

INSIDE THIS ISSUE

- 2 Message from Georgia
- 3 Conference Program Planning
- 4 Onsite Coordinating Committee
- 6 Survey Savannah
- 8 Interjurisdictional (IJ) Fair
- Scholarship Awards
- Professional Excellence Award Nominations
- ERICSA's Leadership Book Club
- 9 2020 Vendors and Charity
- 10 ERICSA Board Committee Reports: Technology Committee Policy and Legislation Communications Committee

ERICSA 2020 CONFERENCE

2020 Vision for Children and Families

PATRICK QUINN, ERICSA PRESIDENT

REGISTRATION IS OPEN

The conference website has all of the information you need!

REGISTER NOW



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s the time quickly approaches, I could not be more excited as ERICSA prepares to host its 57th Annual Training Conference and Exposition, May 17–21, 2020 at the Marriott Savannah Riverfront Hotel along the Savannah River. This year's theme, *2020 Vision for*

Children and Families, speaks to what we hope to do – clearly see how we can best help serve children and families!

Our Planning Committee, chaired by President-Elect Michael McGuire, has put together a fabulous agenda with three exciting plenaries and 47 workshops with a large variety of topics grouped in five general topic areas: Professional Development/Soft Skills, Policy/Legal (CLE), Technology, Case Management, and Intergovernmental. There is a “little something” for all child support workers, no matter their responsibilities back home.

Of course, what would an intergovernmental conference be without opportunity to network with your colleagues from across the United States and the world? The conference has many opportunities for meetings with old and new friends

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**EASTERN
REGIONAL
INTERSTATE
CHILD SUPPORT
ASSOCIATION**



**ERICSA 2020
CONFERENCE**

MESSAGE FROM GEORGIA

TANGULER GRAY
Georgia IV-D Director

The Georgia Department of Human Services Division of Child Support Services

welcomes you to the 2020 ERICSA Conference in the GREAT state of Georgia. This is the perfect time to be in the beautiful and historic city of Savannah for this wonderful annual training event sharing information and networking with other child support professionals.

We encourage you to take full advantage of this professional development opportunity in supporting ERICSA's "2020" Vision for Children and Families.

Thank you and once again, welcome to the GREAT state of Georgia.

and colleagues. The kickoff for our conference occurs on Sunday night at the President's Reception and continues with the "Taste of Savannah" reception on Monday evening and the Wednesday night banquet.

The less formal networking method occurs while you munch on a treat or have something to drink at the two daily breaks in the Exhibit Hall. The ultimate "contact opportunity" occurs at ERICSA's second annual Interjurisdictional (IJ) Fair, where you have the chance to meet professionals from a variety of geographic jurisdictions. Your only obligation is to swear to the IJ Pledge which requires attendees to be willing to listen and to help.

There is much to see in Exhibit Hall. ERICSA has vendors and sponsors who are willing to discuss your child support needs – both large and small – and solutions that they offer to assist you in your work.

Finally, when you have exhausted your professional opportunities, you can enjoy one of the most beautiful, scenic, and historic cities in America. Savannah is an old, charming Southern city that is known for its hospitality.

For more specific information about all that is available to see and do at the 2020 ERICSA Conference, please review the other articles in this newsletter prepared by our Conference Planning Chair, Michael McGuire; and our Conference Operations Chair, Nick Palos. They have been working overtime to make it the best conference ever.

I hope that you can join your ERICSA colleagues in Savannah. I look forward to seeing you and sharing time and child support experiences with you.

[Savannah's waterfront beckons.](#)



PROGRAM PLANNING

See You in Savannah, Georgia!



MICHAEL MCGUIRE II, PRESIDENT-ELECT

The ERICSA Program Planning Committee has worked hard and we are looking forward to our **57th Annual Training Conference & Exposition** in beautiful Savannah, Georgia!

The conference hotel is the Marriott

Savannah Riverfront Hotel, a great place to discover the sights and mysteries of Georgia's oldest city.

You can enjoy a walk along the Savannah River, a

[Marriott Savannah Riverfront Hotel](#)



boat cruise, a ghost tour or a tour of the historic sites of Savannah while connecting with child support professionals from around the country.

The committee has an exciting agenda planned with three plenaries plus our second ERICSA Interjurisdictional Fair (IJ Fair), a return of our famous ERICSA State Team Wars, and 47 workshops! Many of the workshops provide Continuing Legal Education (CLE) credit.

The plenaries and workshops selected by the Conference Planning Committee touch on a variety of relevant topics including interjurisdictional processes, legal ethics for child support professionals, safeguarding of information, mentoring child support leaders for the future, technological advances, and more!

Our conference program includes our second ERICSA IJ Fair. ERICSA has long been known for its strong interjurisdictional work, and the IJ Fair provides the ideal environment for representatives from across the United States to share contact and content information about their agencies. It's a time to discuss

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policies and share ideas, but most importantly, to make connections. Mark your calendar with the date and time for the IJ Fair – Wednesday, May 20th in the Exhibit Hall from 3:30-5:00 p.m. Don't miss it!

Again this year, the On-Site Committee has planned several events for our attendees to kick back and relax with fellow professionals. On Sunday night, please join us to honor our President, Patrick

Quinn, at the annual President's Reception and be sure to meet daily in the Exhibit Hall during the breaks. On Monday Night, the Exhibit Hall is the location for our Taste of Savannah networking reception. On Wednesday night, the ERICSA banquet is the feature of our final night in Savannah.

We look forward to seeing you as we enjoy the sights, sounds, and tastes of historic Savannah!

ONSITE COORDINATING COMMITTEE

The Hostess City of the South

NICK PALOS, VP of Conference Operations

Savannah, Georgia, "The Hostess City of the South," is one of two Southern cities where pre-Civil War architecture is still intact (we go to the other city in 2021.) It is the city of many angel statues and the setting for "Midnight in the Garden of Good and Evil." It is called the Sister City to Patras, Greece; Batumi, Georgia; and Jiujiang, Jianxi, China. And now, it is the setting for the 57th Annual ERICSA Conference.

The ERICSA On-Site Coordinating Committee has prepared a fun-filled conference in the southernmost of the Original Thirteen Colonies. On Sunday May 17, we open the conference with our President's Reception honoring our President, Pat Quinn. Join us at The Trustee's Garden, a venue that is a mere three-minute walk from the front door of the Marriott (right next to the Pirate's House Restaurant), for light hors d'oeuvres. We will have a cash bar during the

continues

reception. After the reception, feel free to check out any of the fine restaurants in the area around the hotel and on River Street (see the accompanying article).

On Monday, after the final workshop session, join us for our “Taste of Savannah” reception, a sequel to the successful “Taste of Niagara” reception in 2019. We will enjoy local snacks and libations overlooking the beautiful Savannah River.

On Tuesday night, we team up with the local convention and visitors bureau for a “non-event.” In the conference app, there will be a link to the Savannah CVB’s “Show your Badge” program, which lists restaurants, bars, shops and other attractions in Savannah. Just show them your conference badge for discounts and offers. Check it out in advance [here](#). Join your fellow conference goers to try out new places, and maybe even organize a pub crawl. This is your night—make it your own.

Wednesday Night is Banquet Night. This year, we return to our traditional format, which is a cocktail hour followed by dinner and then a party at a local venue. Details are still being finalized, but we promise you will have a great time. The photo booth is back, so get your crew together and capture the joy of having finished the conference workshops. After the meal, we retire to a local club for an evening of music, dancing and fellowship.

Networking is enhanced by time in the schedule on Monday, Tuesday and

Wednesday. The day starts with breakfast in the Exhibit Hall and morning and afternoon breaks. The Interjurisdictional Fair is the last session in the Exhibit Hall on Wednesday afternoon. Bring your business cards to trade!

Last year’s block party t-shirt was also a great success. We repeat it this year and have a specially designed “Argh ICSA” T-shirt for attendees to purchase. The proceeds from the sale of the shirts benefits the Gordon Bailey Memorial Speakers Fund, a tribute to a long-time ERICSA member and booster. This fund is to be used to compensate speakers we could not otherwise have brought to our conference.

Finally, I wish to thank ERICSA for the honor of being the Vice President for Conference Operations for the past three years. I have had the privilege of working with a group of the brightest and most enthusiastic ERICSA members. If you see any of the committee members taking tickets for events, or just hanging around talk to them, ask them about joining this committee in the future. Trust me, you’ll have a blast.

Brunswick Stew is just one tasty example of the local Southern fare.



SURVEY SAVANNAH

*Things to Do and Places to Go*MELISSA HILTS, *Communications Committee*

Shopping on River Street

With the ERICSA 2020 conference fast approaching, plans need to be made with things to do and places to eat during your free time. Savannah is rich with picturesque and historical attractions as well as dining experiences offering you either the opportunity to dine on fresh seafood or if you like, a taste of Savannah home cooking.

The conference is being held at the Marriot Savannah Riverfront hotel, which is conveniently located within walking distance to downtown as well as the historic River Street.

The historic buildings along River Street offer shopping opportunities as well as a diverse choice of dining establishments, no matter what you may be craving. While strolling River Street you will also be able to view the large freightliners and tugboats making their trips up and down the river.

Some of the other attractions to check out would be Forsyth Park, the location of the fountain that is featured on the ERICSA 2020 brochure and the American Prohibition Museum located on W Saint Julian Street (a personal favorite). A leisurely walk through downtowns historic district

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will also provide you with many opportunities to admire the architecture of old Savannah.

If you are into “ghostly” adventures, you can partake in any one of the many ghost tours that are offered. The Sorrel Weed House is said to be the most haunted location in Savannah. No matter what type of adventure you may be seeking, Savannah can provide it for you. Click [here](#) for an extensive list of attractions.

There is no lack of dining choices in Savannah no matter what your dining preference is. There is a vast choice of restaurants located along River Street. Grab a bite at Vics on the River, Olympia Café or the Shrimp Factory. If you would like to take in the activity occurring on Savannah River while dining, checkout Rocks on the Roof or Top Deck. If you just want casual fare walk into Spanky’s Pizza Galley and Saloon. Speaking on personal experience, Spanky’s provides an extensive menu to meet all taste along with friendly service. For something different fresh beignets can be acquired at Huey’s.

If you are looking for true “southern” fare you will want to visit Paula Deen’s famed Lady and Sons on West Congress Street downtown. Lady and Sons provides an all you can eat buffet that contains all of the Southern favorites.

Regardless of your agenda, Savannah has something to offer everyone. For more information and coupons checkout the following sites:

<https://www.savannah.com>

<https://www.savannah.com/coupons>

<https://www.savannah.com/savannah-river-street>

At left: Visit scenic Tybee Island Light House, take a walk beneath trees festooned with Spanish moss, or feast on the decadence served up at Paula Deen’s Lady and Sons.

INTERJURISDICTIONAL FAIR (IJ FAIR)

TOM HORAN

Immediate Past President

It was my pleasure to be ERICSA President when we introduced the Interjurisdictional Fair (IJ Fair) at our conference in Niagara Falls, New York in May 2019. Our sister organization WICSEC has held an IJ Fair at their conference for many years and we thought it would be a great idea to introduce the fair to ERICSA's members. The concept of the IJ Fair is to foster cooperation among interjurisdictional organizations to assist with all cases, but especially with particularly hard-to-work cases that have been difficult to resolve. This is accomplished through getting members to sign a Pledge to cooperate!

A committee led by Tammy Pearson worked out the details and got the word out to potential ERICSA attendees. We had 52 Ambassadors who set up tables with information and memorabilia for



Fun at last year's IJ Fair

attendees to take back to their jurisdictions. More importantly, we had 255 attendees take the IJ Fair Pledge to assist colleagues in other jurisdictions with addressing issues in a timely manner.

The IJ Fair is on our agenda again this year. We hope that participation grows as we host the fair in this and future conferences.

SCHOLARSHIP AWARDS

TERENCE O'HALLORAN

Director, Scholarship Committee Chair

Once again ERICSA is offering two scholarships to IV-D child support workers currently employed in a Title IV-D child support program. One scholarship will be awarded to a child support professional outside Georgia and one will be awarded to a Georgia professional. Applying is easy! Just tell us why you think attending the conference would be beneficial to you in your employment.

The application can be found [here](#) and must be received no later than March 27, 2020.

PROFESSIONAL EXCELLENCE AWARD NOMINATIONS

ROBBIE ENDRIS

Recognitions Committee Chair

ERICSA is pleased to continue our recognition program to honor child support professionals! We invite you to submit your nomination for an individual in the child support community who has strived for professional excellence. Awards are given in these categories:

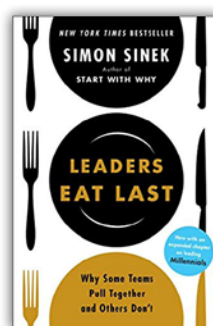
- Award of Professional Excellence—Frontline Child Support Professional (non-supervisory position, same jurisdiction)

- Award of Professional Excellence—Manager /Supervisor (same jurisdiction)
- Award of Professional Excellence—Intergovernmental Cooperation (different jurisdiction)

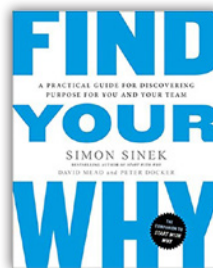
The application can be found [here](#) and the deadline is March 27, 2020

ERICSA BOOK CLUB

This year's book club will feature two leadership books by bestselling author, Simon Sinek. Rosalyn Guy-McCorkle will review *Leaders Eat Last*, a popular book that illustrates a powerful



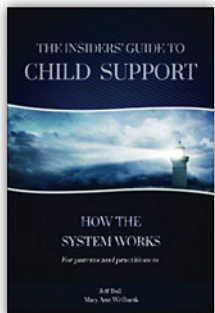
leadership lesson. In an interview with a Marine Corps general, Sinek asked, "What makes the Marines so good?" The general replied, "Officers eat last." This simple illustration is symbolic of a battlefield leadership principle: Great leaders will sacrifice their interests for the good of those in their care. Read the book to learn more!



Robbie Endris will lead the discussion on this book, which Sinek has written to guide you on a path to long-term success and fulfillment. When you

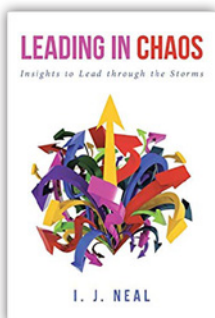
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apply “why” to your career, you begin to achieve career fulfillment as you understand exactly why you do what you do.



Two other books, which were written by members of our child support community, will also be shared by moderator, Jeff Ball. Jeff

and Mary Ann Wellbank wrote *The Insiders' Guide to Child Support*.



With the author available, come prepared to ask questions and get his autograph! Irma J. Neal, formerly of Center for the Support of Families, has

published *Leading in Chaos: Insights to Lead through the Storms*.

All of these books are available through online sources or in bookstores. Start reading and get ready to hear about and discuss these leadership books.

2020 VENDORS AND CHARITY

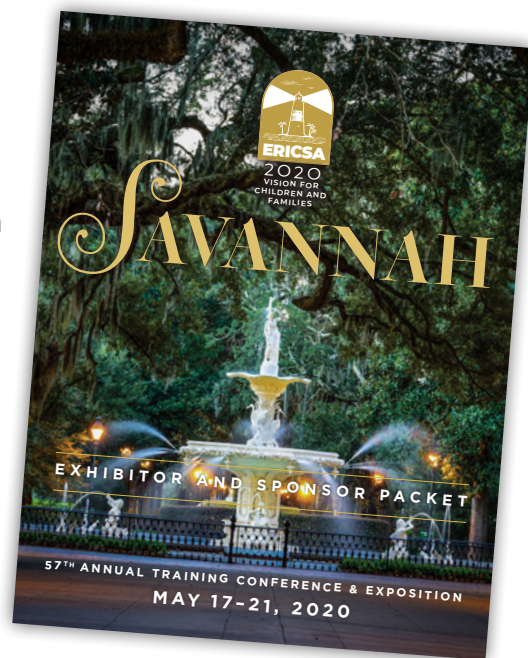
We Are Ever Grateful

LAURA BERNACKI STAFFORD, VP of Exhibitors and Sponsors

Once again, ERICSA thanks our exhibitors and sponsors for their continuing support of our annual conference! We fully realize that we could not put on a conference of this caliber without them. They not only support us financially, but they support us by their presence. Members of this great child support corporate community serve on our Board and committees, and are willing to speak, when asked. We appreciate our exhibitors and sponsors.

There are many opportunities to visit the exhibits during breaks on Monday through Wednesday and at the Taste of Savannah networking reception on Monday night. We hope all attendees will take time to visit the exhibits and get to know our exhibitors and sponsors.

It is not too late to sign up to exhibit or sponsor. Download the **2020 Exhibitor and Sponsor Packet**.



ERICSA will again support a charity from the host state. As of this publication, the processes for approval are underway. Look for a special announcement about the charity soon!

ERICSA BOARD COMMITTEE REPORTS**WEBSITE**

PATRICIA WOOD
*Patricia Wood, Director,
Technology Committee Chair*

The Technology Committee of the Eastern Regional Interstate Child Support Association would like to take this opportunity to provide an overview of our website for new members and old friends who have not visited us in a while.

About Us

This tab provides information about your board of directors, committee descriptions and interest forms, link to become a member, and the organization's structure including By-Laws, History, Past Presidents, and the Felix Infausto Award.

2020 Conference Information

Everything you need to know regarding the upcoming 57th Annual ERICSA Training Conference & Exposition can be found under the Registration Tab on the homepage

of our website. You can easily find up-to-date information including:

- The Conference Website that contains important information regarding lodging, area map, Sponsors and Exhibitors, and the Interjurisdictional Fair (IJ Fair).
- Registration Form
- Conference Agenda with Workshop Titles
- How to Apply for a Scholarship
- How to Submit Professional Recognitions Nominations

Committees

ERICSA is an active volunteer organization that works year-round to provide you updated information on issues that impact child support professionals and the families we serve. Committee members plan and organize the annual training conference, provide guidance and recommend changes on family support legislation and regulations, and improve cooperation between states to enhance interstate case

processing. If you are interested in joining a committee, please visit our website under the About Us tab Committee Description and Committee Interest links.

These are just a few highlights, so we encourage you to take a moment and explore the vast information the website offers. We look forward to seeing you in Savannah as we develop a 2020 Vision for Children and Families.

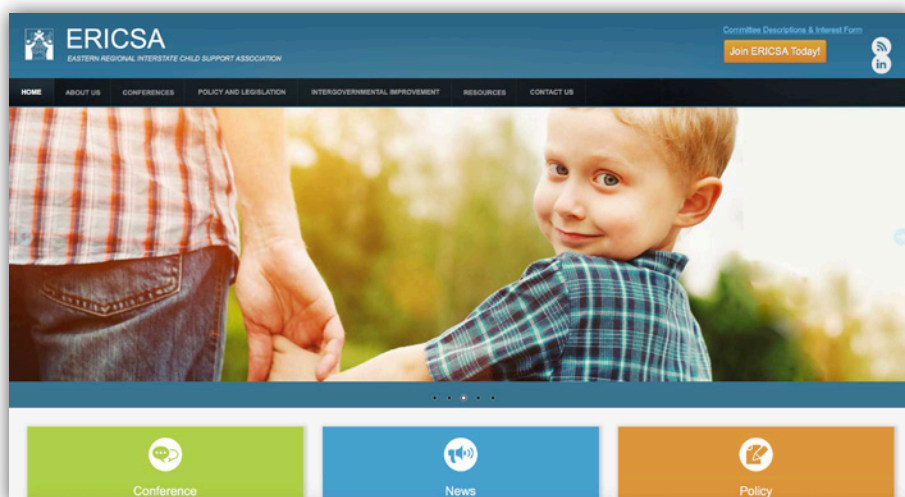
POLICY & LEGISLATION

TOMMY HOWARD
VP of Policy & Legislation

The Policy & Legislation (P & L) Committee had a very productive 2019.

Federal Forms: P & L, in conjunction with the Intergovernmental Improvement Committee, reviewed proposed changes to the Federal Standard Intergovernmental Forms and submitted comments.

Child Support Media Guide: P & L proposed to the Full Board that the Child Support Media Guide be added to the ERICSA website. The guide is intended to help the media cover child support issues in a more informed and accurate manner. The guide was developed by the Child Support Public Relations Committee with representatives from the National Council of Child Support Directors (NCCSD), the National Child Support Enforcement Association



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(NCSEA), and the Federal Office of Child Support Enforcement (OCSE).

Letter to *New York Times*: Speaking of media coverage, P & L drafted a letter to the *New York Times* Editor in support of the response of NCCSD to an article that had been published, "Child Support vs. Deadbeat State," which ran on September 10th. NCSEA also sent a letter in support.

PARENTS Act: P & L drafted a letter joining NCSEA in supporting the PARENTS Act. The PARENTS Act would allow States to use incentive funds for establishing voluntary parenting time orders, at the State's option, and therefore not require the State to apply for waivers from OCSE.

Advocacy Plan: As P & L looks forward to 2020, a priority will be on an Advocacy Plan. The Advocacy Plan will be used to effectively and efficiently respond and advocate for changes in Title IV-D laws and policies within the child support community including federal, state, tribal, local, and international. NCSEA already has such a plan in place.

IRG: P & L will also be reviewing the proposed changes to the *Intergovernmental Reference Guide*.

COMMUNICATIONS COMMITTEE

ROBBIE ENDRIS
*Director, Communications
Committee Chair*

Three editions of the ERICSA News are published annually. The Communications Committee would like to hear your ideas and learn your preferences. Please feel free to share your thoughts with our members: Rieda Adams-Miller, Melissa Hilts,

Nick Palos, Tammy Pearson, Elaine Poole, and Robbie Endris.

Our photographer, Elaine Poole, does an excellent job! You can enjoy her work on our ERICSA website following each conference.

We encourage you to connect with ERICSA through Facebook, LinkedIn and Twitter. Our hashtag for conference tweeting is #ERICSA2020 and our address is @ERICSA_1. Follow us on Twitter! Let's communicate!



*Watch for tweets about the
upcoming conference.*

Use hashtag #ERICSA2020 to tweet your
news and comments.

**SEE YOU IN SAVANNAH, GEORGIA
MAY 17–21, 2020!**