



ERICSA 63RD ANNUAL TRAINING CONFERENCE & EXPOSITION

MAY 3-7, 2026

Milwaukee

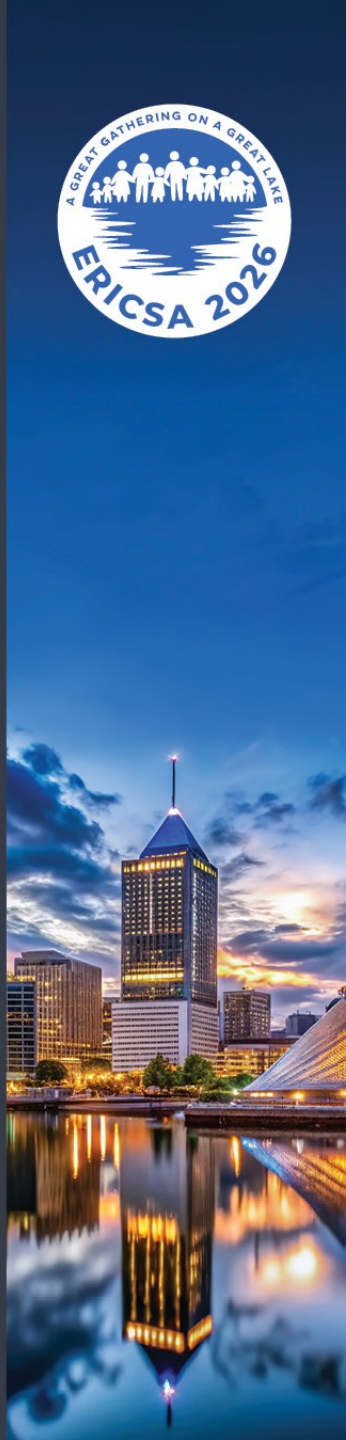
WISCONSIN



What's Brewing?

Fresh Conversations on Case Management Challenges

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Jonell Sullivan

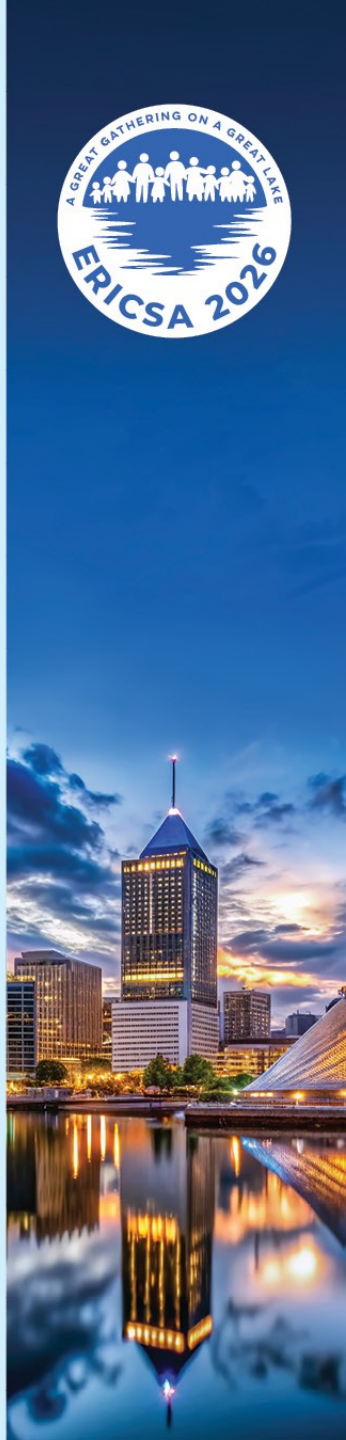


Welcome



- Respectful dialogue is encouraged
- Honesty is required
- Coffee is optional

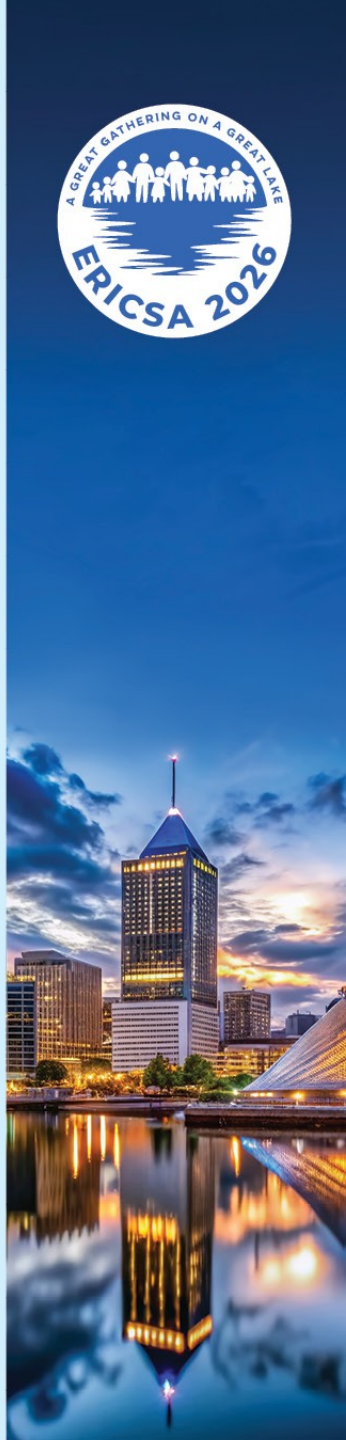
Where all ideas are
welcome!



Instruction

How does this work?

- Each table features a coffee-inspired theme and discussion topic
- Guided prompts provided by the “waiter”
- When the timer rings, move to a new table!





Refill and Reflect



What's Brewing?



THE SLOW DRIP

Emotional toll of the work and strategies to preserve energy and empathy

- What early signs tell you that you are running low emotionally or mentally?
- What strategies have helped you re-energize when the work feels heavy?
- Other ideas



What's Brewing?



THE DAILY BLEND

Adapting to changes
in leadership and
team structure

- What has helped your team adjust when leadership or roles change?
- What helps a new leader or team member feel part of the team quickly?
- Other ideas



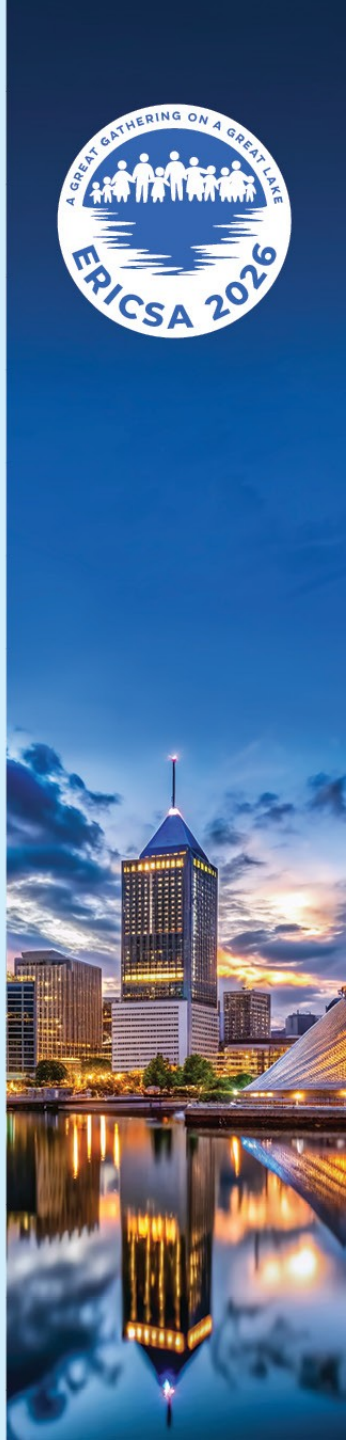
What's Brewing?



THE POUR OVER

Building trust with families, improving communication, and making services feel accessible

- What builds trust from a family's point of view?
- What small change made a big impact on customer experience?
- Other ideas



What's Brewing?



THE ESPRESSO SHOT

Managing volume,
priorities, and staying
on top of competing
demands

- How do you decide what rises to the top when your caseload is full?
- What habits or tools help you stay organized?
- Other ideas



What's Brewing?



THE NEW BREW

Using non-enforcement strategies to increase compliance

- With traditional enforcement tools limited, what creative ways have you used to encourage compliance?
- How do you balance empathy and accountability in cases where enforcement is less than ideal?
- Other ideas



What's Brewing?



LATTE LESSONS

Sharing innovative
practices emerging
from the field

- What practice has your office introduced in the past two years that is showing success?
- Related to case management, what recent challenge has your office worked through?
- Other ideas



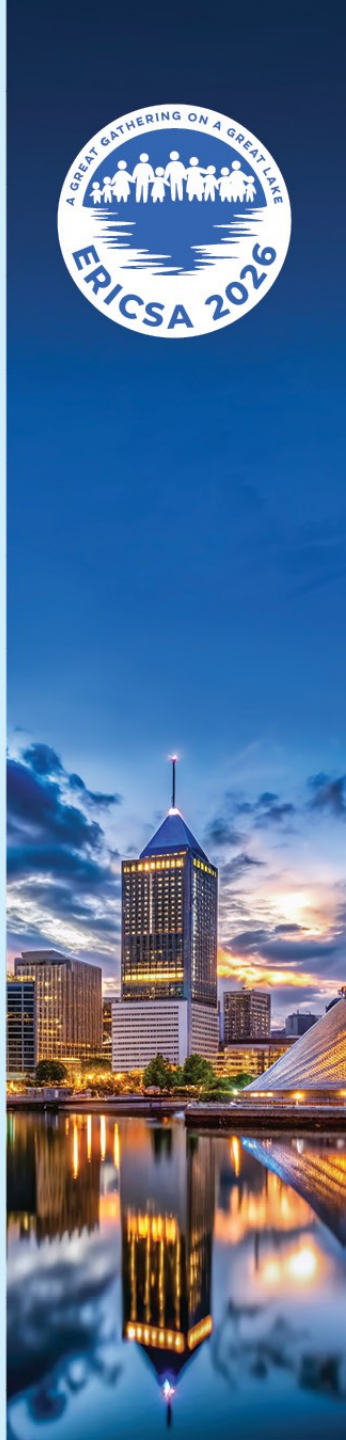
What's Brewing?



BLENDED PERSPECTIVES

Sharing lessons and
perspectives from
professionals across
experience levels

- Whether you have been in child support six months or twenty-six years, what is one lesson you would share?
- What does efficiency look like in your work, and how do you manage a large worklist?
- Other ideas





Wrap up

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