



EASTERN REGIONAL INTERSTATE CHILD SUPPORT ASSOCIATION COMMITTEE & STRATEGIC PLAN REPORT

COMMITTEE: Technology

Mid-Year Report Year

COMMITTEE CHAIR: Christine Jennings -
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Annual Report Year 2016

DATE: April 12, 2016

Interim _____

COMMITTEE MEMBERS:

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COMMITTEE UPDATE:

Topics/Activities:

Committee met on October 10, November 12, December 10 of 2015, and January 14, February 10, March 10, April 14 of 2016
Prep meeting held on February 16, 2016 immediately followed by call with Steve Trudell of Courtland Consulting. The meeting with Steve was held to resolve some issues that had come up and develop a game plan for going forward. Meeting notes that detail committee discussions, contract reviews and meetings with Courtland are posted to the TC folder on the ERICSA website.

Accomplishments:

STRATEGIC PLAN REPORT:

OBJECTIVE	STATUS	ESTIMATED COMPLETION DATE	NEED BOARD INPUT	DETAIL/ DESCRIPTION
Objective 1.2- Promote strategies and policies that support the child support program. <i>TC will post key dates and information concerning legislation on the ERICSA website in coordination with the P&L Committee.</i> <i>TC will provide materials on the ERICSA website in formats usable by state agencies and individuals.</i>	☐ Met × Ongoing ☐ Completed ☐ Remove (explain why)		☐ YES × NO	P&L Committee maintains the P&L page to keep it current and provides monthly updates on TC monthly calls. Technology Committee worked with P&L Committee to reorganize paragraphs and information flow – TC Chair rewrote last paragraph on P&L page as a link to the Intergovernmental Improvement 'tools' page. Corrina checked, and corrected where necessary, the links to legislation and materials on the P&L page.
Objective 1.3- Engage with partners and stakeholders to promote these strategies and policies. <i>TC will use the ERICSA website as a means to point our users to our partners' websites, and theirs to ours.</i>	☐ Met × Ongoing ☐ Completed ☐ Remove (explain why)		☐ YES × NO	TC maintains links to other websites on the ERICSA website. It is an ongoing TC responsibility to ensure links are current and correct. Prior to mid-year, TC had voted in

				favor of adding a “job posting” section on our website that advertises child support job openings across the country (only public positions, not private ones). Subsequently, TC voted to keep postings under News on the website rather than creating a new section. Postings have included openings for child support associations. Decision made that postings would be advertised for the association and not a recruiter, if a recruiter was being used. A posting can contain a link to the recruiting agency for interested candidates.
Objective 1.5- Educate ERICSA members about policy issues. <i>TC will post legislative information on ERICSA’s website with access from multiple points and in formats that are appropriate for use.</i> <i>TC will look at ‘user friendly’ condensed material suitable for website posting.</i>	☐ Met × Ongoing ☐ Completed ☐ Remove (explain why)		☐ YES × NO	The website uses a responsive web design to accommodate laptop, tablet or smart phone access. Current legislation news continues to be posted as News on the Home page as is information on positions taken by ERICSA.
Objective 2.1: Use technology, including the website, to improve communication and information dissemination. <i>TC will explore use of social media (Facebook, LinkedIn, etc.) as a means to promote ERICSA.</i> <i>TC will promote use of ERICSA’s</i>	☐ Met × Ongoing ☐ Completed ☐ Remove (explain why) ☐ Met ☐ Ongoing ☐ Completed ☐ Remove (explain why)		☐ YES × NO	The TC addressed the issue as to which committee should be responsible for updating social media. Based on Lara Fors’s recommendation, the TC relayed that the EC should be responsible for updating social media. Per Lara, “<i>it would be more efficient and the posts could be made more quickly if it stayed there with the people with the authority to post.</i>”

<i>website at conferences and through mass mailings.</i> <i>TC will disseminate log-in information regularly to members to remind them of the process to log in to ERICSA's website.</i> <i>TC will provide multiple points of access to the tools on the ERICSA website.</i>				Carla West posted an announcement regarding conference registration on ERICSA's LinkedIn page. The News Committee regularly has sent out Newsletters and provided updated information on the website. Charles Bryson or Elaine Poole regularly gives updates regarding News at the TC monthly meetings. Christine, as TC Chair, is a member of the News Committee, so updates are facilitated at both committee's monthly meetings. Mass mailings are regularly sent out regarding the conference as well as other points of interest. A problem was discovered regarding email limits this year; the problem was addressed with Courtland Consulting and rectified. The website accommodates requests for a new password if the current one is forgotten. TC worked with IIC on the look of the Intergovernmental Improvement Tools page and provided a new write-up at the bottom of the P&L page to point to the intergovernmental tools.
Objective 3.2: Use technology for improved information dissemination regarding the annual	☐ Met ☒ Ongoing ☐ Completed		☐ YES	The template for conference postings is currently in the Handbook.

training conference. <i>TC will post a schedule template that is reusable each year for posting conference deadlines and needed materials and use online calendars that can be updated for posting conference planning information about Executive Committee meetings, smaller conference calls, deadlines, etc.</i> <i>TC will post conference materials for a certain time period on the website or other technology, which will be accessible to members.</i>	☐ Remove (explain why)		× NO	Terri Nickel Matson provides regular updates at monthly TC calls and has kept conference postings current. Some problems with registration were identified and rectified. Problem with registration report was identified and rectified. Carla West was instrumental in fixing the registration report. Christine identified some discrepancies between what was posted regarding the conference hotel and what was relayed by the hotel when making a reservation. Corrina and Melissa resolved discrepancies with hotel. Prior conference materials for 2007 – 2015 are accessible on website.
Objective 3.4-Research additional/alternative training opportunities in addition to the annual training conference. <i>TC will use internet online meeting solutions such as "go to meetings" to set up regional training sessions, executive meetings, strategic planning meetings, Program Planning Meetings, etc.</i>	☐ Met ☐ Ongoing ☐ Completed × Remove (explain why)		× YES ☐ NO	We recommended this be removed at mid-year and, I thought, we were told it had already been deleted from the Strategic Plan. [Check on what happened here]
Objective 4.3-Use technology for improved communication and information dissemination regarding the improvement of interstate case processing.	☐ Met × Ongoing ☐ Completed ☐ Remove (explain why)		☐ YES × NO	Pat Quinn gives IIC updates regularly at the monthly TC meetings. Carla Szalewicz on the IIC wrote a new introduction for the II webpage, which was vetted by the

<i>TC will post the Interstate Tools developed by IIC to the ERICSA website.</i>				TC and updated by Corrina on the II webpage. Carla Szalewicz also reformatted the II webpage, which was approved by the IIC and okayed by the TC Chair. Corrina is in the process of updating the II webpage. The referenced material linked on the webpage is under review by the IIC. The TC Chair (Christine) recommended use of the federal IRG as a starting point for updating the 'tool' that lists SWAs that accept and process UI intercepts directly without having to involve their own state CSE agency.
Objective 5.3-Encourage more active involvement of Association members in committee activities. <i>TC will post and RBL will maintain the Handbook on the website.</i>	☐ Met × Ongoing ☐ Completed ☐ Remove (explain why)		☐ YES × NO	TC reviewed the TC area of the Handbook and made changes to bring the domain and vendor information up-to-date. Christine added the protocol developed by the TC for Committee Chairs to follow for updates to their sections of the website. Christine also added the guidelines developed by the TC regarding discussions and decisions regarding changes to the web site that involve budget changes.
Objective 5.5-Provide membership benefits beyond conference services. <i>NC will develop and TC will post news updates to the ERICSA website with links on the Home page and on 'News'.</i> <i>TC will "password protect" access on</i>	☐ Met × Ongoing ☐ Completed ☐ Remove (explain why)		☐ YES × NO	News is one of the three major blocks on the Home Page as well as an option across the top of the Home Page.

the ERICSA website to members.				
Objective 5.6-Continually educate board members on matters such as parliamentary procedure, fiduciary responsibility and committee structure and responsibilities. <i>TC will post an on-line version of the Handbook, which is accessible to board members through ERICSA's website.</i>	☐ Met × Ongoing ☐ Completed ☐ Remove (explain why)		☐ YES × NO	An updated Handbook will be posted on the website after the RBL Committee submits a new final. Fiduciary responsibility underscores the approach taken by the TC in the review of website associated costs. Issues are addressed as soon as identified and resolved as soon as possible with our contractors. Website changes and associated costs are vetted as to business need and benefits to ERICSA. Following an action item at Mid-Year the TC addressed and recommended the following protocol for postings to the ERICSA website, which the EC approved: 1. For the posting of documents or announcements, a committee chair, after committee approval, should send the document or announcement directly to Melissa and courtesy copy the Technology Chair to facilitate the timely posting of information 2. For layout changes, changes in the look of a page or changes to the website overall, a committee chair should first send the proposed change to the TC Chair for the committee to review, and then the TC would make the recommendations to Melissa or the

				EC, as appropriate.
Objective 6.3: Strive to operate more cost-effectively and reduce costs <i>All committees will promote ERICSA membership where feasible and exercise due diligence in keeping expenditures to essential and cost-efficient levels.</i>	☐ Met × Ongoing ☐ Completed ☐ Remove (explain why)		× YES ☐ NO	Courtland Consulting submitted a pricing quote on 11/3/15 for services they had identified as possibly needed by ERICSA. Lara Fors led a discussion during the 11/12/15 TC call to review the Courtland listing. Following the committee call Lara convened a smaller group of TC members to review the items in detail and select those deemed needed by ERICSA. Lara presented the recommendations of this group to the TC at large during the 12/10/15 committee call. The TC voted on agreeing to only the items recommended by the smaller group. The TC agreed that with regards to 'extra' support beyond what was included in the base contract, a total of two hours should be included in ERICSA's budget. Immediately following the 12/10 committee call, Lara sent the TC recommendations to the EC. The EC voted to accept the TC recommendations and signed a contract on 12/11/15 with Courtland for the TC recommended services.

				A copy of the signed contract is attached to this report. The services agreed to are marked with an 'x'. ERICSA's budget was modified to include the new services including two hours of 'extra' support from Courtland. What constituted 'extra' support became a primary issue that the TC worked to pin down. During the 1/14/16 TC call, Christine relayed to the committee that we needed to work with Courtland to track 'extra' support to prevent exceeding what was currently in ERICSA's budget and that if we needed to go over the two hours we would have to alert the EC as soon as the need was identified. Sharon relayed that the programmer at Courtland, Greg Holmes, kept a log that indicated his time as free, billable or with a question mark after the fact. Terri took the action item to follow up with Courtland on when and how we would be invoiced for 'extra' support. At our 2/11/16 TC call, Terri reported that Steve Trudell of Courtland had notified her that ERICSA would not be charged for any extra support to date, but that he, too, was concerned about this issue. Terri set up a call with Steve for 2/16/16. Other issues
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				were also identified during our 2/11/16 call that we needed to resolve. A prep call was held on 2/16/16 between Margot Bean, Terri Nickel Matson, Christine Jennings, Carla West, Lara Fors and Melissa Rael. Christine reviewed the issues we needed to address with Steve Trudell. These issues centered on the need for a clear definition of 'extra' support; the need for extra costs to be identified upfront; the chain of command for approval of website changes and associated costs; Courtland's implementation of Mandril to correct the email limitation problem and whether any associated costs would be passed on to ERICSA; whether any costs associated with CiviCRM updates would be passed onto ERICSA; and lastly, the need for additional training for Corrina and Melissa. Immediately following the prep call, a meeting was held with Steve Trudell. Christine led the call and we walked through the issues. This was a productive meeting with the following outcomes: 1. Steve will let us know up front if we have asked for support that would result in an extra billable cost. 2. ERICSA will not be billed for
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				any 'extra' work to date. 3. ERICSA will not be billed the additional 9.95/month for Mandril under our current contract. We may be billed for this service when the new contract comes up. 4. ERICSA will not be billed for CiviCRM updates; this is an internal cost to Courtland. 5. Steve will reach out to Sandi Beach of Courtland to set up training with Melissa and Corrina (and others, if needed). 6. Courtland will start to attend our monthly Technology Committee calls so that any issues or questions can be addressed. Sandi Beach and Greg Holmes participated in our 3/10/16 committee call; the first 15 minutes of ongoing TC calls will be dedicated to updates from Courtland. Sandi reported that the training went great (she and Greg trained Melissa Rael, Corrina Smith, Carla West and Loretta Everett). Sandi also reported that Courtland decided to go with another service than Mandril since
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				they had learned their hosting company was changing from Mandril to Mailchimp and the price would double. Instead, Courtland would be going with Send Grid, which has the same price that Mandril originally had. As discussed with Steve, Courtland will cover the \$9.95/month until the end of our current contract. ERICSA will need to be prepared to discuss the monthly cost when it is time to sign a new contract with Courtland. We also need to track 'extra' costs that are approved and incurred to accurately project website annual costs in our budget. TC meeting notes, both internal and with Courtland, as well as the signed contract with Courtland are posted in the TC folder on the ERICSA website for access by Board members.
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