ERICSA

Board Member, Officer, and Committee Responsibilities Handbook

June 2016

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INTRODUCTION

This document is intended to assist the Board members of the Eastern Regional Interstate Child Support Association (ERICSA) in the completion of their duties and assignments. While ERICSA contracts with a few vendors, the majority of the work of ERICSA is performed by volunteers who give freely of their time and talents on committees, the board of directors, and as officers. We are an active Board, and all Board members are required to contribute to the completion of the business of the association. This document describes board member duties, officer duties, and duties associated with the committees and subcommittees.

Duties of All Members of the Board of Directors

Bylaws, Article V, Section 2 (in part): Each Board member shall actively discharge the assigned responsibilities of at least one of the standing committees referred to in Article VII and shall attend both the Annual and the Mid-Year Meeting of the Board each year. Attendance at the Annual and the Mid-Year Meeting shall be mandatory for all Board members; provided, however, that the President may approve absence from either meeting for good cause.

In addition, since the Annual Training Conference and Exposition is the primary event of the Association, and its success is dependent on the cooperation and participation of all Board members, absence from the Annual Meeting is strongly discouraged.

The Board Meetings (Annual and Mid-Year) are held on Friday and Saturday. As necessary, the meeting may continue to Sunday morning. Travel expenses to the meeting(s) are the responsibility of the Board member or his employer/agency. Therefore, it is important for prospective Board members to ensure that they have the support of their employer/agency in order to discharge their Board duties.

In addition to Board meetings, as part of participation on a given committee, conference calls may be scheduled throughout the course of the year. The Conference Planning Committee also holds one weekend meeting, generally in fall.

ERICSA Committees and Subcommittees

Bylaws, Article VII, Section 1: There shall be sixteen (16) permanent standing committees, to wit:

1. Conference Planning Committee, with the duties set forth in Section 2 of this Article;
2. Nominations Committee, with the duties set forth in Section 3 of this Article;
3. Onsite Coordination Committee, with the duties set forth in Section 4 of this Article;
4. Strategic Planning Committee, with the duties set forth in Section 5 of this Article;
5. Resolutions and Bylaws Committee, with the duties set forth in Section 6 of this Article;
6. Site Selection Committee, with the duties set forth in Section 7 of this Article;
7. Registration and Membership Committee, with the duties set forth in Section 8 of this Article;
8. Intergovernmental Improvement Committee, with the duties set forth in Section 9 of this Article;
9. Policy and Legislation Committee, with the duties set forth in Section 10 of this Article;
10. Audit Committee, with the duties set forth in Section 11 of this Article;
11. Technology Committee, with the duties set forth in Section 12 of this Article;
12. Archives Committee, with the duties set forth in Section 13 of this Article;
13. Exhibitors and Sponsors Committee, with the duties set forth in Section 14 of this Article;
14. Finance Committee, with the duties set forth in Section 15 of this Article;
15. News Committee, with the duties set forth in Section 16 of this Article; and
16. Scholarship Committee, with the duties set forth in Section 17 of this Article;

There shall be such other standing committees as determined by the Association upon recommendation of the Board of Directors. With the exception of the committees for which chairs are specified in these bylaws, the chairperson of each committee shall be selected by the President from the Board of Directors. The committee members shall be appointed by the chairpersons or the President. The committees shall hold as many meetings as are necessary to perform the mandates required of them. In addition to the mandates specified in this Article, the mandates of each committee shall include additional responsibilities as the Board may determine appropriate.

EXECUTIVE COMMITTEE

DUTIES OF THE PRESIDENT

Introduction

In general, the President is responsible for managing and coordinating the business of the Association.

Bylaws, Article IV, Section 2: The President shall preside at all annual meetings of the Association and at all meetings of the Board of Directors and the Executive Committee; shall make an annual report to the membership concerning the activities of the Association; and shall appoint members and designate chairpersons of such committees as may be necessary to promote the purposes of the Association. In the event that an officer of the Association vacates the office for any reason, the President shall appoint a successor from among the current officers or members of the Board of Directors. The appointed successor shall hold office until the term of office expires and an election is held at the next annual meeting of the Association. In the event the officer elected as President is either temporarily or permanently not able to carry out the duties of the President due to absence or incapacity or when any vacancy occurs in the office of the President, the order of succession shall be in the following sequence: President-Elect, Vice-President of Conference Operations, Vice-President of Policy and Legislation, Vice-President of Exhibitors and Sponsors, and Secretary. Upon expiration of his/her term, the President shall serve a one (1) year term as Immediate Past President.

Presiding Officer Guidelines for Conducting Meetings

Bylaws, Article VIII, Section 1: Except where in conflict with these bylaws or applicable state or federal law, the parliamentary authority for all board meetings of the Association will be guided by the spirit and basic principles of the latest edition of Robert's Rules of Order. Specific reference is made to the Board Handbook for further rules for the conduct of board meetings.

- **Calling Meeting to Order**
  The Presiding Officer calls the Meeting to Order and uses the agenda developed for the meeting. Board meetings must have a quorum of a majority of voting board members to conduct business, and at the time of any vote, there must be a quorum of voting members present for the vote.
- **Committee Reports**
  Committee reports may be given without requiring any initial motions. Unless extra time is granted by the presiding officer, or the report includes the ERICSA budget, the presenter of the report will be limited to five minutes if the report was transmitted to all board members at least 48 hours before the meeting. Discussions regarding report topics may begin without the necessity of a motion first being offered. Reports will be accepted unless the board chooses to reject or amend a report by motion and majority

vote, except that the Treasurer's report that includes the following year's budget will be accepted only after a vote approving the budget.

- **Motions and Discussions**
  - When decisions or votes are required by the Board, a motion will be required. Some decisions that require votes include, but are not limited to:
    - Slate for the selection of the following year's officers and board members;
    - Policy positions that bind ERICSA;
    - Ratification or approval of contracts worth over $10,000;
    - Ratification or approval of site selection for future conferences, or major changes to a contract with a hotel hosting a future conference;
    - Ratification or approval of high-profile or significant initiatives or changes in a significant course of conduct or direction for ERICSA;
    - Strategic plan changes;
    - Settlements of debt;
    - Ratification or approval of changes in budget allocation of more than $1,000 after the budget is approved.
  - Discussion can take place prior to the motion. Discussions and ideas can be presented in an informal manner at this point. Attention must be paid to ensuring that all ideas receive the appropriate and considerate attention of all board members. All ideas should be allowed to be presented. Board members may speak more than twice on an issue but should do so concisely. They are cautioned not to repeatedly make the same point or just affirm the same point someone else has made. If the discussion follows a motion, the presiding officer can "call the question" and proceed to a vote if it appears every voting board member has had a chance to present his or her point of view. If the discussion preceded a motion, the presiding officer can ask for a motion if one is in order so that the discussion can proceed to a conclusive vote. If there is no motion and no request for further discussion, the presiding officer may move on to the next item of business.
  - All motions must have a second made by a voting board member.
  - Motions will then be debated (see discussion section above). The principle here is that no one board member should dominate the debate and the debate should not be repetitious. Courteous and respectful debate giving due attention to all sides should be encouraged.
    - If the motion is considered very complex or controversial, the presiding officer may limit the amount of time each Board Member can speak.
    - When calling on potential speakers, the presiding officer should give preference to any Board Member that has not spoken on the issue.
    - Friendly amendments can be made to the motion if agreed upon by the original person making the motion.

        - There should only be one motion on the floor at a time, other than a motion to amend, or motions regarding procedure. This may mean that a motion might be broken into several components if appropriate. Each separated motion may be voted on separately.
        - If a person who makes a motion wishes to withdraw the motion after debate, he or she may do so.
        - At the end of a reasonable time, when the presiding officer calls the question (vote on the motion), the motion should be repeated, and in complex motions, particularly those with several dependent clauses, the presiding officer should ensure that the Board Members understand what a vote for or against a motion means.
        - Motions are approved by a majority vote of those voting board members physically present in the room at the time of the vote, except for bylaw changes, which require two-thirds approval of those board members present at the time of the vote. No proxy votes are allowed. The presiding officer may call for 'yesses/ayes" and "noes/nays," with the presiding officer declaring whether the motion passes or fails. A voting board member may ask for a hand count of the votes, which the presiding officer shall conduct by counting the hands of those who voted for the motion and those who voted against the motion, the result of which will supersede the original declaration if different.
    - At the discretion of the Presiding Officer, a vote for a "Sense of the Board" may be taken to give the board or a committee direction, guidance, or a general approach to an issue, if a specific motion is not on the table or necessary, or is considered a preferable procedural approach.
    - At the end of a day, but before a meeting is concluded, the presiding officer shall ask for a motion to recess.
    - At the end of the actual meeting, the presiding officer shall ask for a motion that meeting be adjourned.

- **Committee Meetings**
  Each committee may set its own rules for the conduct of its committee's business with the understanding that all committee members be given an opportunity to know about a meeting sufficiently ahead of time, be given a communication method (telephone number, for example) to access the meeting, be able to participate fully, be able to vote on key decisions, and be able to review midyear and annual committee reports before they are presented to the board.
- **Board Meetings When Board Members are not Physically Present.**
  The presiding officer may call a telephonic, web-enabled, or other type of electronic meeting, or call for a vote by email or by other electronic means, outside of the annual and midyear meetings. A majority of the voting board members participating by telephone or other means may approve decisions.
- **Annual Membership Meetings**

Annual membership meetings follow the same rules as board meetings, except that a quorum consists of those ERICSA members present at the annual meeting at the time of a vote.

Committee Assignments

- Select committee chair(s) the month following the conference. Provide general direction to committee chairs regarding their responsibilities. Request the committee chairs to review their position assignments, as described in this document, in order to determine whether the descriptions need updating. Request the committee chairs to provide suggestions for standard time lines and sample forms, etc.
- Solicit Board and Association member interest in committee assignments. See Sample Committee Member Interest Form located on the ERICSA website, Executive Committee document section. Provide names of interested individuals to committee chairs for their selection of committee members.

Board Communication

- Communicate with Executive Committee once a month through telephone conference calls. Set a regular time and date for each month, if possible. If there is nothing of significance to communicate, then it is permissible to cancel the call. Include a discussion with the Executive Committee on the budget prior to Mid-Year Board Meeting to help streamline budget discussions during the Mid-Year Board Meeting. During the conference calls, ask each officer to report his or her activity and raise critical issues which cannot wait for full Board action. Send a copy of the agenda to the Executive Committee prior to the meeting and ask the Secretary to take minutes.
- Communicate with Board members at least once every two months, through e-mail if possible regarding actions of the Executive Committee, updates from committees, etc. When necessary, initiate Board member discussion on matters of business regarding the Association. Pass along new concerning board members or the child support community as you are notified.

Contracts

- Perform signatory authority on contracts with hotels, and others as necessary. Ensure that the Executive Committee has thoroughly reviewed the contract prior to approval.
- Prepare and negotiate contract with ERICSA Conference Consultant. The Board usually contracts with: MgR & Associates.
  - MgR & Associates

    Melissa Rael

    P.O. Box 67585

    Albuquerque, NM 87193

    Phone: 505-508-2999

    E-mail: Melissa@mgr-events.com
- Prepare and negotiate contract with the President-Elect for the Conference Administrative Services Vendor. The Board usually contracts with Marsha Capps.

- Marsha Capps
  5027 Albrecht Lane
  Warrenton, VA 20187
  Phone: 540-349-8182
  E-mail: MLCapps@aol.com

- Oversee other contracts as necessary for ERICSA's conference, i.e., third-party evaluation vendors, entertainment groups/DJs or transportation companies. If the cost has been budgeted and does not exceed the approved budget, no further board authorization is necessary.

Mid-Year Board Meeting

- Set date for Mid-Year Board Meeting as soon as possible and notify Board members of date, times, location, and cost. Consult with President-Elect on dates for the Conference Planning meeting. The meeting dates may be established when the contract for the hotel is signed, so review the contract carefully. Past practice is to schedule Mid-Year meeting in conjunction with the Conference Planning meeting to reduce impact to board members travel expenses. Consideration should be give to continue this practice.
- Coordinate with Vice-President of Conference Operations to coordinate breaks and meal functions for the meeting.
- Coordinate with Vice-President of Conference Operations regarding the Board Dinner on Saturday night. ERICSA pays for Board Members' Dinner. ERICSA Board members must pay for the costs of any guests.
- Provide a copy of the hotel contract for board members at the Mid-Year Meeting for reference regarding contractual agreements.
- Plan the agenda at least a month prior to meeting.
- Coordinate with the Strategic Planning Chair regarding any additional meeting time needed to address Strategic Planning.
- Approve absences of Board Members from the Mid-Year Board Meeting, as appropriate. Consult with the Executive Board as necessary.
- Chair the Mid-Year Board Meeting.
- The number of volunteers is determined by the President-Elect and the Onsite Committee Chair. Volunteers should first be solicited from the host state, and if the host state cannot provide a sufficient number of volunteers, the invitation for volunteers may be opened to neighboring states. The registration rate for volunteers must be offered to "true" volunteers who actually work at the conference, and not to walk-and-talk speakers who are seeking a reduced rate. To qualify for the reduced walk-and-talk rate, speakers must plan to attend for the sole purpose of speaking at their session, arriving and leaving within a reasonable time prior to and after the session. For walk-and-talk speakers who present at multiple sessions on different days, the President-Elect shall determine if they truly qualify for the reduced walk-and-talk rate.

- Review and seek approval for budget.

Conference Planning Meeting

- Coordinate with President-Elect on timing and location of the meeting. Communicate with President-Elect any desires for theme, workshops, or speakers. Decide with the President-Elect regarding how hands-on President will be in the conference planning and coordination process.
- Ensure that conference deadlines are met. It is the President's ultimate responsibility, on behalf of the Association, to see that the conference products are of high quality and that the conference brochure is mailed timely. The President should review the brochure before it is mailed and should stay in touch with the President-Elect regarding progress.
- Provide mentoring to the President-Elect regarding conference planning.
- Coordinate with the Secretary and the ERICSA Conference Consultant regarding the Membership List.
- Coordinate, if desired, with the IV-D Director of the annual conference's host state to choose a charity as the recipient of charitable activity fundraising at the conference (such as a silent auction and/or raffle) if the host state's laws allow for such non-profit charitable events.
- Send invitations to speakers for opening ceremonies (OCSE Commissioner, State IV-D Director, etc.)

General Duties

- Designate ERICSA's representative on external work groups.
- Ensure that OCSE is aware of ERICSA and stays focused on interstate issues.
- Work closely with Policy and Legislation Committee. Submit Congressional testimony on behalf of ERICSA.
- Work closely with the Strategic Planning Committee to determine whether Board meeting agendas need to include discussion time on strategic planning issues.
- Work closely with the Technology Committee on the Web site to fully develop its potential.
- Ensure that there is a mentoring process for new Board members or assign that responsibility to Nominations Committee. Mentors must be assigned from the Board, whether active, honorary or lifetime Board members, and assigned prior to the Annual Conference.
- Ensure that all activities comply with ERICSA's bylaws.
- Fill all vacancies. If there is a vacancy on Board, the President can fill that vacancy immediately. It does not require approval of Executive Committee, although the President should consult with them in making the decision.
- Coordinate with Secretary and Treasurer to send flowers or cards as occasions arise on behalf of ERICSA.

- Decide who will receive the Felix Infausto Award and any other special awards or resolutions. Have discussion with Executive Committee who also may have suggestions. Work with Marsha Capps to order the engraved plaque for the Felix Infausto Award at least one month prior to the conference and purchase a gift. The Felix Infausto Award plaque is engraved by:
    - Bardach Awards

      4222 West 86th Street

      Indianapolis, IN 46268

      Phone: 317-872-7444

      Fax 317-872-7481

      Web site: www.bardachawards.com.

      The contact person is Jean Lucas. Supply the name of the recipient and the location (conference location) and date for the plaque.
- Invite the Presidents of sister organizations NCSEA, WICSEC and NTCSA to the mid-year, annual and planning committee meetings.
- Introduce the new president to the sister organizations' contact people so the new president is the point of contact for ERICSA.
- Represent ERICSA at the sister organization conferences. Take the ERICSA banner and available marketing items for the next ERICSA conference. Budget usually allows for $50 to spend for the boot for candy or miscellaneous.

Annual Board Meeting

- Set date and times at least two months before meeting and communicate them to Board members.
- Set agenda. Most of the agenda will be reports related to the conference. Prior to meeting, communicate with each person who will make a presentation at meeting. Inform committee chairs of their responsibility and find out status of their activities. Direct them to provide their committee reports to the Secretary in soft copy.
- Work with Vice-President of Conference Operations to coordinate breaks and meal functions.
- Present a gift on behalf of ERICSA to the President-Elect who has shouldered most of the conference burden.

Hotel

If there is a possibility the host hotel may not be able to accommodate all the attendees, arrangements must be made at least three months prior to date of conference for an overflow hotel. Work with ERICSA Conference Consultant if this is an issue.

Annual Conference

- Resolve registration disputes with members, including the authorization or denial of refunds, within guidelines approved by the Board.

- Consult with the President-Elect to make sure that all plenary sessions are set. During the conference, greet plenary session speakers in advance.
- Make sure that bylaw changes and Board nominations are posted.
- Decide, in conjunction with President-Elect and the session coordinators, who will do introduction of each plenary session. Since that person comes across as representing the organization, the President should control the selection of that person rather than the workshop coordinator. The President may want to do many of the introductions himself or delegate that responsibility to the President-Elect. The opening plenary is critical because it sets the tone for the entire conference. Ensure that each detail is carefully scripted so that the plenary comes across professional and focused. People should leave the plenary session pumped up that this is going to be an exciting conference.
- Decide with the President-Elect when to include greetings from NCSEA and WICSEC. Stress the time limits. Any greeting should not exceed five minutes.
- Coordinate approach to the roll call of the states with the Onsite Coordination Committee chair or representative, and the Secretary.
- Prepare to handle the unexpected! The President-Elect will handle many problems of which the President will be totally oblivious, but there will also be plenty that come to the President's attention from missing exhibitor exhibits to missing reservations to disgruntled attendees.
- Conduct the post-conference debriefing with hotel staff. The President-Elect, Vice-President of Conference Operations, and Treasurer should be in attendance. If there are other Board members who dealt with the hotel a lot, it is helpful if they are also there. It is also beneficial for the succeeding executive committee members to listen in to prepare for their coming duties. Consult appropriate Board Members regarding feedback about hotel staff to tip.
- Host an informal reception one night during the Board Meeting in the President's Suite for Board Members for the next year's conference. The purpose of the reception is to provide recognition to Board Members for their dedication and participation on the Board during the previous year. Coordinate with the Vice-President of Conference Operations regarding refreshments.
- Coordinate invitations the attendees to the conference from the next conference's host state to the reception for exhibitors and sponsors.

Business Meeting

- Call Annual Business Meeting into session.
- Determine agenda items. The main agenda items are to have the membership approve any bylaw changes, resolutions, and nominations. The Nominations Committee chair presents the nominations for approval.
- Present the President-Elect with an appreciation gift during the Annual Business Meeting.
- Give your adieu. Pass the gavel to the new President.

DUTIES OF PRESIDENT-ELECT

Introduction

Bylaws, Article IV, Section 3: The President-Elect shall assist the President and shall serve as chair of the Conference Planning Committee for the upcoming annual conference. Upon expiration of his/her term, the President-Elect shall serve a one (1) year term as President.

Conference Planning Committee Chair

- Select Conference Planning Committee. This should be done by the end of July. All ERICSA Board members should receive announcements about the Conference Planning meeting. The initial announcement should also go to all members of the previous year's committee, all people who have completed the ERICSA volunteer forms and indicated their interest in programs, and all people that the President-Elect wants to recruit for the committee. It is strongly advised that committee members be vigorously recruited from all the states in which we have scheduled conferences.
- Review and update the ERICSA Handbook for Session Coordinators, Workshop Coordinators, Speakers, and Moderators (See ERICSA website, Conference Planning Committee document section).
- Select Coordinators for the Continuing Legal Education (CLE).
- Work with the President and prepare and negotiate contract with Conference Administrative Services Vendor. The Board usually contracts with Marsha Capps.
    - Marsha Capps
      5027 Albrecht Lane
      Warrenton, VA 20187
      Phone: 540-349-8182
      E-mail: MLCapps@aol.com
- Work with the President to prepare and negotiate contract with the ERICSA Conference Consultant. The Board usually contracts with Melissa Rael who also has contracts with ERICSA for Site Selection and Website.
    - Melissa Rael
      MgR & Associates
      P.O. Box 67585
      Albuquerque, NM 87193
- Work with the Technology Committee to keep the Conference Page of the ERICSA Web site current. To include:
    - First of month after Conference - update Website with Conference wrap-up and information on next year's conference
    - Add Program Planning information when Program Planning invitation sent out

    - Remove Program Planning information on date that special rates end at hotel
    - Add Conference Registration information
- Work with the Vice President of Exhibitors and Sponsors to plan the Conference's charitable event to conduct fundraising for the charity selected by the President and host state.

Schedule Conference Planning Meeting

- Select the meeting dates. The meeting needs to be held prior to the Mid-Year Board Meeting. Typically, this meeting is held immediately preceding the Mid-Year board Meeting in the fall.
- Choose the meeting site, usually the hotel where the upcoming annual conference will be held. The meeting can also be scheduled in a city where a hotel is being considered as a site for a future conference. The person who negotiates ERICSA's conference site can assist with meeting space negotiations or conduct the negotiation. The President-Elect needs to ensure that the appropriate number of hotel rooms has been blocked. Coordinate with the Vice-President of Conference Planning for morning, lunch, and afternoon breaks.
- Work with the Vice-President of Conference Operations and decide whether lunch is in or outside the meeting location. Usually, the committee eats "in" so that work can continue.
- Work with the Vice-President of Conference Operations to coordinate the resources needed for the meeting, such as flipcharts and markers. The hotel can often provide these at a cost.

Conduct Conference Planning Meeting

- Prepare a packet for each program planning meeting attendee. The packet should include:
    - Committee Member List;
    - Copy of last year's agenda;
    - Copy of last year's Conference brochure;
    - Last year's evaluations;
    - Time line of deadlines you have for the committee;
    - Sample forms you have ready (such as Moderator letter, Speaker letter);
    - Blank agenda form that will be used during the meeting; and
    - Updated ERICSA Handbook for Session Coordinators, Workshop Coordinators, Speakers, and Moderators.
    - You can also send out form letters later.
- Determine how to proceed for the meeting. The President-Elect may want to engage a facilitator from the Board if he or she does not wish to perform this role. It

is helpful if someone takes notes at the planning meeting on a laptop computer so that there can be a quick print-out to note progress.

- Review the following suggestions for how this meeting may progress:
    - Start the meeting by summarizing last year's evaluations - those audiences, topics, and speakers that seemed to be successful, and those topics or speakers that did not seem to go over well.
    - Select the conference theme first (or prior to the meeting). If possible, tie the theme into the conference site.
    - Allow ample opportunity for brainstorming about "hot" issues, popular topics, or issues ERICSA may want to "push" our attendees a little bit on. Do not plan the conference agenda by filling in slots. There will be no vision to the program if that is done. These topics should be displayed in a manner so all participants can see them. It is best not to comment on the topics at this time. After the topic listing is completed, lead the group in a discussion that notes common themes, prioritizes topics, and discards certain topics.
    - Select a Plenary Committee prior to the meeting, if this is a desirable option. If not, discuss the plenary session topics and speakers first, before possible workshop topics. Then they try to focus the workshop topics around the plenary session topics. Other program planners like to let attendees throw out a variety of topics (that could be the subject of workshops or plenaries) with the idea that the lively exchange may result in more creativity for the selection of a plenary session. The President-Elect should use whatever process is most comfortable for him or her. Once the plenary session is selected, it can provide some focus for that day's workshops. That does not mean every workshop should be related to the plenary session topic, but at least some workshops should continue the dialogue begun in the plenary session.
    - Determine the structure for the conference, including how many workshops to have during each session, and when to have a plenary. Typically, each day starts with a plenary session so that people are brought together. There is flexibility as to how many other (if any) plenary sessions you hold and at what point in the day.
    - Ensure the workshops' appeal to different audiences during each workshop session. For example, don't schedule all UIFSA workshops during the same session, since the audiences for these workshops are probably the same. During each time slot try to have at least one workshop that would interest a legal audience, one workshop that would interest line workers, and one workshop that would interest administrators. Sometimes the conference program has a track that offers several workshops directed to a particular audience or focused on a particular topic (such as a trainer's track or a UIFSA track). It is also important to determine if there are workshops that should be segregated from one another. For example, a workshop that is loud and potentially humorous may detract from a serious case law update.
    - ERICSA has tremendous strengths in three areas of conference planning: (1) we have a history of using innovative formats; (2) we use diverse speakers and try

to mentor new speakers; and (3) we push new topics to the forefront so that people look at issues beyond their own narrow job descriptions.

- Identify Session Coordinators, as well as individual workshop or plenary session coordinators. This may be done prior to the meeting as well. Possible speakers should be identified. It is helpful to recruit Session Coordinators prior to the Planning meeting. These are critical positions and the President-Elect needs to be sure that those volunteering for these roles will fulfill their responsibilities. The planning weekend is a lot of work, but a lot of fun!
- Coordinate with the Vice-President of Conference Operations and the Onsite Coordination Committee regarding conference events being scheduled.
- Send out a copy of the tentative conference agenda to all program planning members to see if there are additional comments after the meeting.
- Present the agenda at the Mid-Year Meeting and solicit further comments.

Participate at Mid-Year Board Meeting

- Inform Board about conference plans.
- Walk the facility in order to determine if there are any special arrangements needed to accomplish a successful presentation of the program. Coordinate hotel review with ERICSA's Conference Consultant, Vice-President of Conference Operations and the Onsite Coordination Committee.

Conference Materials –Postcard, Bookmarks and Other Materials

- Coordinate with the Conference Administrative Services Vendor to develop the pens and/or bookmarks, electronic postcard, T-shirts, and notebook. Determine the support services needed and provide the contract to the President to review and present to the Board for approval at the Mid-Year Board Meeting. Include the Vice-President of Exhibitors and Sponsors in the discussion as the Conference Administrative Services Vendor also assists with imprinted attendee gifts and sponsor items. Include in the contract responsibility to: prepare the required documents, place soft-copy of the workshops in proper format for posting to Web site, prepare conference theme designs, identify and coordinate necessary printing, identify and coordinate attendee gifts and imprinting, etc. Coordinate the preliminary Conference Announcement (Postcard). This cannot occur until after the Mid-Year Board Meeting, where registration fees will be set.
- Coordinate with Conference Administrative Services Vendor to create the Postcard and the ERICSA Conference Consultant to send the preliminary conference announcement (postcard) via e-mail.
- Provide an electronic copy of the postcard to the Technology Chair for the ERICSA Web site conference page.
- Ensure that the postal mailing list and e-mail list is up-to-date and not duplicative. Coordinate with the Membership chair and the ERICSA Conference Consultant to ensure that the mailing list is clean. It typically includes two prior years of conference attendees, as well as other lists.

- Share the conference vision with the Conference Administrative Services Vendor to design the announcement card. It needs to list early bird and regular registration rates, and give a number to call for more information.
- E-mail the preliminary post card announcement no later than early December.

Conference Materials -Brochure

- Coordinate the plan for the brochure with the Conference Administrative Services Vendor. The theme of the conference should be represented. Most often we have used a professional-looking brochure laid out like a magazine. There are certain key questions that should be addressed; i.e., who is the intended audience, what is the conference theme, what is the cost and location, what will the registrant get for his or her money, and are there CLE or similar credits. There is usually a letter from the President, a list of ERICSA Board members and a preliminary list of exhibitors and sponsors. Ask for a budget that covers the cost of a nice brochure. Clean graphics or nice art work is much more attractive. If the brochure will include art work or photos, make sure there is copyright permission in writing. The brochure will be sent electronically with limited copies printed for mailing.
- Designate a creative person to help develop titles for sessions and actual descriptions in a consistent format.
- Coordinate with the hotel regarding its registration form and for online registration information.
- Coordinate with the ERICSA Conference Consultant regarding the ERICSA registration form he or she wants you to use in the brochure. Note that it is best not to color-screen registration forms because then they can't be faxed with clarity. The brochure also needs to list a phone number that people can call for further information. The registration form needs to present both early bird and regular tuition fees.
- Select a publisher and printer. This has been done by the Conference Administrative Services Vendor in the past. It is not necessary to have a printer nearby you as long as you can communicate via e-mail.
- Request the ERICSA Conference Consultant e-mail the brochure three months before the conference.
- Ensure that the brochure is also posted to the Web site and that additional brochures can be e-mailed individually. The Technology Chair will be responsible for getting the brochure posted to the Web site.

Committee Members – Monitor Work

- Check in with Session Coordinators regarding workshop status. The President-Elect should have final approval of each speaker in order to ensure that no one speaker is being overused, and that faculty is diverse. Remind Session Coordinators of conference registration rates and how to apply to avoid abuse of reduced rates (i.e., only “true” volunteers receive volunteer rate; only speakers who attend solely to present at their session and then leave immediately receive the walk-and-talk rate). Monthly conference calls with Session Coordinators are invaluable in helping the President-Elect stay informed about progress and keeping coordinators focused on their tasks.

- Designate someone or take and distribute minutes from all meetings. All Board members should be copied on the minutes, in addition to Program committee members.
- Collect workshop materials in soft copy prior to, during or immediately following the conference and forward to the ERICSA Conference Consultant to be placed on the website. If ERICSA is using a mobile app, then the materials will need to be forwarded to the appropriate parties for inclusion in the mobile app as well.
- Because all workshop materials will be available through the website and/or the mobile app, ERICSA made the decision to "go green" – eliminating the need for hard copy printouts of workshop materials. Attendees should be informed in the conference brochure and other communication methods that all workshop materials will be available electronically.
- Solicit the help of someone with strong writing skills in order to complete the workshop descriptions in time for the conference notebook. People are notoriously late with workshop descriptions.
- Request Audio-Visual (AV) Needs forms be returned directly to the ERICSA Conference Coordinator. The ERICSA Conference Coordinator will monitor the requests to ensure that we stay within budget.

Reimbursement Requests

Conference Planning Committee members need to understand that any requests for registration waiver (Walk and Talk), comp hotel room, reimbursed air fare, or speaking fees must be approved by the President-Elect. Any approval must be promptly forwarded to the ERICSA Conference Coordinator. If airline transportation is to be paid by ERICSA, the President-Elect can authorize the speaker to make reservations, in compliance with certain guidelines, and provide documentation for reimbursement. Where necessary, coordinate with the Treasurer or President to pay for travel expenses directly. Ask speakers to make reservations as far in advance as possible to secure the best coach fare.

Conference Materials – Notebook

- Determine mechanism for providing conference materials. Options used in the past include spiral-bound notebook, Program-at-a Glance, bookmark, and a conference bag. CLE workshops are required to have handouts. Determine the size of the notebook, in the past the notebook has been 8 ½" x 11" and contains all materials, including presenter & moderator bios as well as company bios for exhibitors and sponsors. Other years the notebook has been 5 ½" x 8 ½" and the bios for presenters, moderators, exhibitors and sponsors has been removed from the notebook and instead formatted in a PDF format that can easily be downloaded from the ERICSA website.
- Select cover design. A design will be screened onto the front cover and the appropriate exhibitor/sponsor's name will be on the back cover.
- Determine notebook content. Notebook content in the past has contained general material (faculty bios, workshop descriptions, exhibitor/sponsor descriptions, hotel

map, etc.) and people can pick up handouts from the sessions they attend. The recent trend has been to publish conference material on the website rather than in the notebook (such as faculty bios).

- Include a Table of Contents. It is very helpful to attendees and speakers to be able to refer to specific pages.
- Decide when and where the moderator meeting(s) will be held, list the meeting(s) in the notebook, ensure that all moderators are notified regarding the need to attend a moderator meeting, and advise the Vice President of Conference Operations of the date(s), time(s), and location(s) of the meeting(s). Work with the Vice President of Conference Operations to select the facilitator(s) for the moderator meeting(s).
- Work with the Conference Administrative Services Vendor to design a bookmark that encompasses the current conference (dates and location) and the next year's conference (dates and location). Bookmarks will be printed, laminated, and placed in attendee bags. Additional bookmarks should be ordered for distribution at the NCSEA and WICSEC conferences. The extra bookmarks should be placed in the ERICSA booth container for shipping. In the alternative, the President-Elect has worked with the Conference Administrative Services Vendor to design a pen to promote ERICSA and the upcoming conference. Choose whichever method you prefer and fits your budget.
- Select the printer. The Conference Administrative Services Vendor generally selects the company that will do all the reproduction of conference materials. It is usually most cost-efficient either to use a company that the Conference Administrative Services Vendor often works with because it offers a low rate, or to use a company at the conference site so that shipping costs are minimized.
- Proof the notebook. Request the assistance of multiple parties to proofread the notebook. Ask the Vice President of Exhibitors and Sponsors to review the ads as well as the exhibitor and sponsor bio information.

Mobile App

In 2014, ERICSA developed its first mobile app through Guidebook Inc.

Guidebook, Inc.
261 Hamilton Ave, Suite 205
Palo Alto, CA 94306
650-319-7233
www.guidebook.com

There are different options available to ERICSA that includes full support with the development of the app, creation of the structure of the app, input of information like speakers and scheduled in the app, and maintenance of information; to the creation of an app with all structure and information built by an ERICSA team. For our first app, we choose to go with the option that included full support. The information in the app is similar to the conference brochure and the website including:

- Conference schedule;
- Schedule tracks (i.e. CLE, Best Practices, etc.);

- Bios for Presenters and Moderators;
- Exhibitor and Sponsor bios, logos and links to their website;
- Maps and information on surrounding area;
- Workshop evaluations; and much more.

Depending on the company and level of service selected, you will be responsible for providing all information regarding the mobile app based on the format the company requires. It would be helpful for you to format the information that you send to the Conference Administrative Services Vendor in the same manner as the mobile app so that you do not have to keep multiple logs.

Conference Evaluations

Prior to Annual Conference:

Determine the type of evaluation that will be completed and who will handle the evaluation process. In the past, ERICSA has used paper evaluations that were gathered and recorded by the Vice-President of Conference Operations, paper evaluations that were gathered and recorded through a contract with an outside vendor, and electronic evaluations that were created and tracked by an outside vendor. The vendor that has been used for the paper and electronic evaluations is Planstone, under a contract that was initiated through the Child Support Directors Association out of California.

Planstone Conference Management Systems
1280 Iroquois, Suite 306
Naperville, IL 60563
Contact: Laurie Bayenderian – laurie@planstone.com
Additional Contact: Pam Gingrich – pgingrich@planston.com

Another alternative would be to conduct the evaluation through the mobile app. Once the decision is made for the type of evaluation that will be conducted, develop the questions for the evaluation forms. There are two types of forms, the first is an overall conference evaluation, the second is an individual workshop form that measures the success of the speaker, moderators and subject and is used for the opening ceremonies, plenary sessions, workshops and any other events, such as brown bag lunches. As changes are initiated in the conference process and procedures, update the evaluation forms to reflect such changes.

- Evaluation forms should contain provisions to:
  - Evaluate speakers, materials, and physical space.
  - Provide ability to comment on other concerns.
  - Learn about job experience of attendees.

- An Excel document is used to track the conference workshops and speakers and it then merged into the Evaluation database to produce the evaluation forms.
- If creating written evaluations, submit forms to Conference Administrative Services Vendor for reproduction and mailing to conference site by deadline established by the

Conference Administrative Services Vendor. For electronic evaluations, follow the time-frames listed by the vendor

- For written evaluations, work with the Volunteers to make sure the forms are distributed at each plenary, workshop, banquet, or other event. Use the volunteers to assist with distribution and collection of evaluation forms. For electronic evaluations, work with the vendor to determine the dates for the initial notice, and follow up notices to all attendees.
- If using written evaluations, collect all forms at the end of the conference and forward them to the appropriate vendor.

Post Conference:

- If using an evaluations vendor, they should compile evaluation results in a report to assist the Board and President-Elect with evaluation of the conference and future conference planning.
- The Session Coordinators should be sent the results of the workshops in their session, with a request that the information gathered is shared with the workshop coordinators, speakers and moderators.
- Present evaluation report to full Board at Mid-Year Meeting and at Planning.

Annual Conference - Hotel

- Work with the ERICSA Conference Consultant to receive periodic updates on hotel registration progress. Alert the Executive Board of any potential registration issues.
- If there is a possibility that the host hotel may not be able to accommodate all the attendees, arrangements must be made at least three months prior to the date of the conference for an overflow hotel. Work with Work with the ERICSA Conference Consultant if this is an issue. Conduct the pre-conference briefing with the hotel staff. Ensure executive committee, particularly the Vice-President of Conference Operations, and the ERICSA Conference Consultant are present. Review all activities and special arrangements. Be prepared to attend any post-conference meetings with the hotel staff. The President, President-Elect, Vice-President of Conference Operations, and Treasurer should be in attendance. If there are other Board members who dealt with the hotel a lot, it is helpful if they are also there. It is also beneficial for the succeeding executive committee members to listen in to prepare for their coming duties. In lieu of a face-to-face meeting, the Vice-President of Conference Operations and the ERICSA Conference Consultant should keep close track of the daily events – asking for and receiving from the hotel every morning the tickets from the previous day's F&B events so that they can reconcile any discrepancies immediately. Any issues and/or problems should be addressed immediately and resolved prior to the end of the conference, eliminating the need for a post-conference briefing. Following the conference, the hotel will send the final bill to the ERICSA Conference Consultant, and should be reviewed with the Vice-President of Conference Operations and the President prior to the request for payment to the Treasurer.

Annual Conference – Audio/Visual

The President-Elect may designate an AV Coordinator.

- Where the hotel contract allows, the Board usually contracts with Prestige Audio Visual from Cincinnati unless the hotel requires their own AV provider. The hotel AV bid should be evaluated against the contractor bid.
    - Prestige AV & Creative Services
      4835 Para Drive
      Cincinnati, Ohio 45237
      (P) 513-641-1600
      (F) 513-641-3200
      (M) 513-615-4114
      www.prestigeav.com
- Working with the ERICSA Conference Coordinator, the President-Elect (and/or the AV Coordinator if one is designated) should obtain the equipment pricing list from the provider as early as possible.
- Each workshop room should have as standard equipment the following:
    - One LCD Projector
    - One Screen
    - One Podium with podium microphone
    - One table microphone
- Monitor special AV requests (e.g., wireless microphones) as they impact the AV budget.
- Coordinate with the ERICSA Conference Coordinator on the placement of AV equipment at annual conference plenaries and workshops.
- Work with the ERICSA Conference Coordinator in ordering equipment.
- Oversee AV on site during the conference.
- Resolve onsite AV problems with AV company.
- Respond to AV inquiries/requests by speakers, moderators, and conference coordinators.

Coordinate with individuals

- President
- Vice-President of Conference Operations
- Vice-President of Exhibitors and Sponsors
- Sign Coordinator
- Volunteer Coordinator
- Person purchasing speaker and moderator gifts
- Conference Administrative Services Vendor
- ERICSA Conference Consultant

- CLE Coordinator
- Speaker Ready Room Coordinator

Conduct Conference

- Be prepared.
- Be flexible!
- Participate in the meeting with hotel staff before conference.
- Prepare and make preliminary remarks during Monday opening session.
- Check with the registration table periodically.
- Participate in the meeting with hotel staff post-conference.

Annual Board Meeting

Typically, the President-Elect purchases a gift for the President, on behalf of the Board. The average cost is $150-$300 (but dependent on the budget). The gift is presented at the Board Meeting. The President-Elect also uses this time to thank all the committee members again, and all other Board members, whose help is so vital.

Post-Conference Activities

Write thank-you notes to Program Planning Committee members, Session Coordinators and Workshop Coordinators. Remind committee members to write thank-you notes to their speakers. The torch is passed!

DUTIES OF VICE-PRESIDENT OF CONFERENCE OPERATIONS

Introduction

Bylaws, Article IV, Section 4: The Vice-President of Conference Operations shall serve as chair of the Onsite Coordination Committee and shall perform such duties for the Association that shall promote its purposes.

Responsibilities

The Vice President of Conference Operations, in conjunction with the Onsite Coordination Committee, is responsible for arranging all site activities in the location of the annual training conference. These activities primarily include: 1) President's Reception; 2) activity that follows the President's Reception; 3) Walk/Run; 4) moderator meeting(s); 5) volunteer coordination; 6) Speaker Ready Room; 7) signs; 8) Opening Ceremonies; 9) Conference Banquet; 10) all other hospitalities and networking sessions; 11) special offsite event(s); and 12) appropriate catering for all functions.

Coordinate Catering – Mid-Year Board Meetings and Conference Planning Meeting

- Coordinate with the President and President-Elect on food and beverage options for Mid-Year and Conference Planning meetings. Obtain the schedule of events so that the catering can be tailored around the meeting events.
- Continental breakfasts, lunches, and afternoon breaks may be lightly catered within budget parameters. The meals depend on the times that these meetings begin.
- Verify the agenda for the mid-year and the annual meetings with the President and plan the catering around the President's schedule.
- Usually the Executive Committee meets Friday morning before the Mid-year and the Annual meeting from 9:00 a.m. until they finish. The full Annual Board Meeting usually starts at 1:00 p.m. on Friday and ends when the business is concluded.

Pre-Conference Responsibilities

- Solicit interest in committee assignments by sending an interest form to all committee members.
- Design the structure of the Onsite Coordination Committee.
- Set up all conference calls for the committee usually on the same day and time per month.
- Designate and clearly explain committee assignments.
- Track all assignments to ensure that they are being completed in a timely fashion. Evaluate necessary changes in conjunction with the Onsite Coordination Committee to ensure that the conference runs smoothly.
- Rely upon the strengths of your committee members to make the conference a success.
- Coordinate with the President and President-Elect to make sure that the conference will be successful.

- Have the Onsite Coordination Committee members research the area of the next year's conference for activities and be able to discuss this at the first couple of meetings.

  - Assign someone to make contact with the Convention and Visitor's Bureau (CVB) in the state where the conference is going to be held and in the next year's conference state to assist in procuring informational materials about the local area and optionally, donations/gifts to promote that year's conference at the current conference.
- Submit all budgetary line item requests associated with the activities of the Onsite Coordination Committee to the treasurer and the full Board prior to the Mid-Year Board Meeting.

Pre-Conference Meeting with Hotel

- Arrange for the Board to take a tour of the hotel at the Mid-Year Board Meeting.
- Meet with the Banquet Manager at the Mid-Year Meeting to settle any last minute pricing or menu changes. The chef may provide sampling of the menu for you to get an idea of selections you may want to choose from the menu.
- Request that all catering banquet checks be signed by the Vice-President of Conference Operations. It should be made clear to the hotel staff that any changes to the banquet checks should go through this person.
- Set up a meeting during the annual conference for the hotel staff to meet the Executive Board (called the pre-conference meeting) to make sure everything is complete for the conference and make sure the post-conference meeting is set up with the hotel so that any final items can be worked out at the end.
- Meet with the Banquet Manager prior to the conference to make sure that all banquet checks are correct (the 'pre-con' meeting with the hotel, the ERICSA Conference Consultant and the President-Elect is usually held on the Friday before the conference). Make arrangements with the Banquet Manager to reconcile all final banquet checks on a daily basis. Make sure that your spreadsheet and the banquet checks match.

DUTIES OF VICE PRESIDENT OF POLICY AND LEGISLATION

Introduction

Bylaws, Article IV, Section 5: The Vice-President of Policy and Legislation shall serve as chair of the Policy and Legislation Committee and shall perform such duties for the Association that shall promote its purposes.

Policy and Legislation Committee

- Select members of the Policy and Legislation Committee from the list provided by the President, based on Board Member interest, people who have completed the ERICSA volunteer forms, and those the Vice-President of Policy and Legislation wishes to recruit. This should be done by the end of July.
- Coordinate committee conference calls.
- Coordinate with the President and Executive Board regarding issues of interest to the Association and areas of interest for research and attention.
- Coordinate appropriate resolutions or bylaws modifications recommended by the committee.
- Communicate committee updates to the Executive Board and the Board of Directors periodically, including preparing reports for the Mid-Year and Annual Board Meetings.

DUTIES OF THE VICE-PRESIDENT OF EXHIBITORS AND SPONSORS

Introduction

Bylaws, Article IV, Section 6: The Vice-President of Exhibitors and Sponsors shall serve as chair of the Exhibitors and Sponsors Committee and shall perform such duties for the Association that shall promote its purposes.

Pre-Conference

- Obtain exhibitor/sponsor support through exhibits, sponsorships, and advertising and coordinating recognition of exhibitor/sponsors in the brochure, notebook, and on the Web site.
- Obtain list of all prospective exhibitors and sponsors. This is generally accomplished through past listings and through contacts made at other conferences. Board members are very helpful. Begin with previous year's listing. The biggest problem will be with new contact people. Many phone calls are necessary. Also, company names often change during the year due to mergers and acquisitions.
- Send out initial letters/e-mail postcard in the fall - ideally this will be done in September/October with reminders. This is essential so that exhibitors and sponsors can plan their next budget. Contact should also be initiated at the NCSEA, WICSEC and NTCSA Conferences.
- Call the prospective exhibitors and sponsors after initial letters/e-mails are sent. This should be done within two weeks of the initial mailing. Don't be surprised if you get voicemail, so plan for enough time.
- Set the cost for each event and the booth fee with the Board. Insofar as assessing sponsorship fees this, too, is done by the Board. It really doesn't vary too much since the President's Reception is the highest, with the continental breakfasts and coffee breaks priced lower. One thing that has been consistent – all events have become more expensive. Generally, a sponsor can be recognized as a co-sponsor by contributing ½ of the total cost of the event.
- Present a list of all those exhibitors and sponsors to the President-Elect as soon as they are available so they may be included in the conference brochure which is mailed out two to three months prior to the conference. Be sure the list has current and correctly-spelled names.

Conference Arrangements

- Determine by the Mid-Year Board Meeting whether the set-up for the exhibitors is going to be done through a decorating company (drayage), or the hotel. The hotel is ultimately cheaper than using a separate company, both for ERICSA and the exhibitor. Also check on security for the exhibitor area. If an outside drayage vendor is to be used, ask the hotel for names of companies with whom they normally work.
- Verify that the drayage company provides chairs, table, and trash can. Also verify if they label the booths by number or by name of Exhibitor.

- Prepare with the ERICSA Conference Consultant to rework the layout of the Exhibitor area as the number of booths may decrease or increase. A floor plan must then be worked out. As a general rule, do not situate blood testing companies next to each other, systems companies next to each other, etc. They all want the best position, but these are reserved for those companies who not only exhibit but also sponsor an event. Then it is on a first-come, first-served basis, according to the date their payment is received.
- Ensure that the ERICSA Conference Consultant sends confirmation letters. Try to learn who will be in the booth so additional name tags can be made. This information must go to the person handling registration.
- Notify the person taking care of the signs which events have been sponsored and which ones are needed, when, and where. Each sponsor should have a sign for the company's events.
- Verify punch card entries. Each exhibitor is on the card and offers a prize to be drawn during the breaks beginning with the Monday afternoon break. Again, make sure the company names on the punch card are accurate.
- Provide exhibitor and sponsor ads for conference materials and proof all documents produced for accuracy. Proof the ads and bio section of the Notebook.
- Have the continental breakfast and breaks in the exhibitors' area. This provides maximum exposure for our sponsors. The possibility of a cash ticket bar held each day in the exhibitor area after sessions is also very successful.
- Arrange for FedEx® of ERICSA booth materials to appropriate designee at hotel if necessary and arrange for ERICSA members to staff booth during conference.
- Work with the Administration Conference Services Vendor for design of Thank-You Certificates to be placed at each booth (or given to sponsors who do not have a booth) before the conference. These certificates can be placed in a frame ready for display at the exhibitor booth. By placing the framed certificates in the exhibitor area before set-up begins, exhibitors can easily locate their assigned table.
- Inform the Chair of the Scholarship Committee of the size of the Thank-You Certificates so that the Scholarship Winner Certificate can be developed in the same size.
- Coordinate with the Chair of the Scholarship Committee to purchase frames for the Scholarship Winner Certificates.
- Coordinate with the chair of the Scholarship Committee to present the Exhibitor/Sponsor certificates in the same manner as the scholarship winters.
- Work with the Administration Conference Services Vendor for design of Thank-You Certificates and cards to be placed at each booth or given to sponsors who do not have a booth before the conference. These certificates should be placed at the exhibitor booth. By placing the certificates in the exhibitor area before set-up begins, exhibitors can easily locate their assigned table. The holders will be provided by the Vice-President of Exhibitors and Sponsors to match the size and style used for the vendor and exhibitor Thank-You Certificates.

Charitable Raffle/Silent Auction

- As chair of the Exhibitors and Sponsors Committee, the Vice-President of Exhibitors and Sponsors shall oversee and plan any charitable events that may be held at the Annual Training Conference so as to promote aid and assistance to families, and positive public relations for ERICSA.
- Work with the Executive Board to select an appropriate charity in the conference state and determine if a raffle or auction comply with the gaming laws of the conference state. Work with the committee to determine businesses and other organizations in the local state and other areas that can be approached for donations. Provide a donation request letter to committee members and board members to assist in solicitation of items.
- Set up tracking logs to track businesses contacted, expected donations, receipt of donations, name and address of person or entity making the donation, the winning bid and/or number of tickets and the person who won the item.
- Set up a schedule for committee members and board members to "man the booth" during the conference.
- Work with the Charity to ensure that they are 1) aware of the raffle/auction; 2) provide materials about their organization if available; and 3) have someone attend the meeting on Thursday morning to accept the donation.
- Determine room where raffle/auction will be held; determine secure storage room for raffle/auction items to be held.
    - Determine time slots for items to be viewed; and procedure for transporting items to and from public room to secure storage room.
- Publicize the charitable event to the membership via email, requesting donation of items.
    - Provide the Charitable Donation form to all donors for tax-deductible qualification.
    - Prior to the conference, determine where/how to collect donated items for those that will not be brought to the conference by the donor.
    - Provide for shipping donated items to the conference.
- Provide printed tags with name, description, value and donor name if available of each donated item to be placed with the item during viewing. For a silent auction, sheets for each item should be placed with the item, naming the item and value, with slots for individuals to write their donation along with their name and badge number. For a raffle, boxes or some other type of vessel should be placed with the item, clearly labeled with the item name and description and a way for an individual to insert their tickets; a way for the person drawing the tickets to "shake it up" and a way for the winning tickets to be easily extracted.
- Provide "rules of operation" for the raffle/auction to the Administrative Conference Services Vendor to be provided to conference attendees. Work with the Administrative Conference Services Vendor and the Board Member that creates the signs to develop signage to be used in the conference notebook and the booth.

- Should a raffle be held, work with the Conference Planning Committee to secure tickets to be used during the drawing. Blank tickets that allow an individual to write their name and their tag number is the best method. During the raffle, tickets will be drawn and announced, if the person drawing the ticket is not able to read the name, the tag number should be used to identify the correct person. For a raffle, determine cost per ticket (typically one for $1.00; six for $5.00), and designate board members to sell the tickets. Tickets are sold for cash only; all cash should be kept in a secure location and given to the Conference Registrar for tracking and depositing. For an auction, bidders can pay by cash, check or credit card through the Conference Registrar. They will then provide a receipt that will be used to collect the item. No items should be disbursed prior to the winner paying their bid amount to the Conference Registrar. In the event that an item is not claimed either by the raffle winner or the auction winner then those items should be placed back into the "pool" through the following methods:
    - Raffle – Winners will be drawn from all tickets at the Wednesday evening banquet.
    - Auction – Work with the President to determine the best practice. One suggestion would be to hold a live auction at the Wednesday evening banquet.
- In the event that there is an auction item that has multiple individuals attempting to make a final bid at the time the bidding is to end, those individuals should be taken to the side and each person asked to write down their final bid. The final bids will be submitted to the auction coordinator with the highest bid winning.
- Designate a person to make announcements. For a raffle - draw the winning tickets during the afternoon break and announce the winners. If the winners are not present at the announcement, they can pick up their prize at the registration desk. Any prizes not picked up by the specified time will follow the procedures listed above. For an auction - have the announcer read the final bid during the afternoon break. Winners should follow the procedures listed above prior to claiming their item. Announcements should be made during breakfast and the morning break to make sure everyone is aware of the raffle/auction and donations are generated.
- The tables and volunteers should be decorated to match the theme of the conference.
- Send thank you notes and tax deductible receipts to every person and organization that donated an item.

Registration Waivers

- Determine if the waiver of registration has been set by the Board. The amounts donated include exhibitor fees. Typically, the following registration waivers are given:
    - Cost of Booth – one full waiver
    - For each $1,000 spent to exhibit/sponsor, additional waivers are given (e.g. two times the cost of a booth equates to two full waivers, etc.)
    - The company should list all attendees; marketing personnel should get floor name tags only. Persons who get waivers and persons who will pay registration should be listed. There is a nominal charge for exhibit floor name tags to cover

the cost of food at breaks. Again, the ERICSA Conference Consultant should know about these waivers as soon as possible.

- Work with the ERICSA Conference Consultant to present invoices to the exhibitor along with confirmations of exhibitors and sponsors. These should be payable to ERICSA and mailed to the ERICSA Conference Consultant for deposit into our account. These deposits along with description should be mailed to the Treasurer. The Exhibitors and Sponsors report at the Board Meeting is based on this information.

During and Post-Conference

- Ensure all monies are collected before the conference, if possible. Additional invoices should be sent out post-conference, as necessary. The ERICSA Conference Consultant does this.
- Resolve exhibitor and sponsor problems onsite.
- Oversee set-up and break-down of exhibitor area.
- Assure hotel/vendor company has set up exhibitor booths, tables, draperies, and electrical equipment in line with your designations.
- Assist with or oversee set-up and break-down of ERICSA booth. Arrange for FedEx® of ERICSA booth materials to appropriate designee after conference if necessary.
- Confirm schedule of ERICSA Board members/volunteers who will staff the ERICSA booth during annual conference.
- Distribute or appoint a designee to distribute exhibitor and sponsor gifts at breaks, if applicable.
- Oversee Board give-away of free registration, i.e., no duplicate entries.
- Create and mail (or e-mail) thank-you letters to each exhibitor and sponsor along with the post-conference mailing list.

DUTIES OF THE SECRETARY

Introduction

Bylaws, Article IV, Section 8: The Secretary shall serve as chair of the Registration and Membership Committee; shall maintain and distribute to each member of the Board of Directors a list of the members of such Board and the manner in which each member may be contacted; shall, on an annual basis, order and distribute to each member of the Board new letterhead; shall prepare and submit to the President minutes of the meetings of the Board of Directors, the Executive Committee, and the annual conference; shall prepare a written report to the Board concerning the status of registration for the annual conference; shall maintain a list of lifetime members of the Association appointed by the Board pursuant to Section 1 of Article III; shall maintain a membership list for use as directed; and shall maintain records of meetings, correspondence, publications of the Association, and copies of the Treasurer's reports and, upon expiration of his or her annual term of office, provide all such documents to the chair of the Archives Committee.

Essential Duties and Responsibilities

- Obtain addresses, work, fax and home phone numbers, and e-mail addresses for all Board members. Add and/or maintain Board listing and Letterhead to/on ERICSA Web site.
- Maintain a current list of Board members with addresses, phone numbers, fax numbers, and e-mail addresses to facilitate rapid and easy contact among the members of the Board. Update and redistribute the list as necessary.
- Maintain and distribute current letterhead template to Board members.
- Prepare and submit to the President minutes of Board meetings, Executive Committee meetings, and Annual Business meetings. Distribute minutes to Board members. Record proceedings of other meetings as requested by the President.
- Maintain all other official records, including correspondence, publications of the Association, and copies of the Treasurer's Report.
- Explore new ways to increase membership.
- Chair the Membership Committee.

DUTIES OF THE TREASURER

Introduction

Bylaws, Article IV, Section 9: The Treasurer shall serve as chair of the Finance Committee; shall be responsible for the financial concerns of the Association; and shall submit to the Board of Directors and the members at the annual conference a report of the fiscal affairs of the Association. Upon expiration of his or her term of office, the Treasurer shall serve as the Immediate Past Treasurer, and retain signatory authority, for the time period necessary to transfer all duties to the new Treasurer and complete all business related to the preceding conference. The Immediate Past Treasurer Position shall not be considered a member of the Executive Committee.

General

ERICSA maintains a post office box with a mailing address of:ERICSA Association #118
30 E. Columbia Avenue, Suite F-1
Battle Creek, MI 49015

Mail received at this box is forwarded to the Treasurer (currently Robert Fisler, 204 Rhoads Avenue, Haddonfield, NJ 08033).

Maintain Files

- Disbursements of money by month and by receipt – weekly.
- Receipts of money by month and by receipt – weekly.
- Bank reconciliation by statement – monthly.

Record and Pay Bills

- Record in ledger and in bank book payment of bills – weekly.
- Record in ledger and in bank book receipt of all money – weekly.
- Record in ledger and in bank book interest earned – monthly.
- Follow up on discrepancies in bills or receipts of income.
- Enter information on Quicken to generate automated reports.
- Obtain supplies of checks, registers, and deposit slips as needed.

Submit Information for Preparation of Tax Return

- Submit requested documents to CPA each year.
- Reconciliations with the bank for entire year.
- Copy of Treasurer's Report.
- Copy of bank register.
- Review tax return, sign, and mail to IRS.
- Send out 1099's to all of ERICSA's independent contractors in January of each year.

- Invest funds in Certificates of Deposit as recommended by the Finance Committee in February or March of each year or as funds becomes available.
- Apply for State tax exemption in each State where conference is held. Apply in the fall of each year prior to Mid-Year Meeting.
- Complete vendor W-9s as requested.
- Apply for hotel credit for planning, Mid-Year, and Conference. Apply in the fall of each year prior to Planning and Mid-Year Meeting.
- Present reports at the Mid-Year and Annual Meetings.
    - Reports, to the extent possible, shall be generated in an electronic spreadsheet format, to allow for data entry and revision during the meetings, and shall contain the following:
        - Sources of income and interest
        - Expense items including withdrawals, checks, and vouchers
        - Bank statements
        - Report of net gain or loss
        - Generate automated reports.
        - Input and generate spreadsheets on for meetings.
        - Recommended registration and room add-on fees.
- Obtain officers' signatures on bank signature card. Two forms to be completed at the annual meeting.
- Obtain President's signature on blank checks as two signatures are required, at annual meeting and as needed through the year.
- Assure insurance for officers is paid, annually in the spring of each year.
- Assure corporation fees are paid in Michigan in the fall of each year.
- Provide information to officers and Board members as requested.
- Maintain laptop, scanner and printer and other equipment for ERICSA. Transfer computer and equipment to next Treasurer or other appropriate Executive Committee member. Make sure the laptop and printer are available in the Speaker Ready Room during the conference.
- Purchase supplies for laptop, printer, or other equipment and seek repairs as needed.
- Maintain historical Treasurer's files and file documents as received. Transfer material to next Treasurer.
- Bring checkbook to all Board events; bring all ERICSA equipment (laptop, scanner & printer), ledgers, and miscellaneous receipts and invoices to both Board meetings.
- Participate in Pre-Conference and Post-Conference hotel meetings.

DUTIES OF THE IMMEDIATE PAST PRESIDENT

Introduction

Bylaws, Article IV, Section 7: The Immediate Past President shall serve as chair of the Nominations Committee and shall perform such duties for the Association that shall promote its purposes. The Immediate Past President participates and votes in Executive Committee and Board meetings. The Immediate Past President chairs the Nominations Committee. The Immediate Past President offers wisdom and counsel to the ERICSA Executive Committee and Board members.

Responsibilities

- Chair the Nominations Committee.
- Appoint Board Members, whether active, honorary or lifetime, as necessary to mentor new members of the Board of Directors.

DUTIES OF APPOINTED MENTORS

Mentor Responsibilities

Convey the importance of the following to new members of the Board:

- Ensure that ERICSA's needs are put ahead of personal preferences (e.g., suggest conference sites favorable to ERICSA as a whole).
- Look at the short, medium, and long views when deciding what's best for ERICSA when voting on major changes to the bylaws or policy.
- Understand what each committee does and how important it is to serve on several, diverse committees while on the Board.
- Understand we are volunteers and we roll up our sleeves as needed.
- Review and understand the bylaws.
- Understand that many recurring issues have been discussed in the past and to solicit some input from a veteran or two of the previous discussions.
- Contribute proactively to the conference planning/execution and to the discussion at the meetings.
- Respect one another's perspectives, even if others' views differ from your own.
- Interact with all members of ERICSA and try to avoid falling into cliques.

COMMITTEE RESPONSIBILITIES

Conference Planning Committee

Introduction

Bylaws, Article VII, Section 2: The Conference Planning Committee shall prepare and formulate the agenda for the annual conference and shall be responsible for promotion of the conference, selection of the speakers, conference marketing materials, Continuing Legal

Education arrangements, audio-visual arrangements, evaluations, and program content. The President-Elect shall serve as chair of the Conference Planning Committee and shall appoint members of the Association or others to serve on this committee as needed.

Program Planning

Chaired by President-Elect.

- Duties of Program Planning Committee – Refer to duties listed under President-Elect.
- Duties of Session Coordinator – Refer to ERICSA Handbook for Session Coordinators, Workshop Coordinators, Speakers, and Moderators.
- Duties of Workshop Coordinator – Refer to ERICSA Handbook for Session Coordinators, Workshop Coordinators, Speakers, and Moderators.

Continuing Legal Education (CLE) Coordinator Responsibilities

The President-Elect may designate a CLE Coordinator.

- Participate as a member of the Conference Planning Committee and act as advisor for the planning of sessions.
- Ensure that the program carefully determines session lengths. CLE credit is granted on minutes of the session. If session lengths are shortened, offer additional CLE sessions at additional times (e.g., over lunch).
- Ensure that the CLE sessions have legal content (judicial or administrative) and it is best if at least one speaker is an attorney.
- Indicate that CLE sessions may be over a meal such as a Brown Bag Lunch session.
- Ideally, each workshop or session time slot should have at least one CLE offering; if CLE sessions would naturally build (e.g., UIFSA 101, Advanced UIFSA) offer at different times and schedule in a logical order (e.g., offer UIFSA 101 before Advanced UIFSA).
- Work with Conference Planning Chair (President-Elect) to:
    - Put CLE information on Registration Form that is on conference brochure and Web site.
    - Have those wanting CLE credit to indicate so on the registration and indicate which state(s) they want credit from; have those registrations due 45 days before the start of conference.
- Work with Administration Conference Services Vendor to prepare CLE paperwork:
    - Sign-in sheets.
    - CLE Application Sheets.
    - CLE Completion Certificates.
- Work with ERICSA Conference Consultant to get the list of CLE attendees and address and e-mails for correspondence and follow-up.
- Apply for credit to the states where attorneys have responded that they will be seeking CLE credit. Most states do not have a deadline to apply; however, NY wants the

application 60 days before the conference, so for NY we should not try to pre-apply, but rather assist attendees with the post-application process.

  - We already have "provider" status in Vermont, and have fewer requirements.
  - Some states allow electronic application; some need hard copies (see attachment).

- Send CLE applications to the applicable states after conference to confirm individuals' attendance.
- Put CLE credit obtained on the Web site for attendees to view.

Nominations Committee

Introduction

Bylaws, Article VII, Section 3: The Nominations Committee shall submit the names of qualified members of the Association to serve as officers and members of the Board of Directors for ensuing year(s) and refer the names of such members to the Board of Directors for their consideration at their meeting held at the annual conference; shall recommend not more than five (5) persons to serve as members of the Honorary Board of Directors, and such persons shall serve in accordance with Section 7 of Article V; shall determine and report to the Board which past presidents of the Association who have completed their one (1) year terms as Immediate Past President of the Association within the past three (3) years agree to serve as members of the Honorary Board for the following year; and may recommend to the Board not more than two (2) individuals who have made outstanding contributions to the Association or the child support community to be lifetime members of the Association under Section 1 of Article 3. Thereafter, the Board of Directors shall submit a list of officers and Board members to the Association for approval at the annual meeting. The Immediate Past President shall serve as chair of the Nominations Committee and shall appoint members of the Association or others to serve on this committee as needed.

Suggested composition of the Committee

- Immediate Past President
- President
- President-Elect
- One other Executive Board member
- One Board member, or Honorary, or Life Member

Committee Responsibilities

- Identify the desired skills and personal characteristics needed of potential Board members prior to the Mid-Year Meeting. For example, the Board may need additional legal skills or additional front-line skills. This should serve as the baseline for the following year's nominations process. Request that Board members indicate interest in continuing Board membership or elevation to Executive positions, usually at Mid-Year. The committee should seek to maintain a diverse Board along at least, but not limited to, the following demographic dimensions:

- Sex
- Type/level of employment (public/private; local/state/Federal)
- Race/ethnic background
- Geography (work location and environment – e.g., section of country, rural/urban, etc.)

- Solicit qualified members of the Association to serve as officers and Board members. Board members can submit names and individuals may volunteer for the Board.
- Discuss and review potential candidates.
- Contact potential Board members, explain responsibilities and determine interest. Provide potential Board members with a copy of this (ERICSA Member, Officer, and Committee Responsibilities Handbook) document and the commitment form entitled Statement of Individual Board Member Responsibilities. Potential Board members must read both documents and complete the commitment form.
- Keep Board members informed as appropriate.
- Identify mentors for the new Board nominees prior to the Annual Meeting. The mentors should engage the potential Board members during the Annual Conference. The Nominations Committee Chair must ensure that interaction with potential Board members is accomplished at the annual conference. This can be done through a joint lunch of mentors and nominees.

Name Submission

- Names are submitted to the Board for consideration at the Annual Board Meeting and are posted for review, to be voted upon by the Association membership at the Annual Business Meeting on Thursday at the conclusion of the annual conference. In compiling the slate of names, the Committee must:
    - Review the term of expiring members to ensure appropriate terms are selected.
    - Review bylaws.
    - Review Honorary and Life Member composition and who should be included or moved to these positions. Honorary Members are limited to five persons. Only two persons may be recommended for lifetime membership.
    - Consideration shall be given first to active members of one-year duration.

Suggested Timetable

- **September-November**: Board members are polled at the Mid-Year Meeting for their interest in continuing on the Board and moving to an Executive Board position. Also at this time, the Committee collects names of individuals who have indicated an interest in joining ERICSA and additional names of persons who will fit well with the group but did not volunteer their interest formally. The chair also solicits recommendations from the entire Board.
    - The names of the individuals are divided among the committee and the following items are solicited from prospective Board members:

    - A current resume.
    - A one-page written recommendation from a current Board member (optional).
    - A brief paragraph from the nominee explaining what he knows about ERICSA and why he wants to be on the Board.
    - These items are simple, but surprisingly, many will not follow through to complete these initial requirements. This also informs us about the seriousness of the interest.

- **November-December**: Documents are received, exchanged, and reviewed by the Committee. During this process, there may be as many as three candidates for one Board slot.
- **January**: The Committee narrows its choices to individuals it believes are outstanding candidates for Board membership based on known potential vacancies, reserving some candidates for emergency selections, if necessary. During this time, the Committee also verifies that qualifications for the Board, such as one-year membership in the Association, are met.
- **January-March**: This is the time to explore options for the Executive Board. Personal inquiries are made of sitting officers and their desire to continue service. The committee also considers requests by other Board members for elevation to the Executive Board.
- **March-April**: Once the slate for the Executive Board has been set and recommended Executive Board members have agreed to accept their positions, the Committee considers candidates for the Honorary Board and for Life Membership. The Committee then decides which Board members will be re-nominated for two-year terms and which candidates will be asked to fill vacant positions. The full slate of officers and Board members is voted on by the Committee. Throughout the process, the Chair confers regularly with Committee members, generally by teleconference to discuss the progress of the nominations process. Also, to the extent possible, the full Board is kept informed of progress in general terms.
- **April-May**: Names are submitted to the Board for consideration at the Annual Board Meeting, posted for review during the annual conference, and voted upon by the Association membership at the Annual Business Meeting on Thursday at the conclusion of the annual conference.

Onsite Coordination Committee

Introduction

Bylaws, Article VII, Section 5: The Onsite Coordination Committee shall be responsible for all food and beverages at all Association functions, the Speaker Ready room, volunteer coordination, signs, opening activities, onsite activities, and speaker gifts for the annual conference. The Vice President of Conference Operations shall serve as chair of the Onsite Coordination Committee and shall appoint members of the Association or others to serve on this committee as needed.

NOTE: The Vice-President of Conference Operations will need to work very closely with the President-Elect, who chairs the Conference Planning Committee.

Food and Beverage

The Vice-President of Conference Operations generally handles this task; however, he or she may designate a coordinator for the spreadsheets for the food and beverage.

- Contact with the banquet manager from the hotel. This is generally done by the Committee Chair or a designee. Check with the banquet manager to specifically state what the hotel will provide so that you can make enhancements to what the hotel is providing.
- Obtain copies of the menus from the hotel as early as possible.
- Review the contract to see if there are any concessions in the contact that the hotel agreed to provide.
- Work with the menu in reference to the food/beverage worksheet and put together a list of questions for the banquet manager.
- Ensure that all prices for food and beverage are established early. Be sure to ask if any pricing changes will go into effect that may change pricing prior to the conference; the hotel contract may also state a date beyond which no menu pricing changes can be made.
- Ask about a la carte items and what compensations/food items they will allow you to use to enhance your catering experience.
- Present the food budget at the Mid-Year Board Meeting. This food budget must be prepared based upon the highest number of attendees expected (although this number of attendees may not necessarily be the number submitted to the hotel for F&B).
- Submit the final food budget to the banquet manager one month prior to the start of the conference; the quantities for the food/beverage should be based upon the number of attendees that the ERICSA Conference Consultant provides (this could be less that your budget submitted to the Board).
- Ensure that the spreadsheet also contains the room set up specifications for each event. Coordinate room set up specifications with the ERICSA Conference Consultant. The breakfast and breaks are usually held in the exhibitor area. The Vice President of Exhibitors and Sponsors usually designs the layout of the exhibitor area, incorporating the food/beverage stations in the design and provides this layout to the Vice-President of Conference Operations to submit with the final food budget to the hotel.
- Submit final numbers to the hotel three days prior to the event. Go over these details in the first meeting with the hotel.
- Provide a copy of the food budget to the President-Elect to confirm that all the food fits in with the conference theme. The choice of food for the banquet should be decided between the President, President-Elect, the Vice-President of Conference Operations and the Onsite Coordination Committee.
- The food budget should cover but is not limited to the following:
    - Continental breakfasts/breaks – Monday through Wednesday

- Thursday morning buffet breakfast
- Order catering for Registration staff, Speaker Ready Room, and the Opening Ceremony participants
- Reception for current year's sponsors and next year's host state, one evening during the conference (usually Monday night); this may be done in the President's suite.
- Brown bag lunches if scheduled
- Banquet, Wednesday evening
- President's Reception, Sunday evening
- Networking session following the President's Reception or any other scheduled networking session/hospitality (optional)
- Tuesday night event (optional)

- For all hospitalities/networking sessions, the banquet, or any function that will require alcohol consumption, the budget must allow for any costs that will be incurred by ERICSA for these events. Check with the hotel for the cost of bartenders, cashiers, or other necessary staff. If the cost is per hour, determine how many hours you would need them to have the bars open and add these costs into your budget. All drink tickets should be counted by ERICSA as well as the hotel. The hotel bartenders should mark them (b) for beer, (w) for wine, (i) for imported beer, and (c) for cocktails. When completing the initial budget, it is easier to use the highest ticket price times the number of tickets to be distributed. Once the numbers are known, the spreadsheet can be adjusted to reflect actual costs.
- Present and secure full Board approval for any event that will require food or drink tickets sponsored by ERICSA.
- If possible, record the number of total attendees at the conference, and the number of attendees at the President's Reception, the Banquet, the outings, and the Thursday breakfast to keep a historical record of event attendance and corresponding F&B quantities for future conferences.

Speaker Ready Room

The Vice-President of Conference Operations designates a coordinator for the Speaker Ready Room. The Speaker Ready Room is the location where all speaker gifts, Room Monitor tracking cards, s and CLE sign-in sheets are managed for the workshops, where speakers can meet as needed, and where volunteers are coordinated. The CLE Coordinator is designated by the Program Planning Chair and is responsible for CLE activities; the administrative contractor provides CLE-related documentation (sign-in sheets for each CLE workshop).

- Tour the hotel at Mid-Year to identify the Speaker Ready Room.
- Identify money needed for Speaker Ready Room budget to purchase supplies.
- Assist conferees with inquiries during the Annual Conference.

- Coordinate Speaker Ready Room set-up and maintenance. Provide tables, chairs and space for speakers and moderators to meet and prepare prior to presentations.
- Assist speakers and moderators as needed.
- All speaker gifts, Room Monitor forms (that record the time the workshop started, and the number of participants at the start and end of each session), and CLE sign-in sheets are coordinated through this room. Each plenary or workshop is set up individually by day, time of day, and session number or letter.
- Assist all room monitors in taking the correct speaker gifts, and CLE sign-in sheets to the correct room.
- Meet with Speaker Ready Room volunteers to provide instructions for the day (usually done by the committee member designated as the Volunteer Coordinator).
- Set up a schedule of Board members to assist in monitoring the room.
- Provide miscellaneous supplies to assist speakers or moderators with final preparation of their presentations.

Volunteer Coordination

The Vice-President of Conference Operations designates a committee member to handle volunteer coordination. The Vice-President of Conference Operations in conjunction with the President-Elect will provide a contact person in the state where the conference will be held.

- Contact the state's designated contact person to solicit child support volunteers from state where annual conference is held.
- Coordinate volunteers prior to annual conference, usually about 30-45 are needed.
- Volunteers are needed to assist with registration, gifts, sign-ups, and answering questions.
- Assist conferees with inquiries during the annual conference.
- Recommend reduced registration rates for volunteers (i.e., historically has been $150 for one volunteer day and three days at the conference).
- Utilize volunteers to monitor workshops, hand out CLE sign-in sheets, hand out gifts, tally number of workshop attendees, assist speakers and moderators as needed, and serve as hall monitors.
- Provide all volunteers with instructions on their various job duties.
- It is advisable to have some kind of 'identifying wear' for the volunteers (especially the Hall Monitors), such as brightly colored hats, so they can be easily recognized.
- Schedule and conduct moderator's meetings (usually on Sunday afternoon and Monday during lunch). Prepare scripts for the moderators to use at the start of each session with housekeeping issues. A separate Moderator Coordinator may be designated to do this.

Signs

The Vice-President of Conference Operations designates a coordinator for the signs.

- Maintain current inventory list;
- Purge obsolete and damaged signs;
- Determine new signs required for upcoming conference;
- Coordinate with officers on sign budget;
- Obtain funds, direct bill ERICSA, or pay for signs and submit bill to Treasurer for reimbursement;
- Work with the Conference Administrative Services Vendor to produce signs;
- Determine and design sign, obtain approval from President and President-Elect;
- Set time frame for company to complete signs;
- Provide master list to Conference Administrative Services Vendor;
- Check sign production progress;
- Proof completed signs;
- Arrange for shipping to appropriate person at conference site;
- Arrange for placement of signs at conference through volunteer room;
- Arrange for signs to be changed as appropriate;
- Collect all signs, pack, and arrange for shipping at the end of the conference; and
- Provide Treasurer with all invoices.

Opening Activities

The Vice-President of Conference Operations designates a committee member to complete the staging of the Opening Ceremonies.

- In coordination with the President-Elect and President, make sure that the opening ceremonies flows smoothly.
- Assign someone to assist with the breakfast for the participants from the opening ceremony. Make sure everyone knows what room or where the events will be held.
- Any of the following activities may be appropriate and it is advisable to have someone assigned to “stage” the event. The opening activities should be coordinated with the President and President-Elect. ERICSA makes a donation to the children’s entertainment and honor guard, if the honor guard is an ROTC school program.
    - Honor guard
    - Children's entertainment - choir, chorus, dance or drama group, etc.
    - Mayor's welcome (if Mayor attends)
    - Visitors and Convention Bureau welcome (if requested by President)
    - Federal representative address (the President-Elect may wish to take care of this)
    - IV-D Director from conference location state

Onsite Coordination Committee Meeting Minutes

The Vice-President of Conference Operations designates a committee member to record meeting notes for the Onsite Coordination Committee.

- Send the meeting notes out to all members of the committee.

Speaker Gifts

The Vice-President of Conference Operations designates a committee member to coordinate arrangements for speaker gifts.

- Bring ideas for speaker gifts to the first Onsite Coordination Committee meeting. The Onsite Coordination Committee will recommend speaker gifts for Board approval at the Mid-Year Board Meeting.
- Purchase speaker gifts (approximately 150) as budget allows.
- Distribute speaker gifts to all speakers and moderators (done by volunteer Room Monitors)

Information Table

The Vice-President of Conference Operations designates a committee member to coordinate the Information Table.

- Set up the Visitors Table next to Registration.
- Ensure that the Visitor's Bureau has provided all necessary information for the attendees.
- Post signs on the bulletin board of upcoming events.
- Provide a poster for the next conference's state to promote the next year's conference.
- Make sure that there are volunteers to staff the table.

Brown Bag Lunches

The Vice-President of Conference Operations may designate a committee member to coordinate brown bag lunch arrangements.

- Determine if the President-Elect will have brown bag lunch sessions.
- Ensure that arrangements are made with the hotel for ticket sales.
- Provide information to the ERICSA Conference Consultant and President-Elect so that the brown bag lunches are listed on the ERICSA registration form.
- Print all brown bag tickets to be sold.
- Provide information to the ERICSA Conference Consultant of the ticket sales, the cost of each ticket, and request the ERICSA Conference Consultant to track the total number sold so that a count can be turned into the hotel each day.
- Provide the hotel with total number of lunches needed three days prior to the event as close as you can get. You may have to work with the hotel on those numbers.

First Timers

- Work with the ERICSA Conference Consultant to make sure registration marks all first-time attendees with a special sticker.

- Remind all Board members to greet all new attendees and welcome them to the conference and make sure that they have people to spend time with after the conference ends at 5:00 p.m.

Transportation

- Coordinate with the President, President-Elect, shuttle services for overflow hotels, offsite outings.
- Contact area businesses, soliciting bids, secure contracts with Board approval.
- Coordinate any transport efforts with defined schedules.

Walk/Run

The Vice-President of Conference Operations designates a committee member to coordinate the walk/run.

- Design a specific route for the attendees to follow.
- Make sure that there is water available (either large bottled water or individual water bottles).
- Design maps for the attendees to follow.
- Hand out the T-shirts and water bottles for the walk/runs, which are usually held on Sunday, Monday and/or Tuesday mornings.

Gifts/Donations/Giveaways [Optional]

Note that in recent years, solicitation of gifts and giveaways is used for the charity silent auction.

The Vice-President of Conference Operations designates a committee member to be in charge of soliciting gifts, donations, and giveaways for conference attendees. The Vice-President of Conference Operations will assist in securing/providing a contact person in both the current host state and the next conference host state who will help the person in charge to complete this task.

- Coordinate with the conference state child support workers or other members of the Onsite Coordination Committee to solicit donations from area businesses.
- Coordinate with the next conference's state child support workers, business bureau, and local agencies to solicit donations from area businesses, such as hats, gift baskets.
- Make a list of all donations and the business that made the donation. Have a sign made to be posted at registration.
- Designate a volunteer to draw tickets and announce the winner of the gifts at the morning and afternoon breaks and at the banquet. The morning break can be used for sponsor drawings and the afternoon break can be used for the promotion of workshop attendance.
- Request that the same volunteer announce the drawings at the banquet. The overall evaluation will be placed at each seat prior to the start of the banquet. If the attendees provide a completed evaluation form, then they will receive the gift. Drawings will

continue until all gifts are gone. The overall evaluations will then be collected at the end of the drawing.

Theme and Decorations for all events

- Arrange a theme for the President's Reception and the banquet in conjunction with the President-Elect and the Onsite Coordination Committee.
- Purchase all necessary decorations prior to the conference and make arrangements for them to be shipped or brought with you.
- Solicit others to help with the set-up and make sure all decorations are in place prior to all events.

Banquet

The Vice-President of Conference Operations designates a committee member to coordinate the event.

- Decide in conjunction with the President and President-Elect a theme for the Banquet.
- Purchase all decorations. Solicit others to help with the set-up of the decorations if money is available.
- Solicit volunteers from the Board available to hand out drink tickets.
- Hire a DJ or band to appear for the Dinner/Dance on Wednesday.
- Make sure the entertainment knows what times to be available.
- Make sure you make arrangements with the hotel for the group to arrive early and set up.

Post Conference Responsibilities

- Review final hotel bill.
- Make sure everyone is paid.
- Send traditional thank-you letters, where appropriate.
- Set up a Post-Conference meeting with the hotel if necessary.

Strategic Planning Committee

Introduction

Bylaws, Article VII, Section 4: The Strategic Planning Committee shall conduct an annual review of the goals, mission, and plans for ERICSA; shall examine the financial status and plans of ERICSA; shall determine and assess whether changes are needed in ERICSA's mission and goals or financial status; shall coordinate status updates from committee chairs on strategic planning assignments; shall make recommendations to the Board regarding updates to the plan; and shall report on the activities related to the Strategic Plan at Mid-Year and Annual Board Meetings.

Responsibilities

- Coordinate periodic reports from committee chairs and other appropriate parties regarding progress on activities assigned under the Strategic Plan.
- Review current Strategic Plan and make recommendations to the Board regarding updates to the plan
- Send e-mail reminders on a periodic basis to committee chairs to review the Strategic Plan and be prepared to report on the activities related to the Strategic Plan at Mid-Year and Annual Board Meetings.

Resolutions and By-Laws Committee

Introduction

Bylaws, Article VII, Section 6: The Resolutions and Bylaws Committee shall receive, consider, and draft proposed resolutions; shall review the bylaws of the Association annually and report to the Board at its mid-year meeting the results of its review; and, as necessary, shall solicit recommended changes to the bylaws and draft amendments to the bylaws in accordance with such recommendations. Proposed resolutions shall be submitted to the Association for adoption by the Association at its annual meeting or, if the resolution must be acted upon between regular annual meetings, adoption by the Board of Directors pursuant to Section 4 of Article V; provided, however, that if the resolution must be acted upon between meetings of the Board, the Committee shall submit the resolution for adoption by the Executive Committee pursuant to Section 10 of Article IV. Proposed amendments to the bylaws of the association, in accordance with Section 1 of Article IX, shall be distributed to Board members for consideration, comment, and evaluation in advance of any meeting at which such revisions may be reported or voted upon.

The President shall select the chair of the Resolutions and Bylaws Committee.

Responsibilities Regarding By-Laws

- Solicit recommended changes to the bylaws from Board members throughout the year.
- Receive, consider, and draft proposed bylaws to be submitted for adoption by Board.
- Review periodically the bylaws of the Association for any needed changes and report results to the Board at its Mid-Year Meeting.
- Distribute any proposed revisions to the bylaws to Board members for comment at least one week prior to the Board meeting at which meeting the revisions will be reported or voted on.
- Present a status report on the bylaws at the Mid-Year and Annual Meetings including:
    - An explanation of the rationale for any proposed changes.
    - A request for additional recommended changes.
    - A deadline for comments and recommendations.

- Post proposed revisions of the bylaws during the annual conference at least three days before the Annual Business Meeting on Thursday and solicit any recommendations from members regarding bylaw revisions.
- Ensure Board members and conference attendees vote on the bylaws revisions at the Annual Business Meeting on Thursday.
- Prepare and distribute revised bylaws to all Board members, to President-Elect to include in the conference notebook, and to Archives Chair.
- Annotate changes in bylaws with date and reason for change. Notes to be maintained in Archives.
- Ensure that updated bylaws are posted on ERICSA Web site.

Responsibilities Regarding Resolutions

- Solicit resolutions as appropriate to support legislative initiatives.
- Solicit resolutions to honor, eulogize, thank, or support individuals.
- Prepare and distribute resolutions to selected individuals/organizations. Provide a copy of resolutions to the Secretary and the Archives Committee Chair.

Responsibilities Regarding Handbook

- Make necessary updates to the ERICSA Board Member, Officer, and Committee Responsibilities Handbook at the conclusion of the Mid-Year Board Meeting and the Annual Business Meeting, including incorporating any applicable By-Laws changes.
- Send e-mail reminders to committee chairs to solicit recommended changes to the Handbook from Board members throughout the year.
- Review the Handbook annually for any needed changes and report results to the Board at its Mid-Year Meeting.
- Provide the President and Executive Committee with a copy of any revised version of the Handbook and secure their approval to have the new version uploaded to the ERICSA Web site.
- Upon confirmation of approval by the President, forward any revised version of the Handbook to the appropriate member of the Technology Committee when a new version should be uploaded to the ERICSA Web site.

Site Selection Committee

Introduction

Bylaws, Article VII, Section 7: The Site Selection Committee shall propose to the Board of Directors at its mid-year meeting each year, one (1) or more sites for the annual conference and for future annual conferences. Upon approval by the Board of Directors, the Site Selection Committee chair may bind the Association to all commitments at the site, including the hotel reservation.

The President shall select the chair of the Site Selection Committee.

Priorities

The ERICSA Executive Committee has established the following guidelines for prioritizing site selection for future conferences.

- City (With a draw)
- Location (Downtown) and Safety of neighborhood
- Nice Hotel/Great Amenities
- Price/Time of Year for specific location
- IV-D Support - This is an ERICSA factor not an RFP factor
- Proximity to outside restaurants and activities for attendees

Responsibilities

- Propose 1 $\pm$ sites at the Mid-Year Meeting for future conferences. Always try to reduce the number down to around two for the Board. The committee can look at all proposals, but it should be narrowed down before the Mid Year Meeting. Try to offer the final two properties the ability to make a presentation at the Mid Year Meeting. This can often be linked to a sponsored event for the Board.
- Efforts should be made to plan at least 2 years out and if possible secure contracts for those two years. If two properties present and both agree to hold their prices for two years the Board may grant a contract to both hotels that come to the Mid Year Meeting.
- Upon approval by the Board, bind ERICSA to a site including hotel reservations. The President must sign the contract.
- Communicate with NCSEA and WICSEC about upcoming sites for their conferences to avoid regional or city conflicts.
- Review past attendance for room usage for each day for use in estimating room block size.
- Obtain feedback from past conference planners to avoid problems/issues.
- Request the ERICSA Conference Consultant to prepare a Request for Proposal document (RFP) for properties. Ensure that the Executive Board reviews the RFP before it is issued. This can be done by e-mail attachments.
- Contact Convention & Visitor Bureaus (CVBs) for assistance on locating properties. This is currently done by the Conference Services Vendor as part of its contract with ERICSA.
- Review properties via the internet and the meeting planners packet that should be provided with the proposal. Always check with the ERICSA Conference Consultant to see what he may know about the property.
- Contact Sales Office with any questions after review.
- Conduct a site visit only if it meets all/most of ERICSA's needs. Look for the worst and act like an attendee, not an honored guest. When doing a site inspection, always require the CVB to pay for any airfare to city. Attempt to look at two hotels in each city. If unable to get CVB or hotel to pay airfare, and see if any Board Members are located nearby that could make the site visit by travelling there by car. One of the hotels will

always provide rooms. Always include a small amount, usually around $500 in the budget to cover any costs incurred on the site visits.

- Work with the ERICSA Conference Consultant to open contract negotiations and ask for anything and everything. Do not be afraid to go back and share with competing properties what the other hotels have offered.
- Ask the hotel to provide an itinerary as to where they will put all of the requested meetings and sessions and match it against their meeting planner guide and floor plan.
- Ask the hotel to give provide a diagram of the vendor area with the number of booths we are requesting.
- When doing site inspection be especially aware of the number of restaurants in the hotel or nearby that can handle the large number of attendees we have that break for lunch at the same time.
- Avoid open clauses in contract (e.g., get firm room rates, block numbers).
- Obtain copies of menus to share with Food and Beverage person to check out average costs. A proposal can often seem really good but once on site, the costs of F&B become almost prohibitive.

Contract Provisions

- Obtain one room rate for a single and/or double room. Try to get free exhibitor area security or a locked exhibitor area. Get a large enough room block. Check penalty for non-usage of block (reassess six months prior to conference).
- Always double check the dates they are offering in a really good proposal to be sure they have not used Mother's Day or any other holiday weekend that would be a detriment to attendance
- Obtain approval from the President who will share with the Executive Committee.
- Distribute the contract after execution to the Executive Board members especially those in the year for which the contract was negotiated.

Membership Committee

Introduction

Bylaws, Article VII, Section 8: The Registration and Membership Committee shall coordinate all pre- and post-registration activities for the annual conference, including acceptance of registration monies and dissemination of registration receipts, nametags, pre-and post-certificates, conference packets, and other materials as they pertain to the annual conference; shall prepare a report concerning the financial status of registration for the annual conference; shall submit the report to the Treasurer within thirty (30) days of the close of the annual conference; and shall maintain two (2) lists, a membership list comprised of all individuals in current good standing as members of the Association and, for the prior two (2) years, a mailing list of individuals, organizations, and agencies who may or may not be current members of the Association, but may have an interest in its activities. The chair of the Committee shall respond to inquiries prompted by the conference brochure; upon request, send brochures to state and national organizations; and promote membership in the Association among public officers representing federal, state, tribal, and local jurisdictions in the establishment and enforcement of child support obligations, private practitioners, individuals from the private sector, and others who by their current or past profession are or were involved in the child support program. The Secretary shall serve as chair of the Registration and Membership Committee and shall appoint members of the Association or others to serve on this committee as needed.

Responsibilities Regarding Registration

- Work with Secretary in supervising ERICSA Conference Consultant onsite.
- Coordinate and oversee all pre- and post-conference activities including name tags, pre- & post-conference certificates, conference packets and other materials.
    - Work with the Onsite Coordination Committee to determine the special designation for First Time Attendees' name tags.
- Oversee registration including onsite and pre-conference registration, attendance, and follow up on receipts and billing as needed during the course of the year.
- Reconcile accounts with the ERICSA Conference Consultant and Treasurer.
- Propose ways to improve the registration process.
- Coordinate with the ERICSA Conference Consultant and President-Elect to provide a report at the annual meeting of type and number of registrants, monies received, and monies owing.
- Work with the ERICSA Conference Consultant to maintain historical data on conference statistics (attendance, room rate, room block, actual room block, F&B minimums, etc.)

Responsibilities Regarding Membership:

- Work with President, President-Elect to arrange for ERICSA exhibit at NCSEA, ERICSA, and WICSEC conferences.
- Work with President, President-Elect to promote ERICSA membership.

Mailing Lists

Work with ERICSA Conference Consultant to maintain and increase mailing lists for conference brochure and other ERICSA notifications

- Membership Mailing List – conference attendees/members for past two years, including e-mail addresses.
- Exhibitors/Sponsors (and prospective) List – Exhibitors who have exhibited at an ERICSA conference or who are potential exhibitors.

Mailing and Maintenance

- Update the Membership List with all paid conference attendees yearly.
- Delete from Membership List those names that have not attended a conference in the past two consecutive years.

Intergovernmental Improvement Committee

Introduction

Bylaws, Article VII, Section 9: The Intergovernmental Improvement Committee shall examine roadblocks to effective interstate child support enforcement and propose ways to improve and assist in the delivery of child support services across state and national boundaries through a variety of educational and informational means.

The President shall select the chair of the Intergovernmental Improvement Committee.

Responsibilities

- Set up monthly or bi-monthly conference calls with committee members.
- Assign committee members tasks based on committee needs.
- Coordinate topics which the committee/Board deem important to improving interstate policy and case processing.
- Work with website contractor to publish an annual list of all members, alphabetical by state.
    - Only members who sign on have access to this.
- Update Web site with committee items.

Policy and Legislation Committee

Introduction

Bylaws, Article VII, Section 10: The Policy and Legislation Committee shall analyze and provide comment and recommended responses to the Board on current or proposed legislation, regulation, policy, or such other matters that would affect the Purposes of the Association specified in Section 1 of Article II and shall receive, consider, and draft proposed policy statements, position papers, and fact sheets to support legislative or policy initiatives. Policy statements shall be submitted to the Association for adoption by the Association at its annual meeting or, if the policy statement must be acted upon between regular annual meetings, for adoption by the Board of Directors pursuant to Section 4 of Article V; provided, however, that if the policy statement must be acted upon between meetings of the Board, the Committee shall submit the policy statement for adoption by the Executive Committee pursuant to Section 10 of Article IV. Position papers developed upon existing ERICSA policy statements shall be submitted to the Executive Committee for consideration and approval. Stand-alone position papers shall be submitted to the Board at Mid-Year or Annual Meetings to determine if a Board or Association policy statement should be drafted and ratified. Fact sheets, which outline an existing policy statement or position paper in an abbreviated format, can be issued by either the Executive Board or the Policy and Legislation Committee. The Vice-President of Policy and Legislation shall serve as chair of the Policy and Legislation Committee and shall appoint members of the Association or others to serve on this committee as needed.

Responsibilities

- Review proposed Congressional legislation that may impact providers of child support services.

- Use the principles for evaluating proposed legislation set forth in the Policy Statement attached as Appendix A of this Handbook.
- Coordinate with President.
- Address media requests and requests from state legislatures for testimony. Note: Historically ERICSA has not taken a stance on state legislation unless it was in conjunction with one of our national positions, such as enactment of UIFSA.
- Recommend responses to legislative proposals to the Board.
- Act on Board recommendations for proposed legislation. Distribute recommendations to appropriate group, legislative body, or committee.
- Comment as appropriate on federal regulations.
- Participate in Congressional hearings as requested upon approval of the President.
- Participate in Federal OCSE workgroups, as requested.
- Report to the Board at Mid-Year and Annual Meetings.
- Develop policy statements, position papers and fact sheets:
    - Policy statements reflect ERICSA's stand on broad child support issues. Their purpose is to educate and to advocate for a particular policy. Their audience may be Congress, OCSE, the Child Support Community, or other Targeted Entities. Policy statements are to be submitted to the Association for adoption by the Association at its annual meeting or, if the policy statement must be acted upon between regular annual meetings, adoption by the Board of Directors pursuant to Section 4 of Article V; provided, however, that if the policy statement must be acted upon between meetings of the Board, the Committee shall submit the policy statement for adoption by the Executive Committee pursuant to Section 8 of Article IV.
    - Position papers reflect the underlying and detailed background of a specific issue. Position papers can be developed based upon existing ERICSA policy statements, in conjunction with a new policy statement, or as a standalone document. Position papers will be submitted to the Executive Committee for consideration and approval. Stand-alone position papers shall be submitted to the Board at Mid-Year or Annual Meetings to determine if a Board or Association policy statement should be drafted and ratified.
    - Fact Sheets are developed to provide an existing policy statement or position paper in an abbreviated format. They can be issued by either the Executive Board or the Policy and Legislation Committee.
- Keep Policy and Legislation information current on the Web site.
- Prepare announcements on major new legislative updates for distribution under the President's name, coordinating with other associations (e.g., NCSEA) for approval of similarly worded announcements, and submit to the President for approval and dissemination to ERICSA members.

Audit Committee

Introduction

Bylaws, Article VII, Section 11: The Audit Committee shall, prior to the Mid-Year Board meeting and the Annual Meeting, examine the financial records of the Association, including, but not restricted to, comparing third-party receipts and documentation to expenditure transactions, and sources of deposits with total deposits as indicated by supporting bank statements; shall report the results of its audit and examination to the Board at the Board's Mid-Year and Annual Meetings; and shall, upon the request of the Audit Chair or the Executive Board, or if there is a change in Treasurer, seek funding for and the services of an accountant to perform an independent financial review of the Association, the findings of which shall be shared with the Board.

The President shall select the chair of the Audit Committee.

Responsibilities

- Examine the financial records of ERICSA.
- Compare third party receipts and documentation of expenditures.
- Review sources of deposits with total deposits.
- Compare receipts of income and expenditures with monthly bank statements.
- Report audit results at Mid-Year and Annual Meetings.

Technology Committee

Introduction

Bylaws, Article VII, Section 12: The Technology Committee shall identify technology that has the potential for improving the productivity of the Board and/or the Association in carrying out its mission and responsibilities; shall identify standards related to the procurement of applicable technology to ensure compatibility; and shall purchase technology as directed by the Board.

The President shall select the chair of the Technology Committee.

Responsibilities

- Supervision, technical design and maintenance of the Association's Web site including posting of news items.
- Oversight of other information technologies that may facilitate how the Association carries out its mission and responsibilities.

Committee Organization

- Association Members
    - Any Association member may serve on a committee.

  - Association members have public access to the website and can register for events online. There is no special access to the website for association members.
- Board Members
  - Board members have access to restricted files on the website. Those files are managed by website administrators.
- Chair
  - Chair schedules committee meetings as needed and conducts meetings through use of telephone conferencing.
  - Chair has Web Administrator capability.
  - Chair designates which other Technology Committee members should have web administrator capability. Chair may designate as many committee members as Web Administrators as chair feels necessary to carry out the committee's work.
  - Chair is responsible for coordinating web updates with the web vendor that requires HTML, PHP, MySQL and CSS programming, domain or hosting updates.
  - Chair is responsible for coordinating web updates with the web administrator that requires changes to the website content, photos, forms, event registrants or mailings.
- Website Administrators
  - Website administrators manage content, photos, event forms, event registrants, run event registration reports and send mailings in Drupal/CiviCRM.
  - Website administrators upload documents to the board section of the website.
  - The Chair is a website administrator. The Chair may designate as many committee members as website administrators as the Chair feels is necessary to carry out the committee's work.
  - A list of website administrators can be found in Drupal under "People". Currently website administrators are Christine Jennings, Melissa Rael, Corrina Smith and Courtland Consulting (this list was updated April 14, 2016).
  - New website administrators can be added at any time in Drupal, under People/Add User (https://ericsa.org/node/2#overlay=admin/people/create)
  - The website administrator company is:

    MgR & Associates

    Melissa Rael

    P.O. Box 67585

    Albuquerque, NM 87193

    Phone: 505.508.2999

    E-mail: Melissa@mgr-events.com

- Website Vendor

- The website vendor manages the code behind the website using HTML, PHP, MySQL and CSS. The website vendor provides technical support for the website through an online ticketing system. The Chair is copied on all communication from the web vendor in addition to the person submitting the ticket.
- The website vendor conducts updates to Drupal/CiviCRM.
- The website vendor is the liaison with the hosting provider SiteGround.
- The services contract with the website vendor is mainly for website maintenance. With the exception of minor changes and enhancements, any extensive redesign of pages would require a new contract with associated costs. Occasionally, Board members request changes not realizing that costs may be involved. Contracting with another vendor may be necessitated if performance falls below expectations as specified in the contract, or the termination of Web services as a line of business provided by the contracted entity.
- The website Vendor is:

  Courtland Consulting

  Sandi Beach

  1500 Watertower Place Suite 200

  East Lansing, MI 48823

  517-908-3949

Domain Administrator

- Chair appoints one Website Administrator to serve as Domain Administrator. To assure access to ERICSA's domain registration information, the Domain Administrator must share User Name and Password with current committee chair. The current Domain Administrator is:
  - Greg Holmes at email address "infrastructure@courtlandconsulting.com"

    This information can also be reviewed on "whois.net"
- The current nameservers for the domain are:
  - Name Server: NS1.SITEGROUND190.COM
  - Name Server: NS2.SITEGROUND190.COM
- Domain information:
  - Current Domain ID: D2382587-LROR
  - Current Domain Name: ERICSA.ORG
  - The current domain name (ERICSA.ORG) is registered until January 21, 2019. Before registration due date, Network Solutions will notify Domain Administrator at above e-mail address. It is essential that the Domain Administrator keep the e-mail address within the profile current, in order to receive timely renewal notice. **Because of the length of the registration (10 years) and the likelihood that the Domain Administrator, the Committee Chair, and many Board members will change, it is essential to maintain accurate memory of this process and to pass information on to successors.**

- To access the domain account:
    - Go to www.networksolutions.com.
    - Log in with User Name and Password (not printed here for obvious security reasons, but separately shared between Domain Administrator and Chair).
    - Follow instructions to Manage Account (this is where it is possible to change Domain Administrator information, server information, User Name and Password, renew registration, etc.).

Specific Duties

- Ensure that timely and complete documentation is maintained that describes those Web site maintenance functions and operations that are to be performed by the Chair, Domain Administrator, and other committee members assigned Web Administrator capabilities.
- Supervise the ongoing maintenance of the Association's Web content. Where design permits, upload documents to maintain freshness and timeliness of content. Request HTML (or other Web language used by the Web Services Vendor) related changes from the Web Services Vendor per agreed upon arrangement. Generally, requests for changes are made monthly, except during pre-conference periods when more frequent and more rapid changes might be called for. The Web Services Vendor will generally give immediate attention to fixing errors which prevent user access.
- Actively solicit updated material from the Association's officers and committee chairs, particularly the President-Elect (for Annual Conference information), the Secretary (for updated letterhead and member listings), and chairs of the Policy & Legislation Committee, Intergovernmental Improvement Committee, Registration and Bylaws Committee, News Committee, and Technology Committee. Much of the content update is driven by events such as important legislation before Congress or preparation for the Annual Conference.
- Conference-related content on the Web site is a crucial part of ERICSA's marketing plan to encourage member attendance at this annual event. Suggested timeline for the posting of conference-related materials to the Web site includes:

    - **Within 1-2 months after the conference:**
        - Provide conference wrap-up, thanks, and acknowledgement of exhibitors/sponsors.
        - Post conference materials.
        - Update Past Presidents and Felix Infausto Award.
        - Post amended Bylaws and Resolutions, if any, adopted by the membership at the Annual Business Meeting..
    - **During July/August:**
        - Announce and invite participation in the Program Planning Meeting.
        - Highlight participation in conference planning as possible route to ERICSA Board service.

- **During August/September:**
  - Publish hotel/city photos, what to do, etc., for the upcoming Annual Conference.
  - Send reminder to members and other targeted audiences to plan for the ERICSA Annual Conference in agency budgets.
- **Within 2-4 weeks after the Program Planning Meeting:**
  - Provide summary of Program Planning Meeting.
  - Issue requests for speakers, etc.
- **As soon as noted speakers, dignitaries, and paid speakers are secured:**
  - Announce and give pertinent Web links, especially for plenary sessions.
- **During January/February:**
  - Upload the conference brochure.
- **During February/March:**
  - Publish a personalized President's invite, etc.

- Solicit feedback from members and Board regarding effectiveness of Web site and suggested improvements.
- Make recommendations, including proposed budget, to Board for enhancements to the Web site.
  - The following protocol should be followed by ERICSA Committee Chairs (for example, P&L) for changes to the Web site:
  - For the posting of documents or announcements, a committee chair, after committee approval, should send the document or announcement directly to the Web Administrator and courtesy copy the Technology Chair to facilitate timely posting of information.
  - 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 Technology Chair for the Technology Committee to review. The Technology Committee would make recommendations to the Web Administrator or the Executive Committee, as appropriate.
  - The following guidelines for discussing changes with external Web site vendors should be adhered to:
  - Discussion about changes that involve extra charges outside of regular maintenance covered by the base contract, or a previously agreed to extra costs that have been approved in ERICSA's budget, must be discussed with the Technology Committee. Discussion between vendors cannot construe tacit approval for extra charges.
  - The cost for any changes that will result in extra costs beyond what is in the approved budget must be presented to the Technology Chair for discussion within the Committee. This includes changes suggested/proposed by one of ERICSA's vendors or changes/enhancements suggested by a Committee member.

- The Technology Committee will evaluate the cost benefits of any changes that would result in extra charges beyond what is in the current budget.
- If the consensus of the Technology Committee is that the business need justifies the extra cost, the Committee will forward its recommendation for approval to the Executive Committee for final determination of whether or not the extra charge will be approved or denied.
- The ERICSA vendor(s) will be notified officially by the President of ERICSA if the extra cost is approved or denied.
- To facilitate communication between the Technology Committee and the Web site vendors, representatives from the vendors will participate in the monthly Technology Committee meetings with the first fifteen minutes on the agenda dedicated to this exchange.

Other Duties and Responsibilities

- Present written and oral reports to the Board at Mid-Year and Annual Meetings.
- Make recommendations to the Board regarding all technical matters (excluding conference A/V), including:
    - Purchase of computers, peripheral equipment, and software.
    - Recording and distribution of conference materials.
- Respond to other technology requests made by the Board and/or Executive Committee.

Archives Committee

Introduction

Bylaws, Article VII, Section 13: The Archives Committee shall receive from the Secretary the documents specified in Section 8 of Article IV and shall gather, organize, and maintain in the Association's archives such documents and other pertinent information as it relates to the historical perspective and development of the Association.

The President shall select the chair of the Archives Committee.

Responsibilities

- Establish an official archive collection.
- Administer the collection, management, preservation, and retrieval of the archives.
- Develop a plan for and the management of an electronic preservation system for the archives.
- Gather, organize, and maintain documents and information which relate to the historical perspective and development of ERICSA.
- Update and, as appropriate, display information at the Annual ERICSA Conference.

Exhibitors and Sponsors Committee

Introduction

Bylaws, Article VII, Section 14: The Exhibitors and Sponsors Committee shall cultivate relationships with exhibitors and sponsors who support the mission of ERICSA and solicit their membership and sponsorship of activities of the Association. The Vice-President of Exhibitors and Sponsors shall serve as chair of the Exhibitors and Sponsors Committee and shall appoint members of the Association or others to serve on this committee as needed.

Responsibilities

- Obtain exhibitors and sponsors support for the annual conference through exhibits, sponsorships, and advertising
- Coordinate recognition of exhibitors and sponsors at the annual conference, as well as in the conference brochure, notebook, and on the Web site.
- Refer to the detailed responsibilities outlined for the Vice-President of Exhibitors and Sponsors in this handbook.

Finance Committee

Introduction

Bylaws, Article VII, Section 15: The Finance Committee shall assist the Treasurer in carrying out the financial business of the Association, including making investment recommendations and reviewing the long-term financial health of the Association. The Treasurer shall serve as chair of the Finance Committee and shall appoint members of the Association or others to serve on this committee as needed.

Responsibilities

- Assist the Treasurer in the development of the annual budget.
- Prior to Mid-Year Meeting, solicit input from Board members on budget requirements.
- Streamline and improve budget forecast plans.
- Review and make recommendations as to financial status of Board.
- Take the lead on strategic planning initiatives that are budget and finance-related.

News Committee

Introduction

Bylaws, Article VII, Section 16: The News Committee shall, at least semi-annually, publish news with information on matters of interest to the Association.

The President shall select the chair of the News Committee.

Responsibilities

- Solicit articles and news items currently pertinent to the Association.
- Promote the upcoming conference and details of the previous one.
- Publish at least two news items each year.
    - Publish the first one soon after the conclusion of a conference. Another one should be published in January to promote that year's conference. Other issues can be published as new information becomes available.
    - The online news following the conference should include:
        - Wrap-up article from ERICSA President.
        - Article from article from host state IV-D Director.
        - Article from President-Elect.
        - Articles from Scholarship winners.
        - Pictures from conference.
        - Promotion of the ERICSA Web site.
    - The online news promoting the next conference should include:
        - Article from ERICSA President.
        - Article from host state IV-D Director.
        - Article on activities/sites of interest in host state.
        - Promotion of the Gordon Moseley Rising Star Scholarship.
        - Promotion of the ERICSA Web site.
        - Hotel/ERICSA registration information.

- Obtain articles from the Association members or other interested parties.
- Proof and approve the final draft of the news items before sending on to the President and President-Elect for their final approval.
- Send the approved news items to the Technology Committee to be uploaded to the ERICSA Web site.

Scholarship Committee

Bylaws, Article VII, Section 17: The Scholarship Committee shall publicize scholarship availability and application procedures; shall review applications, select recipients, and notify the Board of the selections; and shall coordinate all arrangements for recipients' attendance at the annual conference.

The President shall select the chair of the Scholarship Committee.

Scholarships

- Determine with the President-Elect and Treasurer how much is available from the Gordon Moseley Rising Star Scholarship Fund for scholarship awards in addition to the two scholarships that are provided each year.
- Determine if any additional scholarships will be available for the host state.

Web Site

- Update the ERICSA Web site with current information on the Gordon Moseley Rising Star Scholarship.
    - Provide a current application. Make sure the application and the Web site promote the fact that this is a contest and each application will be evaluated and rated.
    - Provide current deadline for applications.
    - Provide information on how/when the winners will be notified and if the unsuccessful applicants will be notified.

Marketing

- Ensure Web site is up-to-date.
- Submit an article for the online news with current scholarship information.
- Prepare a special e-mail notification about the scholarship availability to be sent to all IV-D Directors 30 to 45 days prior to application deadline. Make sure a special e-mail is developed for the IV-D Director of the conference home state.

Application Submittals and Reviews

Committee Chair

- Submit all applications to the Scholarship Committee for review within five working days after the deadline. The turnaround time should be minimal so that the application winners have adequate preparation time for travel arrangements.
- Provide Scholarship Committee the spreadsheet on which to evaluate applicants.

Committee

- Review and evaluate each application.
- Record results of review on spreadsheet within established deadline.
- Provide results to Committee Chair within established deadline.

Committee Chair

- Evaluate all the results from the Scholarship Committee.
- Notify application winners and non-winners.
- Provide application winners with the necessary information detailing travel and registration information.
- Provide the President- Elect, ERICSA Conference Consultant, and the Board with the names of the winners to ensure hotel and ERICSA registration are provided free-of-charge.

Prior to Conference

- Work with the Conference Administrative Services Vendor to design a certificate (framed) to be presented to the winner(s) at the annual conference.
    - The certificate should be the same size as those which are presented to exhibitors and sponsors.
    - Advise the Vice President of Exhibitors and Sponsors how many frames/certificate holders to purchase for the scholarship winner certificates.
    - The frames will be provided by the Vice-President of Exhibitors and Sponsors to match the size and style used for the vendor and exhibitor Thank-You Certificates.

Conference Responsibilities

- Meet and greet each scholarship winner.
- Work with the President-Elect to determine when the scholarship winners will be introduced and provided the certificate and any other presentation (such as a conference T-shirt).
- Work with the scholarship winners to arrange a deadline for them to submit an article for the post-conference news items.

AD HOC Committees

Special Awards

This is an ad hoc committee, which is used at the discretion of the President and the Executive Committee.

Duties and Responsibilities:

- Coordinate and purchase special awards/gifts as requested by President, President-Elect, or Board.
- Make presentation of gifts as requested.
- Solicit or recommend needs for special awards.
- Seek reimbursement of costs from Treasurer.

Robert's Rules

This is an ad hoc committee, which is used at the discretion of the President and Executive Committee.

Duties and Responsibilities:

- Educate and serve as a resource to Board Members regarding Robert's Rules of Order.
- Provide new Board Members with an appropriate publication summarizing Robert's Rules of Order.
- At the request of the President or Executive Committee, observe and evaluate Board meetings regarding use of, adherence to, and recommendations for meeting conduct in compliance with or in the spirit of Robert's Rules of Order.
- At the request of the President or Executive Committee, recommend ERICSA by-law and/or handbook changes in relation to conducting meeting in compliance with or in the spirit of Robert's Rules of Order.

Educational Resource Exchange

This is an ad hoc committee, which was established to compile information on educational resources and programs available to the CSE community.

Duties and Responsibilities:

- Determine if there is interest in having ERICSA compile information on educational resources available to or created within the CSE community.
- Identify level of interest and options for extending ERICSA's educational activities, outside of its Annual Conference and online news.
- Present findings at the 2011 Annual Meeting, for the Board to determine the appropriate next steps.

APPENDICES

APPENDIX A: ERICSA POLICY STATEMENT: Principles for Evaluating Legislation

> **Our principles are the springs of our actions; our actions are the springs of our happiness or misery. Too much care, therefore, cannot be taken in forming our principles.**
>
> **Philip Skelton**
> **-- Theologian**

POLICY STATEMENT

The Eastern Regional Interstate Child Support Association (ERICSA) is a not-for-profit organization that recognizes that the family is the basic unit of our society. A primary purpose of ERICSA, as specified in Article II, Section 1, of its bylaws, is to recommend support for or changes to legislation and regulations concerned with the welfare of children and families, especially in the area of paternity and child support. This document sets forth the principles that guide ERICSA in its evaluation of such legislation and regulations.

The Best Interests of the Child. Legislative and regulatory proposals should be informed by an assessment of the best interests of children. Recognizing that this imperative must sometimes be balanced against the restrictions of funding, both public and private, this principle is paramount as ERICSA evaluates legislation and regulations concerned with the health and welfare of children and families.

Balancing the Need for Uniformity with Recognition of the Differences among States, Territories and Tribes. Legislative and regulatory proposals should be assessed with regard for the diverse legal traditions and governmental infrastructures among states, territories and tribes. This diversity must be balanced against the necessity for a degree of uniformity in laws and procedures that constitute the foundation of the child support program, serving all children and families as they move or relocate across state lines.

Family is Fundamental. Family remains society's primary institution for supporting children's growth and development. Legislative and regulatory proposals should be considered in light of this principle, taking into consideration factors detrimental to the best interests of the child, including the lack of financial support and health care, and the scourge of family violence and child abuse.

Parental Responsibility. Parents bear primary responsibility for meeting the physical, emotional and intellectual needs of their children. Legislative and regulatory proposals should be evaluated with this principle in mind, recognizing that parents may lack the resources – whether material, monetary or personal – to fulfill this responsibility.

Prevention is Key. Preventing problems before they become crises is the most effective – and cost-effective – way to address the needs of troubled families and vulnerable children. Prevention -- and early intervention -- should be a prominent principle that drives legislative and regulatory proposals.

Collaboration is Essential. Community institutions including, but not limited to, schools, employers, faith-based and non-profit community-based organizations, contribute to the creation of an environment that is supportive of children and parents. Government entities at the local, state and national levels – including the executive, legislative and judicial branches – also serve a vital role. ERICSA will evaluate legislative and regulatory proposals with a focus on the need to optimize collaboration among public and private entities to fulfill the intended purpose of such proposals.

4/26/10

EASTERN REGIONAL INTERSTATE CHILD SUPPORT ASSOCIATION COMMITTEE & STRATEGIC PLAN REPORT

COMMITTEE:
COMMITTEE CHAIR:
DATE:

Mid-Year Report Year ________
Annual Report Year __________
Interim _____________________

COMMITTEE MEMBERS:

COMMITTEE UPDATE:
Topics/Activities:
Accomplishments:
[Add any committee report information here that is not directly tied to Strategic Plan]

STRATEGIC PLAN REPORT:

OBJECTIVE	STATUS	ESTIMATED COMPLETION DATE	NEED BOARD INPUT	DETAIL/ DESCRIPTION
Objective 1.1- XXX *XXX*	☐ Met ☐ Ongoing ☐ Completed ☐ Remove (explain why)		☐ YES ☐ NO	
Objective 1.2- XXX *XXX*	☐Met ☐Ongoing ☐ Completed ☐ Remove (explain why)		☐ YES ☐ NO	

APPENDIX C: Current and Past Committee Chairs, 2010 – 2015

	Committee	2014-15 Chairs	2013-14 Chairs	2012-13 Chairs	2011-12 Chairs	2010-11 Chairs
	Archives		Gwen Neely	Gwen Neely	Gwen Neely	Gwen Neely
	Audit	Tom Horan	Tom Horan	Debbie Edwards	Debbie Edwards	Debbie Edwards
	Conference Planning	Margot Bean	Carla West	Lara Webb Fors	Susan Schroeder	Rob Velcoff
	Education *ad hoc*	N/A	N/A	N/A	N/A	Rhonda Tamulonis
	Exhibitors & Vendors	Elaine Poole	Elaine Poole	Carla West	Carla West	Susan Schroeder
	Finance	Debbie Edwards	Debbie Edwards	Bob Fisler	Bob Fisler	Bob Fisler
	Intergovernmental Improvement	Pat Quinn	Andy Szymak	Pam Sala	Margot Bean	Margot Bean
	News	Charles Bryson	Charles Bryson	Linda Hudson	Linda Hudson	Linda Hudson
	Nominations	Lara Webb Fors	Susan Schroeder	Rob Velcoff	Elaine Poole	Robyn Large
	Onsite Coordination	Terri Nickel Matson	Terri Nickel Matson	Coessa Kenney	Coessa Kenney	Coessa Kenney
	Policy & Legislation	Pam Sala	Margot Bean	Margot Bean	Christine Jennings	Christine Jennings
	Registration	Patti Spear	Patti Spear	Rhonda Tamulonis	Lara Webb Fors	Lara Webb Fors
	Resolution & Bylaws	Patterson Poulson	Patterson Poulson	Christine Jennings	Christin Semprebon	Christin Semprebon
	Robert's Rules *ad hoc*	N/A	N/A	N/A	N/A	Jeff Ball
	Scholarship	Pat Quinn	Pat Quinn	Pat Quinn	Christin Semprebon	Christin Semprebon
	Site Selection	Lisa Skenandore	Susan Schroeder	Bob Fisler	Bob Fisler	Bob Fisler
	Strategic Planning	Lara Webb Fors	Patterson Poulson	Terri Nickel	Terri Nickel	Terri Nickel
	Technology	*Christine Jennings*	Christine Jennings	Rhonda Tamulonis	Rhonda Tamulonis	Rhonda Tamulonis