

FALL 2018

ERICSA Times

NEWS FROM ERICSA & THE CHILD SUPPORT COMMUNITY

INSIDE THIS ISSUE

- 2 Thank You to the
Daytona Beach
Conference Host State
Director
- 4 Past President's
Message
- 4 Niagara Falls
Conference Planning
- 5 2018 Felix Infausto
Award Winner
- 6 2018 Conference
Scholarship Winners
- 7 2018 Professional
Excellence Awards
- 8 2018 Fundraiser for
Food Brings Hope
- 9 Meet Our New Board
Members
- 10 ERICSA Board
Committee Reports:
Volunteer
Technology
- 11 2019 Workshop
Suggestion Form

SAVE THE DATE!

2019 ERICSA
Conference
May 19 – 23, 2019
The Conference
and Event Center at
Niagara Falls &
Sheraton at the Falls
Niagara Falls, NY



**EASTERN
REGIONAL
INTERSTATE
CHILD SUPPORT
ASSOCIATION**



Daytona Beach has come and gone, and it was a great success. The Program Planning and Onsite Committees worked very hard to provide education, networking opportunities, entertainment, great food, and a lot of fun! The beach egg toss was quite a hit in more ways than one! Quite a few participants had “egg on their face!” The committees did an excellent job in meeting all of their goals.

The Exhibitors and Sponsors Committee came through, as always, in securing sponsorships to support ERICSA financially, so that activities are possible. And we raised \$8,863.86 for our chosen charity, Food Brings Hope, LLC.

We were excited to see 438 attendees from 44 states, 28 tribes, and 2 foreign countries. There were 170 people who had never attended an ERICSA conference, 41 who had attended over 5 conferences and 43 who had been to more

ERICSA Team Wars





Ann Coffin, Florida IV-D Director, and Patterson Paulson, ERICSA Board member, welcome us to Daytona Beach

DAYTONA BEACH CONFERENCE

THANK YOU TO THE STATE OF FLORIDA

ROBBIE ENDRIS

ERICSA wishes to thank its members from the great State of Florida for allowing us to share the sun, the sand, and all of the wonderful things that the beaches of Florida have to offer! A special thanks goes to IV-D Director Ann Coffin for her welcome to our group and her participation in the conference. We may have left Florida behind for a while, but I suspect ERICSA will be back before long! Thanks, Daytona Beach, for showing us a good time!

than 10 conferences. There were many opportunities to make new friends and add professional contacts.

I would like to thank everyone that worked on our committees throughout the year. Program Planning and Onsite are the most visible committees because the culmination of their work shows at the annual conference, but the other committees contribute to the integrity and value of ERICSA.

We are already preparing for our next Annual Conference to be held in beautiful Niagara Falls, New York, and are hoping that it will be even better than Daytona! The conference is scheduled for May 19 – 23, 2019. Mark your calendars!

Our Program Planning and Onsite Committees will be meeting along with the Board of Directors in September at the site so we can explore the area and find some of the best activities and put together a stellar line up of thought-provoking and instructional sessions. We are exploring sessions based on mindfulness and stress reduction as well as motivation and relaxation! We are also working with WICSEC to introduce an Interjurisdictional Fair to promote better intergovernmental communications.

Our ERICSA committees are hard at work organizing and planning to ensure continued involvement and betterment of the Child Support program and community! Thanks for supporting the Daytona Beach Conference and we look forward to seeing you in Niagara Falls!

Egg toss at the Beach Party



Maureen Leif, Amy Kownack, Diane Potts, and Scott Cade



Ashlei Seals, Jamila Gilchrist, Willie Mae Holt



Margaret Eischens, Sheri Korte, Raegan Hendrickson, Jamie Wirth



The ERICSA Board of Directors met prior to the conference to carry on the business of our organization. The smiles indicate their enjoyment of the job!

The faces of ERICSA enjoying the conference





NIAGARA FALLS CONFERENCE PLANNING

The Maid of the Mist is Calling

PATRICK QUINN, *President-Elect and Niagara Falls Planning Committee Chair*

She Maid of the Mist is calling as ERICSA plans for the 2019 conference in beautiful Niagara Falls, New York. The Conference Planning Committee meets September 13 – 14, 2018, at the Sheraton Niagara Falls, to select topics for plenary sessions and workshops. The group will tour the hotel and work to complete site planning for activities, always a great feature of our conferences.

As chairman of this committee, President-Elect **Patrick Quinn** encourages all members to suggest topics for workshops and plenary sessions. Suggestions should be sent to johnnavalente@pacses.com. To ensure that your ideas are considered, please send them by Friday, September 7, 2018. A form is attached on Page 11 for your use.

Additionally, the chairman of the Policy and Legislation Committee, Tommy Howard, is interested in topics that relate to that committee. Feel free to contact him at Thomas.Howard@jfs.ohio.gov with suggestions related to policy and legislation.

PAST PRESIDENT'S MESSAGE

PAM SALA, *Immediate Past President*



Serving as President of ERICSA this past year has been the highlight of my 28-year career in Child Support. I was able to represent this fantastic organization at NTCSA in Niagara Falls, NCSEA in

Scottsdale, and WICSEC in Anchorage, Alaska. What a fantastic opportunity it was to share with others the wonderful things we do in ERICSA.

The conference in Daytona Beach was well attended, despite some difficult hotel logistics. There were 438 registered attendees, and from all reports everyone had a great time. Between the informative workshops and

evening events, there were numerous opportunities to network and meet child support workers from around the country. The various ERICSA committees did a wonderful job planning the conference and their hard work was truly evident throughout the week.

This community is truly the best group of volunteers I have ever had the pleasure of working with. Thank you everyone who served on a committee this past year, and I look forward to seeing what wonderful things will be planned for Niagara Falls in 2019!

**PREVIOUS FELIX
INFAUSTO AWARD
RECIPIENTS**

2017 – Patterson Poulson
 2016 – James Dingeldine
 2015 – Susan Schroeder
 2014 – Cyndy Lucas
 2013 – Nancy Crawford
 2012 – John Graham
 2011 – Robyn Large
 2010 – Jeff Ball
 2009 – Lee Sapienza
 2008 – Sara McCollum
 2007 – Christine Brogdon
 Dingeldine
 2006 – J. Gordon Moseley
 2005 – Mary Ann Nore
 2004 – Yvette Hilderson
 Riddick
 2003 – Ruth Bell Clark
 2002 – Catherine Bayse
 2001 – Arlene L. Robinson
 2000 – Margaret Campbell
 Haynes
 1999 – Paula Haedel
 1998 – Gloria Harrelson
 1997 – Vernon Drew
 1996 – Hugh O. Stevenson
 1995 – Steve Grossbard / Sarah
 Cooper
 1994 – Joseph DiPrimio
 1993 – Susan Paikin
 1992 – Gordon F. Bailey, Jr.
 1991 – Delores Van Horn
 1990 – Anthony J. Voci
 1989 – Evelyn Green
 1988 – Judge Robert D.
 Thompson
 1987 – Anita Crawford
 1986 – Judge Joseph M.F.
 Ryan, Jr.
 1985 – John Bischoff
 1984 – John Sylvester
 1983 – Felix Infausto

**2018 FELIX INFAUSTO
AWARD WINNER**

*Rob
Velcoff*

PAM SALA

Rob Velcoff, an ERICSA past-president and a leader in the child support community, received the 2018 Felix Infausto Award. The Felix Infausto Award is the highest honor given by ERICSA. It is presented annually to a member who represents the highest level of leadership and contribution to ERICSA.

Rob has worked for the New York State Division of Child Support Services for almost 29 years. He became Manager of Interstate Operations in early 1999 and supervised the Central Registry until November 2008. He was involved in the implementation of UIFSA in 1996 and the newer version in 2008. His knowledge in intergovernmental matters is well-known and he is asked to serve on committees and workgroups related to proposed changes. He has been honored by groups in Indiana, Florida, Pennsylvania, and New York State for the assistance he provides to improve intergovernmental services and to assist other states and jurisdictions.

Through the years, Rob has served ERICSA in many capacities. As part of the presentation, President Pam Sala stated the following:

“Rob is always one of the first board members to welcome new members to the group and help them get acclimated. He speaks at intergovernmental workshops around the country and has helped numerous intergovernmental workers by answering questions and offering suggestions. Rob is always willing to be the Session Coordinator for the intergovernmental track at ERICSA’s conference, and spends countless hours preparing the questions and answers for the plenary game session on Thursday of the conference.

“It is truly a pleasure to work with him. Rob epitomizes the meaning of the Felix Infausto Award.”



Julianne K. Bailey



Cheri Wright

GORDON MOSELEY SCHOLARSHIPS

2018 Conference Scholarship Winners

TERRENCE O'HALLORAN

The Gordon Moseley Rising Star Scholarship is designed to bring people to the ERICSA Conference who have never attended an ERICSA Conference before. This year, ERICSA awarded two recipients with the scholarship.

The winner from the "At Large" category was **Julianne K. Bailey**, Senior Attorney for the Mississippi Department of Human Services, Child Support Enforcement, from Cleveland Mississippi. Ms. Bailey wrote to us afterward:

"ERICSA was an amazing experience...it was beyond valuable to exchange ideas and feedback. My colleagues and I had a "post-ERICSA" brainstorming session where we explored what we should try to change in our own state based on what we learned at ERICSA."

And the winner from our host state, Florida, was **Cheri Wright**, Senior Management Analyst Supervisor, Florida Department of Revenue/Child Support Program, from Orlando, Florida. Ms. Wright told us:

"Overall, I feel this could be a once in a lifetime event for me and I'm so glad I was able to interact with other Child Support workers, managers, trainers and attorneys. If I ever get another opportunity to attend, I'll be there!"

ERICSA was honored to have these two fine individuals attend our conference in Daytona Beach this year. They exemplify the reason why we hold these conferences every year. Providing education, new ideas and support to dedicated child support workers can only help the children we are here to serve.

We thank Julianne and Cheri for their dedication and commitment to child support!



Michael Dippold



Kimberly Crossen



Amy Klus

2018 Professional Excellence Awards

LAURA BERNACKI STAFFORD

Each year ERICSA awards three (3) recognition awards to deserving Child Support Professionals. In 2018 in Daytona Beach, we gave awards to the following deserving individuals.

MANAGER/SUPERVISOR

The Award of Professional Excellence for Manager/Supervisor was awarded to **Michael Dippold** from Allegheny County, Pennsylvania. Michael is a Supervisor with the Allegheny County Court of Common Pleas. Michael is always willing to answer questions from his staff even when he is busy. Even if he doesn't know the answer, he always researches the answer. Michael is always professional and respectful and strives to learn new things. Congratulations, Michael.

FRONTLINE CHILD SUPPORT PROFESSIONAL

The Award of Professional Excellence for Frontline Child Support Professional was awarded to **Kimberly Crossen** from Clinton County, Pennsylvania. Kim is a UIFSA Coordinator with the Clinton County Domestic Relations Section. She has a positive attitude and a genuine desire to help people. Great work, Kim.

INTERGOVERNMENTAL COOPERATION

The Award of Professional Excellence in Intergovernmental Cooperation was awarded to **Amy Klus** from Iosco County, Michigan. Amy is an Intergovernmental Enforcement Clerk for the Iosco County Friend of the Court. She works to resolve various challenges and is always available as a resource for co-workers and others around the State of Michigan. Way to go, Amy.

There are many child support professionals who are deserving of recognition. ERICSA wishes to thank all who nominated others for these awards in 2018. We look forward to honoring others like these in 2019.



2018 FUNDRAISER

Food Brings Hope, Inc.

MICHAEL MCGUIRE, VP of Exhibitors and Sponsors

We have a great report to share on the success of our fundraiser at the 2018 ERICSA conference. Food Brings Hope, Inc., a local charity established in 2007, was the conference charity. This group's goal is to create a community of support to assist underprivileged school children in developing to their full potential. Food Brings Hope, Inc. has initiatives designed to nurture the body, mind, and spirit of the children they serve. These include programs in 24 schools serving 1,400 children in Volusia and Flagler Counties; The Hope Project providing shelter, mentoring, transportation, higher education counseling and nutritional services for children in Volusia County High Schools; the FBHonors program; and Weekend Feed-A-Family program. Those attending the opening ceremony heard Judi Winch passionately share the story of Food Brings Hope and the needs of the children they serve.

During the week, attendees of ERICSA supported Food Brings Hope, Inc. in three different ways: silent auction proceeds, monetary donations, and designa-

tions from our conference speakers and moderators. We were able to raise \$8,863.86 due to the generosity of our members.

Many attendees played a role in our fundraising success by donating items for the auction, collecting items for the auction, volunteering to work the silent auction tables, creating auction signs, bidding on silent auction items, donating money to the charity, and selecting Food Brings Hope, Inc. to receive a portion of the speaker gift fund. Without all of you, we could not have raised \$8,863.86!

When Executive Director Judi Winch left after the Opening Ceremony she hoped to receive a check for a thousand or two thousand dollars. She was truly speechless Thursday morning when we presented her with a check for \$8,863.86 to benefit Food Brings Hope, Inc. I know that individuals who work in child support are generous, but these last two years I have been in awe of our ERICSA community's generosity.

Thank you for supporting Food brings Hope, Inc.!



Tanguler Gray



Patricia Wood

ERICSA BOARD

Meet Our New Board Members

Three board members have joined the ERICSA Board! Tanguler Gray and Patricia (Patti) Wood have joined the Board for their first terms. Zach Steed returns as a Board member after a hiatus from Board service. Zach previously served on the Board and on various committees. All three jumped right in and are already working on behalf of our organization.

Here's a little information about each of them:

Tanguler Gray serves as the IV-D Director for the Georgia Department of Human Services, Division of Child Support Services. She has more than 25 years of experience in child support and has served in successive positions at all organizational levels. She had led her agency to implement Rapid Process Improvement (RPI) initiatives and was instrumental in the agency's selection as the recipient of the 2007 Governor's Award for Customer Service. Under her leadership, Georgia received the 2008 National Child Support Enforcement Association (NCSEA) Commissioner's Award for High Performance. She is currently the secretary of the NCSEA Board of Directors and she actively participates in the National Council for Child Support Directors. She is a native of Pelham, Georgia, and a graduate of Valdosta State University.

Patricia (Patti) Wood serves as the Director of Child Support Field Operations and Contracts for the Tennessee Department of Human Services. Patti began her career in child support in 1998 as a caseworker and has served in various leadership positions. She began her career with the Department of Human Services in 2009 as the Administrator for the Fourth Judicial District; the only state operated full service child support office in Tennessee. Since becoming Director of Child Support Field Operations and Policy, Patti has been instrumental in the implementation of statewide initiatives including Standard Operating Procedures for Enforcement, Establishment, and Intergovernmental, creation of specialized training modules, and collaboration with contract partners in the development of state policy. She



Zach Steed

received a Bachelor of Science degree from Tusculum College and is currently seeking a master's degree in strategic leadership from Tennessee State University.

Zach Steed is a Sales and Business Development Executive with many years' experience serving both the private and public sector. In 2008, he began his career in child support with Systems & Methods, Inc. where he worked to support the company's growth in the child support payment processing / SDU space. In 2016, he joined Xerox State & Local, Inc. which in 2017 was reorganized into a new company known as Conduent State & Local, Inc. At Conduent, Zach represents the Payment Services Group as a Director of Sales & Business Development. As a child support industry volunteer, Zach has served the Eastern Regional Interstate Child Support Association (ERICSA) for several years on the Conference Planning and Onsite Committees, as a Workshop Coordinator, and as a past board member. He is a graduate of the University of West Georgia where he serves on the UWG Foundation Board of Trustees. Zach and his family reside in Carrollton, GA.

ERICSA BOARD COMMITTEE REPORTS

VOLUNTEER

LORETTA EVERETT

I hope everyone had a great summer! As the volunteer coordinator at our most recent conference in Daytona Beach, I would like to thank all of the people who volunteered to help make this a successful conference and ensure that everything ran as smoothly as possible. I was impressed with the team spirit of the Georgia volunteers and appreciated their willingness to help. It makes all the difference in the world when you have individuals who are willing and enjoy the experience of volunteering. I would also like to give a huge THANK YOU to all the individuals who were drafted to be volunteers in the process. We could not have pulled it off without you and I am so very thankful at your willingness to help. It is much appreciated. People like you are always welcome and needed within the ERICSA organization.

TECHNOLOGY

LORETTA EVERETT

As the technology coordinator, I would also like to remind everyone that information from the conference is available through <https://event.crowdcompass.com/ericsa2018>. You will just need to enter the event password. Our upcoming conference information, Niagara Falls 2019 will be up on the webpage shortly. If you see any information that needs to be updated on the website, please feel free to contact us at info@ericsa.org.

ERICSA 2019

SUGGESTIONS FOR WORKSHOPS AND PLENARY SESSIONS

E-mail your suggestions to johnnavalente@pacs.es.com by Friday, September 7. Give a full description of what you would like to see. Feel free to suggest a title, category, workshop coordinator, and speakers, but this is not required.

Similar suggestions are often grouped together into one workshop and the choice of speakers may come from any or all of the suggestions.

Title _____

Workshop Description _____

Category _____ CLE? ☐ YES ☐ NO

CLE? ☐ YES ☐ NO

Workshop Coordinator _____ Source _____

Source _____

Suggested Speakers _____