

Eastern Regional Child Support Association
Technology Committee
November 12, 2015 Agenda
877-506-8676 1514266# - NEW TIME - Second Thursday of Each Month at 3:00 PM ET

Members:
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Margot Bean - mbean@deloitte.com

Present: Loretta Everett, Lara Fors, Elaine Poole, Sharon Pizzuti, Pat Quinn, Pam Sala, Terri Nickel Matson, Maurice Franklin, Tim Morrison, Melissa Rael

Absent: Christine Jennings, Mike Moreno, Robyn Large, Charles Bryson and Margot Bean

Meeting called to order by Lara Fors.

- 1) Roll Call
- 2) Review meeting call notes for Oct. 15, 2015 meeting – annotate any necessary changes—
 - a. No changes, and the notes look good.
- 3) Discuss changes Tim made to the Home Page—
 - a. Nothing new that's visible; new downloads to the backend, waiting to go out. (via the FTP site)
- 4) Discuss any other changes we would like to make to our website
 - a. None discussed.
- 5) Review updates from committees with input to the website:
 - a. P&L—comment (catch) by Sharon—
 - i. Sharon has fixed that; no outstanding concerns
 - b. Intergovernmental Improvement—
 - i. the committee has some pending updates; Pat needs to get with Tim to follow up on improvements, specifically archiving
 - c. News—
 - i. Elaine said articles were due last week; Marsha is waiting for final edits; newsletter should be available next week;

- d. Conference—
 - i. Terri has nothing new; email blast requested in October has been done; Lara requested that our website have a space on the Conference tab that gives the date of future conferences with site and dates. Melissa will add St. Louis and each new conference as contracts are signed.
- 6) Review Courtland Consulting estimate for improvements to website regarding our conference---Melissa; see the document attached for reference:
 - a. Re: 1—this is the excel database that Melissa would review for registration; she requested a separate column to total the items, making the information easier to decipher for the end user ; Tim added that he thought the #1 and #4 are almost the same thing; M & T expressed concern about the cost of the service and the redundancy of services
 - b. Re: 2—Melissa suggested switching to Authorize.net from PayPal; A gives more immediate access to funds, easier reporting for reconciliation of payments; Tim agrees it is great idea;
 - c. Re: #3—Melissa wants an update to the current form, not a new or additional form altogether; there are no new fields; just the conference identifiers need to be updated year to year
 - i. Big concerns about this cost; we have a conference every year—would this be an expense each year?
 - ii. We are not aware that we have access the form (Tim) and cannot update those identifiers ourselves at this point.
 - 1. If we could have access, could we do the Employer Symposium form, too?
 - 2. If not ERICSA cannot update and we need CC, would this service really be more of a \$65/hr deal for the edits? Or \$455 as quoted every year?
 - 3. Should we change the form to not have dates? Decided that we cannot do that, because we need the Early Bird and registration dates changed each year
 - a. Carla and Tim think that the training showed them how to change some dates on forms, but not sure
 - b. Tim is not sure where some of the training instructions are
 - d. RE: #4—identical to #1
 - e. RE: #5—requested by the Employer Symposium group; new link for their part
 - i. Questions: didn't we anticipate having registration for the ES in the future when developing the website contract? Yes, we did.
 - 1. Tim said that the system does have some of the functionality there, leftover from 2014
 - ii. The \$1,365 cost for the ES registration functions is a shocker; we will have to increase the cost for ES registration
 - f. Re: #6—get a report of those that registered for Employer Symposium
 - g. Re: #7—not necessary
 - h. RE: #8— Employer Symposium committee requested a form; it is very similar to ERICSA's registration form, and would not be much different; perhaps 3 fewer fields
 - i. Re: #9—general
 - j. Other comments:
 - i. Maurice said that he negotiated with the website provider to the Illinois child support organization to get a free update each month—is that something we

can add now? What can we do to edit the website and what items do we need Courtland for?

- ii. Tim said that training was done about 1 year ago (he and Carla) and if you don't use it, you lose it; Courtland has been good (Greg) to help him and clue him quickly;
 - iii. Melissa and Corrina had a short training session already, but not in depth
 - iv. Sharon advised that we could call Michelle at Courtland to go over the services on the estimate to reflect what we need; ask for an amended estimate and bring that back to the Technology committee
 - v. Resolve: Lara will contact Terri, Carla, Tim and Melissa for availability and arrange a phone call with Michelle LeFevre, Executive Director at Courtland in the next few days.
- 7) Review the Handbook and discuss any needed changes—
- a. no changes at this time

Meeting adjourned c. 3:40pm ET.

Respectfully submitted,

Lara Fors