

FALL 2023

ERICSA Times

NEWS FROM ERICSA & THE CHILD SUPPORT COMMUNITY

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PRESIDENT'S MESSAGE

ERICSA's 2023 Annual Conference Wrap-Up

LAURA STONE, ERICSA President 2022 – 2023



ERICSA celebrated its 60th anniversary in Savannah, GA May 22-26, 2023. We had near record-breaking attendance and lots of fun for our Diamond Anniversary. As President this past year, I was honored to work with all of the committees to host this amazing conference.

I would like to give a special thanks to the Program Planning Committee, led by President-Elect Lisa Skenandore, who assembled the enriching content and learning opportunities we enjoyed.

Thank you to everyone who participated, contributed, attended and/or supported the Savannah Conference. I would also like to personally thank the State of Georgia, John Hurst, and the dedicated volunteers from Georgia who ensured the conference ran smoothly. You are all fantastic.

As President, I was fortunate to be able to attend the conferences and Board meetings of our sister organizations (NTCSA, WICSEC, and NCSEA). It was interesting to learn how other organizations run their conferences. I also made some new friends.

Thank you, congratulations, and best wishes to the ERICSA Executive Board and Board Members for all of your support and hard work. We welcomed three

new Board members this year: Susan Smith (IN), Monica Hall (GA), and Petrina Travers (MN).

Plans are already being made for our 2024 Conference hosted by President Lisa Skenandore in Grand Rapids, MI on April 7-11, 2024. I hope to see you all there.



Susan Smith



Monica Hall



Petrina Travers

A Gem 60 Years in the Making

LISA SKENANDORE, *ERICSA President Elect 2022 – 2023*



The Eastern Regional Interstate Child Support Association (ERICSA) hosted our 60th Annual Training Conference and Exposition in the Great State of Georgia from May 22nd – 26th. Being that it was our 60th anniversary, we celebrated with a diamond jubilee theme of “A Gem

60 Years in The Making.” Savannah was the perfect backdrop to host such a commemorative time in our history.

ERICSA has always committed to providing high quality training to child support professionals with a strong focus on intergovernmental and policy, as it is at the core of the child support program. Keeping with our commitment, we offered 45 workshops with tracks dedicated to policy and intergovernmental training while blending in soft skills and program management sessions as well.

The training offered four fantastic plenaries, opening with Georgia’s very own Commissioner Tanguler Gray from the Federal Office of Child Support Services.



Judge Ashleigh Dunston, 10th Judicial District encompassing Wake County and Raleigh, North Carolina, also provided a powerful message on flexing.

We were joined by a uniquely experienced panel of Past Presidents who spoke about the challenges and successes they saw during their respective tenures.

It was a homecoming, indeed, and wonderful to see so many of our past leaders who helped shape the association into the great organization that it is today. Many of these same Past Presidents joined for a little ERICSA Squares fun during the last plenary to test their knowledge – and ours – on program regulations, requirements, and data.

To commemorate our Diamond Anniversary, we took a Diamond Dinner Cruise down the Savannah River with a “denim and diamonds” theme. The cruise provided a wonderful opportunity to network and have some fun while celebrating our milestone.

All of us from the ERICSA Board give a huge thank you to all of the conference volunteers and those that assisted from the “Great State of Georgia!” The Georgia team was extremely organized and efficient and always presented a can-do attitude. They truly are gems, and we are so grateful for their assistance.

I also thank Past President, Laura Stone, for her guidance and leadership throughout the conference planning and activities this past year. Along with President Stone, the entire ERICSA Board of Directors worked hard to commemorate such an important milestone in ERICSA’s history. We could not have done this without the volunteers that worked tirelessly every day to keep ERICSA strong. Congratulations on a wonderful event!

Thank you to all our sponsors and exhibitors. Without your support, we would not be able to conduct such a great conference and exposition.

I also must share a big thank you to the MgR & Associates team that assists us with all things conference. The MgR team once again guided and assisted us in conducting the conference in a very orderly and professional manner.

We look forward to welcoming you all to our 61st Annual ERICSA Training Conference to be held April 7-11, 2024, in Grand Rapids, Michigan at the historic Grand Amway Plaza in the heart of downtown Grand Rapids. Make plans to attend the 2024 conference. See you in Grand Rapids!



MESSAGE FROM GEORGIA

What a Gem!

JOHN HURST

State of Georgia IV-D Director

On behalf of the Georgia Department of Human Services Division of Child Support Services (DCSS), I would like to say thank you to ERICSA for choosing Savannah as the location for its 60th Anniversary Conference in May. Just as ERICSA is “A Gem 60 Years in the Making,” the 2023 conference was also a gem!

As the host state, the Georgia DCSS team was excited to welcome ERICSA and all the attendees to our state and to the beautiful and historic city of Savannah. I want to thank the volunteers and workshop panel speakers from the Georgia DCSS team whose efforts supported the conference so well. A lot of planning and hard work went into the conference support. We were pleased to serve in these roles and hope you felt welcome.

There were many highlights from the conference that I took away. A few include:

- The quality of the workshops. All provided extremely helpful information and were presented well.
- The welcoming and fun atmosphere created by the ERICSA team.
- The relaxing and fun riverboat dinner cruise (even when it was not certain we were going to

miss hitting the container ship traveling past us!).

- The opportunity to meet and chat with child support professionals from all over the world.
- The great support from the vendors in attendance.
- No dolphin sightings occurred in the Savannah River, but there was an alligator sighting!

In addition to serving as the IV-D Director of the host state, I was fortunate to be a part of the conference planning team as well. A great amount of thought, planning, coordination, and attention-to-detail went into creating this conference. I hope your experience was positive and that you were able to come away with a stronger tool bag for your work, new or strengthened professional relationships, and an increased passion for the work you do.

Thank you for coming to see us in the Great State of Georgia!

FROM THE CONFERENCE CHAIR

Reflections & Gratitude

SHARON PIZZUTI

*Vice President of Conference Operations and
Onsite Committee Chair 2022 – 2023*

It was an honor and a blessing to serve as your 2022-23 Vice President of Conference Operations and the Onsite Committee Chair for the ERICSA 60th Diamond Anniversary! Our organization

provides events that unite, inspire, and educate the noble and hard-working child support community.

I want to take the time to thank every member of our onsite committee who are tasked with many details to ensure a positive experience for our attendees and volunteers—from the first-timers meeting, moderator meeting, staging room, opening ceremony to the final session, and then carefully packing up to head home. The networking opportunities we plan for the attendees include the President's Reception, banquet dinner, and more.

This year, we designed creative and welcoming events held offsite, and both events were well-attended! The President's Reception venue at the indoor/outdoor Trustees Garden offered beautiful décor, music, and photos. The banquet was held on the Savannah River on our ERICSA Diamond Dinner Cruise with a great dinner, dancing, and amazing weather! All our volunteers were stellar in every way – you all were a dream team

to work with, and for those of you who were first-timers, I want to extend a special thanks for bravely stepping up and giving ERICSA your level best!

ERICSA is a volunteer organization, and we are blessed to have our conference vendor work side-by-side. Thank you to MgR & Associates for your guidance, expertise, and leadership to help create a successful experience for everyone involved! And to the Great State of Georgia – everyone was an incredible ambassador for your state and your child support program. I think we all hope to circle back to Georgia again soon either on vacation or for work!

As I hand off this role to the incredibly talented Ray Civitella, I am excited for everyone to come to my home state of Michigan in 2024 and enjoy our 61st annual conference in Grand Rapids! I am sure it will be our best year yet!



Charity Report and Thank You to Our Sponsors & Exhibitors

LORETTA EVERETT, VICE PRESIDENT OF EXHIBITORS & SPONSORS 2022 – 2023



Thank you to everyone who donated and participated in this year's silent auction benefiting **Family Promise of the Coastal Empire.**

Family Promise is committed to assisting the whole family to

accomplish long-term housing and financial stability, a goal directly related to our mission in child support. I am proud and thankful for all the work that was put into raising \$4,395 for this wonderful organization and helping the greater Savannah area. This would not have been possible without the volunteer spirit and

love that our ERICSA members bring to the conference each year. Our members are what makes us great.

While speaking about what makes us great, thank you to all of our exhibitors and sponsors who attended, sponsored, and shared their knowledge with us at this past conference. Without your generosity and knowledge, this conference would not be the success that it has been 60 years in the making. Our conference has continued to grow and change over the years, and you have adapted and changed with us. Thank you for this conference and the past 60 years!

ERICSA President Laura Stone, Katrina Bostick, Executive Director, and ERICSA Vice-President of Exhibitors and Sponsors Loretta Everett at the presentation ERICSA's donation to Family Promise of the Coastal Empire at the close of the 2023 conference.



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THE FELIX INFAUSTO AWARD

Carla West Presented with the Highest ERICSA Honor

LAURA STONE

ERICSA President 2022 – 2023

It has often been said that the highest honor of serving as President of ERICSA is selecting the recipient of the Felix Infausto Award. Early on in my tenure, I started thinking about what the

award means to me. As stated on the ERICSA website: Felix Infausto was truly one of the founding fathers of URESA, the predecessor legislation to UIFSA. He was a man of vision and legal acumen, serving as advisor to the committee that drafted

the original URESA statute as well as the Uniform Support of Dependents Law. In 1968, he originated the definition for the term "State" in the URESA statute, which established international reciprocity between the United States and certain foreign countries in child support. This annual award is presented to a valued member of ERICSA who has demonstrated the highest quality of outstanding leadership and contributions to this organization.

I am honored to have presented this award to Carla West. Carla has over 25 years of experience

in child support from operations, supervision, training, project management, and just about anything else you can think of. She has dedicated her life to improving the well-being of families. She is currently the Senior Director for Human Services for the state of North Carolina.

Carla is a past President of ERICSA and has served on numerous other boards and associations.

Most importantly, she is even more dedicated to her husband of over 35 years, her three kids, and her Aunt Linda.



2023 RECOGNITION AWARDS

ERICSA Awards of Professional Excellence & Patrick W. Quinn Intergovernmental Scholarship Award

JOHN HURST

Recognitions Committee Chair



On March 29, 2023, a call for nominations for the 2023 ERICSA Awards for Professional Excellence was announced. The call provided an opportunity for child support professionals

to recognize the splendid work performed by their co-workers, manager/supervisor, or a colleague from another jurisdiction. Thirty-eight nominations were received for the awards, which made for a challenging task for the Recognitions Committee in selecting the recipient for each award.

The following recipients were recognized during the 2023 ERICSA Conference in Savannah:

- Award of Professional Excellence—Frontline Child Support Professional – Mary Stewart (Agent III with the Georgia DCSS-Winder office)
- Award of Professional Excellence—Manager /Supervisor – Tracie Tillman (Executive Liaison/Paralegal – Laporte Co, Indiana)
- Award of Professional Excellence—

Intergovernmental Cooperation – Catherine Mallon (Child Support Specialist Lead – Baltimore County, MD)

- Patrick W. Quinn Intergovernmental Award – Diane Potts (Director and Child Support Practice Lead, CGI)

Congratulations to each recipient and thank you for everything you do in support of the child support program! The work you do is important, and you are making a positive impact on the lives of the families you serve. Thank you also to the members of the 2023 Recognitions Committee for your work in serving on the committee.

ERICSA Recognitions Committee Chairperson, John Hurst, with ERICSA 2023 award winners and ERICSA President Laura Stone. L-R: John Hurst, Diane Potts, Tracie Tillman, Melissa Melton, Georgia DCSS Region Manager accepting on behalf of Mary Stewart, and Laura Stone.



SCHOLARSHIPS

The Gordon Moseley Rising Star Scholarships

TIM CAWOSKI

Scholarship Committee Chair

Each year, two scholarships are awarded to a child support professional who has never attended an in-person ERICSA conference. One winner is from the conference host

state, and the other winner is from outside of the host state. The scholarship award covers the registration fee, transportation costs to and from the conference, and a daily stipend for the days of attendance. The 2023 winners were invited to write about their experience.

Host State Winner: Angie Hill, Division of Child Support Services Agent III, Georgia

Tim Cawoski and the ERICSA scholarship committee did an excellent job with communication, providing contact information for the conference planners, ensuring we were reimbursed in a timely manner, hotel reservations were taken care of prior to arrival, and making the registration process very easy.

I think the yearlong planning and attention given to the preparation of the conference showed as the conference was just a pleasant experience overall, and more than I expected. I appreciated being included in all activities that were offered outside of the conference as it was a great opportunity to socialize with child support/family court professionals from other states.

My first time at the ERISCA 2023 Conference in Savannah was a great experience, and I cannot thank the scholarship committee and ERICSA enough for this opportunity.



L-R: Tim Cawoski, Scholarship Committee Chairperson, GA winner Angie Hill, NJ winner Courtney Braumuller, and Laura Stone, ERICSA President.

Other State Winner: Courtney Braumuller, Administrative Specialist II, NJ Judiciary AOC PCSSES

This year, the organization celebrated sixty years of successfully providing an opportunity for learning, growth, and networking. In addition, this year was my first time attending an ERICSA conference as the 'Gordon Moseley Rising Star Scholarship' winner. As described by my co-workers who have previously attended, ERICSA is a week of attending workshops and meeting out-of-state child support workers. It was now my time to experience this event and develop an opinion of my own. Most importantly, it was my time to maximize the resources available that would essentially elevate the type of professional I aim to be. Overall, my experience exceeded my expectations. I applied for this year's scholarship with the intention of increasing my knowledge and relaying new information to my child support unit. Today, I am glad to report that each workshop effectively delivered information relevant to the current nature of child support.

RECOGNITION

Diamonds Shining Bright Through the Years – Past Presidents

As part of the 2023 ERICSA 60th anniversary celebration, the past presidents of ERICSA were invited to attend. Pictured here are front, left to right: Elaine (Poole) Tudor, 2011; Christine Brogdon Dingeldine, 2004; Laura Bernacki Stone, 2023; Margot Bean, 2016; and Michael McGuire II, 2021. Back, left to right: Carla West, 2015; Vernon Drew, 2000, Susan Paikin, 1988; Rob Velcoff, 2012; Cyndy Lucas, 2007; Robyn Large, 2010; Lara Fors, 2014; Tommy Howard, 2022. Also in attendance were Susan Schroeder, 2013, and Tom Horan, 2019. For more past presidents and conference locations, [click here](#).



THANK YOU TO THE 2022 – 2023 ERICSA BOARD



SHINING WHEREVER THEY GO!

RIEDA ABRAMS-MILLER

Vice President of Sponsors and Exhibitors 2023 – 2024

Our sister organization, National Tribal Child Support Association (NTCSA), honored two child support professionals at their 2023 Annual Training Conference who are also ERICSA Board Members. WE know they are brilliant, and it is wonderful to see them being recognized by others for their outstanding contributions to the child support program and organizations that support it.

Lisa Skenandore received the first ever “Excellence in Leadership Award” given to any individual who demonstrates exceptional leadership, vision, innovation, strategic thinking, and the ability to motivate and inspire

others. The award is now called the “Lisa Skenandore Award for Excellence in Leadership.”

Sharon Pizzuti received the “Partnership Award for Professional Excellence” given in appreciation of outstanding service and contributions to the National Tribal Child Support Association Board of Directors.

Sharon Pizzuti was recognized for exhibiting an inspiring dedication to the success of tribal children.



Sharon Pizzuti and Lisa Kelly Skenandore at the 2023 NTCSA conference in Green Bay, WI

ERICSA WEBINARS AND THE 3RD ANNUAL INTERGOVERNMENTAL TRAINING EVENT

ERICSA held its first Intergovernmental Webinar on March 22, 2023— **Intergovernmental Problem Areas for Child Support Staff, Attorneys, and Courts.**

The panel spoke about some of the difficulties that states see when processing intergovernmental child support cases and how they affect the IV-D staff as well as the judiciary system. The panel consisted of Tommy Howard, First Assistant Prosecutor and Director, Warren County Oho CSEA, Nicholas J. Palos, Esq., Support Magistrate, New York State Family Court, and Jeanette Schoonover, Supervisor, Moore County, North Carolina Government. We had 803 registered to attend with 355 that were new ERICSA contacts. We had a total of 675 attending the webinar.

ERICSA's second Webinar took place on August 2, 2023— **Advancements in Intergovernmental Technology.**

The panel discussed changes in technology that make our offices more accessible to parents, enhance our communication, improve the exchange of documents with other jurisdictions, and increase availability to the courts.

Our panel consisted of **Cynthia A. Lee**, Senior Counsel, New York City Law Department in the Interstate Child Support Unit representing the Corporation Counsel of the City of New York, **Susan Smith**, Supervisor Intergovernmental Central Registry Unit (ICRU), Indiana State Child Support Bureau (CSB), and **Elizabeth West**, Management Analyst, SCAO- Friend of the Court Bureau in Michigan.

Thank you to FAST Enterprises for sponsoring this event!

FAST
ENTERPRISES

ERICSA is holding its third annual Intergovernmental Training Event on Wednesday, September 27, 2023, from 10:00 am – 4:00 pm ET. There will be an opening plenary and 8 breakout workshops. Tentative schedule below.

This training event is only open to ERICSA members. To be an ERICSA member, you must have either attended the 2023 ERICSA Conference in Savannah, GA, or pay the annual membership fee of \$75 to ERICSA. For more information on the event and to register (and become an ERICSA member), [click here](#).

TIME	TITLE	DESCRIPTIONS
10:00 am - 10:30 am SPONSORED BY FAST ENTERPRISES	Opening Plenary: What's New in Intergovernmental	We're three quarters of the way through 2023, and 2024 is on the horizon. This plenary will discuss some of the changes to intergovernmental case processing that are anticipated in the very near future.
11:00 am - 12:00 pm SPONSORED BY Deloitte.	Intergovernmental Case Law Update	This session will survey recent appellate decisions from around the country related to UIFSA and the Full Faith and Credit for Child Support Act (FFCCSOA). Emphasis will be given to one state's enforcement and modification of another state's order (or, perhaps, orders issued/enforced by different countries). Written materials will provide a comprehensive review of related appellate decisions issued within the past year.

(continued)

TIME	TITLE	DESCRIPTIONS
11:00 am - 12:00 pm SPONSORED BY 	Data Driven Decision Making for Intergovernmental Cases	Data driven decision making is vital to successful outcomes. How is intergovernmental data being used to understand our program's impact on parents and families? How can states maximize use of federal systems data? In this session panel members will present an in-depth look at how a data driven approach can improve intergovernmental case management.
12:30pm - 1:30 pm SPONSORED BY 	Outcomes from the Intergovernmental Grants	Seven states and two tribal child support agencies were granted awards in September 2019. Processing Innovation Grants were two-year demonstration projects designed to test how child support agencies can increase payments and improve case processing efficiency and customer service on intergovernmental cases. Come hear about the outcome of the grants and what was learned, as well as what changed in these jurisdictions.
12:30 pm - 1:30 pm SPONSORED BY 	Tribal 101: Information for State Workers	Did you know that there are currently 60 IV-D Tribal child support agencies processes cases in the U.S. This workshop is designed for state and county workers who want to learn how to process tribal child support cases. Topics include parentage, jurisdiction, establishment, modifications, enforcement, and much more.
1:45 pm - 2:45 pm	I-Forms on International Cases	The new application from OCSS to help caseworkers complete 2007 Hague Child Support Convention forms is now available on the OCSS Child Support Portal. Experts from California and Florida will share their experience and advice about how to set up your state in iForms and best practices for training and using the application.
1:45 pm - 2:45 pm	Recognition of Orders Outside of Registrations	This session will provide a discussion of how an order of support can be recognized by another jurisdiction if registration is not possible, especially with respect to orders from countries that are not members of the Hague Convention or which do not have a bi-lateral agreement with the U.S. Topics to be discussed include comity, administrative enforcement, recognition of foreign orders, and much more.
3:00 pm - 4:00 pm SPONSORED BY 	CAP - Central Authority Payment service - Success Stories	The new Central Authority Payment (CAP) service launched by OCSS helps states send international child support payments electronically. CAP began by successfully transmitting payments from the two pilot states, Georgia and Michigan to Germany. Other states are now joining the service. Come hear success stories from the two original pilot states, as well as recommendation on how to achieve the most beneficial results possible when using this service.
3:00 pm - 4:00 pm SPONSORED BY 	UIFSA Wars!	This is your chance to test your intergovernmental child support knowledge! A new twist on an old game show, all audience members will be answering interstate and international child support-related questions which will run the full gamut: UIFSA, federal regulations, legal, statistical, etc. This session should be a real hoot, so please join us for what will undoubtedly be a fun and exciting game-show format as we test our knowledge of the program, we are all a part of. If you miss this one, you will never forgive yourself!

CHILD SUPPORT AWARENESS MONTH

TAMMY PEARSON
Secretary

August was Child Support Awareness Month and a great reminder for us to always raise awareness about a critical income support program that helps millions of children and families.

Regardless of the issues that parents face, we as professionals should always be willing to assist when the need arises and continue to work to provide the best possible assistance to both parents by delivering fair and consistent services. Providing for children is a serious responsibility as we all want children to grow up strong, healthy, and able to reach their potential. As child support professionals, we need to work to ensure that children's needs are being met by both parents. Let us embrace Child Support Awareness Month and recognize the numerous ways child support clearly influences a child's life. All of us can do something to make sure we provide our children and communities with a brighter future.

2024 CONFERENCE

SAVE THE DATE

APRIL 7-11, 2024

Grand Rapids

ERICSA 61ST ANNUAL
TRAINING CONFERENCE & EXPOSITION

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