

AGENDA-AT-A-GLANCE

57th Annual Training
Conference & Exposition
Savannah, Georgia
May 17 – 21, 2020



Sunday, May 17, 2020

12:00 p.m. – 6:00 p.m.	Registration/Information
12:00 p.m. – 5:00 p.m.	Exhibitor Setup
3:30 p.m. – 4:00 p.m.	Moderators Meeting
4:00 p.m. – 5:00 p.m.	First-Timers Meeting
6:00 p.m. – 8:00 p.m.	President's Reception

Monday, May 18, 2020

7:30 a.m. – 8:30 a.m.	Light Fare and Mingling
7:30 a.m. – 7:45 a.m.	Volunteer Meeting
8:00 a.m. – 5:00 p.m.	Registration/Information
8:30 a.m. – 10:00 a.m.	Opening Ceremonies
10:00 a.m. – 10:30 a.m.	Break/Visit with Exhibitors
10:30 a.m. – 12:00 p.m.	Breakout Session 1 – Concurrent Workshops
	A. Using 2020 Vision to Deal With Those Pesky HR Issues PROFESSIONAL DEVELOPMENT/SOFT SKILLS
	B. Outreach and Community Involvement: Does it Work? PROFESSIONAL DEVELOPMENT/SOFT SKILLS
	C. Child Support Legal Issues: The Quiz Show POLICY/LEGAL CLE
	D. The Federal Office of Child Support Enforcement (OCSE) and the Social Security Administration (SSA): Sharing How Our History Has Shaped Our Present Success CASE MANAGEMENT
	E. UIFSA Basics & Beyond INTERGOVERNMENTAL CLE
12:00 p.m. – 1:30 p.m.	Lunch on Your Own
12:00 p.m. – 12:30 p.m.	Moderator Meeting
1:30 p.m. – 3:00 p.m.	Breakout Session 2 – Concurrent Workshops
	A. Providing Services to Veterans / Attention! Do You Need Assistance with Working with the Military? PROFESSIONAL DEVELOPMENT/SOFT SKILLS
	B. Employers and Child Support Agencies Team Up to Tackle Complex Problems TECHNOLOGY
	C. Evidence for the Information Age: A Practical Approach POLICY/LEGAL CLE
	D. Measuring Success: Examining Child Support Data CASE MANAGEMENT
	E. Rise to the Challenge: Advanced UIFSA Scenarios INTERGOVERNMENTAL CLE
3:00 p.m. – 3:30 p.m.	Break/Visit with Exhibitors

3:30 p.m. – 5:00 p.m.

Breakout Sessions 3 – Concurrent Workshops

- A. 2020 Vision: Powered by Pecha Kucha **PROFESSIONAL DEVELOPMENT/SOFT SKILLS**
- B. Intergovernmental Communication Tools – Going Beyond the Basics **TECHNOLOGY**
- C. Social Security Benefits and Their Impact on Child Support **CASE MANAGEMENT CLE**
- D. Knowledge Works! Resources for Child Support Led Employment Programs **CASE MANAGEMENT**
- E. Multi-State Roundtable – Large Southeastern States +1 **INTERGOVERNMENTAL**
- F. Increasing Federal Performance: Adding a Peck of Peaches to your Bushel. Getting the Best Results from Data Reliability and Self-Assessment Reports **CASE MANAGEMENT**

5:00 p.m. – 7:00 p.m.

Taste of Savannah Networking Reception

Tuesday, May 19, 2020

7:30 a.m. – 8:30 a.m.

Light Fare and Mingling

7:30 a.m. – 7:45 a.m.

Volunteer Meeting

8:00 a.m. – 5:00 p.m.

Registration/Information

8:30 a.m. – 10:00 a.m.

Plenary Session

OCSE Presentation and IV-D Directors Town Hall on the Future of Child Support

10:00 a.m. – 10:30 a.m.

Break/Visit with Exhibitors

10:30 a.m. – 12:00 p.m.

Breakout Session 4 – Concurrent Workshops

- A. I'm a Trainer, What's Your Superpower? **PROFESSIONAL DEVELOPMENT/SOFT SKILLS**
- B. Electronic Document Exchange (EDE) – Bringing Intergovernmental Efficiency Info Focus **TECHNOLOGY**
- C. Legal Ethics Jeopardy **POLICY/LEGAL CLE**
- D. Interstate Enforcement - The Steps to Enforcing a Case **INTERGOVERNMENTAL**
- E. 2020 Intergovernmental Law Case Update **INTERGOVERNMENTAL CLE**

12:00 p.m. – 1:30 p.m.

Lunch on Your Own

1:30 p.m. – 3:00 p.m.

Breakout Session 5 – Concurrent Workshops

- A. The Rise of the Opioid Epidemic, Its Impact on Child Support, and What Local Agencies are Doing About It **PROFESSIONAL DEVELOPMENT/SOFT SKILLS**
- B. Modernize Your Casework Using the OCSE Child Support Portal **TECHNOLOGY**
- C. Seeing Beyond the Federal Regulations – A New Vision for Incarcerated and Incapacitated Individuals **POLICY/LEGAL CLE**
- D. Success With Interstate: “Why Does That Other State Keep Messing Up My Case!?” / Let's Talk: Interstate **INTERGOVERNMENTAL**
- E. Let's Get Digital! #DigitalOutreach **CASE MANAGEMENT**
- F. From Release to Reintegration: An Exercise in Reentry **CASE MANAGEMENT CLE**

3:00 p.m. – 3:30 p.m.

Break/Visit with Exhibitors

3:30 p.m. – 5:00 p.m.

Breakout Sessions 6 – Concurrent Workshops

- A. ERICSA Book Club 2020 **PROFESSIONAL DEVELOPMENT/SOFT SKILLS**
- B. Child Support Modernization 101 **TECHNOLOGY**
- C. Child Support Services: A Multi-Faced Tool for Parents! **POLICY/LEGAL**
- D. International Case Scenarios – Test Your Knowledge! **INTERGOVERNMENTAL CLE**
- E. Intergovernmental Modifications in a Modern World **INTERGOVERNMENTAL CLE**

Wednesday, May 20, 2020

7:30 a.m. – 8:30 a.m.

Light Fare and Mingling

7:30 a.m. – 7:45 a.m.

Volunteer Meeting

8:00 a.m. – 5:00 p.m.

Registration/Information

8:30 a.m. – 10:00 a.m.

Breakout Sessions 7 – Concurrent Workshops

- A. Cultural Competency for Effective Customer Service **PROFESSIONAL DEVELOPMENT/SOFT SKILLS**
- B. South Carolina Success Story **TECHNOLOGY**
- C. Serving Same Sex Parents **POLICY/LEGAL**
- D. Contempt in Intergovernmental Cases **INTERGOVERNMENTAL CLE**
- E. Let's Talk: Tribal Cases **INTERGOVERNMENTAL CLE**

10:00 a.m. – 10:30 a.m.

Break/Visit with Exhibitors

10:30 a.m. – 12:00 p.m.

Breakout Session 8 – Concurrent Workshops

- A. Creating Your Personal Workplace Health and Wellness Toolkit **PROFESSIONAL DEVELOPMENT/SOFT SKILLS CLE**
- B. E-Filing Child Support Cases **TECHNOLOGY**
- C. Contempt Alternatives: From Ideas to Success **POLICY/LEGAL**
- D. Work Search – More Than Seeking Employment **CASE MANAGEMENT**
- E. States, Tribes, Countries – A Three Jurisdiction Comparison **INTERGOVERNMENTAL CLE**

12:00 p.m. – 1:30 p.m.

Lunch on Your Own

1:30 p.m. – 3:00 p.m.

Breakout Session 9 – Concurrent Workshops

- A. Intent vs. Impact **PROFESSIONAL DEVELOPMENT/SOFT SKILLS**
- B. Success in IV-D and IV-E Cases: Fostering a Partnership for Successful Families **CASE MANAGEMENT CLE**
- C. Trends in Child Support Guidelines Legislation **POLICY/LEGAL CLE**
- D. The PA Child Support Program, Fatherhood and Family Advocates Collaboration **CASE MANAGEMENT**
- E. Intergovernmental Forms: When, Where, Who, Why, & How **INTERGOVERNMENTAL**

3:00 p.m. – 3:30 p.m.

Break/Visit with Exhibitors

3:30 p.m. – 5:00 p.m.

Plenary Session – ERICSA Interjurisdictional Fair

ERICSA is pleased to hold its second Interjurisdictional Fair (IJ Fair). The IJ Fair is an easy way for child support professionals to meet their colleagues from across the country in a comfortable, no-pressure environment. Attendees can spend as much or as little time at each table just to chat, request a call-back about a case, or learn more about a program. And, of course, everyone likes to exchange contact information.

5:30 p.m. – 11:00 p.m.

HAPPY HOUR, BANQUET, AND AFTER PARTY

Make sure to join us for great food, friends, and most importantly, fun! The evening begins with cocktails at 5:30 p.m., followed by dinner. Once dinner ends we have more fun planned with a short walk to a private ERICSA after party. Join us for a night to remember!

Thursday May 21, 2020

8:00 a.m. – 9:00 a.m.

Full Breakfast

9:00 a.m. – 9:30 a.m.

Meeting of the Association

9:30 a.m. – 11:00 a.m.

Plenary Session – ERICSA Team Wars CLE

This is your chance to test your child support knowledge as contestants vie for “fabulous” prizes! A new twist on an old game show, nine different state teams will square off against one another by answering child support-related questions which will run the full gamut: federal, intergovernmental, legal, statistical, etc. 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 association meeting wrap-up, join us to cheer on your favorite team for what will undoubtedly be a fun and exciting game-show format as we test our knowledge of the program we are all a part of. If you miss this one, you’ll never forgive yourself!