

Eastern Regional Interstate Child Support Association (ERICSA)



Strategic Plan *For 2018-2022* *(Updated 5/18/2019)*

Mission:

To build a stronger intergovernmental child support community and to enhance the well-being of families and children by advocating for effective child support policy, facilitating intergovernmental communication and delivering professional child support training.

Goal 1: Provide leadership and education in intergovernmental child support policy while recognizing its complex and broad nature.

Objective 1.1

Monitor and respond, as appropriate, to proposed legislation or policy that affects the child support program.

**Executive Committee (EC)
Policy & Legislation Committee
(P&L)**

Strategy:

P&L will develop position papers, resolutions, and letters indicating support or recommendations on pending child support policies for approval by the ERICSA Board.

P&L will look for opportunities to present written testimony on current child support issues.

P&L will provide comment to the EC and the board on specific notices of proposed rulemaking (NPRMs), as appropriate.

EC will work with the ERICSA Board, ERICSA committees and subcommittees, and other strategic partners to develop strategies to support the child support program.

Objective 1.2

Communicate and promote those strategies and policies that support the child support program.

**Executive Committee (EC)
Technology Committee (TC)
Conference Planning
Committee(CPC)
Policy & Legislation Committee
(P&L)**

Strategy:

TC will post key dates and information concerning legislation on the ERICSA website in coordination with the P&L Committee.

EC will promote strategies and policies that support the child support program through the use of the ERICSA website (TC), ERICSA news (CC), e-mails from the ERICSA President, and the relevant and timely presentations at conferences and meetings, including the ERICSA annual conference.

CPC will consider strategies and policies that support the child support program when developing the conference agenda.

Objective 1.3

Engage with partners and stakeholders to promote these strategies and policies.

**Executive Committee (EC)
Technology Committee (TC)
Policy & Legislation Committee (P&L)**

Strategy:

EC will collaborate with other organizations to develop and issue joint policy statements related to child support issues.

EC and P&L will share resources with organizations to effectively promote the child support program.

TC will use the ERICSA website as a means to point our users to our partners' websites, and theirs to ours.

Objective 1.4

Engage Board members in the development of policy positions.

**Executive Committee (EC)
Policy & Legislation Committee (P&L)**

Strategy:

EC and P&L will use e-mail, conference calls, and the ERICSA website to solicit input from the Board about ongoing policy and positions.

Objective 1.5

Educate ERICSA membership about policy issues.

**Policy & Legislation Committee (P&L)
Technology Committee (TC)
Conference Planning Committee (CPC)
Communication Committee (CC)**

Strategy:

CC will solicit and publish P&L and other articles for ERICSA news on the website.

P&L will provide periodic articles for the ERICSA newsletter and post documents on ERICSA's website to apprise the membership about ongoing policy issues and positions.

P&L will play an active role in recommending conference plenary and workshop topics for the annual conference to provide information to the membership about current policy issues.

TC will post legislative information on ERICSA's website.

CPC will continue to ensure that current policy issues are addressed in the annual conference through workshops and plenary sessions.

Goal 2: Promote and maintain intergovernmental and other communication among members of ERICSA and partners.

Objective 2.1

Use technology, including the website, to improve communication and information dissemination.

**Technology Committee (TC)
Communications Committee (CC)
Conference Planning Committee (CPC)**

Strategy:

CC will explore use of social media (Facebook, LinkedIn, etc.) to promote ERICSA.

TC will promote use of ERICSA's website at conferences and through mass e-mailings.

TC will disseminate log-in information regularly to board members to remind them of the process to log in to ERICSA's website.

TC will review the material on the website to ensure it is up-to-date and that links are working appropriately.

CPC will utilize available technology to share information with conference attendees, as approved by the board.

Objective 2.2

Collaborate on an ongoing basis with other organizations that promote the well-being of children and families.

**Executive Committee (EC)
Policy & Legislation Committee (P&L)
Conference Planning Committee (CPC)**

Strategy:

EC will oversee ERICSA's continued partnerships with NCSEA, WICSEC, NCCSD, NTCSA, and other appropriate partners.

EC will oversee ERICSA's continuing ex-officio membership on the Boards of NCSEA, WICSEC and NTCSA, if invited.

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P&L will collaborate with IIC as appropriate for intergovernmental and other items.

CPC will collaborate with other organizations in promoting the annual training conference.

Objective 2.3

Market the ERICSA organization to potential and current members and partners.

**Communications Committee (CC)
Executive Committee (EC)
Exhibitors and Sponsors (ES)
Recognition Committee (RC)
Scholarship Committee (SC)
Site Selection (SS)**

Strategy:

CC will promote the conference and membership in ERICSA on our website.

CC will collaborate with NCSEA, WICSEC and NTCSA on the use of each other's websites, including news posted to our respective websites.

EC representative will attend sister organization conferences to promote ERICSA.

ES should emphasize finding new sponsorships and exhibitors each year while continually developing and strengthening existing relationships

RC and SC will ensure timely dissemination of ERICSA's scholarship and recognition opportunities to intergovernmental child support programs.

SS will consider potential involvement of the local child support community in the conference when suggesting potential future conference sites.

Goal 3: Provide high quality training opportunities to the child support community.

Objective 3.1

Plan and conduct a professional annual training conference and exposition that meets attendees' needs and expectations.

**Conference Planning Committee (CPC)
Policy & Legislation Committee (P&L)
Intergovernmental Improvement**

**Committee (IIC)
Onsite Committee (OC)
Exhibitors and Sponsors (ES)**

Strategy:

CPC will develop an agenda and coordinate workshops based on feedback from the prior conference, issues identified by P&L and IIC, and ideas generated by CPC members.

CPC will measure the success of the conference by the conference evaluations.

OC and ES will ensure that conference attendees have ample opportunities to network with each other.

Objective 3.2

Disseminate information regarding the annual training conference.

Technology Committee (TC)

Strategy:

TC will post a schedule template that is reusable each year for posting conference deadlines and needed materials and use online calendars that can be updated for posting conference planning information about Executive Committee meetings, smaller conference calls, deadlines, etc.

TC will post conference materials for a certain time period on the website or other technology, which will be accessible to the public.

Goal 4: Provide leadership for the improvement of intergovernmental case processing.

Objective 4.1

Identify and analyze best practices to facilitate the exchange of intergovernmental case processing information.

Intergovernmental Improvement Committee (IIC)

Strategy:

IIC will support automated intergovernmental case-processing solutions through resolutions and dissemination of information, including best practices.

Objective 4.2

Develop and provide leadership and assistance to facilitate better intergovernmental case processing.

Intergovernmental Improvement Committee (IIC)

Strategy:

ERICSA, through IIC, will provide intergovernmental child support expertise and forums, as appropriate, for gathering and sharing information.

Objective 4.3

Ensure communication and information dissemination regarding the improvement of intergovernmental case processing.

**Intergovernmental Improvement Committee (IIC)
Technology Committee (TC)**

Strategy:

IIC will ensure that all of the items on the IIC page of the website are maintained on the web site so that membership can view this information.

IIC will seek to identify and maintain state-specific information regarding intergovernmental case processing for its membership.

TC will post the Intergovernmental Tools developed by IIC to the ERICSA website.

Goal 5: Strengthen ERICSA as an organization.

Objective 5.1

Develop future executive committee members by engaging all Board members in program and fiduciary matters.

**Executive Committee (EC)
Resolutions & By-Laws
Committee (RBL)
Archive Committee (Arc C)
Strategic Planning Committee
(SPC)**

Strategy:

EC will continue to appoint mentors for each new Board member as set forth in the Handbook.

RBL will ensure the Handbook is updated to clearly outline all officer and committee responsibilities.

Arc C will ensure relevant association documents are collected and updated appropriately on the website.

SPC will ensure the strategic plan is reviewed and maintained annually.

Objective 5.2

Mentor new Board members through a structured and documented process.

**Executive Committee (EC)
Immediate Past-President**

Strategy:

EC will maintain the process for mentoring to provide feedback on mentor and mentee.

The Immediate Past-President will appoint mentors for new Board members.

Objective 5.3

Executive Committee (EC)

Encourage more active involvement of Association members in committee activities.

**Resolutions & By-laws Committee (RBL)
Technology Committee (TC)
Communications Committee (CC)
All Committee Chairpersons**

Strategy:

Committee chairpersons will strive to appoint association members to committees.

TC will post and RBL will maintain the Handbook on the website.

EC will coordinate a new member session each conference that introduces members to ERICSA and encourages involvement on committees.

CC promotes involvement by association members in committees using the newsletter.

Objective 5.4

Maintain and utilize a formal feedback process that will explain the expectations of Board responsibilities to the new Board member as well as inform the Executive Committee as to the new member's progress.

Executive Committee (EC)

Strategy:

EC will ensure that the Handbook is given to all new Board members.

EC will continue to use the mentoring process as set forth in the Handbook.

Objective 5.5

Continually educate Board members on matters such as parliamentary procedure, fiduciary responsibility and committee structure and responsibilities.

**Executive Committee (EC)
Resolutions & By-Laws
Committee (RBL)
Technology Committee (TC)**

Strategy:

EC will coordinate teleconference calls among committee chairs to keep them informed of current actions, as needed.

EC will coordinate Board conference calls to discuss current issues, as needed.

RBL will provide new Board members with a copy of the by-laws with Board member responsibilities highlighted and will participate in new Board member orientation sessions to familiarize new Board members with the by-laws and answer questions.

RBL will familiarize Board members, at the annual meeting, with the by-laws changes adopted at the previous annual meeting.

EC and RBL will ensure that the Handbook is updated, as needed, which will include timelines for committee activities and a schedule for updating the Handbook

TC will post an on-line version of the Handbook, which is accessible to Board members through ERICSA's website.

Objective 5.6

Ensure that the nominating process complies with the by-laws and provides for diverse representation on the Board.

**Executive Committee (EC)
Nominations Committee (Nom C)**

Strategy:

Nom C will maintain the Board interest forms to reflect the by-laws requirements for each position.

Nom C will continue to make efforts to have a diverse slate of nominees for the Board.

EC will work with Nom C to maintain documentation on diversity of Board .

Goal 6: Ensure the financial strength of the organization.

Objective 6.1

Track trends to project financial expenses/needs and revenue.

Finance Committee (FC)

Strategy:

The FC will ensure that short- and long-term general expenses and anticipated revenues are accurately projected, commenting on the impact of trends on the financial health of ERICSA.

Annually the FC will review investment activities and make recommendations to improve the financial health of the organization.

Objective 6.2

Examine and strengthen the budget development and management process to include procedures for interim adjustments.

**Executive Committee (EC)
Treasurer
Exhibitors & Sponsors (ES)
Onsite Committee (OC)**

Strategy:

The Treasurer will establish a process for the monthly review of budgeted vs. actual expenses in order for the Treasurer to identify problem line items (those near budget or over budget) to the EC and propose adjustments to maintain a balanced budget.

EC should emphasize finding offsetting revenue before exceeding the budget.

ES should emphasize finding new sponsorships and exhibitors each year while continually developing and strengthening existing relationships to ensure proper revenue for the conference.

OC, in coordination with the planning vendor, will be involved in the budgeting process as it relates to onsite

activities.

Objective 6.3

Strive to operate more cost-effectively and reduce costs

**All Committees
Audit Committee (AC)**

Strategy:

All committees will promote ERICSA membership where feasible and exercise due diligence in keeping expenditures to essential and cost-efficient levels and within budget.

AC will review expenditures and make recommendations for potential cost reductions.

**Objective 6.4 Identify funding streams for Gordon Bailey
Speaker Scholarship**

**Scholarship Committee (SC)
Executive Committee (EC)**

Strategy:

SC will coordinate with other committees to identify potential funding streams
EC will take action to adopt recommendations through the Board of Directors