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SAVE THE DATE!

2020 ERICSA Conference
May 17–21, 2020
Marriott Savannah Riverfront
Savannah, Georgia



**EASTERN
REGIONAL
INTERSTATE
CHILD SUPPORT
ASSOCIATION**

NIAGARA FALLS, NY CONFERENCE

Keeping Support Flowing for Children Wrap-Up

PATRICK QUINN, President



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he Eastern Regional Interstate Child Support Association (ERICSA) hosted our 56th Annual Training Conference & Exposition May 19 – 23, 2019, at The Conference and Event Center in Niagara Falls, New York. The theme, “Keeping Support Flowing for Families,” fit perfectly against the backdrop of the beautiful Niagara Falls.

The conference brought together 586 child support professionals, the most well attended ERICSA conference ever! Due to the large number, ERICSA closed registration early to ensure a comfortable learning environment for the conference.

A rousing rendition of the National Anthem sung by the Niagara Falls High School Concert Choir opened the conference. Following the roll call of the states, President Horan and OSCE Commissioner Scott Lekan (via proxy due to flight problems) set the tone for a great conference.

The conference boasted 45 workshops which covered topics across the spectrum of educational needs for child support professionals. The workshops were divided into five tracks: professional developmental/soft skills, intergovernmental, policy/legal, technology, and case management. Fourteen workshops offered CLE credits.

Topics were as varied as the educational needs in the child support community and included titles such as “Advanced UIFSA Services,” “Cascading Case Management,” “Modern Child Support Messaging,” “Making Parenting Time Work,” “the GIG Worker,” and personal development workshops such as “What’s in Your Tool Box (To Avoid Work Burnout and Manage Stress)” and “The Waterfalls of Leadership.” There was something for everybody!

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The conference brought together 586 child support professionals, the most well attended ERICSA conference ever!

Our Conference Operations Committee kept the army of attendees well-fed during breaks and well-occupied with evening events to foster the development of friendship and networking. President Horan held his reception off-site at The Hard Rock Café. It was well-received by over 400 guests.

The Taste of Niagara Networking Reception took place on Monday evening. On Tuesday evening an optional Maid of the Mist boat ride was cancelled by the Coast Guard due to a high water level, but attendees enjoyed free time visiting other locations including the Canadian side.

The first ERICSA Block Party took place on Wednesday evening. It replaced the traditional banquet and provided barbeque food, dancing, music, entertainment, and a “dunk tank” (which your author could have done without, but it was for a charitable cause!).

New York turned out to support the conference with over 100 attendees, including 18 volunteers who were well prepared and reliable. Here’s a big **“Thank You”** shout out to the **New York Child Support Program!**

The Niagara Falls Boys and Girls Club was chosen as the New York charity for the 2019 conference. Through the use of silent auctions, speaker gift designations, a donation jar, and other events, including the “dunk tank,” ERICSA raised over \$9,000 for the Boys and Girls Club!

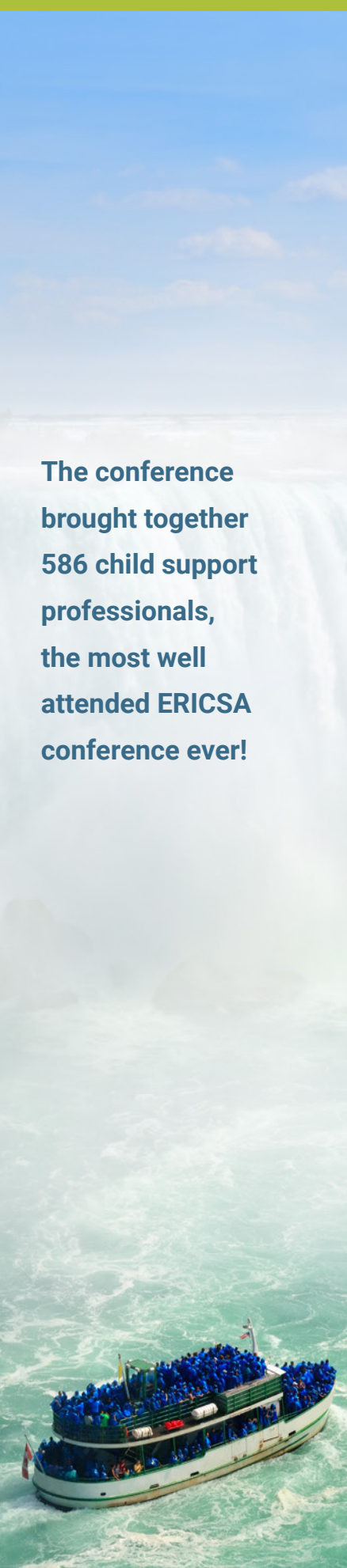
ERICSA appreciates the 23 vendors and 15 sponsors who attended. Without them, we could not conduct such a great conference. The exhibitors had a spacious area to showcase their services and to meet and “talk child support” with the professionals in attendance. Participants engaged in a “Vendor Word Scramble.”

Another first was the Interjurisdictional Fair (IJ Fair). Thirty-eight states and tribes provided information and talked with attendees, making it a huge success!

As the curtain drops on the 2019 conference, I would like to congratulate and thank the Board of Directors led by President Tom Horan and the members of the Conference Planning, Conference Operations Committee, and our New York friends for their tremendous support. Also, thanks to our exhibitors and sponsors who gave strong support to our conference. I would be remiss if I did not thank our professional management team, MgR & Associates. Melissa Rael, with the able assistance of Corrina Smith, did a tremendous job in guiding and assisting the Board of Directors to plan and conduct a massive conference in an orderly and professional manner.

ERICSA will not “sit on its laurels.” Planning is underway for the 57th Annual ERICSA Training Conference to be held from May 17 - 21, 2020, in the beautiful, historic city of Savannah, Georgia. The host hotel, Marriott Savannah Riverfront is on the river and is part of the “river walk.”

Our host state, Georgia, is involved and will have its own training track in addition to the five ERICSA tracks. Our planning meeting took place on September 11, 2019 at the conference hotel. Make plans to attend the 2020 conference. See you in Savannah!





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



PAST PRESIDENT'S REPORTTOM HORAN, *Immediate Past President*

What? Past President already? Where did the amazing year go? The time between receiving the gavel in Daytona Beach to handing it over in Niagara Falls flew

by! I worked with a dedicated Executive Committee as well as amazing board members, committee chairs, workshop coordinators and presenters. The support of many people made the job easier!

Work began with the assignment of committee chairs and members. Then we saw good things happen! The Policy and Legislation Committee suggested comments on OCSE proposals. The Resolutions and By-Laws committees commended the work of two retiring ERICSA champions, Susan Paikin and Terri Nickel Matson. The scholarship committee selected winners. Communications put out three editions of our newsletter.

We considered some "hot topics." Should we change the "I" in ERICSA to refer to Interjurisdictional or leave it as Interstate? And should we refresh our logo? These items are being considered this year.

The Program Planning Committee led by President-Elect **Patrick Quinn** and the Site Selection Committee chaired by **Nick Palos** did an excellent job planning the conference and locations. The sessions were very good. The Block Party added a new dimension, and everyone enjoyed the casual setting. Someone came up with the bright idea to have a dunking booth for select board members to help raise funds for charity! I should have

vetoed that one! We raised a substantial amount of funds for the Niagara Falls Boys and Girls Club. It was worth getting all wet!

We introduced the first ERICSA Interjurisdictional Fair (IJ Fair), originally started by Mary Ann Wellbank at WICSEC, to the schedule. Tammy Pearson did an excellent job as chair and the IJ Fair was a success!

More work was done in the background by other committees and I participated in many of them. I represented ERICSA at the NTCSEA, NCSEA and WICSEC Conferences. This gave a great opportunity to see how other boards work and run their conference. Everyone does a great job.

Thank you to everyone who participated, contributed, attended and/or supported the Niagara Falls Conference! A special thanks goes to **Eileen Stack** and **Monique Rabideau** from New York State for their support and representation at the conference.

Thank you, congratulations, and best wishes to all of the Executive Committee and Board members and particularly to Pat Quinn, President! I will always remember Niagara Falls!

I signed contracts for our conference in Savannah in 2020 and New Orleans in 2021. I hope to see all of you there! Thank you for allowing me an amazing year!

2019 Conference Reports



CHARITY REPORT

MICHAEL P. MCGUIRE II
President Elect

It has been several months since we concluded our 56th ERICSA Conference where we featured the Niagara Falls Boys & Girls Club as conference charity. During the opening ceremony, we learned about the club and their remodeling efforts to improve the environment where the children play and learn each day from Rebecca Vincheski, Chief Professional Officer for the club.

The Niagara Falls Boys & Girls Club is a wonderful organization that helps local children develop and pursue their dreams. ERICSA members were inspired by the work they do every day on behalf of children.

During the week, ERICSA members raised funds for the children in four different ways: silent auction proceeds, monetary donations, designations from our conference speakers and moderators, and the dunk tank. Who can forget Rob, Ray, Nick, Pat, and Tom plunging in the frigid water of the tank to raise money?

We raised \$9,075.72 during the conference, plus an additional \$305 donated directly to the club.

Everyone played a role in our fundraising success from 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, sitting in a dunk tank, paying to dunk people, and speakers and moderators selecting the Niagara Falls Boys & Girls Club to receive a portion of the speaker gift fund. Without all of you, we could not have raised \$9,380.72 for the Niagara Falls Boys & Girls Club.

Once again, ERICSA proved the generosity of our members by our support of our chosen charity. During my three years as Vice President of Exhibitors & Sponsors, our members continually surprise and inspire me with their generosity.

Thank you for supporting the Niagara Falls Boys & Girls Club!

2019 CONFERENCE REPORTS

A Big Thank You to Our Sponsors and Exhibitors!

SPONSORS AND EXHIBITORS REPORTMICHAEL P. MCGUIRE II, *President Elect*

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e could not have a great conference without our ERICSA Sponsors and Exhibitors.

Each year our sponsors provide our attendees with technology resources, conference accessories, entertainment and food and beverage throughout our conference. Our attendees enjoyed using a conference app again this year, and we added charging stations for convenience. Attendees staying in the conference hotel received customized hotel keys upon arrival. During on-site registration, attendees received a sponsored tote bag, lanyard, notepad, and the Exhibitor Pocket Guide and Agenda-at-a-Glance to help navigate sessions.

Sponsors provided event entertainment including the photo booth, Block Party entertainment, and the memorable dunking booth! Each day, our sponsors fuel up our group during breakfasts and coffee breaks! Our sponsors enhanced our first IJ Fair on Wednesday, helping to make it a huge success.

All of these things enrich the conference experience for each attendee. We cannot say enough about our sponsors other than to say this, **"THANK YOU"** for all you do at the conference, and during the year. We

depend on you to partner with us to host the ERICSA Training Conference every year!

We also want to thank our ERICSA Exhibitors. Each exhibitor took the time to set up booths and materials in the Exhibit Hall. Traditionally, ERICSA serves breakfasts and break snacks in the hall. This year, we hosted the Taste of Niagara Falls Reception in the Exhibit Hall, allowing our attendees greater access to these incredible companies and individuals. Attendees spoke with our exhibitors about their products in a relaxed atmosphere while attendees picked up brochures, candy, pens, highlighters, ponchos and more from our twenty-three (23) Exhibitors.

ERICSA uses the Exhibit Hall as the location for the silent auction or other fund-raising activities as well. The enthusiasm and support of the Exhibitors makes this an ideal place to gather. We want to wish a heartfelt **"THANK YOU"** to our exhibitors.

When we say that we could not do this conference with our Exhibitors and Sponsors, we are not kidding! We thank all our ERICSA Sponsors and Exhibitors for supporting the 56th ERICSA Annual Training Conference in Niagara Falls, New York. We look forward to seeing everyone next May in Savannah, Georgia!

2019 CONFERENCE REPORTS

Honoring Two of Our Best

RESOLUTIONS COMMITTEE REPORTMICHAEL P. MCGUIRE II, *President Elect*

Susan Paikin

Two former ERICSA leaders were honored at the 2019 conference with resolutions recognizing their many contributions to ERICSA and the child support program.

Susan Paikin of Delaware recently retired after 40 years of service through the Delaware Family Court and the Center for Support of Families, now part of SLI Governmental Services. She served on the ERICSA Board for many years and was president of the organization in 1998. Susan was honored with the Felix Infausto Award in 1993 and the President's Community Service Award in 2002. She is an Honorary Life Member of ERICSA.

The resolution states that "Susan worked tirelessly to improve the child support program's performance with a strong emphasis on legal reform, ever keeping in mind the goal of providing support to children."

Terri Nickel Matson was recognized in the resolution for her "get it done attitude." She retired after 25 years of service within the child support community. Terri was a founding partner of the Center for the Support of Families and served as its Vice President of Child Support Operations.

Also, a former ERICSA president (2017), Terri served on the Board of Directors and worked with various committees for many years. She is recognized as an Honorary Life Member.

Terri worked hard to improve child support performance, particularly in the areas of training design, materials development, curriculum development, and customer service.

Much more could be stated about the work of these two Life Members. ERICSA honors their service and values their contributions to the child support program and wishes them the best in retirement!



Terri Nickel Matson

PREVIOUS FELIX INFAUSTO AWARD RECIPIENTS

2018 – Rob Velcoff
 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



2019 FELIX INFAUSTO AWARD WINNER

Elaine Poole

TOM HORAN
Immediate Past President

In Niagara Falls, President Tom Horan presented the Felix Infausto Award to **Elaine Poole**. The Felix Infausto Award is presented annually by the President of ERICSA to a member who represents the highest level of leadership and contribution to ERICSA. It is the highest honor given by ERICSA.

Elaine Poole has been an active, contributing member of ERICSA for many years. She has been part of the Board of Directors since 2004. She served as ERICSA President in 2011 and held other offices including President-Elect, Immediate Past President, and Vice President of Exhibitors and Sponsors.

Her commitment to fund-raising for the charities each year has been significant. Additionally, she served as the volunteer Official Photographer of ERICSA for many years, taking literally thousands of pictures.

Committee work is another priority for Elaine. Her contribution to the Communications Committee and other committees, even ad hoc committees, is recognized as a value to the organization.

Congratulations, Elaine Poole, on this outstanding recognition by ERICSA!

PROFESSIONAL EXCELLENCE AWARDS



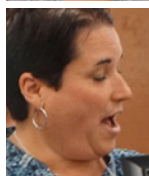
FRONTLINE CHILD SUPPORT PROFESSIONAL (NON-SUPERVISORY POSITION, SAME JURISDICTION)

Mark Tyler, Maryland Office of the Attorney General



MANAGER /SUPERVISOR (SAME JURISDICTION)

Braxton Redeagle, Case Manager, Osage Nation, Oklahoma



INTERGOVERNMENTAL COOPERATION (DIFFERENT JURISDICTION)

Lisa Lancaster, Johnson County Prosecutor's Office, Indiana

GORDON MOSELEY SCHOLARSHIPS

2019 Conference Scholarship Winners

TERRENCE O'HALLORAN, *Board Director*



Marie Baugh

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arie Baugh, who hails from Nashville, Tennessee, and **Loie Hodge**, from Utica, New York, were selected to attend the conference as the Gordon Mosely Rising Star Scholarship winners.

Each year one scholarship is awarded to a child support professional from outside the conference state and another is awarded to a professional from the conference state. The award covers the registration fee, transportation costs to and from the conference, and a daily stipend for the days of attendance.

Marie has worked in Child Support for over eight years and is currently Program Manager for Tennessee Central Registry. She's proud that her small staff is very productive by keeping in mind "to work smart, think different, and take chances." She is a huge advocate of Electronic Document Exchange, not just in Tennessee but with all child support agencies. This tool improves efficiencies throughout the system. When asked about her impressions during the conference, she was constantly expressing how happy she was to attend and how impressed she was by the sessions she attended.

Loie is also an eight-year veteran in child support, hired as a Senior Support Investigator for Oneida County SCU in 2011. She shared with us that she was impressed by the attendees openly discussing their interactions with other jurisdictions, and their common goal of "building and maintaining open lines of communication" between states.

Loie stated "It is the dedication to the goal of supporting the children that I brought back with me from the conference. . . I have new friends, I have fresh insight, and I have a new dedication to what I do daily."

ERICSA is proud to welcome Marie and Loie to the ERICSA "family" and we hope they can continue to attend our conferences in the future!



Loie Hodge



Lisa Kelly Skenandore



Diane Potts



Tammy Pearson

ERICSA BOARD

Meet Our New Board Members

Three new Board of Directors members will serve ERICSA this year. All three are known within the child support community and they have considerable experience in child support.

Lisa Kelly Skenandore served several Board terms beginning in 2012, serving recently as Treasurer. She began her career in child support when her tribe, the Oneida Nation in Wisconsin, received its start-up grant in 2005. She was appointed as tribal IV-D Director in April 2008. Along with child support, she led other human service programs including child welfare, domestic violence, prevention and foster care. She currently serves as Vice President of Business Development for Systems and Methods, Inc. (SMI).

Diane Potts has been a speaker at ERICSA, NCSEA, and WICSEC child support conferences. Her knowledge of child support's legal provisions and decisions relative is significant and valuable to the child support community. She worked 20 years in Illinois and received the Illinois Family Support Enforcement Association Lifetime Achievement Award in 2015. In 2016, Diane was appointed as an official observer to the Uniform Law Commission's amendment of the Uniform Parentage Act and in 2017, she was appointed to UPA's Enactment Committee. She served as President of NCSEA in 2018. She currently serves as Director of the Child Support Practice at the Center for the Support of Families, a division of SLI Government Solutions.

Tammy Pearson has worked in the North Carolina Child Support Program over 20 years. Tammy has worked in all aspects of child support from customer service to supervision of establishment and enforcement. Tammy currently serves as a member of the North Carolina Child Support Council board of directors and was the President in 2014. She has been with Young Williams for 10 years and is the North Carolina manager with oversight of 14 counties.

We welcome these new Board members and look forward to their service!

2019 – 2020 STANDING COMMITTEES**ARCHIVES**

Loretta Everett

AUDIT

Amy Gober

COMMUNICATIONS

Robbie Endris

CONFERENCE PLANNING

Mike McGuire

EXHIBITORS AND SPONSORS

Laura Stafford

FINANCE

Rob Velcoff

INTERGOVERNMENTAL

Terry O'Halloran

NOMINATIONS

Tom Horan

ONSITE COORDINATION

Nicholas Palos

POLICY AND LEGISLATION

Tommy Howard

RECOGNITIONS

Robbie Endris

RESOLUTIONS AND BY-LAWS

Nicholas Palos

SCHOLARSHIP

Terry O'Halloran

SITE SELECTION

Zach Steed

STRATEGIC PLANNING

Patterson Poulson

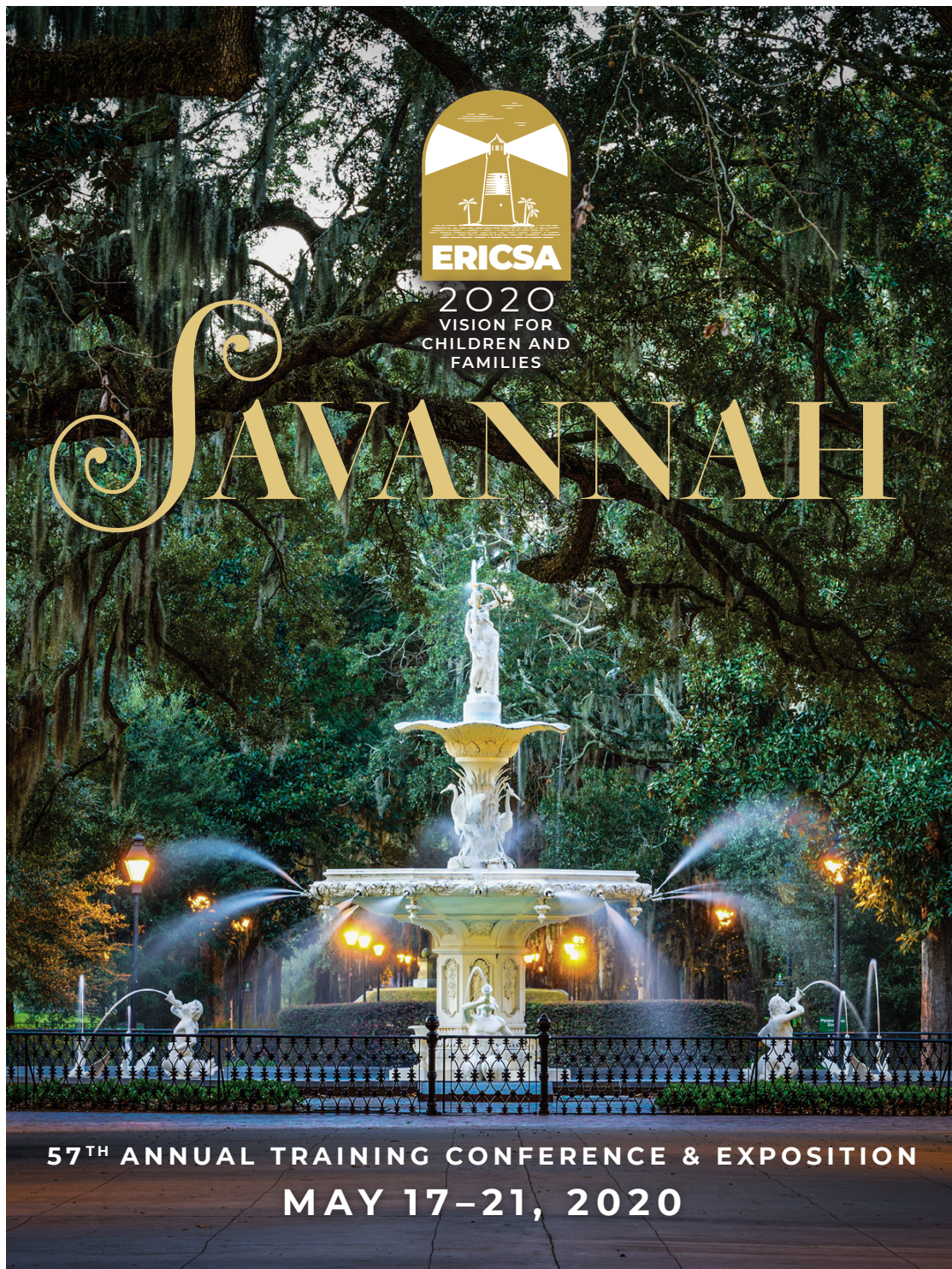
TECHNOLOGY

Patricia Wood

AD HOC

As appointed by the President

ERICSA has several committees that members can choose to join, not only to learn more about other jurisdictions, but also to become a more active member of ERICSA and the child support community. Descriptions of the committees and a committee interest form can be found on our [website](#).

2020 CONFERENCE*Save the Date!*


ERICSA
2020
VISION FOR
CHILDREN AND
FAMILIES

SAVANNAH

57TH ANNUAL TRAINING CONFERENCE & EXPOSITION
MAY 17–21, 2020