ERICSA

CELEBRATES 50 YEARS OF SERVING FAMILIES: THE MAGIC IS STILL ALIVE

ERICSA ERICSA ERICSA ERICSA ERICSA

ANNUAL TRAINING CONFERENCE & EXPOSITION

MAY 19 - 23, 2013

HILTON ORLANDO LAKE BUENA VISTA ▪ LAKE BUENA VISTA, FLORIDA

Your invitation to join us...

The 50th Anniversary of the Eastern Regional Interstate Child Support Association Annual Training Conference and Exposition will be held near magical Orlando, Florida from Sunday, May 19th through Thursday, May 23rd, 2013.

We are happy to invite you to a special conference and celebration of our organization and the ERICSA family. The 50th ERICSA conference will have the workshop program excellence that excites you along with the networking opportunities that you eagerly anticipate year to year. New this year is a "free" night on Tuesday so that you can enjoy your friends, both old and new!

ERICSA's program planning committee offers you a schedule of stellar plenaries and workshops. The schedule is packed with three plenary sessions and forty-five workshops to appeal to both new and experienced child support professionals. The federal track that was new last year was so popular that we are doing it again. We are bringing back our colleagues from the Office of Child Support Enforcement to share with us the latest news, trends and technology in the federal child support program.

We are extending a special invitation to all of the past presidents to help us celebrate 50 years of ERICSA history. We also hope to encourage discussion about the future of the child support program and where we might be in another fifty years.

ERICSA will be hosting a silent auction to benefit a local organization called the Beta Center. Please stop by the silent auction 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 that have not attended an ERICSA conference, we invite you to join us and discover the networking opportunities each day. There is a vast amount of experience and expertise in the people who gather at conference. It is so encouraging to find a peer from another state or jurisdiction that will be helpful to your casework or program when you return home.

The conference site is the Hilton Orlando Lake Buena Vista. Close by are all of the offerings of Orlando with shops, restaurants and parks. We are sure that you will enjoy yourself during the free times of conference. Please make sure you research via the hotel's website for all of the attractions and amenities.

Don't forget to check out the registration schedule on www.ericsa.org and make your plans to get the Early Bird rate.

ERICSA is very proud of its 50th anniversary conference and excited to celebrate with you. Let's make some magical memories in Orlando in May 2013!

Lara Fors

Lara Fors
ERICSA President-Elect and Program Committee Chair

GENERAL INFORMATION

CONFERENCE REGISTRATION

Early Bird Registration will be accepted through January 31, 2013.
Pre-registration for the conference is strongly encouraged, however, you may register on-site beginning Sunday, May 19, 2013 from noon to 6 PM or Monday through Wednesday between the hours of 8:00 AM and 5:00 PM.

SUGGESTED DRESS CODE

We suggest business-casual dress for all conference workshops. You are invited to get all gussied up 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, Susan Schroeder, and also honor the presidents of the past 50 years of ERICSA.

BANQUET

The Banquet will be held on Wednesday, May 22, 2013. Join us for dinner and dancing which is free to attendees registered for the conference. Tickets are available for non-attendees at a cost of $50.00.

TRANSPORTATION

AIRPORT INFORMATION

The Orlando International Airport (MCO) is located 15 miles from the Hilton. Serviced by all major airlines, airport information can be found at www.orlandoairports.net. Directions from the airport: Take Beachline Expressway West (528) to I-4 West to Exit 68. Make a Right and then at the first light, take a left onto Hotel Plaza Blvd. Hilton is the 4th Hotel on the Left side.

GROUND TRANSPORTATION

Ground Transportation is available from Orlando International Airport to the Hilton Orlando Lake Buena Vista. Bus Transportation is $2.00 each way, shuttle van is $21.00 per person one-way or $34.00 round trip and a taxi is approximately $47.00 one way.

LOCAL TRANSIT - LNYX

The cost is $2 per person each way. Buses run 5:00 a.m. to 9:00 p.m., approximately every 20 minutes. The bus provides transportation from the Orlando International Airport to Downtown Disney. For ticket information, visit golynx.com.

HOTEL PARKING

Valet parking at the Hilton Orlando Lake Buena Vista is $20 per day. Self-parking overnight is $13 with in/out privileges available.

HOTEL ACCOMMODATIONS

Reserve your room at the special conference rate of $104.00 + 12.5% tax by **4/16/2013.** When calling the hotel direct, please refer to group booking for the ERICSA conference when reserving your room. 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 and clicking on the hotel link.

Hilton Orlando Lake Buena Vista
1751 Hotel Plaza Boulevard
Lake Buena Vista, Florida, 32830
(407) 827-4000

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 up to 19.8 hours of CLE credits available to participants. An ERICSA Certificate of Completion showing each workshop attended will be provided for the attorneys who would like CLE credit. There will be a fee of $25.00 for this service.

Gordon Moseley Rising Star Scholarship

The Gordon Moseley Rising Star Scholarships help ensure dedicated child support workers are able to attend the annual ERICSA training conference each year. The purpose of these scholarships is to help expand knowledge of the child support program and to promote professional development.

To be eligible for this scholarship, you must be currently employed in a Title IV-D child support program (includes state, county, tribal, international, and contract staff), have never attended an ERICSA conference, and be able to attend the ERICSA Conference in Lake Buena Vista, Florida May 19 - 23, 2013. If you meet the qualifications and would like to apply for a scholarship for the 2013 Conference, download the application from our website www.ERICSA.org.

Applicants may download the scholarship application and information and submit their application to Patrick Quinn postmarked no later than **March 20, 2013** or submit your application via email to Patrick at patrickquinn@pacses.com or Family Court, 440 Ross Street, Pittsburgh PA 15219.

Walk / Run

You are invited to join other attendees on the mornings of Sunday – Tuesday for a walk, jog or run. There will be leaders to show the trail at every speed. Keep that New Year's Resolution and bring your work-out clothes and shoes. Water will be provided, and all of the participants will receive a special ERICSA T-Shirt.

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 4:00 pm or Monday at 12:00 pm.

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.

ERICSA Charity

ERICSA will host a ***Silent Auction*** to benefit a local charity from the home state of our conference. Every dollar raised from this silent auction will be donated to the charity. This year, we have selected the **Beta Center**, a nonprofit organization with 35 years of experience helping families, regardless of age or economic status, in the greater Orlando area including Orange, Osceola and Seminole counties.Their mission is to provide children and parents with the knowledge and support needed for strong and healthy families.

How can you help? You can:

1) Donate one or more items for the silent auction which will be held during the conference.

2) Come to the conference prepared to bid on and win fabulous prizes!

The Silent Action will be held at the conference in Florida **May 19 - 23.** To learn more about this year's charity, **the Beta Center,** please visit their website, http://www.betacenter.org.

For more information on donating items for the silent auction please contact:

Carla West - cwest@ywcss.com
Pam Sala - salap@oakgov.com
Gwen Neely - gwen.neely@smimail.net
Tim Sowder - SowderT@courtlandconsulting.com
Patti Spear – psear@deloitte.com
Alyssa Harrell – aharrell@ywcss.com
Jim Dingledine – jdingledine@cfssc.org
Rob Velcoff – rob.velcoff@dfa.state.ny.us
Tim Morrison – tim@rainbowassoc-meetings.com

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, Bob Fisler, 204 Rhoads Avenue, Haddonfield, NJ, 08033**.

Agenda at a glance

SUNDAY, May 19, 2013

8:00 a.m.	Walk / Run
12:00 p.m. - 6:00 p.m.	Registration Information
12:00 p.m. – 5:00 p.m.	Exhibitor Set-up
4:00 p.m. - 4:30 p.m.	First-Timer Get Together
4:00 p.m. - 4:30 p.m.	Moderator's Meeting
6:00 p.m. - 7:30 p.m.	President's Reception

MONDAY, May 20, 2013

6:00 a.m. – 7:00 a.m.	Walk / Run
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 Ceremony
10:00 a.m. - 10:30 a.m.	Break / Visit with the Exhibitors
10:30 a.m. - Noon	Plenary Session
12:00 p.m. - 1:15 p.m.	Lunch On Your Own
12:00 p.m. - 12:30 p.m.	Moderator's Meeting
1:30 p.m. - 3:00 p.m.	Breakout Session 1 - 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 2 - Concurrent Workshops

TUESDAY, May 21, 2013

6:00 a.m. – 7:00 a.m.	Walk / Run
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 3 - Concurrent Workshops
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. – 1:15 p.m.	Lunch On Your Own
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

WEDNESDAY, May 22, 2013

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. – 1:15 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
6:00 p.m. – Midnight	BANQUET

THURSDAY, May 23, 2013

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

2013 Program Agenda

SUNDAY, MAY 19, 2013

8:00 a.m.	**Walk / Run**
12:00 p.m. - 6:00 p.m.	**Registration Information**
12:00 p.m. – 5:00 p.m.	**Exhibitor Set-up**
4:00 p.m. - 4:30 p.m.	**First-Timer Get Together**
4:00 p.m. - 4:30 p.m.	**Moderator's Meeting**
6:00 p.m. - 7:30 p.m.	**President's Reception**

MONDAY, MAY 20, 2013

6:00 a.m. - 7:00 a.m.	**Walk / Run**
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 Ceremony**
10:00 a.m. - 10:30 a.m.	**Break / Visit with the Exhibitors**
10:30 a.m. - Noon	**Plenary Session**

2013 FEDERAL OCSE UPDATE (CLE)

Join our colleagues from the Federal Office of Child Support Enforcement as they discuss the year in review and the many things that have happened since OCSE conducted this plenary last year. Learn what OCSE has completed in the past year and where it is with important initiatives such as medical support and family-centered strategies.

12:00 p.m. - 1:15 p.m.	**Lunch On Your Own**
12:00 p.m. - 12:30 p.m.	**Moderator's Meeting**
1:30 p.m. - 3:00 p.m.	**Breakout Session 1**

Workshop A: FPLS STATE SERVICES PORTAL: *IT'S A WHOLE NEW WORLD*

The Federal Parent Locator Service is expanding the way it does business. Has your state been affected with staff reductions, budget constraints? Who hasn't, right? The FPLS returns so much information but it's possible your antiquated system can only handle the bare necessities. Don't let that stop you from getting the valuable information that is needed to work cases. Need to locate income and assets…..locate application... Need detailed wage information for the military member – DoD Entitlement application... Tired of calling and sending letters to the other state in order to get a copy of an order, birth certificate, picture, etc. – Electronic Document Exchange… Need to know what's going on with the interstate case – Quick and in a hurry – Quick application….Need to know more…..Hi Ho Hi Ho…off to the work shop let's go…

Workshop B: COLLECTING HARD TO COLLECT EARNINGS: *FINDING THE RIGHT TOOL FOR THE JOB* (CLE)

Even with tightening budgets and shrinking resources it is still possible to reach into your toolbox and select the right tool to increase collections. There are many tools available that you can use to collect past-due child support for both in-state and interstate enforcement actions. The panel will discuss some of those tools such as bank levies/liens, attaching dividend funds, retirement accounts and intercepting insurance settlements. Presenters will share information about state laws and policies that attribute to increasing collections. Attendees will also learn about data sharing alliances and how they turn that shared information into collections.

Workshop C: VENUS AND MARS? BRIDGING COMMUNICATION GAPS BETWEEN INFORMATION TECHNOLOGY AND CSE PROGRAM STAFFS

Technology is of increasing importance to the world of child support enforcement. However, communication challenges may make it seem as though information technology staff and CSE program workers are from different planets. This unique workshop will feature presenters from both fields examining what causes miscommunications and frustration when requirements are defined and problems are described. Come learn about recurring problems and effective solutions. Whether you are on the program side or an information technologist, you'll take away specific techniques and best practices for more precise communications between these spheres.

Workshop D: 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 both the 1996 and the 2001 versions of the Uniform Interstate Family Support Act. 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 determination of controlling order, the federal UIFSA forms and more in-depth issues.

Workshop E: WORKING WITH INCARCERATED NCPS (CLE)

A significant percentage of child support cases have a non custodial parent either in prison or with a criminal record. Anticipating the issues for these parents who are eligible now for 're-entry' helps the entire family and not just the individual. Come and learn from our panel of experts about some of the agencies and their programs that are dealing with the issues of re-entry. We will discuss how they use various resources and personal skills to provide services to these criminal parents, both as they prepare in the institution to re-enter our communities and also after they have returned to society.

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

3:30 p.m. – 5:00 p.m. **Breakout Session 2**

Workshop A: INTERGOVERNMENTAL DOMESTIC VIOLENCE ISSUES

Family Violence Collaborations feature prominently in the OCSE "bubble." Much work has been done to increase training on identifying domestic violence and to improve the appropriate use of the Family Violence Indicator. At the same time, given the variety in state child support and domestic violence systems, domestic violence victims with intergovernmental (across different states, tribes, or jurisdictions) issues often face uncertainty and challenges going forward with child support. Come participate in this interactive discussion focused on identifying gaps in service to victims of domestic violence who move across state or jurisdictional lines, improving communication between states and jurisdictions, especially where different domestic violence policies or offer different protections exist, and the technological challenges with communicating across state or jurisdictional lines.

Workshop B: BANKRUPTCY (CLE)

Have you ever wondered . . . what do Chapters 7, 9, 11, and 13 mean? What is a Proof of Claim and do I have to do one? Are Automatic Stays good or bad? What are the steps in a Bankruptcy case and what can I do during a Bankruptcy proceeding? Who gets the tax intercept? What are the effects of a Bankruptcy discharge? Dismissal? Come and learn all about the playing field where Child Support and Bankruptcy converge.

Workshop C: THE BIAS PROJECT: USING BEHAVIORAL ECONOMICS TO IMPROVE PERFORMANCE AND EFFECTIVENESS

This workshop will provide you with the basic tools and concepts to begin thinking about process improvement based upon the barriers faced by our families. That is, you will learn some intervention strategies aimed at fixing the "why don't they do what we want them to do?" Behavioral Economics is used all the time to sway decision making of all of us. Why not use the same concepts in the child support program?

Workshop D: RISE TO THE CHALLENGE: *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 1996, UIFSA 2001, and UIFSA 2008. Be prepared to share your opinions, because this workshop encourages active audience participation!

Workshop E: BEST PRACTICES: A TALE OF TWO STATES' LOCATE BEST PRACTICES

Locating people, income, employers and assets is a key ingredient of the successful outcome of a child support case for all involved. Without solid locate information, paternity and realistic child support obligations may not be established, obligations can remain unpaid, and arrears accrue. This workshop presents modern solutions to an old problem by sharing the experiences of two states that use the latest sources, tools, and technology to enhance a caseworker's ability to locate people, employers, assets and income.

TUESDAY, MAY 21, 2013

6:00 a.m. - 7:00 a.m. **Walk / Run**

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 3**

Workshop A: INCREASE COLLECTIONS USING E-IWO AND THE DEBIT INQUIRY SERVICE (CLE)

Looking for ways to increase your child support collections? A good place to start is to improve income withholding by taking advantage of sending electronic income withholding orders or e-IWO. Join the panel of states and employers to discuss how implementing e-IWO benefits state programs and most importantly significantly increases collections. Also, learn how to secure employer lump sum/bonus payments through the Debit Inquiry Service available on the State Services Portal. Come to this informative workshop to learn more about these tools!

Workshop B: BEST PRACTICES: AUTOMATED REVIEW FOR MODIFICATION (CLE)

Whether it is a three year review for cases receiving Temporary Assistance for Needy Families or a review upon request of the parents, there are several approaches used by states. Come hear how automation can manage most of these actions, improving use of our limited human resources.

Workshop C: SKILLS FOR EFFECTIVE STAFF MANAGEMENT: IT TAKES A LITTLE MAGIC

Being a supervisor is one of the most difficult and challenging jobs you can have for the one simple reason: you are dealing with people! While it is important to have a clear understanding of the technical and business aspects of the job as a supervisor, it more important for you to possess the people skills needed to ensure the job gets done. What are those skills and why are they important skills for every supervisor to have? This workshop will provide information about the critical skills every supervisor should have to be successful and to keep the magic happening.

2013 Program Agenda

Workshop D: SUCCESSFUL INTERJURISDICTIONAL COMMUNICATION: IRG, QUICK AND THE ICR

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. Items to be discussed include the best ways to communicate with other states, what paperwork is needed, what you can you do on your own without getting another government office involved, one-state interstate, case processing tips, how to use the federal IRG and QUICK, interstate communication and 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.

Workshop E: PROVIDING EXCELLENT CUSTOMER SERVICE TO MOTHERS AND FATHERS

This workshop will discuss the differences in the customer service that the child support agency should be sensitive to when assisting both custodial parents and non custodial parents. There will also be discussion about the broadening audience for the agency, in that fathering programs and legislators are becoming more interested in the national and state IV-D programs.

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

10:30 a.m. – Noon Breakout Session 4

Workshop A: Workshop A: ESTABLISHING PARENTING TIME ORDERS IN INITIAL CHILD SUPPORT ORDERS

As more child support programs are moving into assistance with establishing parenting time, this workshop explores how to help parents understand and establish parenting time agreements at the time of the IV-D child support order establishment. This workshop will focus on ensuring that parents who have experienced violence have the necessary protection to get support safely and receive appropriate parenting time services. Key topics include parenting time agreement models, mediation services, and domestic violence screening and protocols.

Workshop B: USING THE INTERNET AND SOCIAL MEDIA FOR LOCATE AND EVIDENCE: THERE'S AN APP FOR THAT! (CLE)

Social media has exploded and forever changed the way organizations, communities and individuals communicate. Social media includes web-based and mobile technologies and is used to turn communication into an interactive dialogue. So how can CSE be relevant in that dialogue? Come hear about what the Federal office is doing with their website and social media channels as well as what other States are doing to connect better and serve their customers with different forms of social media.

Workshop C: FOCUSING FRONT LINE STAFF ON PERFORMANCE GOALS

This workshop will discuss ways to improve your success at serving our core mission by focusing on improving performance goals. The discussion will include programs that have been implemented at the State and County level with an eye towards improving performance. We will discuss working specialized reports, special projects, improving technology and creating a performance driven culture in our offices that will lead to increased performance and incentives.

Workshop D: TRIBAL CHILD SUPPORT: BASICS AND BEYOND (CLE)

Did you know that there are 564 federally recognized tribes? Of those, more than 60 are operating a IV-D program and the number continues to grow. Come hear the magic that happens behind the scenes when tribes and states work together.

Workshop E: ARREARS MANAGEMENT: TWO STATES, TWO WAYS (FL AND PA)

Managing arrears is critical to a state's performance measures as well as providing quality service to families. This workshop focuses on two different but equally effective methods the Commonwealth of Pennsylvania and the State of Florida employ to manage arrears. Pennsylvania uses predictive analytics to target cases requiring early intervention while Florida uses a fully automated process to segment NCPs in arrears to tailor enforcement remedies that are initiated.

12:00 p.m. – 1:15 p.m. Lunch On Your Own

1:30 p.m. – 3:00 p.m. Breakout Session 5

Workshop A: HELLO, IS ANYBODY OUT THERE? BEST PRACTICES FOR EMPLOYERS AND STATES

Communication between state child support agencies and employers is essential for the economic stability of children and families. Employers navigate barriers such as automated voice response systems that leave you hanging, complex laws that are difficult to interpret, orders that direct payments to entities other than the SDU, and confusing websites. Do you find yourself wondering, IS ANYONE OUT THERE? Join states and employers in this interactive workshop and learn best practices to overcome these and other communication barriers.

Workshop B: ESTABLISHING PATERNITY IN AN EVOLVING LEGAL AND SOCIAL WORLD (CLE)

Establishing paternity is an essential component of the Title IV-D program. Voluntary acknowledgements and genetic testing are important federally mandated tools in the process. However, these tools are increasingly coming under scrutiny in the media, the courts and state legislatures. This session will explore the use of these tools in the states and how they are being "addressed" by courts and state legislatures. This session will present some of the policy developments in states which have resulted in a wide legal divergence in state based paternity law.

Workshop C: INTERVIEWING SKILLS USED BY EFFECTIVE CASE WORKERS
This interactive workshop is designed to assist new and experienced case workers to build on their existing knowledge and skills in the area of interviewing customers. This is an opportunity to learn strategies for interviewing and working with the customers that are often more challenging in the child support environment.

Workshop D: INTERJURISDICTIONAL CASE LAW UPDATE (CLE)
This workshop will survey recent appellate decisions from around the country relevant to IV-D practitioners. The workshop will cover a wide range of topics, including the duty to support a child conceived by artificial insemination, IV-D administrative power, criminal nonsupport, bankruptcy, UIFSA and more. Also covered are federal budget and policy initiatives and "News of the Wild and Wacky."

Workshop E: GETTING BLOOD FROM A TURNIP: COLLECTION TIPS (CLE)
The "Blood From a Turnip" workshop is a fun, audience-interactive session that will identify tools and techniques used to recover payments from debtors that otherwise go uncollected. You will learn about bleeding-edge technology used by leading private sector debt collection companies, but that's not all. You will also discover how management techniques for behavioral, non-financial incentive programs will drive your collection staff's productivity and performance well beyond expectations, even in this difficult economic environment.

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: WORKING WITH VETERANS AND THE MILITARY: EFFECT CASE PROCESSING AND CUSTOMER SERVICE (CLE)
Have you or your colleagues ever had a difficult time locating a military service member? Do you need to lock and load more tools in your arsenal to take your collections to infinity and beyond? It may be as easy as Alpha, Beta, Charlie! This workshop will focus on location of military personnel, determination of jurisdiction, perfection of service, default judgments, mandatory stays, and enforcing orders against military personnel. The workshop will also provide guidance on how to work with the Veterans Administration and Defense Finance and Accounting Service (DFAS) which processes child support garnishments for all civilian and military members of the Department of Defense (and a number of federal agencies). Another highlight of the workshop will be an introduction of potential enhancements to DoD entitlement data available through the State Services Portal. You will not want to miss this informative session!

Workshop B: LEGAL DIS-ESTABLISHMENT OF PATERNITY: HOW IV-D ORDERS CAN BE UNDONE AND HOW TO PREVENT IT (CLE)
Let's explore the different ways in which states allow a party to attack a final paternity order. Besides a legal action to set aside an order, there are other challenges like legal vs. bio father conflicts, acknowledgements of paternity that are set aside or rescinded, or alleged fathers filing for paternity when there is already a legal father. You will learn how the different states' agencies organize to respond to those challenges and what the agencies are doing to enter orders that will decrease or deny a challenge made to an IV-D order of paternity.

Workshop C: MILLENIALS: THE NEXT WORKING GENERATION
What will the next generation of child support workers and customers be like? This workshop will discuss the characteristics of "Millennials" and how they will shape the way we supervise and manage our staff, and how they will change the way we handle customer service and case processing going forward.

Workshop D: MODIFCATIONS PURSUANT TO UIFSA: HANDLING THE TWISTS AND TURNS OF MODIFYING SUPPORT ORDERS IN INTERGOVERNMENTAL CASES (CLE)
Modification of a child support order is complex and confusing, particularly when multiple jurisdictions are involved. This session will reinforce the rules under UIFSA and FFCCSOA: which tribunal has subject matter jurisdiction, what kind of notice is required, understanding "non-modifiable" terms, and applying guidelines. The panel will also consider case law and policy on the most complex modification issues including: "playing away" – UIFSA versus FFCSOA, what to do when someone leaves the country, modification and tribal orders, and the impact of UCCJEA. There will also be case processing information such as what is needed for a modification under UIFSA, the rules behind jurisdiction to modify, modifications in international/tribal cases, forms, dealing with other states' rules, review & adjustment, COLA, and much more.

Workshop E: BEST PRACTICES: LARGE JURISDICTIONS
Large jurisdictions are often larger than many states, and have multiple challenges to effective delivery of child support services to all customers. Three large jurisdictions will share their approaches and solutions to these challenges, including handling interstate cases, custodial and noncustodial parent involvement, and case management

WEDNESDAY, MAY 22, 2013

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: PREDICTIVE ANALYTICS -- FROM MATH TO ACTION: HOW IT IS CHANGING CHILD SUPPORT CASE MANAGEMENT
Child support agencies are increasingly turning to predictive analytics to give them further insight into effectively managing their caseload. Through predictive analytics, caseworkers can better determine which cases are likely not to pay and why, and determine the type and timing of services most likely to get the obligors back on track. Program managers use advanced analytics to get better insight into trends. Presenters will explain how predictive analytics helps them provide more targeted case management and share results of a recent federal analytics project.

2013 Program Agenda

Workshop B: SOCIAL SECURITY AND CHILD SUPPORT: MAKING SURE OUR FAMILIES HAVE THOSE BARE NECESSITIES (CLE)

"Zippity Doo Dah, Zippity Yah, there's SO much $ coming from S-S-A!" The Social Security Administration has provided wage and income information to Child Support agencies for many years. In 2002, SSA began sending information from the State Verification and exchange System (SVES). SVES data identifies people receiving disability, retirement or survivor's benefits. The SVES data has proven to be a valuable source in locating address, income and asset information that is needed in order to establish paternity, establish an obligation and to enforce and/or modify a support order. Talk about a wealth of information and money! That's right, SSA withholds over $77M per month in child support garnishments. Is your state taking advantage of all the valuable disability, retirement, and survivor benefit information returned from the Federal Parent Locator Service (FPLS)? Not sure? Well, you definitely don't want to miss this workshop because it will focus how the data can increase performance in your state and most importantly, get the money to our families. This interactive workshop will include an SSA representative who will explain SSA eligibility rules and tell you what you need to know to help families. There is so much money to be collected from this source so come and hear how your state can join others in making dreams come true…one case at a time.

Workshop C: CENTRALIZATION SPECIALIZATION OF SERVICES: MULTIPLE STATES IN A CONSORTIUM

Join this informational workshop to explore the possibilities of how states or programs within states can combine forces to launch a centralized office or consortium. Joining forces can increase productivity and decrease cost. What are the possibilities?

Workshop D: INTERSTATE ROUNDTABLE: THE SOUTHERN 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, North Carolina, South Carolina and Louisiana on the panel. These States are major trading partners with all of the South. 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.

Workshop E: PHYSICAL DISASTERS: PREVENTATIVE PLANNING AND RECOVERY

Don't let a storm like "Sandy" catch you without a Disaster Recovery Plan. The storm that hit the Eastern part of the States, Sandy, gave everyone a glimpse of what could happen to your Child Support office. Come and hear what others have done after a disaster hit and how they can help you to be prepared.

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

10:30 a.m. – Noon **Breakout Session 8**

Workshop A: EVERY COMMENT COUNTS: PUBLIC PARTICIPATION AND THE REGULATORY PROCESS (CLE)

This workshop will provide participants with an overview of the policy documents issued by the federal child support office as well as the importance of the public participation in regulatory process. Participants will learn the purpose of the different policy documents, to identify the sections and function of a regulation, how to submit public comments, and how those comments may impact the final regulation language.

Workshop B: ENFORCING SUPPORT ORDERS WITH CIVIL CONTEMPT (CLE)

Come join other judicial child support professionals to discuss the pro's and con's of using civil contempt for the enforcement of IV-D child support orders. The response by OCSE to the Turner v. Rogers SCOTUS opinion will be addressed. You are encouraged to come share what you do in your local jurisdiction.

Workshop C: COLLABORATIVE RELATIONSHIPS WITH IV-A AND IV-E

What does it take to implement and sustain a successful alliance between the Department of Social Services and the Department of Child Support Enforcement that benefits the children and families we all serve? Join as we explore the advantages of a collaborative relationship between IV-A, IV-E and IV-D; discuss the reality of implementing new procedures; and investigate programs that are demonstrating the principles of partnership and best practices.

Workshop D: BEST PRACTICES: *CASE CLOSURE*

Come listen to a panel of states discuss what their best practices are concerning case closure and how they find success with OCSE regarding performance measures and with other states on UIFSA actions.

Workshop E: THE MAGIC OF ELECTRONIC TOOLS: *WEB CHAT, ONLINE APPLICATIONS, AND E-SERVICES*

Refocusing customer service interactions allows us to provide improved and efficient child support services. This workshop will demonstrate several approaches to expanding customer service options, including providing information via web-chat, increasing self-service options for case information and streamlining face to face interactions.

12:00 p.m. – 1:15 p.m. **Lunch On Your Own**

2013 Program Agenda

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

Workshop A: LOCATE 2013: WHAT'S NEW AND WHAT'S BEST
This session will have a unique format. There will be no panel. Instead, there will be a Facilitator and selected experts to lead a discussion on locate. Experiences will vary and there is no "right" answer for any of the discussion items. The discussion topics will include: free internet search sites; avoiding "death by prompt;" obtaining cell phone numbers; obtaining new hire, prisoner and business information; contacting CP's and NCP's by phone and letter to obtain locate information; and sharing experiences with locate services such as the Work Number and other locate tips.

Workshop B: ETHICS FOR CHILD SUPPORT ATTORNEYS (CLE)
Every day we as the various professionals working with IVD cases face a myriad of ethical questions, whether we are line workers, attorneys for the state child support agency, magistrates or judges. The panel will present a series of brief common ethical dilemmas for your consideration and discussion. Electronic audience participation will be a highlight of this presentation.

Workshop C: WINNING THE WAR ON DULL, INEFFECTIVE PRESENTATIONS
Delivering great presentations even on the most boring of subjects takes a little bit of luck, a little bit of magic, and a whole lot of work. All of us have been in presentations and may have even delivered a few that were so boring that you just wanted to run from the room screaming. Let's face it, not all subjects we have to make presentation on are what you may call riveting…….think financial distribution rules!! That does not mean however that the presentation of those subjects has to be dry and boring. This workshop will provide you tips for making your presentation a fun, informative, and learning experience for your audience.

Workshop D: INTERNATIONAL CHILD SUPPORT: WHERE ARE WE NOW? (CLE)
International child support case processing is an exciting, challenging, and growing area of work in many U.S. states. States process an increasing number of cases with the 25 international Foreign Reciprocating Country jurisdictions, as well as many other international partners. In addition, any day now Congress could pass implementing legislation for the Hague convention on international child support, which will transform international case processing in the years ahead. Please join us for a lively workshop on case processing and other hot topics in international child support, including effective communication techniques and tools for working all kinds of international reciprocal and nonreciprocal cases, legal issues, forms, translation requirements, currency conversion, what is coming next, and much more.

Workshop E: Small Projects- Big Successes: County Level Enforcement
We face challenging times with reduced funding at all levels: Federal, State and Local. Counties can and should address change and challenges in a positive way that can help maintain local child support performance and outcomes for families. Best practices come in many shapes and sizes, some expensive, but some not so. This session will focus on several small projects that were successful, didn't require a big investment and could easily be replicated at a local level. Using evidence-based decision making and policy development can lead to improved performance. This workshop is geared toward local directors, managers, supervisors and case managers.

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

3:30 p.m. - 4:30 p.m. **Plenary Session**
THE FUTURE OF CHILD SUPPORT AND THE NEXT 50 YEARS (CLE)
With a brief recap of how the IV-D program both began and has evolved over the last 50 years, we will explore and imagine the future of the child support program and role of child support professionals.

6:00 p.m. – Midnight **BANQUET**

THURSDAY, MAY 23 2013

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

9:30 a.m. - 11:00 a.m. **Plenary Session**
CHILD SUPPORT GAME SHOW (CLE)
This Plenary is a now a tradition! In the style of a popular game show, former ERICSA presidents will do their best to show off their knowledge as they attempt to answer child support-related questions while audience members vie for not-so-valuable 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 business meeting wrap-up, join us for what will undoubtedly be a fun and exciting game-show format as we test our knowledge of the beloved program to which we all belong. If you miss this one, you'll never forgive yourself!

Downtown Disney® Area

What's there to do after the meetings are done for the day? Day or night at Downtown Disney area, choose from dining with dinosaurs to a distinctly Disney shopping extravaganza to catching incredible live music and shows!

Downtown Disney West Side
Downtown Disney West Side showcases top-notch restaurants, a 24-screen AMC movie theater, and other uncommon shops. Here you'll also find the exquisite Cirque du Soleil La Nouba and the DisneyQuest Indoor Interactive theme park.

Downtown Disney Marketplace
Downtown Disney Marketplace provides an appealing place to take a break especially if you're in search of Disney merchandise. Check out the largest Disney character store in the world. Or, for more of a respite, relax and dine at a lakeside restaurant.

Pleasure Island
Enjoy an enticing array of shopping and dining experiences at Pleasure Island, including Curl by Sammy Duval, Apricot Lane Boutique, Raglan Road Irish Pub & Bar, Fuego by Sosa Cigars, Paradiso 37 and other outdoor food and beverage locations.

Conference Registration Form

A registration form MUST be completed by each attendee.

Early Bird Discount Deadline: January 31, 2013 ☛ **Advance Discount Deadline:** April 26, 2013 ☛ **Regular Rates apply after:** April 27, 2013.

Mailed Registrations Deadline: Please do not mail registrations in after April 26, 2013 as we cannot guarantee receipt in a timely manner for processing. You may register now and pay later by visiting: http://www.ericsa.org. Payment may be required onsite for registrations not received.

Questions Regarding Registration? Please call 321-947-6190 or email tim@rainbowassoc-meetings.com.

REGISTRANT'S INFORMATION

First Name:		Last Name:	
Badge Name: (First Name or "Nickname")		Title:	
Organization / Agency:			
Address:		Address 2:	
City:	State:	Country / Territory / Province (Non US only)	Zip/Postal Code:
Direct Phone/Extension:		Fax:	
Email (attendee's email):		This is my _____ ERICSA Conference.	

BILLING INFORMATION

Organization/Agency/Company Name:
To the attention of:
Phone:
Email (contact's email):
Purchase Order #:

Cancellations

Cancellations must be received in writing prior to April 19, 2012 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 April 19, 2013, nor will they be given for "no shows".

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

❑ Conference Attendee ❑ Speaker/Moderator ❑ Exhibitor/Sponsor ❑ Board Member ❑ Life Member

❑ Volunteer (Available only to Florida residents who have been Pre Approved [by Volunteer Coordinator)

REGISTRATION FEES	FEE	AMOUNT DUE
Early Bird - Submitted before February 1 *Fee includes ticket to President's Reception and Banquet.*	$365.00	
Advance - Submitted February 1 - April 26 *Fee includes ticket to President's Reception and Banquet.*	$395.00	
Regular - Submitted after April 26 **- $425** *Fee includes ticket to President's Reception and Banquet.*	$425.00	
Daily Registration to attend educational sessions ***(does not include any tickets)***: ❒ Monday ❒ Tuesday ❒ Wednesday	$200.00	
Speaker / Moderator	$350.00	
❑ **Board Member - $200** ❑ **Life Member - $0**	$200.00 / $0.00	
Volunteer Registration: *Pre-Approved FL only* *Includes a ticket to President's Reception and Banquet.*	$250.00	
Exhibitor (Floor Pass Only) - $50 ***(does not include any tickets)***	$50.00	
❑ **Exhibitor** (Comp with Booth) - $0 ❑ **Exhibitor** (Comp with Sponsorship) - $0	$0.00	
President's Reception: # of tickets: _____ for guest / non-attendee	$25.00/each	
Banquet: # of tickets: _____ for guest / non-attendee	$50.00/each	
CLE: ERICSA Certificate of Completion showing all workshops attended for the CLE credit. ***OPTIONAL and NOT included in registration fees.*** State(s): _____	$25.00	

PAYMENT INFORMATION

ERICSA Federal ID #: 41-1281093

Subtotal:	
Amount Paid:	
Balance Due:	

NOTE: Advance payment is preferred. If payment will not be made until after the conference, please check the appropriate box.

❒ **I will be paying with a check** (made payable to ERICSA) ❒ **Before** ❒ **After the conference.**
Mail check to: ERICSA 1436 Rainbow Trail, Winter Springs, Fl 32708

❒ **I will be paying by credit card, all credit card information fields MUST be completed. Payment:** ❒ **VISA** ❒ **MasterCard** ❒ **AmEx***
Name on Credit Card: _____ **Card #:** _____
Expiration #: _____/_____ **CVS Code (3 digits for MC/VISA, 4 digits for Amex:** _____ **Billing Zip Code:** _____ **Amount Paid:** _____