

# ERICSA 2016:

## Creating Brighter Days for Families

**May 1 - 5**

**HILTON MYRTLE BEACH RESORT  
MYRTLE BEACH, SC**

53rd Annual Training Conference & Exposition

## Your invitation to join us...

The Eastern Regional Interstate Child Support Association is very excited to invite you to its 53rd Annual Training Conference & Exposition. This year's conference will be held in sunny Myrtle Beach, South Carolina from Sunday, May 1 through Thursday, May 5, 2016.

ERICSA's 2016 program planning committee has designed an outstanding conference program that provides plenaries and workshops on topics ranging from criminal justice reform, to bridging the communication gap with intergovernmental technology, to community collaboration and outreach, to paternity disestablishment. There will be plenty of networking opportunities in formal and informal settings, including a meet-and-greet session on Monday devoted to networking. The schedule is packed with three plenary sessions and forty-five workshops designed to appeal to both new and experienced child support professionals –for case workers, managers, Directors, and attorneys. Our colleagues from the Office of Child Support Enforcement will once again have a dedicated track designed to share with us the latest news, trends and technology in the federal child support program. This year, ERICSA, working with OCSE, will host an additional day for an Employer Symposium on Thursday for interested registrants (separate registration fee required for Symposium).



ERICSA will be hosting a silent auction and raffle to benefit a local organization called HALOS- Helping And Lending Outreach Support for young victims of abuse or neglect. Please stop by the silent auction and raffle tables to view and bid on the daily offerings. You will learn more about this charitable organization and its mission at the conference.

For those of you who have not attended an ERICSA conference, we invite you to join us and discover the lively and informative plenaries and workshops offered each day. There is a vast amount of experience and expertise among the people who gather at our conference. It is so encouraging to find a peer from another state or jurisdiction who will be helpful to your casework or program when you return home.

The conference site is the Hilton Myrtle Beach Resort, an oceanfront property with beautiful spaces both indoors and out. The hotel is located near shopping and restaurants, and we know that you will enjoy yourself after the daily conference offerings. Check the hotel's website for amenities and things to do in the area.

Tuesday evening there will be busses available to take you to two hot spots in Myrtle Beach, Broadway at the Beach and Barefoot Landing, where you will find a variety of restaurants, shops, live theatre, plus a mirror maze, wax museum and other fun activities. You can find more information on our website.

Don't forget to check out the registration schedule on [www.ericosa.org](http://www.ericosa.org) and make your plans to get the Early Bird rate (ends January 31, 2016).

Join us in creating brighter days for families in Myrtle Beach, SC in May 2016!

ERICSA 2016: Creating Brighter Days for Families

Terri Nickel Matson  
ERICSA President-Elect and Program Committee Chair



# 53rd Annual Training Conference & Exposition

## CONFERENCE REGISTRATION

Conference registration is now closed. Registration for the Employer Symposium is still open. Please email [info@ericsa.org](mailto:info@ericsa.org) if you wish to be put on the conference waiting list or register for the Employer Symposium.

## GENERAL INFORMATION

### SUGGESTED DRESS CODE

We suggest business-casual dress for all conference workshops. You are invited to wear your beach party clothes for both the President's Reception and the Banquet, but you will also be comfortable in business casual.



### SUNDAY PRESIDENT'S RECEPTION

Plan to join us on Sunday evening for our President's Reception which is free to attendees registered for the conference. This will be your first opportunity to catch up with old friends and meet some new ones. Tickets are available for non-attendees at a cost of \$25.00. Come and enjoy the food and drink as we honor and thank our current President, Margot Bean, for her service and leadership of ERICSA.

### BANQUET & PRIVATE DANCE PARTY

Make sure to join us Wednesday, May 4 for the 2016 ERICSA Banquet which will have great food, friends, and most importantly, fun! In fact this year's banquet promises to be the most fun yet as it will be followed by a short trip to Myrtle Beach's own 2001 Entertainment Complex and a private ERICSA dance party.

The evening begins with our annual feast and cocktails at 5:30 p.m. After dinner, get ready to Shag the night away. ERICSA has reserved the club for our own private dance party where everyone is an ERICSA VIP! The club will be stocked with a full bar, have a live band specializing in "Carolina Beach Music" and Shag Dancing. You don't know how to Shag? No problem! Shag Dancing lessons will be available for everyone who wants to learn in the place where Shag all began. Prizes from vendors will be awarded throughout the night but you must be present to win! Charter buses will provide transportation to and from the event.

## TRANSPORTATION

### AIRPORT INFORMATION

The local airport is Myrtle Beach International Airport (MYR) and may be reached by calling (843) 448-1589. The hotel is located 12 miles north of the airport.

### GROUND TRANSPORTATION

#### HOTEL SHUTTLE SERVICE

Shuttle service to and from the Myrtle Beach International Airport is available through the Hilton. The round trip cost per person is \$45.00 and will be billed to the individual's guest room. You must complete the airport pickup request form and fax it to the Hilton at (843) 497-0168. All shuttle reservations must be made by Friday, April 15. Taxi service is also available at the airport. The Hilton does not have an on-demand airport pickup service.

#### HOTEL PARKING

Parking at the Hilton Myrtle Beach Resort at Kingston Plantation is as follows:

- \$ 5.00/per night for discounted self-park
- \$15.00/per night for valet parking



## HOTEL ACCOMMODATIONS

Reserve your room at the special conference rate of \$105.00 + 11% tax-total \$116.55/night (available only for dates May 1 to May 5, 2016) by **3/27/2016**. When calling the hotel direct at (800) 876-0010, please refer to group code "ERI" for the ERICSA conference when reserving your room. You may also reserve your room by using the HiltonLink: [http://www.hilton.com/en/hi/groups/personalized/M/MYRBHHH-ERI-20160428/index.jhtml?WT.mc\\_id=POG](http://www.hilton.com/en/hi/groups/personalized/M/MYRBHHH-ERI-20160428/index.jhtml?WT.mc_id=POG). Check in time is 4:00 p.m. and check out time is 11:00 a.m. You can also reserve your room through our website [www.ericsa.org](http://www.ericsa.org) and clicking on the hotel link.

Just minutes from shopping, entertainment and attractions, Hilton Myrtle Beach Resort features stylish guest rooms with private balconies; relaxed bars and restaurants, a Spa, and over 35,000 sq. ft. of flexible event space. Enjoy access to all Kingston Plantation Resort amenities, including Splash! Waterpark, sparkling resort pools and the Sport and Health Club, with tennis facilities, aerobics classes and an indoor pool.

### Hilton Myrtle Beach Resort

10000 BEACH CLUB DRIVE  
MYRTLE BEACH, SOUTH CAROLINA, 29572-5304  
TEL: (843)449-5000 FAX: (843)497-0168

## EMPLOYER SYMPOSIUM, THURSDAY, MAY 5, 2016

ERICSA and the federal Office of Child Support Enforcement (OCSE) encourage you to attend the fourth Employer Symposium on Child Support. We bring together key decision-makers and experts from the child support and employer community to discuss areas of mutual concern and identify potential short and long-term solutions. We will discuss electronic and business practices such as:

- New Hire Reporting
- Reporting and withholding from lump sum payments
- Income Withholding Orders (IWOs)
- Verification of Employment (VOE)
- OCSE Child Support Portal - new business trends.

The Symposium requires an additional registration fee of \$85.00 for this full-day session on Thursday, May 5th. This fee is separate from the ERICSA conference registration.

# General Information Continued

## CLE Credit



ERICSA traditionally has been able to provide several hours of continuing legal education (CLE) credits at each annual conference. ERICSA anticipates that there will be at least 18 workshops and plenaries eligible for CLE credits. An ERICSA Certificate of Completion showing each session attended will be provided for the attorneys who would like CLE credit. There will be a fee of \$25.00 for this service.

## ERICSA Scholarships

Once again ERICSA is offering three scholarships to IV-D child support workers for attendance at the Myrtle Beach conference. One scholarship will be awarded to a child support employee outside South Carolina and two will be awarded to South Carolina employees.

The scholarship award will cover the registration fee for the successful candidates as well as transportation costs to and from the conference and a daily stipend for the days the candidate attends the conference.

Applying for the scholarship is easy. Just write to ERICSA telling us why you think attending the conference would be beneficial to you in your employment.

Applications must be received no later than **March 1, 2016**, and can be sent to:

Terence O'Halloran, Esq.  
Chairman, Scholarship Committee  
Office of Domestic Relations  
2 North Main Street  
Greensburg, PA 15601

They can also be sent via email to [terryoh7@verizon.net](mailto:terryoh7@verizon.net).

## ERICSA Professional Excellence Award

ERICSA is pleased to announce a new recognition program to honor child support professionals! We invite you to submit your nomination for an individual in the child support community who has strived for professional excellence. More information about the nomination and award process will be sent out in January.

## It's a "Win-Win" Situation: Visiting Our Sponsors and Exhibitors and Attending Our Workshops

**You can be a winner! What do you have to do?**

Be sure to visit the Exhibit Hall to meet representatives from the organizations and companies that graciously sponsor the ERICSA conference. Attendees will receive a card with questions on it in their registration packet. Take this card and visit the exhibitors in the vendor area to find the

answers to the questions. Drop off your completed card (with your name on it) at the ERICSA booth, and you'll be entered into daily drawings for great prizes during the afternoon breaks.

## First Timers

Is this your first time attending an ERICSA Conference? Join us for an opportunity to hear about the ERICSA organization, get an introduction to the conference and ask questions in an informal and relaxed setting. It's a great way to get acquainted with others who are attending the conference for the first time and meet some ERICSA board members! Stop by Sunday at 4:00 pm.

## Mandatory Moderators Meeting

If you are a moderator, attendance at this meeting is mandatory. Moderators will be provided information regarding the conference along with specific scripted information that needs to be provided to attendees at each workshop. Moderator meeting times: Sunday at 3:30 pm or Monday at 12:00 pm.

## Tuesday Night Outing

Myrtle Beach is a fantastic city! To help make it easy for you to get out and about, on Tuesday night ERICSA will be providing two buses free of charge to our conference attendees. One bus will head south to Broadway at the Beach, where you can discover a world of wonder with 350 acres of fun and adventure for the whole family. Year after year, Broadway at the Beach stands alone as by far the most popular tourist destination in the entire Myrtle Beach area. With its great location and wide range of outstanding activities for visitors of all ages, it's the perfect place to make magical memories. The other bus will head north to Barefoot Landing, where you will be welcomed to one of the most unique and popular shopping, dining and entertainment destinations that you will ever experience. Set along the Intracoastal Waterway and featuring a 27 acre lake, Barefoot Landing combines breathtaking scenery with an outstanding selection of places to enjoy day and night, as you immerse yourself in the atmosphere of a quaint Southern shopping village. The buses will begin running at 5:30 pm, and the last return to the hotel will arrive at 10:30 pm. This is

ERICSA's special way to make sure you have ample opportunity to explore our great host city.



## ERICSA Charity

For our 2016 Myrtle Beach Conference, once again ERICSA will be honoring a local charity. This year we have chosen HALOS - Helping And Lending Outreach Support.

In 1997, Charleston child psychiatrist and pediatrician Dr. Eve Spratt founded HALOS. At the Medical University of South Carolina, Dr. Spratt saw firsthand the severe lack of resources for young victims of abuse or neglect. It's tragic, but it happens every day: a child is abused or neglected in their own home. Department of Social Services steps in, and their first choice is to place the child with a grandparent, aunt, uncle, or other family member - someone they know - their kin, rather than in foster care. Children who are placed with family are far more successful than those who enter the foster care system. But these family members receive no support from the state of South Carolina the way foster families do.

This is where HALOS steps in.

HALOS' Kinship Care Program is the first (and only) program of its kind in South Carolina. When a child is pulled from an abusive home, HALOS is there to bring a crib, bed, or car seat - whatever the child needs to be safe. HALOS supports kinship families by connecting caregivers to local services - legal assistance, school and educational resources, financial help, and much more - to help the children be successful.

Last year alone, HALOS served nearly 500 children living in kinship families. But the need is even greater: an estimated 66,000 children in South Carolina are being raised by grandparents and over 55,000 children are being raised by other relatives and family friends.

Our attendees have been very generous for the past few years by purchasing raffle tickets and silent auction items. We plan to offer great items again this year.

Plan to visit our Exhibit Hall where the items for raffle and silent auction will be displayed.

Open your hearts to children who really need our help to succeed in life!

## Join the ERICSA Family

ERICSA members primarily come from states east of and bordering the Mississippi River; however, membership is open to all. As a non-profit organization, ERICSA uses registration fees to further the training for child support professionals. ERICSA also provides its members a voice to Congress and the Uniform Law Commission (National Conference of Commissioners on Uniform State Laws) as they debate changes in child support laws. Joining is easy. Attend this conference, and you're automatically a member for one year. If you are unable to attend, send a \$25.00 membership fee payable to **ERICSA** and mail to the **Treasurer, Debbie Edwards, c/o SRA International, 13031 Park Crescent Circle, Herndon, VA 20171.**

## SUNDAY, May 1, 2016

12:00 p.m. - 6:00 p.m.	Registration / Information
12:00 p.m. - 5:00 p.m.	Exhibitor Set-up
3:30 p.m. - 4:00 p.m.	Moderators Meeting
4:00 p.m. - 5:00 p.m.	First-Timers Get Together
6:00 p.m. - 9:00 p.m.	President's Reception

## MONDAY, May 2, 2016

7:30 a.m. - 8:30 a.m.	Light Fare and Mingling
8:00 a.m. - 5:00 p.m.	Registration / Information
8:30 a.m. - 10:00 a.m.	Opening Ceremonies
10:00 a.m. - 10:30 a.m.	Break / Visit with the Exhibitors
10:30 a.m. - Noon	Breakout Session 1 - Concurrent Workshops
12:00 p.m. - 1:30 p.m.	Lunch On Your Own
12:00 p.m. - 12:30 p.m.	Moderators Meeting
1:30 p.m. - 3:00 p.m.	Breakout Session 2 - Concurrent Workshops
3:00 p.m. - 3:30 p.m.	Break / Visit with the Exhibitors
3:30 p.m. - 5:00 p.m.	Breakout Session 3 - Concurrent Workshops
6:00 p.m. - 8:00 p.m.	Meet and Greet Happy Hour

## TUESDAY, May 3, 2016

7:30 a.m. - 8:30 a.m.	Light Fare and Mingling
8:00 a.m. - 5:00 p.m.	Registration / Information
8:30 a.m. - 10:00 a.m.	Plenary Session
10:00 a.m. - 10:30 a.m.	Break / Visit with the Exhibitors
10:30 a.m. - Noon	Breakout Session 4 - Concurrent Workshops
12:00 p.m. - 1:30 p.m.	Lunch On Your Own
12:15 p.m. - 1:15 p.m.	Lunch and Learn Session
1:30 p.m. - 3:00 p.m.	Breakout Session 5 - Concurrent Workshops
3:00 p.m. - 3:30 p.m.	Break / Visit with the Exhibitors
3:30 p.m. - 5:00 p.m.	Breakout Session 6 - Concurrent Workshops
5:30 p.m. - 10:30 p.m.	Tuesday Night Outing ( <i>Bus Transportation to Barefoot Landing and Broadway on the beach</i> )

## WEDNESDAY, May 4, 2016

7:30 a.m. - 8:30 a.m.	Light Fare and Mingling
8:00 a.m. - 5:00 p.m.	Registration / Information
8:30 a.m. - 10:00 a.m.	Breakout Session 7 - Concurrent Workshops
10:00 a.m. - 10:30 a.m.	Break / Visit with the Exhibitors
10:30 a.m. - Noon	Breakout Session 8 - Concurrent Workshops
12:00 p.m. - 1:30 p.m.	Lunch On Your Own
1:30 p.m. - 3:00 p.m.	Breakout Session 9 - Concurrent Workshops
3:00 p.m. - 3:30 p.m.	Break / Visit with the Exhibitors
3:30 p.m. - 4:30 p.m.	Plenary Session
5:30 p.m. - 6:30 p.m.	Happy Hour
6:30 p.m. - 8:00 p.m.	Banquet
8:00 p.m. - Midnight	Evening Dance Party

## THURSDAY, May 5, 2016

7:00 a.m. - 11:00 a.m.	Registration / Information
8:00 a.m. - 9:30 a.m.	Breakfast / Business Meeting
9:30 a.m. - 11:00 a.m.	Plenary Session
11:00 a.m.	Adjournment

## SUNDAY, MAY 1, 2016

- 12:00 p.m. - 6:00 p.m.      **Registration / Information**
- 12:00 p.m. - 5:00 p.m.      **Exhibitor Set-up**
- 3:30 p.m. - 4:00 p.m.      **Moderators Meeting**
- 4:00 p.m. - 5:00 p.m.      **First-Timers Get Together**
- 6:00 p.m. - 9:00 p.m.      **President's Reception**


## MONDAY, MAY 2, 2016

- 7:30 a.m. - 8:30 a.m.      **Light Fare and Mingling**
- 8:00 a.m. - 5:00 p.m.      **Registration / Information**
- 8:30 a.m. - 10:00 a.m.      **Opening Ceremonies**
- 10:00 a.m. - 10:30 a.m.      **Break / Visit with the Exhibitors**
- 10:30 a.m. - Noon      **Breakout Session 1**

### **Workshop A: THE INS AND OUTS OF THE FPLS - HOW TO MAKE THE DATA WORK FOR YOU**

Are you looking for ways to effectively manage your caseload, increase child support collections and improve performance? Let us show you how using FPLS data can help!

### **Workshop B: CRIMINAL JUSTICE REFORM AND THE CHILD SUPPORT PROGRAM (CLE)**

Criminal justice reform has gone from concept to action steps in record time. Some child support policies, and their unintended consequences, look very similar to those in the broader justice system. Corrections officials cite child support debt and enforcement actions as contributing to recidivism. In addition to policy reforms, innovative state practices have shifted from unrealistic support orders and a cycle of debt, nonpayment, and incarceration to efforts that individually assess each parent, secure regular payments, and avoid driving parents away from us and their families, toward the underground economy, or back to crime. Is child support a social program or a law enforcement agency, and do our get-tough practices really achieve our mission? 

### **Workshop C: BOTH SIDES OF THE DESK: TRAUMA-INFORMED SERVICES IN THE CHILD SUPPORT PROGRAM**


Childhood trauma can impact all of us. Whether it's the loss of a parent through death or divorce, alcohol or drug use in the family, child abuse, domestic violence or myriad other events, our childhood experiences impact us to a greater degree than previously understood. This is also true of our clients. This session explores the impact trauma can have on the delivery of child support services, what it means to become a Trauma-Informed Agency, and the steps needed to get there.

### **Workshop D: USING DATA FOR BETTER CASE OUTCOMES: HOW THE NUMBERS WORK FOR ME**

Analytic tools provide fast and accurate insight into which cases to work, and the appropriate action to take. This session is focused on how workers and local county level can work with a variety of analytic tools to

improve case outcomes and to work smarter. Speakers from a variety of states will provide case studies of how workers use the analytic tools for case management, the results of the use of analytics, and "lessons learned" from analytics adoption.

### **Workshop E: UIFSA BASICS AND BEYOND (CLE)**

Whether you are a newcomer to the world of interstate child support, or you are a more seasoned professional, this workshop is for you. The session starts with a beginner's guide to processing interstate cases, including information on UIFSA 2008. Concepts to be discussed include establishment, long-arm jurisdiction, the registration of an order in another state for enforcement and/or modification, continuing exclusive jurisdiction, the federal UIFSA forms and more in-depth issues. 

12:00 p.m. - 1:30 p.m.      **Lunch On Your Own**


12:00 p.m. - 12:30 p.m.      **Moderators Meeting**

1:30 p.m. - 3:00 p.m.      **Breakout Session 2**

### **Workshop A: TRIBAL SUPPORT - PAST, PRESENT AND FUTURE**

What can you learn from the tribal courts to help you increase collections at home? Whether you work for a state IV-D program or a tribal IV-D program, do you know the legal issues regarding tribal child support? Come increase your knowledge and gain insight as the tribal attorneys discuss the stages of a case from paternity to enforcement actions from their perspective.

### **Workshop B: GENETIC TESTING: IT JUST GOT MORE INTERESTING (CLE)**

Some jurisdictions have realized the benefits of genetic testing (GT) and have taken action to make it more prominent in their paternity establishment process. In light of the new Georgia law (requiring new child support cases to have mandatory DNA testing), how far should the IV-D program take GT policies? Should we be pursuing more GTs because of the damage it can cause later for children if the VAP father is not the biological father? Some jurisdictions, like Ramsey County MN (St. Paul) in 2003, started conducting genetic testing on all paternity adjudication cases where unmarried parents did not sign the VAP. The county has seen its benefits, including the ability to concentrate on other areas of case management issues and more active engagement of all family members. Michigan passed the Genetic Parentage Act (GPA) in December 2014. This session will explore these laws and where the program should go in the future with genetic testing requirements. 

### **Workshop C: COMMUNICATING WITH INDIVIDUALS WHO ARE DIFFERENT FROM YOU**

This interactive session will explore concepts for better communication with our clients, and recognize the unique challenges of communication when our clients are living in poverty. We will identify common problems that clients have with access to resources, review strategies for recognizing poor literacy skills and provide suggestions for making accommodations. Lastly we will introduce tips on the principles of effective explanation.

## Workshop D: BEYOND DOCUMENT IMAGING TO PROCESS AUTOMATION

The first phase of automation in most offices was getting documents into electronic form (scanning). Process automation is the new imperative. So.... what is process automation? If you work in a Child Support office you probably are already familiar with document imaging. This session will explore some of the latest tools for improving office productivity and customer service by automating business processes and developing case management systems which can adapt to changing regulations and workloads.

## Workshop E: UIFSA 2008: ARE STATES GETTING IT RIGHT? (CLE)

All states have finally adopted the 2008 version of UIFSA. Happy days! Or are they? This workshop will include a discussion about how states are handling the new statute, what they are doing right or wrong, best practices, problems that have arisen, the new federal forms that are on the horizon, anticipation of the Hague countries entering the picture, Section 319 Redirection issues, and much more. Representatives from different states will discuss what they are doing regarding UIFSA 2008, as well as what they have seen so far from other states. Now that the new law is in place, let's see if we are getting it right!



3:00 p.m. – 3:30 p.m. Break / Visit with the Exhibitors

3:30 p.m. – 5:00 p.m. Breakout Session 3

## Workshop A: IT'S ALL THE SAME OCEAN – SUCCESSFUL COLLABORATION WITH PROGRAM PARTNERS

An important priority for advancing the child support program is utilizing collaborations with other agencies that serve our shared families. Panelists will discuss a variety of initiatives for collaborating with TANF/SNAP/ Workforce to provide services to improve an NCP's ability to pay child support. These collaborations and partnerships include:

1. South Carolina's connecting two divisions of the agency (SNAP and Child Support), to ensure the NCP obtains meaningful employment and develops a stronger relationship with his/her child(ren)
2. Crawford County's partnership with local agencies and services to provide assistance to clients who claim to be unemployable
3. Milwaukee's collaboration between a local child support program and an employment services project and the considerations and challenges surrounding implementing a cross agency collaboration

## Workshop B: BEDSIDE MANNERS FOR IV-D ATTORNEYS (CLE)

Have you ever had a conversation with a non-custodial parent about their case and felt like you were speaking in a foreign language? Have you ever had a conversation about the case with a custodial parent, who you are trying to assist, and it ends in anger? Have you ever felt that you just couldn't seem to communicate effectively with pro se individuals involved in the support proceeding? If so, this workshop is for you. The workshop will address effective means of communicating with pro se individuals in discussing technical and legal matters associated with the child support process. It will provide effective methods of communicating with "non-lawyers."



## Workshop C: COMMUNITY COLLABORATION AND OUTREACH AT WORK

Community outreach and partnership collaborations are increasingly important concepts in today's evolving child support world. Many child support programs have formed strong alliances with other agencies to assist and support the children, parents, and families they serve. Panelists in this workshop will discuss how their programs are committed to providing positive outcomes for children and families by working with the Department of Health and Human Services, the military and other community programs to increase communication, employment opportunities, and stability for families. Join us to learn how you can develop similar programs in your area by identifying potential partners, setting a goal, implementing the program, and monitoring its success.

## Workshop D: REMODELING THE CHILD SUPPORT PROGRAM

This workshop is ERICSA's answer to HGTV's "Fixer Upper!" We will take a fresh look at various aspects of service delivery to help you remodel your child support program. If you are hunting for new ideas and techniques to improve customer service, ways to encourage applications and cooperation, and tips to improve production through better business processes, this workshop is for you.

## Workshop E: ADVANCED UIFSA SCENARIOS (CLE)

Are you ready for the UIFSA challenge? This roundtable discussion ventures well beyond UIFSA basics, beyond situations where the answers to questions related to UIFSA are clear-cut. Participants will venture into areas where there are shades of gray, where the law is unclear, where multiple interpretations of the same provisions exist, and even individual jurisdictions within a single state conduct business differently. Join us as we present a variety of scenarios to stimulate our roundtable discussion of topics such as what to do when states disagree over the appropriate course of action, choice of law, appropriate tribunal, and the differences between UIFSA 2008 and the previous versions. Be prepared to share your opinions, because this workshop encourages active audience participation!



6:00 p.m. – 8:00 p.m. Meet and Greet Happy Hour

## TUESDAY, MAY 3, 2016

7:30 a.m. – 8:30 a.m. Light Fare and Mingling

8:00 a.m. – 5:00 p.m. Registration Information

8:30 a.m. – 10:00 a.m. Plenary Session - OCSE POLICY UPDATE

Come join our federal colleagues as they present the child support program in review. Engage in an interactive discussion about the program's accomplishments, new and exciting initiatives, and what's on the horizon.

10:00 a.m. – 10:30 a.m. Break / Visit with the Exhibitors



# 2016 Program Agenda




10:30 a.m. – Noon

Breakout Session 4

## Workshop A: USING SOCIAL SECURITY DATA TO INCREASE COLLECTIONS AND IMPROVE PERFORMANCE

Learn to navigate a sea of SSA data and chart a course for maximum collections and improved performance with this informative session. We will explore all the ways you can obtain valuable information on recipients of Title II (Disability/Retirement/Survivors) and Title XVI (Supplemental Security) benefits through the State Verification and Exchange System (SVES), receive notification of pending Title II claims and deceased individuals, and obtain prisoner data from over 5,000 federal, state and local institutions.

## Workshop B: FROM CHOPPY SEAS TO A DAY AT THE BEACH: PROBLEM SOLVING ALTERNATIVES TO CIVIL CONTEMPT (CLE)

The goal of any proceeding to enforce an order of support is to bring about consistent compliance with the obligation. Usually, orders are enforced through a civil contempt proceeding in order to coerce compliance. The contempt proceeding, however, can only coerce a non-compliant parent who is able to pay. Many of the non-compliant non-custodial parents we see in the IV-D caseload are “dead-broke” and not deadbeats. The dead-broke parent wants to provide support for the children, but faces several hurdles to meeting the obligation. The order may be too high or the parent is either unemployed or under-employed. They may not have any marketable job skills or they may have a criminal record which hinders their efforts in obtaining employment. In addressing these barriers to compliance, the judiciary is turning to the problem-solving court model. This workshop will provide a general overview of problem-solving courts. You will learn why problem-solving jurisprudence is well suited to enforcement of support obligations and see some of the different ways various judiciaries are putting the tool to use. 


## Workshop C: CSPED: MOVING FROM DEMONSTRATION TO SYSTEMIZATION

In fall 2012, OCSE launched the Child Support Noncustodial Parent Employment Demonstration Project (CSPED) to identify effective approaches for turning nonpaying cases into paying cases using child support-led employment services. Panelists will discuss how their programs combine responsible fatherhood education with job readiness and employment services, to improve reliable child support payments. Come hear about the first evaluation report, and learn the approach, the process, and the resources used to expand employment services to more NCPs.

## Workshop D: LEVERAGING THE DATA RELIABILITY AUDIT & SELF-ASSESSMENT REPORTS TO YOUR STATE'S BEST ADVANTAGE

Ever wondered how the Data Reliability and Self Assessments Audit can help your state maximize its child support program performance and meet federal requirements? As a front line worker, manager, or attorney, what effect does the Data Reliability and Self Assessments Audit have on your child support office and/or program, how is it conducted, what criteria is used to determine the review process, and how are the results evaluated to determine program performance efficiency? Come learn how the Audit helps states improve their performance to provide the best possible child support program!

## Workshop E: INTERSTATE ROUNDTABLE - LARGE SOUTHEASTERN STATES (CLE)

What are the current issues affecting a particular state? How can we improve communication and reduce two state actions? Have the states fully implemented intergovernmental enhancements such as CSENET and Quick? How are particular states processing customer service inquiries? This session will have experts from the large southern states address these and many other questions. The session will enable participants to obtain practical tips for processing intergovernmental cases. We hope to have representatives from Florida, Georgia, South Carolina, North Carolina, and Virginia on the panel. Questions from the audience are encouraged. The goal of this session is to expedite the establishment and collection of child support orders across state lines through improved communication. This will help realize the goal of child well-being and family self-sufficiency established by OCSE and shared by the entire child support community. 

12:00 p.m. - 1:30 p.m.

Lunch On Your Own

12:15 p.m. - 1:15 p.m.

Lunch and Learn Session

## AVOIDING A MASS EXODUS: MILLENNIAL RETENTION AND SUCCESSION PLANNING

Are you responsible for hiring and promoting the next generation to take the reins? Do you feel like you're on the cusp of a mass exodus of Baby Boomers? Are you interested in engaging in dialogue with your peers about succession planning? This brown bag workshop explores generational differences, passing along institutional knowledge, and leadership development. We will also discuss retention and training challenges as we experience higher rates of turnover. You will have an opportunity to share your stories and gain insight from others.


1:30 p.m. – 3:00 p.m.

Breakout Session 5

## Workshop A: THE BENEFITS OF TRIBAL AND STATE COLLABORATION

The presentation will highlight how NCSS & EBCI work cooperatively on the delivery of child support enforcement services. These partners will illustrate innovative processes for building and strengthening relationships and maximizing resources which can improve the coordination of services to families.

## Workshop B: LEGAL ETHICS FEUD (CLE)

Come join us for a fast paced game in order to meet your ethics CLE requirement. During the course of this workshop, two teams of players will be formed from the participants and the teams will square off in a contest to see who can provide the greater number of correct answers to questions covering the spectrum of ethical issues which may confront an attorney in the course of their practice. Who knows, you might even have fun while meeting your ethics CLE requirement! 

## Workshop C: USING BEHAVIORAL SCIENCES TO DESIGN PROGRAMS AND INCREASE PERFORMANCE

Parents do not always follow through or make the choices we would like them to in their child support cases. Sometimes small changes in the way offices send out information or run their programs can make all the difference. These types of changes are often called behavioral interventions, which use insights from psychology and related fields to explain why and how people may act in ways that do not appear to be in their best interest.




Child support programs are well suited for implementing behavioral interventions because they are data savvy, performance driven, and constantly looking for ways to improve and innovate. The Behavioral Interventions for Child Support Services (BICS) demonstration project is testing how behaviorally informed interventions can improve child support outcomes. Learn about the interventions being tested, including order modification and early engagement, and lessons learned. This is an exciting opportunity to hear about these projects and to learn how your office can utilize behavioral theories to improve programmatic outcomes!

### **Workshop D: LEADERSHIP "CHAT AND TWEET"**

The Leadership Chat is exactly that: an unscripted, informal discussion. Child support administrators, managers, private partners, and audience members will share their perspectives on leadership, and will explore the questions: What makes a good leader? How do you become a leader? How can you change your leadership style? What's the difference between leading and managing? What are the aspects of self-leadership? How do you build trust? The goal of this chat is to have a thought-provoking conversation that will engage and inspire participants, provide new and diverse insights as to the qualities of great leaders, and offer ideas on how to lead, even without a leadership title! Discussion leaders will keep the conversation going, but everyone will have a chance to participate. Be sure to install Twitter so you can Tweet your remarks during this highly interactive session. Limited seating available.

### **Workshop E: ONE STATE INTERSTATE – GOING SOLO (CLE)**

Not all interstate cases require handing off the case to another state to work. When is it preferable to keep control of the establishment or enforcement of a case? How does UIFSA, and the federal rules and forms, help one state keep control of its case? Topics to be discussed include advantages and disadvantages of going one-state, the use of long-arm, administrative vs judicial powers, service of process, interstate subpoenas, issues with direct income withholding, telephonic testimony, and much more. 


**3:00 p.m. – 3:30 p.m. Break / Visit with the Exhibitors**

**3:30 p.m. – 5:00 p.m. Breakout Session 6**

### **Workshop A: TRIBAL INNOVATIONS GRANTS: PROGRESS, PROBLEMS, AND POTENTIALS**

Funding was made available to tribes in 2014 to implement a 2-year project for comprehensive tribal IV-D agencies to improve their capacity to administer innovative, family-centered child support services. OCSE awarded funding to five comprehensive tribal IV-D programs to develop or enhance services that would help parents provide reliable support to their children. Meet the grantees and hear about their progress as they near the end of their project periods. They will provide an overview of their individual projects, obstacles they might have encountered along the way and their visions on how they might continue their initiatives after the funding ends.

### **Workshop B: TAKING ON THE PATERNITY DISESTABLISHMENT (CLE)**

Federal law and regulations are relatively silent on the issue of dis-establishment of paternity. This leads to a wide variety and disparity among the states in the law and approaches to the disestablishment of paternity. This workshop will provide you with the federal "basics" and a sampling of the laws, procedures and approaches in individual states. The workshop will discuss approaches to "fraud" assertions, the marriage presumption and whether it actually exists anymore, and equitable estoppel issues. 


### **Workshop C: CHILD SUPPORT IN THE NEW WORLD**

Legal family compositions are rapidly changing with more states and tribes amending laws to include non-traditional families such as guardianships, step-parent placement, grandparent custodians, same-sex marriages, child protection cases, and foster care placement. This has left child support agencies scrambling to change policies and procedures. Come hear from tribal and state colleagues regarding their experiences. Be prepared to interact and engage in a lively discussion.

### **Workshop D: COMMUNICATING WITH OUR CUSTOMERS IN THE 21ST CENTURY-CHILD SUPPORT MOBILE APPS AND WEB CHATS**

Do you know how your child support programs can leverage technology to increase proactive communication with your customers? According to recent research over 85% of adult Americans now own a cell phone. Panelists will discuss how mobile apps and web chats have improved and changed the delivery of service to improve customer service, drive self-service options and improve communication with both custodial and non-custodial parents.

### **Workshop E: UIFSA 2008 -- BECOMING UNIFORM ONCE AGAIN (CLE)**

In 2016, all states will be using UIFSA 2008 to process intergovernmental cases. Come learn more about the changes in modification jurisdiction, its impact on international cases, and implementation issues to consider as we move forward. Speakers will also highlight applicable inter-governmental forms. 

**5:30 p.m. – 10:30 p.m. Tuesday Night Outing**  
*(Bus Transportation to Barefoot Landing and Broadway on the Beach)*

## **WEDNESDAY, MAY 4, 2016**

**7:30 a.m. – 8:30 a.m. Light Fare and Mingling**


**8:00 a.m. – 5:00 p.m. Registration Information**

**8:30 a.m. – 10:00 a.m. Breakout Session 7**

### **Workshop A: TAKING IT UP A NOTCH...IMPROVING COMMUNICATION BETWEEN STATES AND EMPLOYERS**

Are efforts underway in your state to work with employers who consistently use snail mail or fax? Going electronic can improve communication, streamline processes, reduce costs and increase collections. Almost every state child support agency is using the federal Office of Child Support Enforcement's (OCSE) e-IWO process to send income withholding orders to over 1,000 employers electronically. In addition to e-IWO, applications on OCSE's Child Support Portal allow employers to share information with states about upcoming lump sum payments and employee terminations, eliminating paper processing and delays associated with mail delivery. Session attendees will get an update from states and employers that are using the tools available to improve communication and learn about what's on the horizon to take it up a notch!

## Workshop B: THE SOVEREIGN CITIZEN PHENOMENA (CLE)

Sovereigns believe that they, not judges, juries, law enforcement or elected officials, get to decide which laws to obey and which to ignore. This session will outline the Sovereign citizen movement, explain the tactics used by Sovereigns when they are a party to an action and examine safety concerns for judges and staff. Our discussion will also include examples of protective and preventative actions for physical and financial safety. 


## Workshop C: EARLY INTERVENTION: HOW TO ENGAGE NCPS AND GET THEM IN THE DOOR

Getting the NCP to answer a phone call or even attend a court session is at the earliest possible point in the process and oftentimes the shortest route to compliance with the support obligation. Come learn about the different techniques and tools your fellow professionals are using to get the NCP's foot in their family's financial door. We think that you will come home with at least one new tool you can use to get encourage NCP participation.

## Workshop D: IS YOUR DOCUMENTATION RELEVANT FOR THE 21ST CENTURY?

Quality training materials and user documentation decrease the likelihood that users have issues with your product or service... and it reduces the need for help desk support. The key to writing successful documentation is in the style and format of the document. No matter how good the information is, if it is not written in clear language it can be difficult to use. Documentation should be easy to read, easy for the reader to understand and well organized. Writing effective documentation is time consuming, but creating documentation that is consistent in tone and language and professionally styled will increase your credibility, provide a more engaging user experience and reduce overall support costs. This session will cover steps for producing quality documentation and present practical tips and tricks to increase your writing efficiency through the use of style guides and templates that you can take with you.

## Workshop E: WHY DOES THAT OTHER STATE KEEP MESSING UP MY CASE?!? (CLE)

You send an interstate case to another state. You make sure you include all the right documents, you verify the information beforehand, you obtain the best contact information available, you do everything correctly to the best of your ability. But things still get messed up! Come to this workshop to find out the reasons for this and to learn the best ways of remedying the mix-up. Learn how you can work with other states even when they do things totally opposite from the way you're used to working. Find out the best ways to ensure cooperation. Items to be discussed include the best practices for communicating with other states, what paperwork is needed, what you can do on your own without getting another government office involved, one-state interstate, case processing tips, how to use the federal communications tools, intergovernmental terminology, paternity issues, voluntary acknowledgments vs. birth certificates, change of payee, redirection of payments, enforcement, certified copies of orders, arrears calculations/affidavits, IV-D vs. Non-IV-D, telephonic testimony, follow-up status complaints, call centers vs. direct contact, state directories, and best practices. Success with interstate cases can be difficult, but this workshop can help improve your chances. 

10:00 a.m. – 10:30 a.m. Break / Visit with the Exhibitors

10:30 a.m. – Noon Breakout Session 8

## Workshop A: WHAT YOU SHOULD KNOW ABOUT SOCIAL SECURITY NUMBERS AND INDIVIDUAL TAXPAYER IDENTIFICATION NUMBERS

Would you like to understand more about how Social Security numbers (SSNs) are obtained and verified? Are you confused about how you may or may not use an Individual Taxpayer Identification Number (ITIN)? This interactive session explores how the FPLS can verify an SSN for a case participant, provide an SSN when it is unknown, and how the information you provide can help.

## Workshop B: MAKE PEACE, NOT WAR - ALTERNATIVE DISPUTE RESOLUTION

Every child support professional should attend this session! How can we help our clients agree to disagree, and reach their own resolutions? This workshop provides the basic steps to help individuals find mutual ground. We'll talk about identifying the source of a conflict; looking beyond the conflict; finding solutions that both parties can support; and resolving the conflict by agreement. Some of the techniques to be shared include:

1. Asking the right questions to reveal the source of a conflict
2. Helping people see a conflict from a different perspective
3. Active listening
4. Moving from "finger pointing" to problem solving
5. Crafting an agreement.

## Workshop C: CUSTOMER SERVICE: BACK TO THE BASICS AND PROCEDURAL FAIRNESS


Ever tried to talk to someone at the Social Security Administration, or waited in line at the Department of Motor Vehicles? What is it like to be a child support customer? How are we doing in terms of customer service? Efforts to automate, modernize, and create efficiency sometimes leave out the customer's perspective. This workshop highlights why customer service matters not only to the people we serve, but also helps our staff do their jobs better and improves performance. Learn about the implementation of Ramsey County's Customer Service Group and other attempts to improve customer service.



## **Workshop D: THE INTERSECTION OF MILLENNIALS AND EMPLOYEE ENGAGEMENT**

We keep hearing about the importance of employee engagement, and separately the importance of Millennials. But, with Millennials becoming the bulk of the workforce, what does that mean for engagement strategies in your organization? In this session, attendees will gain understanding of the importance of implementing an engagement plan and the tools needed to be successful, such as surveys, goal setting, networking, career development, and use of non-monetary rewards.

## **Workshop E: 2016 INTERGOVERNMENTAL CASE LAW UPDATE (CLE)**

This session will survey recent appellate decisions from around the country related to UIFSA and the Full Faith and Credit for Child Support Act (FFCCSOA). Emphasis will be given to one state's enforcement and modification of another state's order (or, perhaps, orders issued/enforced by different countries). Written materials will provide a comprehensive review of related appellate decisions issued within the past year. 

**12:00 p.m. – 1:30 p.m. Lunch On Your Own**


**1:30 p.m. – 3:00 p.m. Breakout Session 9**

## **Workshop A: BRINGING THE POLICY MEMO TO LIFE**

As a front line specialist, are you sometimes left wondering why the state or federal policy requires you to do certain actions in a certain way? Do you wish that your IV-D Director understood what that last memo he or she sent out really means and how it affects the way you do your job? Do you see obstacles or challenges? And if you are developing or writing the policy, do you really know what the trickle down effect will be on the front line specialist or to the IV-D attorney appearing in court? Come listen to front line workers interpret their boss's local or intergovernmental policies as both sides strive to understand the intentions and consequences of child support program policy. Policy regarding the establishment of support, the enforcement of support, and parenting plans will be topics of discussion.

## **Workshop B: WORKING WITH VETERANS AND MILITARY FAMILIES: NEW TOOLS AND PARTNERSHIPS (CLE)**

Active duty military, veterans, and their families have performed an enormous service to our country. It is appropriate that we constantly look for ways to better serve this segment of our caseload.

The federal child support office has created a series of tools useful in working with veterans and active duty families. The new toolkit is built around child support agencies' practices and successful partnerships with the VA, legal providers, and veteran service organizations. Come to this interactive workshop to learn about avenues for collaboration and new resources available to you. You'll leave with ideas and strategies for how to better serve those who have served us! 

## **Workshop C: SHINING THE LIGHT ON DOMESTIC VIOLENCE TO BETTER SERVE OUR CLIENTS**

This interactive session aims to increase awareness about the victimology of a domestic violence client. This session is for all staff who interact with the public. Come and learn about the safety and economic impact that families face in the attempts to cooperate with agencies' requirements and/or the child support system. This session is designed to raise awareness regarding the effects of domestic violence towards the families we serve. Additionally we will discuss strategies that promote empathetic customer service practices.

## **Workshop D: LEADERSHIP INSIDE AND OUT**

Hear and learn the internal and external characteristics that contribute to your development as an exceptional leader in your organization. Attendees will participate in a conversation on leadership development with three proven leaders in the child support community and will learn the internal and external factors that contributed to the speakers' evolution and growth as leaders. Attendees will be able to apply these lessons to their own professional development as they seek to advance in their organizations.

## **Workshop E: INTERGOVERNMENTAL TECHNOLOGY – BRIDGING THE COMMUNICATION GAP**

Communication is the key to success in intergovernmental case processing. Knowing what tools are available and how you can use them are essential to the process. In this interactive session you will learn how the ICR (Interstate Case Reconciliation), QUICK (Query Interstate Cases for Kids), EDE (Electronic Document Exchange), and CSENet (the Child Support Enforcement Network) work together to improve intergovernmental communication and streamline case processing.

## **3:30 p.m. - 4:30 p.m. Plenary Session - 20/20 VISION**

Based on a rapid-fire presentation style developed in Japan, this plenary will showcase six different hot topics in the child support world – each speaker can only present 20 slides, for 20 seconds each. Can they beat the clock and deliver the gist of the topic? Of course! Come for a creative and witty session that will brighten your day and deepen your knowledge of child support. We promise you won't be disappointed.

**5:30 p.m. – 6:30 p.m. Happy Hour**


**6:30 p.m. – 8:00 p.m. Banquet**

**8:00 p.m. – Midnight Evening Dance Party**

## **THURSDAY, MAY 5, 2016**

**8:00 a.m. - 9:30 a.m. Breakfast / Business Meeting**

## **9:30 a.m. - 11:00 a.m. Plenary Session BASH AT THE BEACH (CLE)**

This is your chance to create sunshine, share your knowledge, and win fabulous prizes! A new twist on an old game show, this year we're trying something new. Audience members square off on random teams against one another, answering child support-related questions which will run the full gamut: federal, intergovernmental, legal, statistical, etc., as everyone vies for the prizes. This CLE-eligible plenary should be a real hoot, and is a terrific way to cap off the conference. So after the full breakfast and the board meeting wrap-up, join us for what will undoubtedly be a fun and exciting game-show format as we test our knowledge of the program we are all a part of. If you miss this one, you'll never forgive yourself! 

# Conference Registration Form

A registration form **MUST** be completed by each attendee.

**REGISTRATION TO THE ERICSA  
CONFERENCE IS NOW CLOSED  
EXCEPT TO SPEAKERS AND MODERATORS.**

You may register now and pay later by visiting: <http://www.ericso.org>. Payment may be required onsite for registrations not received.

Cancellations must be received in writing prior to March 31, 2016 and are subject to a \$25.00 processing fee. Refunds will be processed within 30 days after the conference. Refunds will not be granted for cancellations received after March 31, 2016, nor will they be given for "no shows". Questions Regarding Registration?

Please call 505-508-2999 or email [Melissa@mgr-events.com](mailto:Melissa@mgr-events.com).

## REGISTRANT'S INFORMATION

First Name:				Last Name:			
Badge Name: (First Name or "Nickname")				Title:			
Organization / Agency / Company:							
Address:							
City:	State:	Country / Territory / Province (Non US only):			Zip/Postal Code:		
Direct Phone/Extension:				Email (attendee's email):			
This is my _____ ERICSA Conference. Number of years in Child Support: _____							

## BILLING INFORMATION

Organization/Agency/Company Name:
To the attention of:
Purchase Order #:

**Posting Photos on Social Media.** Photos are taken throughout the conference of attendees while participating in conference activities. Your completion of this registration form gives your permission to take photos and to use them on Social Media and the ERICSA website. **Business Contact Information.** The contact information provided herein on the registration form will be shared with all conference attendees and conference sponsors.

Pursuant to the Americans with Disabilities Act do you require specific aids or services?  Yes  No  
If yes, please specify. \_\_\_\_\_

Do you have any special dietary needs or restrictions? ERICSA will endeavor to accommodate your dietary needs but cannot guarantee all needs can be met.  Yes  No  
If yes, please specify. \_\_\_\_\_

# Conference Registration Form cont.

**REGISTRATION TYPE:** I am registering as (select one only)

- Conference Attendee   
  Speaker/Moderator   
  Exhibitor/Sponsor   
  Board Member   
  Life Member  
 Volunteer (Available only to South Carolina residents who have been Pre Approved by Volunteer Coordinator)

<b>REGISTRATION FEES</b>	<b>FEE</b>	<b>AMOUNT DUE</b>
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**ERICSA CONFERENCE REGISTRATION IS NOW CLOSED;  
REGISTRATION FOR THE EMPLOYER SYMPOSIUM REMAINS OPEN.**

<b>Daily Registration</b> to attend educational sessions - <b>\$200.00 each day</b> (does not include any tickets) <input type="checkbox"/> Monday <input type="checkbox"/> Tuesday <input type="checkbox"/> Wednesday	\$200.00 x ____	
<b>Speaker / Moderator</b>	\$350.00	
<input type="checkbox"/> <b>Board Member - \$200</b> <input type="checkbox"/> <b>Life Member - \$0</b>	\$200.00 / \$0.00	
<b>Volunteer Registration: Pre-Approved SC only</b> (includes tickets to President's Reception, Banquet & Business Breakfast)	\$250.00	
<input type="checkbox"/> <b>Scholarship Winner</b>	\$0.00	
<input type="checkbox"/> <b>Professional Excellence Award Winner</b> (includes tickets to President's Reception, Banquet & Business Breakfast)	\$365.00	
<b>Exhibitor (Floor Pass Only)</b> (does not include any tickets)	\$50.00	
<input type="checkbox"/> <b>Exhibitor (Comp with Booth) - \$0</b> <input type="checkbox"/> <b>Exhibitor (Comp with Sponsorship) - \$0</b>	\$0.00	
<b>President's Reception:</b> # of tickets: ____ for guest / non-attendee - <b>\$25.00/each</b>	\$25.00 x ____	
<b>Wednesday Banquet:</b> # of tickets: ____ for guest / non-attendee - <b>\$50.00/each</b>	\$50.00 x ____	
<b>Thursday Employer Symposium</b>	\$85.00	
<b>Thursday Business Breakfast:</b> # of tickets: ____ for guest / non-attendee - <b>\$25.00/each</b>	\$25.00 x ____	
<b>CLE:</b> CLE Form showing all workshops attended for the CLE credit. <i>OPTIONAL and NOT included in registration fees.</i>	\$25.00	
<b>PAYMENT INFORMATION</b>	Subtotal:	
<b>ERICSA Federal ID #: 41-1281093</b>	Amount Paid:	
	Balance Due:	

**NOTE:** Advance payment is preferred. However, we realize that some governmental entities will not pay until after completion of the conference. If payment will not be made until after the conference, please check the appropriate box below.

- I will be paying with a check (made payable to ERICSA)  Before  After the conference

Mail check to: ERICSA, c/o MgR & Associates, PO Box 67585, Albuquerque, NM 87193

- I will be paying by credit card, all credit card information fields **MUST** be completed.

Payment:  VISA     MasterCard     Discover     AmEx\*

Name as it appears on the credit card: \_\_\_\_\_

Credit Card #: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Expiration Date: \_\_\_\_\_ / \_\_\_\_\_ CVS Code (3 digits for MC/VISA, 4 digits for Amex): \_\_\_\_\_

Billing Zip Code: \_\_\_\_\_