



ERICSA 2014: *TAKING FLIGHT for Children and Families*



2014

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AUCTOR



Auctor Corporation is a software and consulting company that provides products and services to Health and human Services organizations, specializing in child support enforcement. We work with these agencies to:

- Support and /or modernize legacy systems – including
 - Full or incremental replacements
 - Automated migration to modern technology platforms
 - Supplementing existing systems with components of new technology to preserve existing investments and to extend life plans
 - Mobile applications
- Improve processes with consulting services to evaluate and make recommendations for
 - Information availability and flow
 - Automated system interfaces and effectiveness
 - Organization issues
 - Staffing levels
 - Decision-making tools and data at all worker / management levels
- Increase worker productivity -- through
 - Design and implementation of end user change management programs
 - Training development and delivery
 - Development of job aids and online help systems

For more information, contact info@auctor.com.



Center for Support of Families, Inc. (CSF)



CSF is composed of nationally-known experts in human services programs, especially those that relate to children and families. CSF staff form partnerships with staff in state and local human service agencies to deliver effective and efficient services in areas of child support, child welfare, welfare-to-work transition, childcare, and other programs relating to children and families. CSF's work for children, youth, and families places particular emphasis on child support, paternity and custody, child abuse and child welfare, children in poverty, adolescent pregnancy and parenting, and juvenile justice. Within these fields, CSF delivers a variety of services, including strategic planning, implementation assistance, and training for policy and program delivery staff at the federal, state, and local level.

A photograph of four diverse children smiling. Overlaid on the photo is the CSF logo and text.

Proud Partners with ERICSA

Center for Support of Families

Developing Partnerships to Improve Child Support Performance

Center for the Support of Families, Inc.
1107 Spring Street, Suite 2C, Silver Spring, MD 20910
Contact Vernon Drew 301.587.9622
vdrew@csfmail.org
www.csfsite.org



Courtland Consulting

Courtland Consulting is your community-focused partner, providing technical and consulting services for over 24 years.

Implementation Services - Courtland employs child support business and technology consultants nationwide for your support and staffing needs.

Training Services – We specialize in providing effective education, training and consulting services tailored to our customers' needs.

Project Evaluation Services – Our evaluations lead to informed decisions using a proven methodology in evaluation design, data collection, statistical analyses, and reporting.

Web & Graphic Design Services - Courtland full-service team of web developers & award winning graphic artists will design and develop unique, attractive websites and custom applications.

COURTLAND[®]
CONSULTING

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CONSULTING

Dedicated Team....

Lasting Child Support Partnerships

Courtland Consulting practices a collaborative, community-focused approach to providing the very best in consulting and technical services to our customers and business partners.

www.CourtlandConsulting.com



Services That Matter

With over 24 years of serving the child support community, Courtland Consulting understands the vital importance of effective staffing and exceptional services to run a successful project. Courtland gives our partners wings to fly a successful business by offering a wide range of capabilities.

-  System Implementation
-  Web & Graphic Design
-  Training & e-Learning
-  Project Evaluation

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Deloitte Consulting, LLP

Deloitte Consulting has been effectively providing services to state child support enforcement (CSE) agencies for more than 30 years. Our professionals understand the business and aid states in adopting innovative, customer focused approaches to service delivery – reducing overall program costs, while providing flexibility for the variations in the way services are delivered. Our 300+ CSE practitioners help clients adapt to changing regulations and work with them to transform their programs to better serve their customers. This business driven methodology balances people, process, and technology to provide value to CSE clients.



Envisioning a better
future for children
and families
Together

www.deloitte.com/us/hhs

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DNA Diagnostics Center (DDC)

DNA Diagnostics Center, Inc. (DDC) is a paternity and forensic testing laboratory based in Fairfield, Ohio, a suburb north of Cincinnati. DDC has been providing quality DNA testing services since 1988. During that time, over 2,000,000 paternity tests have been performed for clients in all 50 states and in 173 countries. Experienced as the world's largest private DNA paternity laboratory, DDC is also very active in the child support venue. DDC performs genetic testing for child support offices nationwide. DDC's paternity testing business expanded dramatically in 2012 with the acquisition of Orchid Cellmark's U.S. child support clients.

Our ultra modern laboratory complex encompassing 78,000 square feet located on 7 acres is equipped with state-of-the-art robotics and some of the most advanced technology available for performing DNA testing. Accreditations and certifications that DDC has include AABB, New York State Department of Health, CLIA, ISO/IEC 17025 by ACLASS, CAP, Ministry of Justice (UK), and the Standards Council of Canada.



DDC works closely with Child Support Enforcement offices across the country to provide accurate and timely DNA paternity testing...

*...So no child has
to walk alone.*

Paternity testing is an important part of the Child Support process, requiring highly accurate procedures performed by dedicated and caring professionals.

DNA Diagnostics Center (DDC) has provided this exceptional level of total service since 1994. We have tested over 1.5 million specimens, and have set the standard by leading the industry with accurate, timely results.



For Additional Information

1-800-310-9868 | www.ddc-lab.com

Quality Testing

- Inclusions > 99.9% probability
- Every case tested twice
- Rapid turnaround

Legendary Service

- Knowledgeable, caring case managers
- CaseTrac Plus online case status
- UIFSA and international case specialists

Accreditations

- AABB, CLIA, CAP, NYSDOH, SCC, ACLASS (ISO/IEC 17025) and ASCLD/LAB-International



Domestic Relations Association of PA (DRAP)



Domestic Relations Association of Pennsylvania (DRAP)

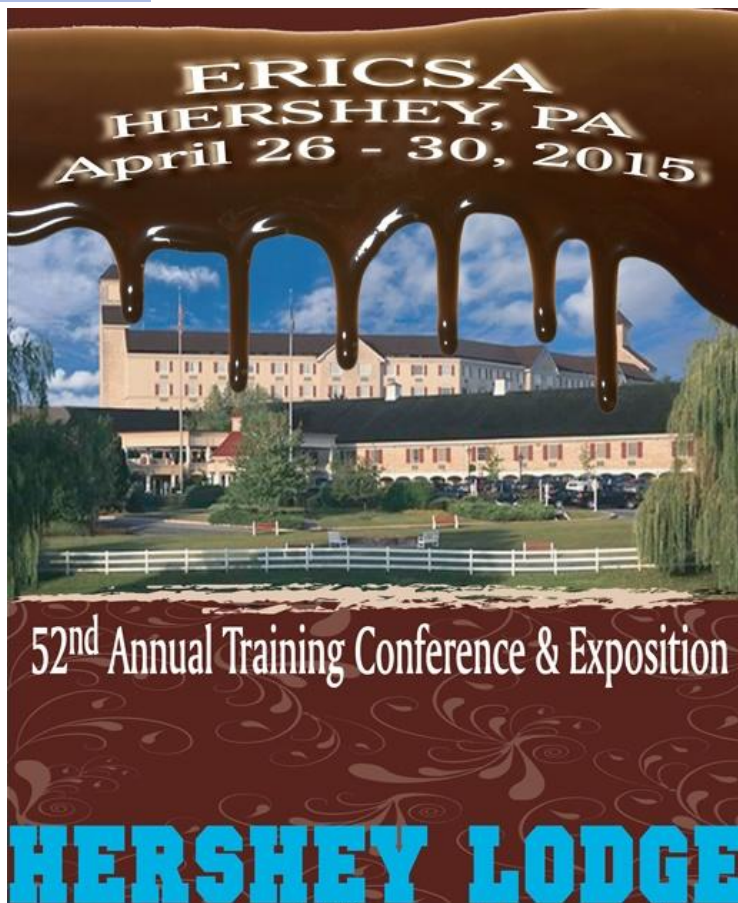
www.d-r-a-p.org

The Domestic Relations Association of Pennsylvania is a non-profit corporation composed of Child Support professionals dedicated to improving child support services in Pennsylvania. The association has over 1,400 members with representatives from each of the 67 county Domestic Relations Sections (DRS) or Family Courts, and the state Bureau of Child Support Enforcement (BCSE). In addition to an annual training conference, specialized training and information sharing is provided throughout the year.

Please visit the DRAP booth at the ERICSA Conference.



ERICSA



You are invited to join
ERICSA in spectacular
Hershey, Pennsylvania
for our 52nd Annual
Training Conference
and Exposition.
Mark your calendars for
April 26-30, 2015.
See yinz there!



IDEC

The Interstate Data Exchange Consortium (IDEC) is a group of states whose common objective is to pool resources to provide cost-effective solutions for interstate and intrastate child support issues.

Built on proven technologies and best practices, IDEConsortium's FIDM solution (administered by Informatix, Inc. as vendor) is the most efficient, cost-effective, and complete means of performing these valuable services. In particular, IDEConsortium's FIDM application offers unique solutions, including:

- Sharing the costs of resources among all member states, thereby maximizing return on investment for all parties;
- Performing the matching of state files against all member states' financial institution records, which provides multi-state asset location at no additional cost and paving the way for Automated Enforcement of Interstate (AEI) cases; and utilizing a proven, in-place solution, which minimizes risk and ensures immediate results.

Today, 15 states are full members of the IDEConsortium, with over 4,900 financial institutions actively participating. The quarterly matching efforts have resulted in more than 8,000,000 successful matches of accounts belonging to parents delinquent in their child support payments. Since 2002, IDEConsortium's work has resulted in over 1 Million interstate matches. Please join us! Contact us for more information: www.ideconsortium.com.





Informatix, Inc.



Informatix is a global IT and business solutions provider to both government and business organizations. Since our inception in 1986, Informatix has grown into a premier IT solutions company with a solid reputation for delivering technology and project management solutions. Today, Informatix enjoys an excellent reputation as an IT solutions provider that delivers products and services on time and on budget.

Informatix offers exceptional depth of experience, dedicated staff with outstanding skills, and a commitment to finding innovative and effective solutions to our customers' technology and business needs. Our culture revolves around two core principles: respect and dedication. We value teamwork and the contributions of each team.

The qualities that have been essential since our beginning – hard work, perseverance, and absolute commitment to our customers – continue to support our growth and reputation today. We are always up for a challenge. We thrive on tackling complex situations, planning effective action, and turning obstacles into success stories.

Today, you'll find Informatix hard at work managing or providing software for managing Child Support State Disbursement Unit (SDU) operations in Michigan, Alabama, Minnesota, Mississippi, Delaware and Maine. Our Financial Institution Data Match (FIDM) services are implemented in 39 states which serve Child Support agencies. We provide Document Management and Remittance Processing Services for customers throughout the United States and our consulting practice adds strong Project Management, Software development, data conversion, business process reengineering, and independent project oversight services to our portfolio.

At Informatix we work together as a firm to serve our clients and make ourselves available wherever they may need us. With our headquarters in California, we have various sales, technical, and operational facilities throughout the country. Informatix also has an international presence and provides services for projects outside of the United States.

Corporate Headquarters – Sacramento

2485 Natomas Park Drive
Suite 430
Sacramento, CA 95833-3639
Phone: (916) 830-1400
www.informatixinc.com
info@informatixinc.com

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Our International Development Center provides software development and integration services for internal and external projects on an as-needed basis.



Laboratory Corporation of America (LabCorp)

LabCorp, with more than 30 years of experience, is the premier DNA testing laboratory for paternity testing worldwide. LabCorp operates a sophisticated laboratory network, with corporate headquarters in Burlington, NC, 1,800 company operated Patient Service Centers, more than 10,800 collection sites and over 30,000 employees worldwide. With scientific expertise in esoteric testing, genomics, clinical and anatomic pathology, LabCorp performs more than one million tests each day. On December 15, 2011, LabCorp acquired Orchid Cellmark, Inc. ("Orchid"), harmonizing two experienced and highly-qualified forensics and family relationship laboratories. This acquisition further expanded LabCorp's international presence as Orchid maintains DNA testing facilities both in the United States and in the United Kingdom. LabCorp is pleased to be the first national DNA laboratory to offer a 21-marker genetic analysis in combination with our standard double-blind process on every paternity sample. Parentage/ Relationship tests play an important role in child support decisions. By utilizing these new kits, LabCorp is providing a dramatic increase in the power to exclude, resulting in more robust results than those routinely found in the industry.



*We may not be in the fashion business,
but we can tell you
which *genes* fit*

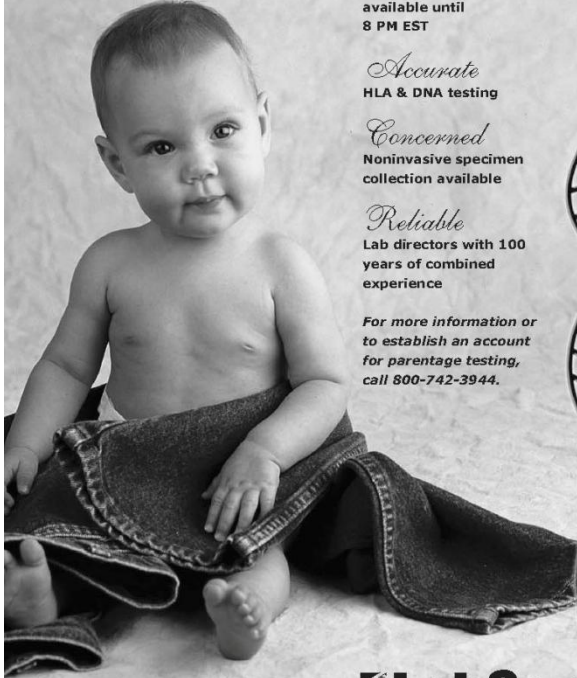
Flexible
Service & Scheduling
available until
8 PM EST

Accurate
HLA & DNA testing

Concerned
Noninvasive specimen
collection available

Reliable
Lab directors with 100
years of combined
experience

For more information or
to establish an account
for parentage testing,
call 800-742-3944.

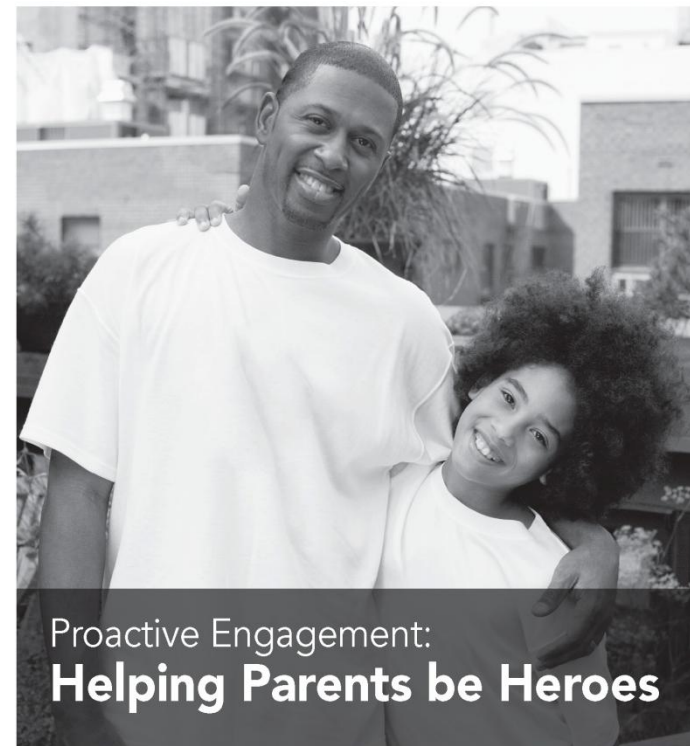



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MAXIMUS

As a global leader in child support services, MAXIMUS brings next-generation, family focused thinking to each and every project we undertake. Our dedication to the children and families we serve is fortified by a depth and breadth of capabilities, expertise and innovations unparalleled by the competition. We are proud to do our part in helping parents be heroes. Turn to MAXIMUS for high-quality, cost effective solutions that help government child support programs fulfill their missions.



Proactive Engagement: **Helping Parents be Heroes**

The MAXIMUS Early Intervention Program provides a unique, personal-contact approach that focuses on non-custodial parents and employers to establish a pattern of "payment compliance." Our proven method improves full- and on-time payments for the states and counties we work with.

The MAXIMUS Early Intervention Program: another example of next generation, family-focused thinking at MAXIMUS.

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THE
NEXT
GENERATION
Of Child Support Services

MAXIMUS

www.maximus.com



MoneyGram

The MoneyGram brand is recognized throughout the world as a leading global payment services company. The diverse array of products and services we offer enables consumer and businesses to make payments and transfer money around the world. From New York to Russia or London to India - in more than 200 countries - MoneyGram's money transfer service moves money quickly and easily around the world.

Our payment services also help businesses operate more efficiently and cost effectively. We offer our products and services to consumers and businesses through a worldwide network of agents and financial institution customers.





MyPaymentPortal.Com

MyPaymentPortal.com is maintained and operated by CiviTek National, Inc., a member-operated group of government officials. We have a team of dedicated staff who maintain the website, process payments, answer client questions, troubleshoot individual payments with customers, and provide ongoing support and improvements for the website. The MyPaymentPortal.com website provides electronic commerce over the internet, and is an easy-to-use, cost-efficient way of handling transactions that would normally be handled either through the walk-in counter or mailroom.



Accept Child Support

with a major
credit card or
debit card
online at:



MyPaymentPortal.com 

The Free and Easy Way For Governments To Accept Online Payments!

- No cost solution
- No liability or fraud risk
- Over 10 years experience
- Optional web-services available
- Ability to be deployed rapidly and instantly

For additional information:

Michael Moreno
Program and Marketing Manager
Direct: 850.577.4605
Cell: 850.443.0340
Email: mmoreno@flclerks.com

CiviTek 
Creating Tomorrow's Online Services, Today!



National Tribal Child Support Association



Mission Statement



NTSCA is a nonprofit organization that partners with tribal, state, and federal professionals to improve the quality of life for Indian children through communication, training, and public awareness.

Vision

NTSCA is committed to uniting tribal, state and federal programs as the voice for Indian children.

Objective



NTSCA's main objective is to benefit Indian children and develop, promote and enhance family values by bringing together tribal programs such as tribal and CFR courts, Head Start, and Indian child welfare and domestic violence programs.

About Us

Recognizing that many parents were not paying child support, and seeing the consequences of the non-payment in the spiriting costs of public welfare, the federal government founded the Child Support Enforcement program-also known as the IV-D program-in 1975. The term IV-D refers to the section of the federal Social Security Act (Title IV, Part D) that provides the statutory basis for the Child Support Enforcement (CSE) program. Each of the 54 States and territories provides child support enforcement services through the IV-D program.

Tribes officially became part of the CSE program with the passage of welfare reform in 1996. The personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) allowed tribes to join in the IV-D program and authorized the operation of tribal CSE programs and tribal cooperative agreements with state IV-D agencies.

The First Annual Tribal Child Support Enforcement Conference was held in August 2001, Hosted by the Chickasaw Nation of Oklahoma and the American Indian Institute, the purpose of this conference was to provide discussions and information about the interim regulations of tribal child support enforcement and tribal partnerships with local, state, and federal governments.

As a result of this conference, the National Child Support Association was established. The NTSCA's purpose is to provide a national resource for tribal efforts to serve Native American children through child support programs.



NCSEA

NCSEA is a non-profit professional organization that serves as the voice of the child support community. Our mission is to serve child support professionals, agencies, and strategic partners worldwide through professional development, advocacy, communications, and public awareness to enhance the financial, medical and emotional support that parents provide for their children.

NCSEA supports a community of child support professionals – over 60,000 strong – who meet the daily challenge of ensuring that children receive the support they desperately need and rightly deserve.

NCSEA offers a number of programs and events throughout the year for the child support professionals, agencies, and strategic partners, and strives to educate policy makers at local, state and federal levels so they have a complete and accurate understanding of the child support program. We collaborate with other child support associations and advocacy groups in child support development, research and advocacy efforts. NCSEA has built strong alliances with strategic partners throughout the US and internationally to support and promote the achievement of mutual goals in ensuring children are entitled to, and receive support from both parents, regardless of where the parents reside.



NCSEA serves child support professionals, agencies, and strategic partners worldwide through professional development, communications, public awareness, and advocacy to enhance the financial, medical and emotional support that parents provide for their children.

Online Training: Web-Talks

Train your whole office with no travel expense or time away from the office. Just one registration provides an opportunity for everyone in your office to benefit from the expertise and knowledge of professionals from all over the country! Check out the 2014 schedule on our website: www.ncsea.org and select Web-Talks!

Upcoming Events: Annual Conference

NCSEA's Annual Conference & Expo, August 11-13th in Portland, OR, features a gathering of child support professionals from around the country, and around the world. Attendees experience a full schedule of dynamic, interactive workshops, network with colleagues and peers, and learn about innovative programs.

For more information, visit our website.

We support a community of child support professionals – over 60,000 strong – who meet the daily challenge of ensuring that children receive the support they desperately need and rightly deserve. They are all caring men and women just like YOU and NCSEA is proud to be the premier organization that serves their needs.



www.ncsea.org



Northrop Grumman

Through the integration of health expertise and information technology, Northrop Grumman Health IT delivers innovative health systems and advanced analytics leading to better health outcomes. For more than 20 years, our team has been a primary provider of child support enforcement services and solutions. Our technical solutions cover the spectrum of human service programs from child care to child support. Our programs are supported by a vast array of technical platforms – from mainframes to web portals.

To learn more about our robust capabilities visit www.northropgrumman.com/healthIT or stop by our booth #111.



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***THE VALUE OF
A SECURITY BLANKET
WOVEN BY SUPPORTING
HANDS.***

Northrop Grumman is a leading provider of child support systems and services. Working with child support agencies nationwide, our record of performance stands out in the industry. Making life better for our youngest citizens is why we develop systems and technology, federal certification, welfare reform and new hire reporting for a snug and secure future.

THE VALUE OF PERFORMANCE.

NORTHROP GRUMMAN

www.northropgrumman.com/performance

THE VALUE OF PERFORMANCE.

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Northwoods

Northwoods' only focus is helping state and county human services agencies increase client service levels and productivity while cutting costs — allowing them to do more with less. Northwoods' human services software solutions are designed around caseworkers and social workers, not data collection. Our Compass® products automate the flow of client and case information based on how caseworkers throughout the agency need to use it. By providing the right tools in the office and the field, Northwoods' solutions eliminate duplicative work. Time-consuming tasks are automated, giving social workers more time to accomplish their mission: protecting families. For more information, visit teamnorthwoods.com.



Help Link Workers Together to Build a Stronger Case



Our document management solutions help agencies maintain compliance by linking directors, supervisors, attorneys, and workers to the information they need.

- Allow secure universal access to client files
- Help caseworkers locate the non-custodial parent
- Speed up processing time

Let's talk about how we can help your agency.
Stop by booth 125 or visit us at teamnorthwoods.com.

Connect with us





OCSE

“The federal Office of Child Support Enforcement partners with federal, state, tribal and local governments and others to promote parental responsibility so that children receive reliable support from both of their parents as they grow to adulthood.”





Progressive Financial Services, Inc.

Combining over eighteen years of experience, Progressive Financial Services specializes in the collection of debts with exceptional staff, extraordinary technology, and excellent employee attitude creating one of the premier agencies in the United States. Progressive is dedicated to providing world class customer service and attributes the agency's success to our collection motto: "Mediation, not Confrontation".

Progressive is a national collection agency with operation centers in Arizona, South Dakota, and Pennsylvania. Progressive's three office locations provide coverage of the major U.S. time zones while offering increased customer service skills.

Our procedures ensure that Progressive is operating ethically and securely while minimizing any risk of data loss and protecting our clients' integrity.

Progressive has experience with numerous child support clients. Our management team and collection agents possess extensive knowledge and industry awareness to generate the highest possible recovery rates for our clients.



Delinquent Child Support Collection Services

Ensuring Children Receive the Support They Deserve

- Vast child support portfolio success managing arrearages
- We use advanced analytics & custom designed work programs
- We offer up-to-date technological capabilities, secured networks
- Firewalls, antivirus software, electronic client transfer abilities
- We provide 24-hour online assistance to clients
- Highly secure file transfer protocol
- Licensed and bonded in all fifty states, Puerto Rico, Guam, US VI
- State of the Art locations & skip tracing systems and techniques
- Dedicated and Experienced collection team world class service
- All accounts worked in accordance w/ state / federal regulations
- GLBA, HIPPA, PCI DSS, NIST 800-53 revision 3, ISO 17799



"The innocence of children is what makes them stand out as a shining example to the rest of mankind" –Kurt Chambers

Please contact: Dan Coutts, Director dcoutts@progressivefinancial.com

Progressive Financial Services, Inc.

"Mediation, not Confrontation"



Red Mane

RedMane Technology is an information technology consulting company developing and delivering custom solutions to help Public Sector & Commercial clients resolve their most pressing business issues.

- We build applications for State and Local Government Health and Human Services departments in areas such as:
 - Child Support Enforcement
 - Eligibility and Case Management applications for Medicaid, TANF, Food Stamps, etc.
 - Child care
- RedMane Technology LLC provides large-scale, mission critical solutions using the latest information technology so that our clients can efficiently deliver the best services to their customers. We are known for:
 - A team that excels in solving complex business problems.
 - Delivering applications on time.
 - A proven methodology and outstanding quality.
 - Customers who are delighted with the work we do.



Please speak to our customers – any of them - about us!



Stellarware

Stellarware is a premier, web-based solutions company that serves government and private sector organizations by building web systems that modernize business processes. Stellarware has developed successful systems for CSLN (Insurance Intercept - Life Insurance - Annuities - FIDM - Real Property), New Hire Reporting, and Medicaid (MAIS).



Project Management | Insurance Intercept | New Hire Reporting

Come visit us at Booth 106!



Child Support Lien Network (CSLN)

- Hosted by the State of Rhode Island
- 32 state and over 1,500 insurance members
- More than **\$1 billion** in collections
- Helping families for 15 years

New Hire Reporting

- Successful operation of 7 projects
- Nation's only **Employer Registry** and innovative **Outreach Module**
- Avg. of 90% electronic reporting
- Trusted partner of the employer communities



Medical Assistance Intercept System (MAIS)

- Hosted by the State of Rhode Island
- Proactive insurance intercept tool for Medicaid savings
- Liens worth **over \$5.7M** in 15 months
- Supported by the insurance industry



Child Support | Financial Institution Data Match | Real Property | Medicaid

www.stellarware.com
(781) 986-1400
contact@stellarware.com





Systems & Methods, Inc. (SMI)

At Systems and Methods, Inc. (SMI) our mission is to provide better solutions that make life easier. Our focus has been dedicated to providing solutions that enable organizations to deliver dependable, accurate, and timely services through our payment processing, smiONE™ prepaid debit card solutions, call centers, data processing, and document management services.



Providing Better Solutions That Make Life Easier



Founded in 1971, SMI is focused on providing innovative, technologically superior solutions designed to meet the special needs of human services agencies across the nation.

Our human services experts deliver industry leading solutions in the areas of:

- Child Support
- Child Welfare
- Customer Service
- Data Processing
- Document Management
- Financial Management
- Medical Support
- New Hire
- Payment Processing
- Prepaid Debit Cards



Let us put our experience to work for you and the families we all serve...



Thomson Reuters

Thomson Reuters is the world's leading source of intelligent information for businesses and professionals. With a wide range of data expertise and solution development experience, we have helped numerous government agencies find parents and collect past-due child support. Whether you are investigating one individual or thousands, we offer solutions that are tailored to meet your specific needs. Uncover crucial information and locate individuals faster with CLEAR, our online investigative platform that integrates billions of public records and connects you to real-time information. To learn more, visit clear.thomsonreuters.com.



THOMSON REUTERS™



INCREASE CHILD SUPPORT COLLECTIONS

CLEAR® is the next-generation, Web-based research tool that integrates billions of public records to provide crucial information for locating individuals and recovering uncollected child support. Search with any information you have – even partial information.

And with Web analytics, alerts, and real-time arrest records, you can be confident that you have the most current and accurate information available.

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TouchPay

TouchPay's automated-payment network is the most comprehensive in the industry — providing ease of use and convenience with multiple payment portals and methods, including cash and credit/debit cards. TouchPay processes child support payments from non-custodial parents and any other required agency payments.



Increase your collections with TouchPay



Your agency can gain the benefits of automating the collection of non-garnished payments from non-custodial parents at no cost with TouchPay. Our automated-payment network is the most comprehensive in the industry—providing ease of use and convenience for customers.

Benefits of payment automation include:

- Increases collections and disbursements through convenient 24/7/365 payment portals and accepted payment methods, including cash and credit/debit cards
- Reduces costs associated with manual payment processes and cash management
- Decreases case managers' workloads—allows focus on high-level offenders and job-critical tasks

TouchPay's turnkey payment platform provides:

- Installation
- Maintenance
- Marketing
- Cash pick up
- Reporting
- Remote monitoring
- Live, US-based customer service

TouchPay guarantees all payments so there is no risk to your agency, and transactions are processed and posted in real time.



Contact us today to learn more about automating your collections process.



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PA3A



Toll free: (866) 204-1603
Email: sales@touchpaydirect.com
Online: www.touchpaydirect.com



US Bank

U.S. Bank is the 5th largest commercial bank in the United States with \$354 billion in assets. As a leader in government prepaid card solutions U.S. Bank offers government agencies the ability to save on check-printing and distribution expenses while recipients get immediate payments and save on check-cashing fees.



U.S. Bank is a proud issuer of Child Support Payments

Delivering Disbursements With ReliaCard®

usbank
ReliaCard®

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4000 00/00 DEBIT

ALEX MARTIN

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Your Reliable Choice

The U.S. Bank ReliaCard Program generates significant savings and optimizes the recipient experience with improved access to funds and numerous card features.

CONTACT: prepaid@usbank.com | usbankprepaid.com/reliacard

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Veritas HHS

Veritas HHS is a consulting and operations company offering leading edge services for child support. Headquartered in Denver, the Veritas HHS principals have collectively overseen contracted child support operations in 13 states, led child support management and consulting studies in 11 states, and directed numerous child support research and demonstration projects. Veritas HHS brings exceptional expertise in improving child support service delivery, including innovative technologies to increase productivity, sophisticated business analytics to help staff work smarter, and more effective policies to improve program outcomes --including the impact of the Affordable Care Act on medical support.





WICSEC

The Western Interstate Child Support Enforcement Council is a non-profit association. Its membership is comprised of participating public and private child support enforcement agencies and professionals from all states west of the Mississippi River. Its purpose is:

- To foster interstate and inter-jurisdictional cooperation in the establishment and enforcement of child and medical support and the establishment of paternity;
- To facilitate the exchange of knowledge between and among members of the organization that supports and improves inter-jurisdictional, interstate, and international child support practice and procedures;
- To provide for regular meetings, training workshops, seminars and conferences to discuss, teach and educate the membership in order to achieve continued improvement in child and medical support order establishment, the collection of child and medical support, and paternity establishment; and
- To recommend and publicize to its membership relevant legislative, organizational and procedural proposals, considerations and changes to the child support enforcement program.

To find out more about our organization and our 2012 conference in Jackson, Wyoming, visit our website www.wicsec.org.



Hyatt Regency Mission Bay
October 26-30, 2014 San Diego, CA

www.wicsec.org





Xerox State & Local Solutions

Xerox is the world's leading enterprise for business process and document management. As a trusted operations partner to 1,700+ federal, state and local government agencies, we touch millions of people's lives every day. Fueled by the possibilities of information, ideas and knowledge, Xerox has delivered the right answers for business and government for more than 100 years. Now we're bringing that legacy of innovation to child support. We can help you take a quantum leap forward in processing efficiency, delivering more and better services to children and families in your jurisdiction. Find out more at www.xerox.com/CSInnovation.



Better performance helps more people.

We all know budgets are tight, and given the constraints your program deals with every day, improving performance one or two percentage points at a time may feel like an accomplishment. But innovative improvements can gain you 20 percent or more in productivity – and behind each percentage point are real people. They're the children and families you serve. You can take a quantum leap forward in performance. Ask us how.

Xerox is a proud sponsor of the ERICSA 51st Annual Training Conference & Exposition.

www.xerox.com/csinnovation



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YoungWilliams

YoungWilliams is unique among child support service providers in that we specialize in child support. Our focus on delivering quality child support and customer services each and every day never waivers as child support is our company's only line of business. Our management team and staff of child support professionals are keenly attuned to the needs and challenges of the IV-D program, and are intent upon forging strong and lasting relationships with state and local agencies. Like our public sector colleagues, we live and breathe child support. YoungWilliams provides a full range of child support services in eleven states. These services include full service operations, enforcement services, paternity services, payment processing, customer service call centers, employer services, consulting, and training. We are committed to doing an outstanding job for our government clients and the citizens we serve! For more information, contact Mary Ann Wellbank, 406-933-8009 or mwellbank@ywcass.com. Please visit our website at www.ywcass.com.



For Child Support Services From A to Z

- Full Service Operations
- Customer Call Centers
- Enforcement Services
- Paternity Services
- Professional Staffing
- Payment Processing
- Employer Services
- Consulting & Training

Expertise. Commitment. Teamwork. We are proud to serve the child support community. All aspects of our operations are designed to support your mission and to help you achieve your strategic goals. Whether we operate full service offices or deliver specific services on behalf of your agency, we take our role as your partner very seriously. Our clients include state and county IV-D agencies and judicial districts in eleven states. We have a reputation for outstanding customer service, high performance, and hassle-free contracts. Our credentials speak for themselves: *ask your colleagues about us!*

For more information, visit our website at www.ywcass.com, or contact Mary Ann Wellbank, mwellbank@ywcass.com, or 406-933-8009.

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Child Support Services