Agenda-at-a-Glance

Sunday, May 22, 2022

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**
5:00 p.m. – 7:00 p.m.	**Second Line Band Sashay to President's Reception** The Second Line Band will escort attendees down Bourbon Street from the hotel to the President's Reception

Monday, May 23, 2022

7:30 a.m. - 8:30 a.m.	**Light Fare and Mingling in the Exhibit Hall**
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.	**Plenary Speaker** Creating a Better Tomorrow for Our Families, Dr. Calvin Mackie
12:00 p.m. - 1:30 p.m.	**Lunch on Your Own**
12:00 p.m. - 12:30 p.m.	**Moderators Meeting**

1:30 p.m. – 3:00 p.m.	**Breakout Session 1** A. Engaging Parents in Policy and Practice: Benefits, Challenges and Value B. Creating a Better Tomorrow for our Families Mini-Session C. Enforcement Remedies from DLS to Contempt Alternative, Revamped D. Child Support Attorney 101 – The Quiz Show E. UIFSA Basics and Beyond
3:00 p.m. – 3:30 p.m.	**Break/Visit with Exhibitors**
3:30 p.m. – 5:00 p.m.	**Breakout Session 2** A. Internal and External Communication: Learn How to Succeed in Podcasting B. Building a Solid Platform C. Legal Aspects of Social Security and Child Support D. Jazz Up Your Child Support Program and Performance with the OCSE Federal Parent Locator Service (FPLS) Support Team E. Multi-State Round Table: Mid-South States
5:30 p.m. - 6:30 p.m.	**Taste of New Orleans (NOLA) Networking Reception in the Exhibit Hall**
5:30 p.m. - 7:30 p.m.	**Photo Booth**

Tuesday, May 24, 2022

7:30 a.m. - 8:30 a.m.	**Light Fare and Mingling in the Exhibit Hall**
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.	**OCSE E³ - Ever Evolving Engagement for the Future** The new Federal Office of Child Support Enforcement Commissioner Tanguler Gray will share her thoughts on the evolution and future of the child support program using her *three Ps: People, Process, and Performance*. Come hear Commissioner Gray discuss the program's successes and challenges through a variety of perspectives including Diversity. Equity, Inclusion, and Accessibility; Tribal Community; Engagement; and OCSE's priorities. Commissioner Gray will also share her vision of the future of the IV-D program. This is one plenary that you do not want to miss!
10:00 a.m. - 10:30 a.m.	**Break/Visit with Exhibitors**
10:30 a.m. – 12:00 p.m.	**Breakout Session 3** A. Human Resources B. Maintaining Harmonious Relationships: The Customer, Child Support, and You C. We Have a New System! What's Next? D. Conducting a Virtual Hearing E. Rise to the Challenge: Advanced UIFSA Scenarios
12:00 p.m. - 1:30 p.m.	**Lunch on Your Own**
1:30 p.m. – 3:00 p.m.	**Breakout Session 4** A. From Prison Gates to a New Life: Re-Entry on the Fly B. Words Matter: Strategies to Redesign Your Website and Program Language to Attract Parents C. OCSE and the SSA: A Rich History of Partnership D. Restorative Justice: Breaking the Zero-Sum Competition E. 2022 Intergovernmental Case Law Update
3:00 p.m. – 3:30 p.m.	**Break/Visit with Exhibitors**
3:30 p.m. – 5:00 p.m.	**Breakout Session 5** A. From Prison Gates to a New Life: Re-Entry on the Fly B. The Georgia E-Filing Experience C. Think Like a Business: Using Search Engine Optimization and Digital Advertising to Promote Your Program

D. Role of Investigations in Child Support
E. Interstate Enforcement – The Tools to Enforcing a Case

5:00 p.m. – ?? **Evening Activities On Your Own – Check the ERICSA Info Table Early for Ideas & Discounts**

Wednesday, May 25, 2022

7:30 a.m. - 8:30 a.m. **Light Fare and Mingling in the Exhibit Hall**

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 Session 6**

A. Navigating HR, Welcoming New Team Members and Keeping the Seasoned Ones
B. Out of State Medical and Unreimbursed Medical
C. Legal Ethics Jeopardy
D. Poverty, the Minimum Wage and Subsistence Needs: Determining the Appropriate Order
E. Hot Topics in Intergovernmental Case Processing

10:00 a.m. - 10:30 a.m. **Break/Visit with Exhibitors**

10:30 a.m. – 12:00 p.m. **Breakout Session 7**

A. Refill Your Tank with Positive Energy
B. The Music of Cooperation, Collaboration in Child Support with Employees
C. Child Support and Child Welfare: Bridging the Gap
D. Partnerships for Father Centered Child Support Programs
E. Tribal Courts v State Courts: A Comparison

12:00 p.m. - 1:30 p.m. **Lunch on Your Own**

1:30 p.m. – 3:00 p.m. **Breakout Session 8**

A. A Human Touch
B. Charting a Course Through Change
C. Hope and a New Horizon for Special Populations
D. Your State or Mine: Intergovernmental Modifications

E. OCSE Responsible Parenting Grant: Reality Show About Creating, Launching, and Tracking Results

3:00 p.m. – 3:30 p.m.	**Break**
3:30 p.m. – 5:00 p.m.	**Breakout Session 9**

A. How to Handle Disgruntled Clients: Do's and Don'ts
B. Unclaimed Money – Free Money? / Sports Wagering as an Enforcement Tool
C. Connecting with Employers and States Through the Portal Communication Center
D. Breaking the Wall Between Child Support Enforcement and Probation Supervision
E. Professionalism Protocol/IJ Fair

5:30 p.m. - 6:30 p.m.	**Happy Hour**
5:30 p.m. – 7:30 p.m.	**Photo Booth**
6:30 p.m. – 8:00 p.m.	**Banquet**
8:00 p.m. - midnight	**After Hours ERICSA Party at Beach on Bourbon**

Thursday, May 26, 2022

8:00 a.m. – 9:00 a.m.	**Full Breakfast**
9:00 a.m. - 9:30 a.m.	**Meeting of the Association – All Attendees Invited**
9:30 a.m. – 11:00 a.m.	**ERICSA State Team Wars!**

CLE Information: Due to differences in State requirements for CLE, ERICSA is not identifying which workshops may be eligible for CLE. ALL workshops will have a sign-in sheet to prove attendance. Please sign in at any and all workshops you may want to submit to your State for CLE credit.