

FALL 2025

ERICSA Times

NEWS FROM ERICSA & THE CHILD SUPPORT COMMUNITY

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IMMEDIATE PAST PRESIDENT'S MESSAGE

ERICSA's 2025 Annual Conference Wrap-Up

LORETTA EVERETT, Immediate Past President



W

hat a great conference in Norfolk, Virginia! The location was breathtaking. I've been in child support for over 23 years and have seen firsthand all of the changes that have taken place in the field during this time. The largest one is a shift in the

perception from being an enforcement program to a service-oriented program, and the increased engagement of fathers. Looking back on the child support program over the last 50 years gave me even greater insight into how much we have grown and improved as a program.

One of my favorite sessions was "Work Ethics Across Generations." Being a Gen Xer, I do find myself being the pessimistic one in my office on occasion. On the flip side, I love Gen Z's willingness to find creative ways to do things and their eagerness to help others with technology. Of course, our Hollywood Squares event was a blast – and the costumes were great. I especially loved Sonny and Cher.

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The conference is always a wonderful way to reconnect with friends and partners, as well as make new connections. I hope you all had a great time while learning and networking. I look forward to seeing you all again in Milwaukee!



2024-2025 ERICSA Executive Committee

What A Difference A Year Makes

NICK PALOS, ERICSA President



It is hard to believe that one year ago, I was preparing for the Conference Planning Meeting in Norfolk. After gathering all the materials needed to have a productive meeting, loading up the back of my 2020 Ford Edge with said materials, my suitcase, and a few – shall we say, snacks – I hit the road for the 7+ hour drive from the Bronx to Norfolk. It was a smooth ride, until I reached Chesapeake Bay in Virginia.

Upon reaching the Bay, I learned I had to drive a fifteen-mile stretch which was first a causeway, then a tunnel, then more causeway, and yet another tunnel, and finally a causeway until the roadway rejoined the terra firma. And did I mention that the entire stretch was under construction as part of one of the biggest road projects in history? I was even charged for the privilege of doing so.

After settling into the hotel, I realized that I would get to take that same ride three more times by the time the conference ended in May. This part of the journey, to and from Norfolk, became a metaphor for the next months as we worked diligently to put the conference curriculum together.

Reflecting on my road trip, passing through five states (NY, NJ, DE, MD, VA), the sides of the roads seemed to sprout a myriad of signs for candidates, all of which were pointing to dramatic changes in the federal government. We were guaranteed

a new President; there were signs urging votes for candidates for vacant House and Senate seats. I couldn't help but wonder what effect the changes in Washington were going to have on the conference we were about to plan.

During the conference planning meeting, we looked to try something new. Our friends in the federal office offered to have individuals present throughout the conference, to provide a hands-on experience with the federal portal, if we could devote space. This sounded like a great idea when it was first raised with me during the NTCSA Conference, and we just happened to have the perfect space for this learning lab. Although the scale of the project was ultimately reduced, the time we had federal representatives to do the computer training was well-received.

Leading up to the conference, after the change in administration, we were uncertain whether there would be any federal participation in the conference at all. This affected workshops, plenary sessions, and the learning lab experiment. We had several workshops completely fall apart, and we managed to plug all the holes, except for one. Session Coordinators and workshop coordinators worked tirelessly to find speakers to replace those who had to cancel their participation in the conference.

In the end, we had four of our wisest sages present a view of the child support program that left us with a lot of things to think about for the future. Workshops and simulations were well received, and people genuinely were having fun. Some of the workshop sessions may even spawn new ERICSA projects in the future (wink, wink, nudge, nudge). Some attendees even tried to let off steam by riding the mechanical bull during the Wednesday After Party. No, I was not

one of them. I promised my wife I would return home with all my appendages still attached. Besides, I already had my share of ERICSA craziness when I sat in the Dunking Booth in Niagara Falls.

It is said that life is a journey, and the journey is more important than the destination. Planning a successful conference is a journey, one that teaches one about oneself as well as the need to delegate tasks. The process was the smoothest when I only worried about what I could control, and just let go and be prepared to adjust to the inevitable things that happened that I could not control in advance. Life is always about adjusting to plan B, or C, or even D.

My take aways from Norfolk 2025? First and foremost, our conference is about the people who are attending the event. A successful conference must exceed the expectations of the attendees. It should combine hands-on learning, with lectures and fun presentations. Second, it always helps to have new eyes view a project, bringing fresh perspective to the task at hand. Third, when someone offers to help, allow them to do so. It makes for a much more effective team. Finally, take time to reflect on the job everyone did to make Norfolk 2025 a resounding success. Just as the tunnel turns back into the causeway, following the road will return you to dry land. It just may take time to see the whole picture.

CONFERENCE CHARITY

ForKids

RIEDA ABRAMS-MILLER

2023 – 2025 VP of Exhibitors & Sponsors



Once again ERICSA family and friends showed great generosity during our annual fundraising event during our conference. This year, the proceeds benefited **ForKids**. Since 1988, ForKids has been providing programs to bring families long-lasting stability.

ForKids representative Bill Young introduced us to ForKids during Opening Ceremonies on Monday and was present at the Thursday Business Meeting to receive a big ole check for \$8,215!

THANK YOU to all who donated items for our raffle and/or silent auction. We couldn't have done it without you. THANK YOU to each and every person who bought a ticket, bid on an item, and bought the labels for your tickets, we are grateful for your generosity.

As VP of Exhibitors and Sponsors, I also want to thank all who helped organize items, set up daily raffle tables, sold tickets and labels, and helped manage the chaos, I am grateful for your support and patience. I couldn't have done it without you.

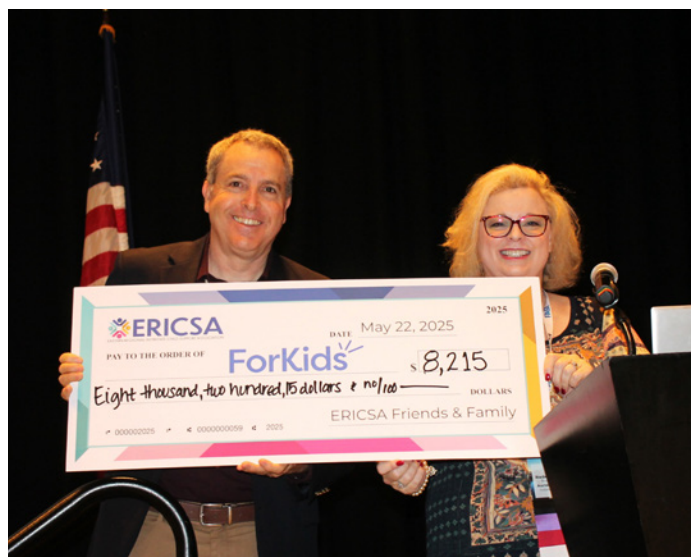
Sponsors and Exhibitors

In Norfolk, we had had 16 awesome sponsors and a lively exhibitor hall with 24 exhibitors, including our sister organizations. It was a great chance for everyone to network and learn about how our

exhibitors support the child support program.

We cannot thank our sponsors enough for their ongoing commitment to supporting ERICSA. If you haven't done so yet, check out the pictures from the conference where so many of our awesome sponsors and exhibitors can be seen. **2025**

Annual Conference Photos – ERICSA – Eastern Regional Interstate Child Support Association



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THE FELIX INFAUSTO AWARD

Lara Webb Fors Presented with the Highest ERICSA Honor

LORETTA EVERETT

ERICSA Immediate Past President

When I was thinking of members of this community who were deserving of this award, one person really stood out to me from the beginning. She has long been an integral part of ERICSA. Although not my mentor, she made me feel welcomed from my first meeting on board. Over my tenure on the board, I learn from her each year and cherish her laughter. For those of you who may not know her, she has a very contagious laugh and a huge smile. As I learned recently, Norfolk also holds a place in her heart. Her husband proposed to her 18 years ago in Norfolk.

Since graduating from the University of Missouri-Kansas City School of Law in 1995, she has dedicated her professional career to the child support program. She started her career in the Jackson County, Missouri Prosecutor's Office. She transferred to the Greene County office in 1999 and became a Senior Assistant Prosecuting Attorney in 2003. She then went on to serve as the IV-D Director in Missouri before managing a three-county project in Missouri. She is currently the Trial Team Leader at Jackson County Family Support Division.

Throughout her career, Lara has given back to the child support program. In addition to her presenting at ERICSA, she is a frequent presenter at annual conferences around the country for several

organizations, including NCSEA, WICSEC, and the NTCSA. She was ERICSA president in 2014 in Greensboro, NC and winner of the 2022 Patrick Quinn Intergovernmental Impact Award. She currently serves on the ERICSA Honorary Board. It is my honor to present the 2025 Felix Infausto Award to Lara Webb Fors.

**Lara Webb Fors and Loretta Everett**

2025 RECOGNITION AWARDS

ERICSA Awards of Professional Excellence

JOHN HURST

*Recognitions Committee & Patrick W. Quinn
Intergovernmental Scholarship Award Chair*

In May of this year, attendees at the 62nd Annual ERICSA Training Conference & Exposition sailed into Norfolk, Virginia with their eyes fixed on Anchoring Families – Empowering Communities. A highlight of the conference was the presentation of the ERICSA Awards of

Professional Excellence and Patrick W. Quinn Intergovernmental Award. Each award honors a child support professional that has stood out in the area recognized by the award.

The Recognitions Committee received and reviewed thirty-five nominations for the awards this year. The recipients of the 2025 ERICSA Awards of Professional Excellence and Patrick W. Quinn Intergovernmental Award were:

- Award of Professional Excellence – Frontline Child Support Professional: **Annamaria Jackson** (Intergovernmental Case Manager – Veritas/North Carolina)
- Award of Professional Excellence – Manager/Supervisor: **Tammy Pearson** (Operations Manager – North Carolina/Young Williams)
- Award of Professional Excellence – Intergovernmental Cooperation: **Darcy Swagart** (FIDM Alliance Lead State Coordinator, Analyst – Michigan Department of Child Support)
- Patrick W. Quinn Intergovernmental Award: **Meg Campbell Haynes** (Retired)

Congratulations to each of the 2025 award recipients! You have made a direct and positive impact on the families served by the child support program. Thank you to the members of the 2025 Recognitions Committee for your great work in serving on the committee!



Annamaria Jackson, Frontline Child Support Professional Award Winner



Tammy Pearson, Manager/Supervisor Award Winner



Darcy Swagart, Intergovernmental Cooperation Award Winner



Meg Campbell Haynes, Patrick W. Quinn Intergovernmental Award Winner

SCHOLARSHIPS

The Gordon Moseley Rising Star Scholarships

TIM CAWOSKI
Scholarship Chair

IN MEMORY OF PAM SALA WINNER

Marcia Coughlin, was awarded the In Memory of Pam Sala scholarship. She is employed with the Saginaw County Friend of the Court in Michigan and serves as an Interstate Caseworker.

In her own words, "my experience attending the 2025 ERICSA conference in Norfolk, VA was amazing. As a 34-year employee of the Program, it was exciting to finally be able to attend my first ERICSA conference. The overall organization of the Conference was impressive. I benefited immensely attending the 2025 ERICSA conference. The sessions and presenters were very educational and experienced. I was able to take back a lot of information for my co-workers, and I also obtained little tips and tricks for our upcoming Fall Conference for the Michigan Family Support Council."

HOST STATE WINNER

Melany Salazer Jerez, was awarded the Host State scholarship. Melany was employed with Richmond child support office and has recently moved to the Central Virginia office in the role of a Support Enforcement Specialist.

As she put it, "I would like to express my deepest gratitude to ERICSA for awarding me the scholarship to attend this year's conference in Norfolk. It was a truly enriching experience where I gained valuable knowledge about child support practices and policies. The sessions were insightful, engaging and highly relevant to the work we do, and I came away with new tools to better serve families in our communities. Beyond the learning, the conference gave me the opportunity to connect with professionals from across the country and even from international organizations. Networking with such a diverse and experienced group of individuals was inspiring and motivating. Although all the speakers were amazing, I would like to extend a special thanks to Nick Palos, he was truly my favorite speaker,



Marcia Coughlin, In Memory of Pam Sala scholarship winner



Melany Salazer Jerez, Host State scholarship winner

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consistently keeping the audience engaged throughout his presentation. I also want to thank ERICSA team for organizing such fun and thoughtful activities, as well as for the goodies provided by the sponsors throughout the event. Every detail was appreciated and contributed to a memorable and fulfilling moment.

Once again, thank you for the generous support. Attending this conference has expanded both my knowledge and my passion for this important work.

And finally, thank you, Timothy Cawoski for being my point of contact with ERICSA and for your kindness and support."

OTHER STATE WINNER

Shannon Longino, was awarded the Other State scholarship. She is employed with the Georgia Department of Human Services' Division of Child Support Services as an Outreach Manager.

According to her, "attending the ERICSA Conference was a valuable opportunity to connect with many dedicated child support professionals and leaders from across the country. I participated in workshops and sessions that covered a wide range of topics, including innovative outreach practices and effective fatherhood engagement strategies, which directly relate to my position. I gained insight into how other states are addressing challenges similar to ours and gathered new ideas that can be adapted to further strengthen our programs. This experience expanded my professional network, allowing me to build connections with peers who can serve as valuable resources moving forward. I gained practical tools and insights that I was able to bring back to the Georgia Department of Human Services' Division of Child Support Services to enhance service delivery and strengthen engagement with families. Attending the conference also deepened my understanding of national trends in child support, providing a broader perspective to help inform local program strategies. On a personal level, the conference renewed my motivation and reinforced the importance of our work in helping families achieve stability and self-sufficiency. I am grateful to the ERICSA Scholarship Committee for selecting me for this opportunity."



Shannon Longino, Other State scholarship winner

Thoughts From First Timers

I had the pleasure of attending my first ERICSA Conference this past May in Norfolk, Virginia, and the experience was truly inspiring and impactful. Being surrounded by so many dedicated professionals who are passionate about improving the child support program and creating positive changes for families was both motivating and affirming. It was a powerful reminder that there is a strong community of individuals who share the same commitment, values, and work ethics in serving children and families across the country.

The conference was not only educational but also energizing. The sessions were informative, the speakers were engaging, and the overall environment fostered meaningful learning and connection. I was especially touched by how welcoming and supportive everyone was, I immediately felt a sense of belonging.

Attending this conference has further fueled my passion for this field, and I am excited about continuing to grow professionally through future ERICSA events. I truly hope this is just the beginning of a long-term involvement with the organization. One day, I aspire to serve on the ERICSA Board and contribute to the mission of advancing child support and family services on a broader level.

— S. Rodriguez

I thought the sessions were fabulous. I enjoyed meeting new people and having the opportunity to learn new things. I look forward to attending future ERICSA conferences.

— T. Long

I had an absolute blast attending the ERICSA Conference in Norfolk VA. I was able to step out of my comfort zone, meet new people, and learn a few new things. I hope to attend another in the future!

— L. Gough

Norfolk was a great experience. The city was nice and the conference was good with useful workshops

—E. Dougherty

ERICSA 2025 stood out as a warm, professionally rewarding gathering—blending top-quality training, meaningful connections, and thoughtful celebration in a welcoming environment. It was a standout conference that anchored attendees in both knowledge and community. Meeting colleagues from across the U.S. and even from Germany made the experience especially memorable, creating opportunities to share knowledge, compare practices, and build lasting professional connections. I look forward to attending many more!

— J. Adams

I had a wonderful time meeting and chatting with many of my colleagues at the conference. I gained new information from the workshop, which gave me a better understanding on how other states operate. I like that the speakers shared their views on the past, present, and future of child support. I also had the opportunity to volunteer in the workshop, that was fun as well. Hopefully, I will get to attend the next ERICSA conference.

— M. Dang

I felt that the Conference was a great way to gain knowledge, create amazing connections and the Plenary Speakers were "fire"! I was only 2 weeks into Child Support through Lac Courte Oreilles when I went to ERICSA, so I was a new person to the whole experience. Thank you for making my first Conference a great one!

—L. McFaggan

I enjoyed my first ERICSA conference. I am a director of a county CSEA. Ohio is state supervised, and county administered. I appreciated the agenda included both leadership program sessions and worker level sessions. I was able to attend CLE sessions and non-CLE sessions.

—T. Berry

Attending the ERICSA 2025 Conference for the first time was such a valuable experience! I walked away with new insights, practical tools, and fresh perspectives that I have been able to bring back to our agency and implement in my work. I've made impactful connections with other professionals across the state. The plenary sessions were dynamic and thought-provoking, and the workshops I attended were captivating.

The Re-entry Simulation was excellent and quickly became my favorite—it really put into perspective the everyday challenges faced by those we serve. The Women in Leadership session was another standout, along with Creating a Vision for Change, each offering meaningful lessons and inspiration.

ERICSA truly provided something for everyone and set the bar high for conferences to follow. I'm grateful for the opportunity to learn, connect, and grow alongside so many dedicated professionals in the field.

— L. Cappe

Overall, I thought the speakers were great. I attended many of the scheduled seminars that also counted towards an Attorneys' Continued Legal Education hours and the additional cost for picking up those credits was quite miniscule, so I appreciated that on top of getting to hear the various speakers.

I also enjoyed getting to connect with people from other states and talking through various issues and being able to offer some potential solutions. It is nice to be in a group where the level of experience may vary greatly but everyone has the same goal of wanting to help others.

— P. Bisping

Hi everyone! I'm Christana Jenkins, Administrative Staff Assistant in the Suffolk District Office. I am fairly new to the agency as I started with DCSE in January. As a member of the home delegation, I was given the opportunity to volunteer and attend my first ERICSA Conference in May. As a volunteer, I helped at the raffle table (and even won a \$100 Amazon gift card!), but the real highlight was attending a variety of sessions and meeting colleagues from across the country. I connected with other admin professionals, including one from North Carolina who had transitioned to enforcement, and it was eye-opening to learn how different yet essential our roles are.

As an administrative professional, I was unsure whether I would find sessions that were relevant to my position, but to my surprise, I found more than I could attend. The sessions were both relatable and inspiring. A public speaking workshop gave me practical tools I'm already using, and a cultural competence session left a lasting impact with its interactive, thoughtful approach. I especially appreciated a plenary on the Fatherhood Mentoring Program in Portsmouth, which reminded me of my previous work supporting incarcerated fathers learning new skills. Overall, the conference was an incredible experience that made me feel more connected, more informed, and more excited about the work we do. If you get the chance to attend—take it! There's something for everyone, no matter your role.

— C. Jenkins

I very much enjoyed the ERICSA Norfolk Conference. The conference was well organized, the break-out sessions were informative, the keynote speakers brought great information and personal experience to their topic. The activities and after-hours events were fun and gave us time to meet and get to know the other participants. The food was well done and the entertainment was great.

Thank you to Amy Gober with Public Knowledge for inviting MS Access and Visitation! I spoke along with 2 other Access and Visitation Coordinators in a session entitled "Why do I have to pay child support if I can't see my children". We had the second highest number of attendees! The session was well received.

I had 2 other state attendees reach out to me after the conference to have more in-depth information about Access and Visitation. I met with Louisiana and Tennessee in August. I was able to assist them with their Access and Visitation Program and how to incorporate it into their Child Support activities.

— N. Ledford

I loved the hotel we stayed in as it was comfortable. I got sick the first night I was there but I still went to the different sessions that were offered. I enjoyed all the sessions we were able to attend but we had to cut our trip off early due to an emergency.

Everyone was super nice and I especially loved the meetup / gatherings with food and to network. We met some people and got their information. I love that there were so many vendors and so much information readily available.

— J. Rosby

50th Anniversary of the Child Support Program



ERICSA joins the Child Support community in recognizing and celebrating the 50th anniversary of the federal child support program. We recognize and appreciate all child support professionals in that time and their efforts to improve the lives of families.

Enjoy these remarks from some of our favorite child support professionals.

A Brief History of U.S. Child Support:

GROWTH, EVOLUTION, AND THE ROAD AHEAD (SUMMARY)

MARGOT BEAN

ERICSA Past President/Past OCSE Commissioner



The U.S. child support program has transformed dramatically since its start in 1975, evolving from a welfare-reimbursement tool to a family-centered service supporting millions of children and

families. Over the years, the program has adapted to changing family structures, expanded its reach, and integrated technology and policy innovations.

Caseload Growth and Program Foundations

- 1975: The federal child support program began under Title IV-D of the Social Security Act, focused on recovering welfare costs by establishing paternity and enforcing support.
- 1980s–1990s: Rapid growth, with caseloads exceeding 20 million by the mid-1990s, driven by federal mandates and increased enforcement tools.
- 2000s–2020s: Caseloads peaked at 22 million in

the early 2000s, then declined to fewer than 12 million by the early 2020s, reflecting changing family dynamics and more informal parenting arrangements.

Key Milestones and Shifts

- Program Focus: Shifted from welfare reimbursement to serving a broader group of families, including low-income and never-assisted families.
- Family-Centered Services: Increased emphasis on employment programs for noncustodial parents and collaborative approaches.
- Intergovernmental and International Cases
- Mobility Challenges: As families became more mobile, interstate and international cases became common and complex.
- UIFSA & Technology: The Uniform Interstate Family Support Act (UIFSA) standardized procedures, and technology like the Federal Case Registry improved enforcement across state lines.
- International Treaties: The Hague Child Support Convention (ratified by the U.S. in 2016)

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streamlined international enforcement, now in force in 53 countries.

Tribal Child Support Programs

- **Tribal Sovereignty:** Since 1996, federally recognized tribes operate their own IV-D child support offices, providing culturally aligned services and fostering trust.
- **Collaboration:** Over 60 tribal programs now serve thousands of families, improving coordination between states and tribes.

Program Improvements and Outcomes

- **Child Support Collections:** Grew from \$1 billion in 1977 to \$28.5 billion in 2023.
- **Direct Support to Families:** By 2023, 96% of collected child support was distributed directly to families.
- **Paternity Establishment:** Increased from 30% in 1976 to over 100% by 2023.
- **Support Orders:** Cases with support orders rose from 66% in 2000 to 86% in 2023.
- **Technological Innovations:** Automated wage garnishment and new hire reporting improved efficiency.

The Road Ahead

The program continues to evolve, embracing family-centered policies, employment support, and technological advancements to secure financial stability for children in a changing world.

Read Margot's full featured article on the ERICSA website [here](#).

LORETTA EVERETT
ERICSA President



Child Support is 50 years old! Amazing! I have been part of the child support community since 2002, and just the growth and accomplishments over those 23 years have been truly impressive.

The program's rebranding to focus more on the family unit has come a long way since I have been in child support. I can only imagine the sense of growth and pride felt by those who have witnessed its evolution since its inception. I'm very proud to be a part of this community, to assist families with their financial stability, and I am excited for the future.

THOMAS HOWARD
ERICSA Past President



Happy 50th anniversary to the child support program! We owe a debt of gratitude to all those who paved the way for the program we have today. We also extend our thanks to the tireless

child support professionals currently working to improve the formative years of our nation's children by ensuring they receive the support of both parents.

CARLA WEST
ERICSA Past President



At a recent conference, someone aptly described our current child support program as "living in a Modern Family world while working with Mad Men policies." I could not agree more—

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our policies need to evolve to better meet the needs of today's families. But as I reflect on the changes we have seen over the past 50 years, I cannot help but appreciate the progress we have made.

Gone are the days when our sole purpose was simply collecting a debt owed to the state. Gone are the policies that set support orders without considering whether an individual can realistically pay. Gone is the outdated notion that a parent's ability to pay child support defines their worth as a parent. And gone is the harsh view that failing to meet child support obligations should automatically result in jail time, regardless of an individual's circumstances.

As we look ahead, I am excited to think about the next 50 years. To remain relevant, we must continuously adapt, ensuring that our policies truly support the needs of the families we serve—both today and in the future.

ROB VELCOFF
ERICSA Past President



Congrats on the IV-D Child Support Program reaching the ripe old age of 50! Other things turning 50 this year include the Wheel of Fortune TV show, the film debut of the rock opera Tommy by

The Who, and the musical album "The Hustle" by Van McCoy & the Soul City Symphony. So, IV-D is in good company. Over the decades literally millions of children and families have been served by this program, and each and every person who has ever worked on a child support case should feel very proud of their tremendous drive and dedication. You may not hear it often enough, but your efforts are very much appreciated. Go ahead, pat yourselves on the back. Well done!

TOM HORAN
ERICSA Past President



Happy 50th Birthday Child Support Program!

It's hard for me to believe that the Child Support program became part D of Title IV of the Social Security Act 50 years ago! I began

my Child Support career in 1980 when the program was only 5 years old! Back then, our primary focus was on cost recovery for the welfare payments going to families. Court Orders were based on the flat grant amount regardless of the ability to pay, particularly if the Non-Custodial Party (NCP) did not come to court. Many men became fathers through "default" paternity orders, since we could not enter an order unless they were legally liable. There were many default paternity adjudications, current support orders for the full flat grant amount, and arrearages for the total assistance payments made up to the date of the hearing!

As time went by, we became more aware that entering orders was one thing, but were NCP's actually paying them? The answer was NO! So, as the child support leaders always do, we began thinking about how to make orders fairer to both parties and hopefully improve collections. This new approach led to the beginnings of Fatherhood Initiatives, Required Guidelines across the country, basing order on ability to pay, and "right-sized" orders. The emphasis on collections shifted from posting "deadbeat dads" on milk cartons and coordinating "round-ups" for delinquent obligors. We began to focus more on helping NCP's pay their orders, see their children, and become part of their families where appropriate. Of course, we all know we still face many challenges, but

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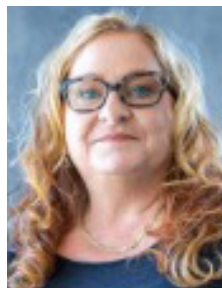
we have come a long way from throwing all delinquent obligors into jail.

I credit OCSS Commissioners for building strong Federal/State partnerships. I remember joining committees that brought child support professionals from all over the country to workshops in DC and elsewhere to work together on solving some of these issues and advocating for Legislative changes. We also worked on how to implement those changes as the Federal Government shifted its focus on "welfare." This led to payment distribution changes under PRWORA and DEFRA, and all the necessary adjustments that followed.

I also remember all the preparations for Y2K, thinking the computer world would come to an end when we entered the year 2000! So much fear and preparation, but in the end, the impact was minor - and we all survived!

I could go on and on with stories over the past 45 years in child support, but the bottom line is we do a great job! We are one of the most cost-effective programs in government and we help families take care of children. Every paternity and order established, every payment we collect and distribute, helps a family in need. We should all be proud of the billions of dollars we have collected and sent out to families over the years. We have changed lives - and will continue to do so, hopefully for another 50 years!

DANA GRIMM
Child Support SME



Reflecting on the 50-year anniversary of the child support program takes me on a journey through my own career in this field. I can confidently say it has been both successful and deeply rewarding. My passion for caring for children and their families has consistently driven me to ensure they have everything they need to thrive.

My journey began in 1990 at a local child support office within the financial processing unit, where I posted child support payments into a county-based system. This initial role was a steppingstone that allowed me to understand the foundational aspects of child support services.

Upon graduating from college, I transitioned into a role that involved working closely with the judiciary to establish and enforce child support orders. This position was pivotal, as it gave me the opportunity to directly impact on the lives of children and their families by ensuring they received the support they needed.

With the implementation of our statewide child support system, I shifted from hands-on child support positions to embrace new challenges in the realm of technology. I took on various roles within the statewide system project, focusing on the maintenance and modification of these systems. This experience was invaluable, as it allowed me to contribute to the efficiency and effectiveness of child support services on a larger scale.

In recent years, I have been part of teams dedicated to moving our statewide systems from outdated

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mainframe technology to modern platforms. This transition has significantly enhanced our ability to manage caseloads and improve service delivery. Witnessing the evolution of technology in child support—from county-based systems to statewide and federally sponsored centralized systems—has been remarkable.

Throughout my career, I have also observed a significant shift in the approach to child support services. What once focused primarily on punitive enforcement has evolved into a more holistic approach that engages the whole family. This transformation has been instrumental in providing more comprehensive support to children and their families.

As I near retirement, I am filled with excitement and anticipation for the future of the child support industry. The advancements in technology and the continued evolution of services promise to further enhance the support provided to families. I am proud of the progress we have made and look forward to seeing how much further the industry will grow.

TAMMY PEARSON

Communications & Technology Chair



Thank you for celebrating the 50th Anniversary of the IV-D Program!

We express our deepest gratitude as we celebrate the 50th Anniversary of the IV-D program.

This milestone event was made especially memorable with the support and presence of the attendees at the ERICSA 62ND Annual Training Conference & Exposition.

This anniversary stands as a testament to the dedication of all those who have contributed to the success of the IV-D program over the last fifty years. Their unwavering commitment to its mission and relentless efforts have had a profound impact on countless individuals and families.

Whether you have been involved from the outset, joined at some point along the journey, or are a newer member, your contribution is invaluable. The ERICSA Conference offered a splendid opportunity to reflect on our achievements, acknowledge the hard work of our staff and partners, and celebrate the positive influence of the IV-D program.

We also acknowledge the generous support of our sponsors. Their contributions helped make the event possible, and their commitment to the mission is appreciated.

We are inspired by the passion and dedication of the community as we look to the future. Together, we will continue to build upon the success of the IV-D program, creating a brighter future for those we serve.

2025 UPCOMING VIRTUAL EVENTS



INTERGOVERNMENTAL TRAINING EVENT

Thursday, October 16, 2025

10:00 am – 4:30 pm

The Eastern Regional Interstate Child Support Association is pleased to announce our fifth annual virtual Intergovernmental Training Event on October 16, 2025.

ERICSA's middle name is "Interstate," and we are excited to continue this tradition. ERICSA is committed to providing entertaining and useful information to our members, especially in intergovernmental issues. There will be an opening plenary and eight presentations during four time slots. The theme of this year's sessions is Administrative vs Judicial.

Please note: If you registered for the 62nd Annual ERICSA Conference May 18 – 22 in Norfolk or if you paid for your membership in 2025, you are already registered for this event. You do not need to register or pay an additional fee because you are already a member of ERICSA.

DETAILED AGENDA

REGISTER NOW



JOINT VIRTUAL MINI IJ FAIR

Wednesday, December 17, 2025

2:00 p.m – 3:15 pm ET

ERICSA, WICSEC and NTCSA child support professionals have joined together to bring you this ***Growing Together Through Teamwork*** event to network, exchange contact information, and learn about the IV-D programs of other jurisdictions.

Registration is FREE and will open in November!

The last IJ Fair was held in July and the recording can be found [here](#).

FOLLOW US ON SOCIAL MEDIA!



SAVE THE DATE

MAY 3-7, 2026

Milwaukee

W I S C O N S I N

ERICSA'S 2026 ANNUAL TRAINING
CONFERENCE & EXPOSITION*Wisconsin Welcome*

Wisconsin Bureau of Child Support & Milwaukee County Child Support Services

Welcome the Eastern Regional Interstate Child Support Association (ERICSA)

63rd Annual Training Conference and Exposition

2026 CONFERENCE**A Warm Wisconsin Welcome**

The Wisconsin Bureau of Child Support and Milwaukee County Child Support Services are excited and honored to welcome the Eastern Regional Interstate Child Support Association (ERICSA) 63rd Annual Training Conference and Exposition. The name "Milwaukee" generally means "good land" or "gathering place by the water," originating from the Algonquian languages spoken by Native American tribes who lived in the area, specifically the Ojibwe, Potawatomi, and Menominee.

Discover Milwaukee County

Milwaukee County is a vibrant and diverse destination that offers something for every traveler. Nestled along the scenic shores of Lake Michigan, the county is home to a unique blend of city energy and natural beauty. Visitors can explore the dynamic city of Milwaukee, known for its rich brewing heritage, thriving arts scene, and cultural institutions like the Milwaukee Art Museum and the Harley-Davidson Museum. The Historic Third Ward and the Riverwalk showcase the city's revitalized charm with trendy shops, craft breweries, and award-winning restaurants, all while maintaining a welcoming Midwestern spirit. Beyond the city, Milwaukee County boasts an impressive park system with over 150 parks and 15,000 acres of green space, offering year-round opportunities for outdoor recreation, from hiking and biking to winter sports. Families will enjoy attractions like the Milwaukee County Zoo and Discovery World, while nature lovers can explore the serene beauty of the Mitchell Park Domes or stroll along Lake Michigan's coastline. With a calendar full

of festivals, a powerful sense of community, and easy access by air, rail, or highway, Milwaukee County is a destination that invites exploration, relaxation, and memorable experiences.

Wisconsin's Child Support Program

The Wisconsin Child Support program, administered by seventy-one county child support agencies and overseen by the Department of Children and Families' Bureau of Child Support, places high value on forging relationships across the state, with special emphasis on collaboration with partners, including our valued Tribal partners, employment partners, local communities, and collaborations with the families we serve. The Wisconsin Child Support program is undergoing change—good change. We are working to become better equipped to serve by focusing on the whole family and not just each participant and their role.

A Message from the Directors

PHYLLIS FULLER,
*Director for the WI
Bureau of Child
Support*



ARTIS LANDON,
*Director for Milwaukee
County Child Support*

On behalf of the State Bureau of Child Support and the Wisconsin child support community, we extend a very warm welcome to the 63rd ERICSA conference attendees. Best wishes for a successful conference and exposition that generates and ignites ideas in support of interstate regions working together on behalf of families.