

51st ANNUAL TRAINING
CONFERENCE & EXPOSITION



ERICSA 2014: *TAKING FLIGHT for Children and Families*

May 18 - 22, 2014



SHERATON GREENSBORO • GREENSBORO, NORTH CAROLINA



Your invitation to join us...

The 51st Annual Training Conference & Exposition of the Eastern Regional Interstate Child Support Association Annual Training Conference and Exposition will be held in beautiful Greensboro, North Carolina from Sunday, May 18th through Thursday, May 22nd, 2014.

The 51st ERICSA conference will have the workshop program excellence that excites you along with the networking opportunities that you eagerly anticipate year to year. 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. 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.

ERICSA will be hosting a silent auction and raffle to benefit a local organization called Victory Junction. 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 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 Sheraton Greensboro Hotel at Four Seasons. Located conveniently close to shopping and restaurants, 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. Tuesday evening there will be buses available to take you to downtown Greensboro where you will find a variety of restaurants and the Friendly Shopping Center where you will find numerous stores and restaurants. For more information, please see our website.

Don't forget to check out the registration schedule on www.ericso.org and make your plans to get the Early Bird rate (but hurry, this rate ends January 31st).

ERICSA is very excited to invite you to its 51st Annual Conference. Join us as we take flight for children and families in Greensboro NC in May 2014!

ERICSA 2014: Taking Flight for Children and Families

Carla West

Carla West

ERICSA President-Elect and Program Committee Chair



51st Annual Training Conference & Exposition

GENERAL INFORMATION

CONFERENCE REGISTRATION

Early Bird Registration will be accepted through January 31, 2014. Pre-registration for the conference is strongly encouraged, however, you may register on-site beginning Sunday, May 18, 2014 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, Lara Fors, for her service and leadership of ERICSA.

BANQUET

The Banquet will be held on Wednesday, May 21, 2014. 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

Piedmont Triad International Airport (GSO) is located just a few short miles from the Sheraton. Serviced by all major airlines, airport information can be found at www.flyfrompti.com. Directions from the airport: Turn right on to Bryan Boulevard East. Take the exit reading I-40 Winston-Salem and travel 1 1/2 miles to I-40 East to Greensboro Exit 1. Follow the interstate to Exit 217 Koury Blvd/High Point Road. The hotel is immediately on the left.

GROUND TRANSPORTATION

The Sheraton Greensboro offers a complimentary shuttle to the hotel.

The airport is served by a number of local transportation services to help us get you on your flight and on your way quickly and affordably.

PART (Piedmont Authority for Regional Transportation)

PART serves PTI with buses, vans and carpools for affordable, comfortable transportation. Call 336-883-7278 to make a reservation.

Triad Transportation

Taxi/van services are provided by Triad Transportation. They can be reached at (336) 668-9808 or 1-877-796-LIMO (5466). Triad Transportation is located on the lower level center in the terminal building.



LOCAL TRANSIT - The Greensboro Transit Authority (GTA)

GTA charges a base fare of \$1.50 per trip with free transfers. GTA Operates 15 Routes from 5:15 am to 11:30 pm Mondays through Fridays and 6 am to 10 pm Saturdays. For HEAT daily routes, please visit www.rideheat.com

HOTEL PARKING

Parking at the Sheraton Greensboro Hotel is complimentary.

HOTEL ACCOMMODATIONS

Reserve your room at the special conference rate of \$102.00 + 12.75% tax (Total of \$115.01) by 4/27/2014. When calling the hotel direct, please refer to group booking for the ERICSA conference when reserving your room. Check in time is 3:00 p.m. and check out time is 12:00 noon. You can also reserve your room through our website www.ericso.org and clicking on the hotel link.

The Sheraton Greensboro Hotel

3121 High Point Road
Greensboro, NC 27407
(336) 292-9161



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 17 workshops and at least 2 plenary sessions that will be available for CLE credits. 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 Greensboro, North Carolina May 18 - 22, 2014. If you meet the qualifications and would like to apply for a scholarship for the 2014 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 21, 2014** or submit your application via email to Patrick at patrickquinn@pacses.com or Family Court, 440 Ross Street, Pittsburgh PA 15219.

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..

Walk / Run

Join us bright and early to start your day with some exercise and fun! At 8:00 am on Sunday May 18, and at 6:00 am Monday & Tuesday, May 19 & 20, ERICSA board members will lead attendees on a nice run, slow trot, or brisk walk (your choice) in a designated area around the conference hotel. You can scope out the surroundings, meet new people, and enjoy a refreshing start to your day. Come one, come all!

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.

Tuesday Night Outing

Ride the ERICSA bus loop from the Sheraton hotel to the downtown Greensboro historic district and the Friendly Center! Our buses will run throughout the evening to these two posted stops.

Old Greensboro is a revitalized turn-of-the-century commercial and residential district completed with restaurants, craft brewery, local vintage shops, specialty stores and nightclubs (www.downtowngreensboro.net).

Friendly Center is an outdoor shopping village offering a variety of restaurants, department, specialty and grocery stores, and movie theatres (www.friendlycenter.com).



ERICSA Charity

ERICSA is proud to host our 4th annual Charity Auction and Raffle to benefit a North Carolina charity. This year Victory Junction (victoryjunction.org) has been chosen. Victory Junction is a year-round camping facility that serves children, ages 6 to 16, with chronic medical conditions or serious illnesses. During the summer, Victory Junction offers disease-specific sessions with up to 128 children per session. During the fall, winter and spring, family weekends are offered for up to 32 families per weekend. This camp is free of charge to the campers and their families.

ERICSA will offer daily Silent Auctions (Monday through Wednesday) and a Grand Raffle during our banquet on Wednesday evening.

Bring your cash, checkbook or credit card and have fun browsing and bidding on the items that have been donated. Don't forget you too can donate an item. For information on how to donate an item, please email elainepoole@bellsouth.net

During the past four years our attendees have contributed over \$14,500 to the charities selected. Be a part of giving back to Victory Junction and help their campers enjoy an experience they will always remember!

**Help us make a VICTORY
LAP for them!**



**VICTORY
JUNCTION**

Founded for kids in honor of Adam Petty
a seriousfun camp

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 18, 2014

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-Timers 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 19, 2014

6:00 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	Breakout Session 1 - Concurrent Work
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 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

TUESDAY, May 20, 2014

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.	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. - 1:15 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
5:30 p.m.	Tuesday Night Outing

WEDNESDAY, May 21, 2014

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. - 5:00 p.m.	Plenary Session
6:00 p.m. - Midnight	BANQUET

THURSDAY, May 22, 2014

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

2014 Program Agenda

SUNDAY, MAY 18, 2014

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-Timers 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 19, 2014

6:00 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	Breakout Session 1

Workshop A: CUSTOMER SERVICE: WORKING TO PROVIDE EXCELLENT CUSTOMER SERVICE ACROSS THE NATION

Did you know that some custodial and noncustodial parents write to the President and their Congressional Representatives regarding their child support concerns? Did you know that OCSE has a Customer Service Branch that researches and responds to these concerns? Come hear about customer service collaborations taking place at OCSE and in child support agencies across the country and learn how you can be part of the solution to improve your program's customer service.

Workshop B: SSA AND CHILD SUPPORT: WHAT INFORMATION IS AVAILABLE AND HOW DO WE USE IT AT THE LOCAL LEVEL (CLE)

Is your state taking full advantage of the wealth of information and funds available from the Social Security Administration (SSA) for child support? Nearly 30% of U.S. households include a member that receives some type of benefit from SSA. Currently, SSA withholds over \$80 million in child support garnishments each month for SSA entitlements. Through the Federal Parent Locator Service (FPLS), states are able to receive valuable location and benefit information from SSA's State Verification and Exchange System (SVES). Find out about the many types of information SVES provides and learn how states have increased collections for families and improved program performance by maximizing use of this powerful enforcement tool! Once your state or local office has this information how can it be used to improve performance numbers and provide better support for families? At this session speakers from Indiana and Minnesota local offices will discuss how their states have traditionally handled social security cases and how their specific office uses this information to process cases, close cases and modify orders to appropriate levels.



Workshop C: FEDERAL PERFORMANCE INCENTIVES

Participants will learn how to calculate federal performance incentives. This session will demonstrate that every order established and every child support collection contributes to your state's performance and to the federal incentive amounts received by your State. The session will also provide tips on performance improvement.

Workshop D: BECOMING A GREAT COMMUNICATOR: TACTICS FOR MANAGERS

Communication skills are important for everyone, but managers face special challenges. This workshop will teach managers how to communicate more effectively, both up and down the chain of command. Examples of topics that will be covered include: how to give praise at the right time in the right way, tips for really difficult conversations, how to control rumors, suggestions for collaborating with trainers, and tactics for interacting with the boss. This interactive and practical session will help participants build their communication skills, so that they can confidently handle diverse situations before they snowball into larger problems.

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 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.



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 2

Workshop A: LOCATE 2014 - WHAT'S NEW AND WHAT'S BEST WHEN YOU WANT DATA NOW

This interactive session will have a unique format. There will be no panel. Instead, there will be a Facilitator and selected subject matter 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 CPs and NCPs 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: AVOIDING TURBULENCE WHILE TAKING FLIGHT: THE ETHICAL ATTORNEY'S GUIDE TO TECHNOLOGY (CLE)

Social media. Paperless courts and offices. E-discovery. Electronic Communications. The Cloud. Ethics 20/20. Technology has become available to make the practice of law more efficient and ecologically sustainable. What impact do these new tools have on an attorney's ethical obligations? Come join the discussion as we explore some of the ethical issues raised by the increasing reliance on new technological tools in the practice of law. (And yes, Ajoin@ means this is an interactive CLE workshop.) 

Workshop C: SUCCESSFUL USE OF AUTOMATION: WHAT THE COMPUTER CAN DO FOR YOU

With ever shrinking budgets and resources to work with, states need to become more creative and innovative in finding ways to work cases. The increasing use of automation in the enforcement process is one way to bring success to a child support program's enforcement efforts. The panel will discuss the use of automation with enforcement tools such as bank levies, Social Security, unemployment insurance and insurance intercepts. Presenters will share information on how their programs operate and the lessons that were learned in getting the automation processes in these areas up and running.

Workshop D: COMMUNICATION BETWEEN THE STATES: HELLO. CAN YOU HEAR ME NOW?

Communication is a critical component of the Title IV-D CSE Program. Effective communication can help states improve staff performance and customer service. This session will explore the tools that child support staff can use to request, provide, and update information. The discussion will focus on the use of current technology, state websites, email, and call centers. We will also discuss ideas for creative partnerships that foster communication between states and networking opportunities.

Workshop E: 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! 

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: THE OCSE NATIONAL CHILD SUPPORT NONCUSTODIAL PARENT EMPLOYMENT DEMONSTRATION

OCSE has begun a major national demonstration project – The National Child Support Noncustodial Parent Employment Demonstration (CSPED) – to assess the effectiveness of child support-led employment programs for noncustodial parents. Come and learn about four of the grantee sites

and the rigorous national evaluation. What do these programs look like? Are there tips and tools from the national evaluation that you can use to learn more about and build support for your own employment programs?

Workshop B: FLYING THROUGH THE FINANCIAL FOG TO A "RIGHT-SIZED LANDING": HOW TO REVIEW PARENTAL FINANCIAL DATA (CLE)

Personal and business tax returns, individual statements of net worth, credit applications, business records and statements are all useful sources of information for when determining the "right-sized" order for a family. And they are all subject to the "fog" of manipulation. In this CLE workshop, you will learn how to review these documents, what questions should be asked, and where "red flags" are being raised. You will also learn how to cut through this fog in order to obtain a clear picture of each parent's financial condition so as to have a smooth landing for a "right-sized" order. 

Workshop C: FLIGHT 111-148 DESTINATION AFFORDABLE CARE ACT (ACA) AND CHILD SUPPORT (CLE)

This workshop is designed to help us learn more about the Affordable Care Act and its effect on the child support program. Join us as we learn more from the experts and get your questions answered. 

Workshop D: TIPS AND TRICKS TO REDUCE STRESS, WHILE IMPROVING MEETINGS AND TRAININGS

From computer shortcuts to workspace organization, from time management to personal well-being, from managing meetings to more effective training – this session will present an opportunity to accomplish more, with improved outcomes and less hassle. This session will also describe practical and specific tips and tools for before, during, and after a meeting or training to increase knowledge transfer and organizational effectiveness. Attendees will leave this session better able to realize greater return on the time, energy and other resources invested at work.

Workshop E: IMPROVING INTERSTATE COMMUNICATION

Are you an interstate caseworker? How frustrating is it for you to get things moving for your cases? Come hear how states have examined their own processes and come up with ways to make improvements. There are internal practices that streamline and improve processes that fit what your state needs. There are also proven tools that help keep cases in synch so communication lines stay open. We don't want our cases to fall between the cracks or get lost in cyber space!!

TUESDAY, MAY 20, 2014

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. Plenary Session - OCSE Update

Join our policy colleagues from OCSE as they discuss the year in review. Learn about the policy issued in a variety of areas, including family-centered strategies, tribal child support, veterans and military initiatives, collaborating with child welfare, and case processing.

2014 Program Agenda

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

10:30 a.m. – Noon **Breakout Session 4**

Workshop A: WORKING WITH LEGISLATORS: WHAT DOES CHILD SUPPORT MEAN TO POLICYMAKERS? (CLE)

State legislators affect the day to day functioning of every child support office. They play an important role in setting child support guidelines and enforcement policies. Regardless of how much interaction you have had with your state policymakers, this session will help you learn how to share the needs and concerns of our programs and clients most effectively. You will hear from state legislators about how they perceive the child support program and how best to communicate with them, as well as practical and specific tips from veteran child support advocates experienced in interacting with legislators. 

Workshop B: TRIBAL 101: TRIBAL CHILD SUPPORT FOR STATES (C)

Did you know that there are currently over 60 tribes receiving IV-D funds? This workshop will cover a range of topics covering Tribal history, sovereignty, jurisdictional issues, and a comparison of state and tribal federal regulations, intergovernmental requirements, the Model Tribal System and even an explanation of Indian Health Services.

Workshop C: LATEST AND GREATEST IN LOCATE TOOLS. HOW BEST TO MAKE USE OF SOCIAL MEDIA AND THE WIDE VARIETY OF INTERNET APPLICATIONS

Do you feel like you're being left behind on the social media scene? Does your agency have an updated policy regarding social media? What is a social media policy and why have one? Come learn about how to incorporate social media into your agency's business plan while balancing the legal and ethical concerns. Learn about how other child support and governmental agencies are utilizing social media to communicate and locate clients as well as communicate amongst their peers. It is time to get strategic about social media. We are all in this together, so come be part of the educational discussion while having a little social fun.

Workshop D: PERSONNEL CHALLENGES FACING MANAGERS

This session is designed for county and state managers. Every Manager, no matter how many staff you have, confronts personnel challenges. This session will feature managers from a small county, large county, tribal and state office. The panel will encourage participants to provide their own perspective on how to support state and local personnel efficiency. These effective and experienced managers will share best practices and lessons learned. Good personnel can, and will, improve the internal capacity of state and local child support offices to make a difference for families.

Workshop E: THE COURT HAS SPOKEN: 2014 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 Orders 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 since January, 2013. 

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: SIMPLIFYING THE CHILD SUPPORT PROCESS AS AN ACCESS TO JUSTICE ISSUE: PRO SE MODIFICATION FORMS (CLE)

It is essential for parents involved in child support to fully understand the child support process and their rights within it. Fairness and due process require that child support systems – particularly where parents are unrepresented – be simple, easy to understand and that child support orders are set based on the noncustodial parent's ability to pay. This workshop will describe how one state successfully created online modification and community outreach materials, as well as interview-style software components. Learn about the results of OCSE's SIP grant on "Increasing Access for Child Support Modification through Automation and Outreach", the process involved, and see a live demo of <http://www.modifychildsupportsc.com>. 

Workshop B: MODERN FAMILIES IN CHILD SUPPORT: EXPLORING SAME SEX MARRIAGE, ADOPTION, IVF AND OTHER RELATED TOPICS (CLE)

Where do we go from here and how do we keep up with the changing of the "family unit"? This session will explore child support scenarios as it relates to same sex couples and non-traditional families. Various laws on how child support, custody, and visitation are determined in these non-traditional families will also be discussed. 

Workshop C: PUTTING PREDICTIVE ANALYTICS INTO ACTION

Remember the last time you were in a presentation on predictive analytics? After the eyes glazed over, the next reaction was "how in the world would I even start a project like that?" Well....your prayers (and questions) are about to be answered. Learn how two jurisdictions moved forward to incorporate predictive analytics into their operations – step by step – with helpful hints and suggestions along the way. Understand the federal OCSE steps and potential for helping states with predictive analytics. This is what you have been waiting for!!

Workshop D: THE POWER OF ONE

History proves all things of value start with one person, a single person, who acts to better the world around him. You have that power, the "power of one." In this motivational training session for ERICSA 2014, discover your power and your responsibility to use that power. This session will challenge you to IMAGINE how the world around us can be a better place, whether in our workplaces or our communities. It will help you BELIEVE that you have the power to effect change, and learn to LEAD through SERVICE to change your life and the world around you. Join us and discover your "Power of One."

Workshop E: HOCKEY, FOOTBALL, & SKIING – GUESS WHO RANKS AMONG OUR MOST FREQUENT INTERNATIONAL PARTNERS! (CLE)

International child support case processing is an exciting, challenging, and growing area of work in many U.S. states. Canada, Germany, and the United Kingdom are among our top international partners as far as number of exchanged cases. What do you need to know to inter with these countries? What forms are required? Who assists the U.S. petitioner? Who hears the case? Come learn effective strategies for sending cases to these countries. We even have an "insider" from British Columbia joining our panel of experts! 

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: THE GROWING MILITARY/VETERAN CASELOAD - WHAT TO EXPECT AND WHERE TO GET HELP

After two decades of conflict, the United States has begun a drawdown of our military forces both here and abroad. The influx of those recently discharged, as well as those remaining in the service is beginning to impact child support offices across the country. During this session experts will provide an overview of the state of the military, offer facts about the drawdown, and identify factors that may affect locating members of the military and Vets, child support collections, employment, marriages and family relationships. They will also supply information about current OCSE resources and initiatives designed to help provide services to those who have already proudly served us.

Workshop B: PATERNITY DISESTABLISHMENT IN THE IV-D WORLD (CLE)

In the ever evolving interstate setting, learn how Paternity Disestablishment affects paternity/child support cases in the IV-D World, based upon individual state laws from the perspective of the caseworker to the Judiciary. Prepare for a lively discussion based upon advanced case scenarios. 

Workshop C: ELECTRONIC DOCUMENT EXCHANGE – LATEST AND GREATEST IN INTERSTATE COMMUNICATION!

Come hear states share how they are using Electronic Document Exchange (EDE) to send and receive documents through a secure Internet portal. Why wait for 'snail mail' when you can communicate within minutes with each other? EDE is the latest tool developed by OCSE to help states decrease costs and increase timeliness while handling interstate cases. Money is saved on postage, paper and handling; time is saved by using the Internet. Casework advances faster and families are served better. Even if you still need paper documents with state seals, EDE allows you to alert each other to be prepared for what is coming. Our state speakers have successes to share and can answer questions about how to make the most of this exciting new communication tool!

Workshop D: LOOK – WE HAVE A WHEEL... YOU DON'T NEED TO INVENT ONE! SHARING EXPERIENCES FOR SUCCESSFUL SYSTEM MODERNIZATION

When preparing for system modernization, there is a lot to think about. Everything from detailed requirements, procurement issues, contracts, training and implementation has to be addressed. But where do you start? This session will address the required steps toward planning for a new system effort, as well as pitfalls to avoid, best practices and tips for success. The panel consists of professionals from the State and Federal level who have direct experience with preparing for a new system.



Workshop E: REACH OUT AND TOUCH SOMEONE: CROSS BORDER ENFORCEMENT EFFORTS (CLE)

There is a very large untapped potential for collections across state lines. Most are not aware of the many tools made available to tap into these collection resources. This session will discuss these tools including bank levies/liens, attaching dividend funds, intercepting legal and insurance settlement payments, and more. Presenters will also share information on the successful use of limited services requests and dealing with the difficulties of long arm income. 

WEDNESDAY, MAY 21, 2014

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: DATA LITERACY

Today it is not feasible to manage child support cases without data because it has become the lifeline of the child support program. This session will introduce you to Data Literacy and explain, where data comes from; how it's processed; what it means; and if the data is good. This interactive session will focus on data as a valuable resource by examining case, performance, and analytic data to introduce techniques that can be used to improve participants' ability to understand and use data to improve their child support program.

Workshop B: DFAS, EMPLOYERS AND THEIR PAY CYCLES: MATCHING UP WITH MONTHLY CURRENT SUPPORT ORDERS (CLE)

We will discuss how DFAS responds to income withholding requests, and how other employers follow income assignments based on their pay cycles. We will explore how payments are treated when they are made weekly or biweekly under a monthly order. Also, what happens when a payment is remitted before the current support is due? How does your state deal with these dilemmas? What are the federal rules? This session will explore these and related questions. 

Workshop C: MAXIMIZING PERFORMANCE AFTER SYSTEM ENHANCEMENTS

It's been a number of months since you implemented your new system or made enhancements to your existing system. While the system is performing as expected the improvements in staff performance measures hasn't quite met expectations — what can you do? This workshop will provide information on how several states have maximized staff performance after system enhancements. Learn how they addressed the unforeseen gaps in business process and policy and procedure that need to be addressed in light of the technology changes. The speakers will share the key questions they had to ask to get to the issues impacting performance and steps they took to improve staff performance and achieve the promised benefits.

2014 Program Agenda

Workshop D: A DAY IN OUR LIFE

Come to this unique session if you have ever wondered how much your typical workday is like that of your peers. A panel of child support enforcement workers and managers will recap their individual diaries of one real and typical workday, highlighting what was challenging, rewarding, and frustrating. They will point out what slowed them down, drove them crazy, impeded their productivity, and made them smile. After each panelist speaks, attendees will be able to comment on their own experiences and share their suggestions for positively changing daily outcomes.

Workshop E: UIFSA 1996, 2001 & 2008 – THIRD TIME'S THE CHARM (CLE)

Not again! Just when you thought the 2001 version of UIFSA would be the last, a new version has been approved. This workshop will discuss UIFSA 2008, and the changes to interstate and international case processing that are included in the new Act. Details will be provided about the United States signing the Hague Convention, which is the basis for the new version. Come hear the experts explain the implications for interstate and international child support cases. 

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

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

Workshop A: THE 3 TIERS APPROACH TO MANAGING CASEWORK

Is there a trade-off between family-centered child support services and program performance? Can you provide services to families while at the same time focus on the fundamentals of establishment, collections, and enforcement? Learn about the three tiers of child support case management—all designed to increase collections and performance in your child support program. Focus on fundamentals. Make sure that systems—location, new hire reporting, income withholding, etc.—are in place and performing well. Identify the performance problems. Look for the reasons for irregular support payments, intervene early, and set realistic obligations. Know who is in your caseload, who is paying, and who does not have the ability to pay. Expand access to family-centered services. Partner with other programs—workforce agencies, fatherhood, veterans, and prisoner reentry, and reinvent your own program, emphasizing what works best, to address barriers to nonpayment.

Workshop B: IT'S AN E-WORLD AFTER ALL...GOING ELECTRONIC INCREASES COLLECTIONS AND IMPROVES COMMUNICATION

Who wouldn't like to increase collections, reduce customer service calls and speed up communications between states and their partners? Why not take advantage of sending income withholding orders electronically (e-IWO) or using the Debt Inquiry Service to find out about upcoming lump sum payouts? If you use FAST Levy, you can exchange freeze/seize actions with financial institutions electronically. eTerm is on the horizon which will allow employers to notify states about terminated employees electronically. The panel will also discuss the potential of developing a mechanism for employers to provide and update information in a central location. Join us for an exciting and informative discussion about the e-world!

Workshop C: PERFORMANCE IMPROVEMENT STRATEGIES

This will be a workshop discussing performance improvement strategies. The presenters will discuss programs that have been implemented at the State and County level and solicit ideas from the attendees that are working in their jurisdiction. We may discuss specialized reports, special projects, improving technology and office culture.

Workshop D: States & Tribes Working Together: FFCSOA & UIFSA (CLE) Effective case management in any multi-jurisdiction case starts with understanding how they each operate. States operate under UIFSA while tribes operate under the Full Faith and Credit Act. What are the similarities and differences, and where do the two intersect to provide the best service to families? Tribal IV-D programs have now surpassed the number of State IV-D programs. Come and learn best practices and strategies for effective intergovernmental practices and communication that produce good child support outcomes for our IV-D customers. 

Workshop E: INTERSTATE ROUNDTABLE – SOUTHERN AND LARGE NORTHERN STATES

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 some of the larger 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, North Carolina, South Carolina, Georgia, Ohio, New York and Pennsylvania on the panel. These States are major trading partners with all Southern States. 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. – 1:15 p.m. **Lunch On Your Own**

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

Workshop A: HELLO? STATES AND EMPLOYERS - HOW CAN WE IMPROVE A GREAT PARTNERSHIP?

Employers are a critical ally to the child support program – approximately 70% of child support collections come from income withholding. This session examines the challenges that employers and states face to meet the requirements of the child support program. Join us and hear a panel of federal, state, and employer experts discuss the challenges and potential solutions to improve communication and break down perceived barriers. This will be a great interactive session --- come and share your ideas!

Workshop B: ENFORCING SUPPORT ORDERS WITH CIVIL CONTEMPT AFTER TURNER V. RODGERS (CLE)

The U.S. Supreme Court decision in the case of Turner v. Rogers provided guidance as to the states' use of the civil contempt process in enforcing support obligations and orders. What exactly has that impact been? Did it substantially change the practice and use of civil contempt? The decision also required certain protections, but left unresolved certain due process questions. This workshop will explore in detail the requirements created by Turner v. Rogers and particular states interpretation of, and reaction to those new mandates and questions. 

2014 Program Agenda

Workshop C: TWO PARENTS/TWO STATES-PARENTING AND SUPPORT ACROSS STATE LINES

Monetary support is our primary objective, however the impact of a father's presence in a child's life is critical. A father's presence can influence family dynamics for future generations. What is the impact of fatherless children in our society? How can fatherhood initiatives assist with improved support and parental involvement? Does the level of parental involvement by a father increase the probability of consistent support? Hear the facts from a fatherhood expert. Learn how other states are utilizing fatherhood initiatives to improve collections and family connections. A team of fatherhood specialists will share their knowledge and experience.

Workshop D: TABLETS, TEXTS, AND TWEETS - ENHANCED CUSTOMER AND BUSINESS PARTNER COMMUNICATION

Interested in learning how to provide proactive, appealing customer service to your customers? Looking for better ways to interact with your courts? In this age of the tablets, smart phones, and interactive websites, many states are leveraging modern communication channels to not only provide technologically savvy customer service, but also to improve the staff in-court efficiency. Presenters will share their approaches to developing interactive websites, using text messaging, developing mobile applications, and using modern technology during child support hearings.

Workshop E: Lame Duck Jurisdiction (CLE)

This workshop will produce an interactive discussion of what happens when the state in which the last order was entered is no longer the residential state of any of the parties. What are the responsibilities of the state with lame-duck CEJ? When does another state actually assume modification jurisdiction? How are payments routed, and is there a difference between UIFSA versions? Who enforces the lame-duck CEJ order and who enforces the new CEJ order? Other issues to be discussed include redirection of payments, change of payee, interest owed, statute of limitations, age of emancipation, jurisdictional issues, choice of law, and many others.

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

3:30 p.m. - 4:30 p.m. Plenary Session PLENARY - PREPARING TO TAKE FLIGHT – A DISCUSSION ON THE FUTURE OF CHILD SUPPORT (CLE)

This highly interactive plenary is designed to tap into the mind of the best in child support – YOURS. Join your peers from across the country to identify the best practices already in place across the nation while brainstorming opportunities for improvement. Broken down into discussion topics that will interest everyone from front line workers, attorneys and supervisors, to those who are at the highest levels of policy decision making, the end product will be the creation of a best practices manual that will be a resource for all.

6:00 p.m. – Midnight **BANQUET**

THURSDAY, MAY 22, 2014

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

9:30 a.m. - 11:00 a.m. Plenary Session PLENARY - ERICSA TEAM WARS! (CLE)

This Plenary is a now a tradition! In the style of a popular game show, contestants from nine teams will compete and do their best to show off their knowledge as they attempt to answer child support-related questions on a wide range of topics. 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!

Things to do in Greensboro

What's there to do after the meetings are done for the day? Day or night in Greensboro you can choose from fine dining to art galleries and museums, all in a city that is rich with culture and history.

Center for Visual Artists Greensboro

CVA promotes visual arts and artists in the Piedmont Triad by offering changing exhibitions of local and regional art, workshops for artists and art lovers and a beautiful gift shop for your special gift purchases. Call 336-333-7485 or visit their website: www.greensboroart.org for hours and more information.



ACC Hall of Champions

The Atlantic Coast Conference Hall of Champions opened in March 2011 at the Greensboro Coliseum Complex, honoring the past and present ACC coaches and athletes. The exciting, interactive Hall of Champions includes artifacts from games, players and photos of every athlete in the conference. From ACC Men's and Women's Basketball, ACC Baseball, to ACC Track & Field and beyond, the Hall of Champions entertains all types of sport fans and small to large groups. Greensboro invites you to experience the one-of-a-kind ACC exhibit archive. See why Greensboro is "Tournament Town"! Located at 1921 W. Lee Street, this is a must see for sports enthusiasts!



The International Civil Rights Center & Museum

The International Civil Rights Center & Museum is located in the heart of downtown Greensboro in the former F.W. Woolworth retail store—the historic site of the sit-in movement. ICRCM brings history to life with its permanent installation The Battlegrounds, educational exhibits, photography, artifacts, video reenactments and interactive galleries. Visit www.sitinmovement.org for more information.



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

Conference Registration Form

Early Bird Registration Discount Deadline: **January 31, 2014**; Advance Registration Discount Deadline: **April 25, 2014**; Regular Registration Rates apply after: **April 25, 2014**
Mailed Registrations Deadline: Please do not mail registrations in after **April 25, 2014** as we cannot guarantee receipt in a timely manner for processing. You may register now and pay later by visiting: <http://www.ericasa.org>. Payment may be required onsite for registrations not received. **Cancellations must be received in writing prior to April 18, 2014 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 18, 2014, nor will they be given for "no shows". 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 / Company:			
Address:	Address 2:		
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:	Pursuant to the Americans with Disabilities Act do you require specific aids or services? ☐ Yes ☐ No If yes, please specify. _____
To the attention of:	
Purchase Order #:	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. _____
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.	

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

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

REGISTRATION FEES

	FEE	AMOUNT DUE
Early Bird - Submitted before Jan. 31, 2014 <i>Fee includes ticket to President's Reception and Banquet.</i>	\$365.00	
Advance - Submitted February 1 - April 25 <i>Fee includes ticket to President's Reception and Banquet.</i>	\$395.00	
Regular - Submitted after April 25 - \$425 <i>Fee includes ticket to President's Reception and Banquet.</i>	\$425.00	
Daily Registration to attend educational sessions - \$200.00 each day (does not include any tickets): ☐ Monday ☐ Tuesday ☐ Wednesday	\$200.00 x _____	
Speaker / Moderator	\$350.00	
☐ Board Member - \$200 ☐ Life Member - \$0	\$200.00 / \$0.00	
Volunteer Registration: Pre-Approved NC only <i>Includes a ticket to President's Reception and Banquet.</i>	\$250.00	
Exhibitor (Floor Pass Only) - \$50 <i>(does not include any tickets)</i>	\$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	\$25.00 x _____	
Banquet: # of tickets: _____ for guest / non-attendee - \$50.00/each	\$50.00 x _____	
Thursday Business Breakfast: # of tickets: _____ for guest / non-attendee - \$25.00/each	\$25.00 x _____	
CLE: CLE Form showing all workshops attended for the CLE credit. <i>OPTIONAL and NOT included in registration fees.</i>	\$25.00	

PAYMENT INFORMATION

ERICSA Federal ID #: 41-1281093

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 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: _____