Business Office, 102 Longwood Road, Baltimore, Maryland 21210.

[End of partial agreement]

For our clients: a wonderful resource book, hot off the press, and free:

Living Together, Separating, Divorcing: Surviving the Pandemic, Tips for Families.

It is a free publication, available on this website and on Amazon.

Our website is live - <https://www.pandemic-relationships.com>

The contributors to the book are professionals who help families in distress. In this time of crisis, we want to use our knowledge and experience to help make life just a bit better for families during the pandemic. We come from 10 countries. We are mediators, lawyers, politicians, financial experts, mental health, and child experts.

My contribution: Senft, L.P., *Can't we Just Get Along? When College Co-eds Flee Home during COVID 19 to a House Divided* (2020) is attached.

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Not only for family mediators, but as a matter of compassion for our clients, here's an interesting article from National Geographic.

"Zoom fatigue" is taxing the brain. Here's why that happens.

Video calls seemed an elegant solution to remote work, but they wear on the psyche in complicated ways.

Read in National Geographic: <https://apple.news/AA9wxVyXFQHyrGh0YpTPDhA>

Thank you for choosing to work with Louise Phipps Senft and Associates/Baltimore Mediation. We value our clients and hope your decision-making and your lives are improved by your work with us.

Better Process...Better Outcome

Book Publication: *Living Together, Separating, Divorcing: Surviving During a Pandemic* (2020)
By Louise Phipps Senft

Can't we just get along?

When College Co-eds Flee Home during COVID 19 to a House Divided

As divorce mediators, we are well-versed with Mom's House/Dad's House situations and the reality of children being uprooted from having one home to now having two, even in the most amicable of divorces. A child no longer has *her* house or *his* house, and indeed children no longer refer to their houses as *their* homes. They say they're going to *Mom's House* or *Dad's House*. When COVID 19 forced colleges and universities across the country to close their dormitories and lock the gates of their campuses, it forced a mass exodus of kids fleeing home. For a number of these college kids, they thought they were going to *their* Childhood home, but many instead came home to a house divided, learning for the first time their parents were divorcing.

The situations were further exacerbated if the Co-ed wasn't an angel before they left to go away for college. There was no welcome party nor a support group for them when they arrived home. In some instances, the Co-ed's bedroom was already being turned into a home office, in other instances, it had been dismantled. The situations became tinder when a 19 or 21-year-old, used to being on their own at college, faced new house rules: no eating in bedrooms, no walking around late at night. What is a college kid to do?

Here are some learnings for parents and college Co-eds caught in the middle of these unforeseen- sometimes heartbreaking but always illuminating- situations.

1. Face-to-Face Dialogue is the premier way to go. It holds everyone accountable to each other when they understand the whole picture. Set a day, time, and place for the conversation, outside the earshot of younger children.
2. Whether you use a neutral mediator to help with the conversation or not, remember the main issue is between the college Co-ed and the parent who is remaining in the house. That said, it's a booby trap to not include both parents. These are 3-way conversations.
3. Before your date, create a structure with Pre-Conversation Goal Setting asking each person to write out their goals. Create two columns: goals for the next few weeks or months and goals for the bigger picture. Do not hold back your honest goals including Moving your Co-ed out to auntie's house or a hotel, Wanting cooperation, or Reducing volatility in the house. This will help your Co-ed prepare and not be caught off guard. Share these written goals a day before your conversation date. You and your soon-to-be-former spouse do not have to be on the same page.
4. It's likely your college Co-ed needs extra emotional support. Add to your goals, Assurance my Co-ed has resources for their mental health. Also add to your goals, To better understand the needs of my Co-ed.

5. When you meet, commit to focusing on the quality of the interaction itself, to understand each other despite your disagreements or challenges.
6. At your meeting, listen carefully to your Co-ed's goals, they are often tender. They are usually new information for you too, including, If I get kicked out, I'm afraid of being lonely. I just want to do well in school. Where am I supposed to go this summer? Or next Christmas? When I get married, I want to bring my kids home and have holidays in my home.
7. Keep in mind: these are not simple conversations. They are about much more than just a plan for a tense living situation for a few weeks or months. You have the capacity to create greater well-being in the family.

Some might say it is cruel and selfish of parents in the process of divorcing to not figure out how to get along at least temporarily during COVID 19, put out a truce flag temporarily, and allow a haven for their college-age kids. Perhaps it is. Perhaps it isn't as others will never know the full extent of any family's history. What we do know is that ***a face-to-face conversation that is focused on the quality of the dialogue with some thoughtful honest preparation ahead of time- shared ahead of time--yields swift and often compassionate outcomes. Structured relational interactions about these issues build capacity for the family.*** Whether it's Mom's House or Dad's House, these 3-way conversations create an opening for My House, a more complete and restorative picture for the House Divided family.

Louise Phipps Senft, nationally recognized transformative family Mediator, Attorney, Distinguished Fellow in the International Academy of Mediators, author of Best-Seller ***Being Relational: The Seven Ways to Quality Interaction & Lasting Positive Change***, and Co-Chair of the Relational Practices Task Force for the American Bar Association.