

SUMMER 2026

ERICSA Times

NEWS FROM ERICSA & THE CHILD SUPPORT COMMUNITY

INSIDE THIS ISSUE

2026 Conference Wrap-up:

- 1 Past President's Message
- 4 From the Great Lakes to the Gulf Coast
- 5 The Felix Infausto Award
- 7 Reconnecting to Purpose
- 8 Helping Others RISE Above the Odds
- 10 ERICSA Awards of Professional Excellence
- 11 Introducing ERICSA Next!
- 12 Board of Directors for 2026–2027
- 13 Making a Meaningful Impact Together
- 14 The Gordon Mosely Scholarship Winners
- 16 Closing Thoughts
- 17 Thank You to Our Sponsors & Exhibitors
- 19 Upcoming ERICSA Events & Conferences



ERICSA 2026

A Great Gathering by a Great Lake

NICK PALOS, Immediate Past President

*With undimmed eyes – and a little madness
– we continue the climb.*

Inspired by Nikos Kazantzakis, *Zorba the Greek*



As Nikos Kazantzakis observed, “The real meaning of enlightenment is to gaze with undimmed eyes on all darkness.” With similarly undimmed eyes, I look back on ERICSA’s 2026 Annual Conference in Milwaukee, Wisconsin, held May 3–7, and can confidently call it a resounding success. Over five days, attendees

participated in two plenary sessions, a live interjurisdictional fair, 46 workshops, two learning labs, a game show, and our annual meeting. It was my privilege to preside over this gathering and witness the energy, expertise, and commitment our members brought to every session and conversation.

continues



ERICSA
EASTERN REGIONAL INTERSTATE
CHILD SUPPORT ASSOCIATION

FOLLOW US ON SOCIAL MEDIA!



Our President-Elect and Conference Planning Committee crafted a program as diverse as the profession it serves. Whether attendees were interested in customer service, training and workforce development, legal issues, interstate collaboration, or emerging program innovations, the conference offered strong opportunities to learn, share, and grow. Judging from the conversations in hallways, meeting rooms, and hotel lobbies, I am confident everyone found something that enriched their practice.

We were also delighted to welcome Adam Norman, the newly appointed Commissioner of the Federal Office of Child Support Enforcement. Rather than making a brief appearance and heading to the airport, he spent the week engaging with attendees in workshops, meetings, and informal conversations. His presence reflected both accessibility and a genuine interest in the work being done across our region.

Of course, no ERICSA conference would be complete without a little madness. This year's ERICSA Squares brought nine "celebrities" to the stage, turning respected child support professionals into an eclectic cast of characters ranging from an Emu-less Doug to Maria Callas. The answers were occasionally questionable, and the celebrity credentials even more so, but the laughter was genuine, the competition spirited, and the event a reminder that ERICSA combines serious professional development with camaraderie, creativity, and fun.

The President's Reception gave us another chance to embrace the "madness" Kazantzakis insisted we all need from time to time. For one evening, ERICSA

members became secret agents on a mission—though the secrecy was somewhat compromised by the fact that everyone seemed to know the password.

That spirit of participation and creativity carried over into a reentry simulation, where attendees stepped into a variety of roles. Some portrayed individuals

returning to society after incarceration, while others represented the professionals, agencies, and community partners whose support can make that transition successful. The exercise offered valuable insight into the challenges and opportunities faced by those navigating reentry.

Our Interjurisdictional Fair was every bit as cheesy as advertised—and all the better for it. Amid the Wisconsin-themed puns, displays, and good-natured competition, attendees exchanged ideas, forged new connections, and strengthened the interstate partnerships essential to serving families effectively across jurisdictional boundaries.

This year, we welcomed 262 first-time attendees to the ERICSA Conference. I was especially pleased to see that three were fellow New York Support Magistrates. One, in particular, embraced Kazantzakis's advice about "a little madness" by diving in as a presenter on multiple panels. Throughout the week, I watched new connections take root as first-time attendees found their place within the ERICSA community. What began as a conference of strangers ended as a network of colleagues and friends.

No conference is entirely free of hiccups, and ours was no exception. The opening ceremonies and





inaugural plenary session ran longer than anticipated, largely because of one of the most important pieces of business undertaken during my presidency. From the outset, I made it a priority to ensure that ERICSA's governing documents were current, internally consistent, and fully aligned with applicable law. Because adoption of our revised Articles of Incorporation and Bylaws required participation from the membership, we scheduled those votes when attendance would be highest. The extra time was well worth it. Thanks to the thoughtful work of many individuals and the engagement of our members, ERICSA now moves forward on a strong legal and organizational foundation.

I am deeply grateful to the many people whose efforts contributed to the conference's success: our partners at MgR, our sponsors and exhibitors, our speakers and moderators, and the volunteers graciously provided by the State of Wisconsin and the Ho-Chunk Nation.

I am also thankful to everyone who contributed items to our silent auction and to those who bid on them. Together, you helped raise \$10,500 for Penfield Children's Center, extending the conference's impact beyond our profession and into the community.

As I reflect on ERICSA 2026, I am reminded that conferences of this scale do not simply happen. They are the product of planning, collaboration, and generosity. Looking back with undimmed eyes, I see a conference that was not perfect, but one that succeeded because so many people gave their time, talent, and creativity.

Perhaps there was also a little of the "madness" Kazantzakis believed we all need. It was present in the willingness of first-time attendees to step forward as presenters, in the enthusiasm of our volunteers, in the creativity of our planners, and in the readiness of our members to embrace new ideas, new challenges, and, occasionally, new games.

Most importantly, I leave Milwaukee with a renewed appreciation for what we can accomplish together. We serve families whose challenges are often complex and whose successes are rarely achieved alone. Yet year after year, ERICSA members continue to share knowledge, build partnerships, and strengthen the programs that make those successes possible. The conference has ended, but our work has not. As Kazantzakis reminds us, "The only thing certain is that there is no rest. We are climbing." Thanks to everyone who contributed to this year's conference, ERICSA is well positioned for the climb ahead. ■



From the Great Lakes to the Gulf Coast

RAY CIVITELLA, *President*



For more than six decades, the Eastern Regional Interstate Child Support Association (ERICSA) has served as a cornerstone for child support professionals. Our organization works

continuously to improve communication, enhance family support laws, and refine interstate case processing. Managing an association of this scope requires a vast network of dedicated volunteers, and I have been deeply honored to help guide those efforts as part of our leadership team.

Reflecting on our recent milestones, I am incredibly proud of what our committees accomplished for the 2026 conference in Milwaukee, Wisconsin, and I feel a profound sense of responsibility as I work alongside our board to prepare for our upcoming 2027 annual training conference in Mobile, Alabama.

At our 63rd Annual ERICSA Conference, held May 3 - 7, I served as the organization's President-elect. In our executive structure, this role is designed to lead the selection of the workshops and plenaries.

While my role was to help oversee the planning, it was our extraordinary board, volunteers, and speakers who truly executed the dense, multi-faceted agenda. Together, the team brought to life 46 varied workshops and four exceptional plenary sessions.

Experiencing the sheer collaboration required to pull off the Milwaukee conference was the ultimate preparation for me to step into the role of ERICSA President immediately following the event. I am fortunate to share these leadership duties with a highly capable executive board—including newly appointed President-elect Sharon Pizzuti.

Currently, our primary collective project is laying out the framework for the 2027 Annual Training Conference & Exposition, scheduled for May 2–6, 2027, at the Mobile Convention Center in Mobile, Alabama.

Moving our focus from the Great Lakes region to the coastal landscape of Mobile requires an entirely fresh blueprint. I am currently working closely with our Program Planning and other committees as they design an educational curriculum that addresses the rapidly changing needs of our workforce.

Serving in the leadership ranks of ERICSA is fundamentally about supporting the community of professionals who do the real work on the ground every day. By carrying the momentum and educational achievements of Milwaukee into our foundational planning for Mobile, my goal is to ensure a smooth transition of leadership and to guarantee that our members return home well-equipped to serve the families who depend on us. ■

THE FELIX INFAUSTO AWARD

Lisa Skenandore Receives ERICSA's Highest Honor

NICK PALOS, *Immediate Past President*

W

hen I was elected President-elect at the annual business meeting during the 2024 ERICSA Conference in Grand Rapids, I found myself facing one of the greatest responsibilities entrusted to an ERICSA President.

Each year, the President serving at the time of the annual conference is given the honor of selecting the recipient of the Felix Infausto Award.

This award is presented to a valued member of ERICSA who has demonstrated the highest level of leadership, service, and dedication to both the organization and the child support profession. Although I had nearly 18 months to select the 2026 honoree—the decision must be finalized by midwinter to allow time for the plaque and commemorative gift to be prepared—I had settled on my choice

almost immediately. The only question in my mind was whom my predecessor would select for the 2025 award.

In making my decision, I considered two factors: service to and leadership within ERICSA, and service to and leadership within the child support

continues

2026 FELIX INFAUSTO

Recipient

Lisa Skenandore

*SVP – Partner Success and Development
Systems & Methods Inc (SMI)*



community. I believe everyone would agree that the individual receiving this award exemplifies excellence in both areas.

Lisa Skenandore is a pioneer in the tribal child support community. As the first director of the Oneida Nation's Title IV-D child support program, Lisa built a fully functioning program that became a model for others to follow. She served as President of the National Tribal Child Support Association (NTCSA) and continues to serve the organization as a lifetime member of its Board of Directors. Her impact on the tribal child support community—and on NTCSA in particular—is reflected in that organization's decision to establish the Lisa Skenandore Award for Excellence in Leadership in her honor.

Lisa has also been a dedicated leader within ERICSA. She served on the Board of Directors and Executive Committee, ultimately rising to the office of President during the 2023–2024 board cycle. She currently serves on ERICSA's Honorary Board of Directors and co-chairs the Site Selection Committee. Throughout her tenure in ERICSA leadership, she worked tirelessly to strengthen the relationship between ERICSA and the tribal child support community. During her presidency, she appointed a tribal representative to the Board when a vacancy occurred and consistently reminded us of the importance of including tribal voices among our conference speakers, webinar presenters, and trainers.

On a personal note, Lisa was instrumental in introducing me to NTCSA and encouraging me to attend my first tribal child support conference in 2011. Amid all these commitments, she also served

as President of NCSEA, becoming, to the best of my knowledge, the only person to have led three national child support organizations. Lisa's contributions extend well beyond organizational leadership. For years, she was a tireless advocate for tribal child support programs in the halls of Congress. Although Congress authorized federal funding for tribal child support programs in 1996, it did not grant tribes access to the federal tax refund offset program. For more than a decade, Lisa traveled to Capitol Hill, meeting with lawmakers and advocating for legislation to correct that omission. Finally, in 2024, her perseverance paid off when tribes gained access to the federal tax offset program.

That determination, vision, and unwavering commitment epitomize Lisa's contributions to the child support program, the tribal community, and ERICSA. For these reasons—and countless others that cannot be fully captured in a brief tribute—I was honored, on behalf of the Officers, Board of Directors, Honorary Board, and membership of ERICSA, to present the 2026 Felix Infausto Award to Lisa Skenandore. ■

Reconnecting to Purpose: ERICSA 2026 Opens with Inspiration and Reflection

SHARON PIZZUTI, *President-elect*



The 2026 ERICSA Annual Training Conference in Milwaukee began with a powerful and meaningful opening that set the tone for an extraordinary week of learning, connection, and inspiration.

Attendees were welcomed through opening ceremonies featuring the Oneida Nation Color Guard, the ICS Eagle Singers, and a heartfelt Welcome to Wisconsin. The ceremony embodied ERICSA's commitment to honoring culture, community, and partnership while reminding us of the importance of the work we do on behalf of children and families.

Following the opening ceremonies, attendees were privileged to hear from nationally recognized speaker Mark Denning, whose plenary presentation,

Reconnecting to Land and Story: Finding Peace and Healing from Trauma, Addiction and Mental Health, challenged us to think deeply about the role human service systems play in the lives of those we serve.

Mark shared powerful insights about trauma, healing, resilience, and recovery while encouraging participants to consider how family-serving systems can become sources of hope and support rather than additional stress. His message resonated strongly with child support professionals who regularly work with families navigating complex challenges, including poverty, mental health struggles, substance use disorders, family conflict, and generational trauma.

Throughout his presentation, Mark emphasized the importance of connection, to community, to

continues



personal stories, and to the strengths that exist within every individual. He reminded us that meaningful change often begins when people feel seen, heard, and supported.

Many attendees described the session as both thought-provoking and deeply moving. Mark's message challenged us to examine our work through a trauma-informed lens and reinforced the importance of approaching families with empathy, understanding, and compassion.

As we embarked on a week focused on innovation, leadership, and collaboration, this opening plenary

provided a powerful reminder that the ultimate purpose of our work extends far beyond policies and procedures. At its core, child support is about helping families heal, thrive, and build stronger futures for their children.

ERICSA extends its sincere appreciation to the Oneida Nation Color Guard, the ICS Eagle Singers, our Wisconsin host team, and Mark Denning for helping create such a memorable and impactful start to the conference. ■

Helping Fathers RISE Above the Odds: A Message That Changed the Atmosphere

SHARON PIZZUTI, *President-elect*

One of the most memorable moments of the 2026 ERICSA Annual Training Conference was the Tuesday morning plenary session presented by Sharmain Harris, *Helping Fathers RISE Above the Odds: When Fathers Are Seen, Supported, and Encouraged to Succeed*.

Many attendees may remember Sharmain from previous ERICSA conferences, and once again, he delivered a message that inspired, challenged, and energized our community.

Drawing from both personal experience and

professional expertise, Sharmain shared his remarkable journey of perseverance and transformation. His story of going "from the cage to the stage" captured the attention of the audience and served as a powerful testament to the impact of resilience, support, and second chances.

Through his RISE Method: Recognize Resilience, Imagine the Impossible, Strive for Success, and Empower the Environment, Sharmain encouraged attendees to look beyond labels and assumptions when working with fathers who may be struggling with poverty, trauma, criminal justice involvement,

continues

unemployment, housing instability, or fractured family relationships.

His message resonated deeply with child support professionals who understand that behind many difficult cases are parents who want to succeed but often lack the resources, encouragement, and support systems necessary to move forward.

Throughout the session, Sharmain challenged participants to consider how agency culture, communication, expectations, and program design can influence a father's ability to engage successfully with the child support program and, more importantly, with his children.

He concluded by reminding us that when fathers are seen, heard, supported, and encouraged, the benefits extend far beyond compliance measures. Children

gain stronger connections, families become more stable, and communities grow stronger.

The energy in the room was undeniable. As reflected in conversations throughout the remainder of the conference, Sharmain's presentation left a lasting impression on attendees and reinforced the importance of meeting parents where they are while maintaining hope of where they can go.

His inspiring message about helping fathers rise above the odds truly changed the atmosphere, filling hearts and minds with renewed purpose and reminding all of us why this work matters.

ERICSA is grateful to Sharmain Harris for sharing his story, his expertise, and his unwavering commitment to helping fathers, families, and communities succeed. ■



2026 RECOGNITION AWARDS

ERICSA Awards of Professional Excellence

MONICA HALL, *Recognitions Committee Chair*



The 63rd Annual ERICSA Training Conference & Exposition was held from May 3 through May 7, 2026, and it was a week well spent in Brew City! This year's theme was "**A Great Gathering**

on a Great Lake." A highlight of the conference was the presentation of the ERICSA Awards of Professional Excellence and the Patrick W. Quinn Intergovernmental Award. Each award honors a child support professional who has stood out in the area recognized by the award.

This year, the Recognitions Committee received and reviewed 17 nominations for the awards. The recipients of the 2026 ERICSA Awards of Professional Excellence and the Patrick W. Quinn Intergovernmental Award were:

- Award of Professional Excellence – Frontline Child Support Professional: **Marie Menges** (Lead Child Support Case Manager – Moffat County Department of Human Services/ Colorado)
- Award of Professional Excellence – Manager/Supervisor: **Ashley Pope** (Team Lead – Child Support Services/Tennessee)

- Patrick W. Quinn Intergovernmental Award: **Tammy Pearson** (Operations Manager – Young Williams/ North Carolina)

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. ■

2026 RECOGNITION AWARD

Recipients

Award of Professional Excellence Manager/Supervisor



Ashley Pope
Team Lead – Child Support
Services/Tennessee

Award of Professional Excellence Frontline Child Support Professional



Marie Menges
Lead Child Support Case Manager –
Moffat County Department of Human
Services/ Colorado

Patrick W. Quinn Intergovernmental Award



Tammy Pearson
Operations Manager, Young Williams
North Carolina

Introducing ERICSA Next!

RIEDA ABRAMS-MILLER, *President*



What is **ERICSA Next**? We're so glad you asked.

ERICSA Next is designed to develop the next generation of ERICSA and child support leaders by

building the skills, confidence, and forward-focused mindset needed to thrive in leadership—both in the workplace and within ERICSA. The program supports members who currently lead teams, aspire to lead, drive innovation, or want to strengthen services for children and families across the country.

Our vision is to cultivate a community of leaders who inspire excellence, foster innovation, and strengthen child support services nationwide through mentorship, integrity, and forward-thinking leadership.

To help empower ERICSA members with leadership tools and mentorship opportunities, five conference sessions were identified as leadership-focused sessions:

- Women in Leadership - Speed Mentoring
- Becoming an Informal Leader
- Leadership Book Club

- Communication is Key Internally – The Supervisor/Employee Relationship
- Leadership Pearls and Pitfalls

If you attended any—or all—of them, we hope you enjoyed the experience and found ideas, insights, or strategies to take back with you.

But wait, there's more! Over the next year, we hope to engage ERICSA members on their leadership journeys through virtual events, resource sharing, and continued conversation on the ERICSA site. There is no formal process to join ERICSA Next—simply

engage with us. ERICSA Next is open to any member or friend of ERICSA, regardless of gender or role, who:

- Is currently in a leadership position
- Aspires to move into a leadership position
- Wants to strengthen people, management, or communication skills
- Wants to connect and collaborate with other leaders in child support

Watch for more information in upcoming email blasts and follow ERICSA on Instagram, Facebook, and LinkedIn for updates. ■



Board of Directors for 2026–2027



s each conference comes to a close, ERICSA marks a meaningful transition: the gavel is passed to a new president, and a new Executive Committee and Board of Directors begins its term. With that transition, we also recognize Board members whose service has come to an end.

We extend our sincere thanks to the following individuals for their service on the Board and their continued dedication to ERICSA and the child support community:

- Petrina Travers
- Tim Cawoski
- Jennifer Trocchiano

Please join us in welcoming the 2026–2027 ERICSA Board of Directors.



2026–2027 Officers & Board of Directors

Officers

Ray Civitella, *President*
 Sharon Pizzuti, *President-Elect*
 Tammy Pearson, *VP Conference Operations*
 Ann Marie Oldani, *VP Exhibitors & Sponsors*
 Irene Curran, *VP Policy & Legislation*
 Rieda Abrams-Miller, *Secretary*
 Tomiko Hicks, *Treasurer*
 Nick Palos, *Immediate Past President*

Board of Directors

Stacie Alexander	Monica Hall	Diane Potts
Teddy Andreopoulos	John Hurst	Susan Smith
Christy Brahim	Crystal Johnson	Elizabeth West
Verna Donnelly	David Love	Brandy Williams
April Graper	Kelly Micka	

Honorary Board

Margot Bean	Michael McGuire	Lisa Skenandore
Tom Horan	Patterson Poulson	Rob Velcoff
Thomas Howard	Laura Bernacki Stone	Loretta Everett

GIVING BACK AT ERICSA 2026

Making a Meaningful Impact Together

KIM WONG, *Charity Sub-Committee Lead*



One of the most inspiring parts of the ERICSA Conference each year is the way our community comes together to give back—and 2026 was no exception.

After thoughtful consideration, the Charity Sub-Committee selected Penfield Children's Center in Milwaukee as this year's beneficiary. From the very beginning, the Penfield team was an absolute pleasure to work with—offering their time, energy, and support every step of the way to help bring our vision for the silent auction and book drive to life.

A Record-Breaking Silent Auction

Thanks to the generosity and enthusiasm of our attendees, this year's silent auction was a tremendous success. Together, we raised an incredible **\$10,500**—one of the highest totals to date!

We also introduced something new this year: a QR code provided by Penfield that made it easier than ever to give directly. Many of you took advantage of it, contributing **\$2,001** to support their mission.

Sharing the Joy of Reading

Beyond monetary donations, attendees showed their generosity in another meaningful way—by donating hundreds of new and gently used children's books. These contributions will help bring the joy of reading

to the children and families served by Penfield.

It Truly Takes a Community – An ERICSA Community!

This incredible impact wouldn't have been possible without each and every one of you. Whether you donated auction items, placed bids, gave directly, or contributed books, your involvement made a real difference. THANK YOU for being a part of a community that shows up, gives back, and makes a lasting impact.

Thank you to Penfield Children's Center

Lastly, we'd like to extend a heartfelt thank you to the amazing staff at Penfield Children's Center for their partnership, support, and dedication throughout the planning process. Their collaboration played a huge role in making this year's efforts so meaningful and successful.



SCHOLARSHIPS

The Gordon Moseley Scholarship Winners

TIM CAWOSKI
Scholarship Chair

For many child support professionals, attending an ERICSA conference for the first time is a career-changing experience. To help make that opportunity accessible, ERICSA awards two scholarships each year to professionals who have never attended an in-person conference—one to an individual from the host state and one to an individual from outside the host state.

The scholarship covers conference registration, travel expenses, and a daily stipend during the event. We invited the 2026 scholarship recipients to reflect on their experience and share what attending ERICSA meant to them.

Kelly Maday, administrator of the Ashland County Child Support Office, was awarded the Host State Scholarship. In her own words, Kelly reflects on what receiving the scholarship and attending the conference meant to her:

My experience at the ERICSA conference was wonderful. I am so grateful for Tim Cawoski and the scholarship committee for choosing me to receive this scholarship. Without it, I would not have been able to attend. This was my first time attending an ERICSA conference and I hope I will have the opportunity to attend another at some point in my child support career. The conference was extremely organized, which made navigating the sessions/hotel/activities easy. Every session I attended was educational and



(Left to right) ERICSA President Ray Civitella, Other State Scholarship Recipient Stephanie Summerlin, 2025-26 Scholarship Chair Tim Cawoski, Host State Scholarship Recipient Kelly Maday and Immediate Past President Nick Palos

informative. The presenters were knowledgeable and everyone was very friendly.

By attending the ERICSA conference, I was able to gain so much knowledge to bring back to our office in Ashland. I thought the best part was learning about how other states operate their IV-D programs. It was so insightful. I also learned many little things just from talking to other CSA professionals from all around the U.S. The networking that happened while at the conference was invaluable. I have been able to share so much of the knowledge I gained with other staff in our office, and I look forward to possibly implementing a few new things to help us better serve our clients. Again, I cannot express my gratitude for this amazing opportunity. I truly enjoyed this conference and learned so much.

Stephanie Summerlin, a supervisor at the Pender County Child Support office in Burgaw, North Carolina, who received the non-resident scholarship, shares her conference experiences:

I am incredibly grateful for the opportunity to attend the ERICSA Annual Training Conference as a recipient of the Gordon Moseley Rising Star Scholarship. As a first-time attendee, the experience exceeded my expectations in every way. It was also my first visit to Wisconsin, and I was fortunate to share the experience with my husband during the week of our wedding anniversary, making the trip even more memorable.

The conference provided valuable opportunities for both professional development and networking. Every session I attended was informative, engaging, and directly relevant to the important work we do on behalf of the families we serve. One of the most

rewarding aspects of the conference was meeting child support professionals from across the country and learning about the similarities and differences in our state policies, procedures, and laws. These conversations reinforced the value of collaboration and the shared commitment we all have to improving outcomes for families.

I particularly enjoyed the IJ Fair, where I was able to connect with professionals from states with which North Carolina frequently share cases. Having the opportunity to exchange contact information and build relationships with colleagues across jurisdictions will undoubtedly benefit my work moving forward. I was also proud to sign the pledge to be an ally to fellow state workers handling intergovernmental cases, further strengthening my commitment to collaboration and partnership.

Throughout the week, members of the ERICSA Board often described the organization as a family. By the end of the conference, I understood exactly what they meant. From the First-Timers Meeting, where I met an amazing group of colleagues who quickly became my conference "buddy group," to the networking events and social activities, I felt welcomed, supported, and included. The networking events were exceptional, especially the evening at the Harley-Davidson Museum, which provided another opportunity to build meaningful connections in a relaxed setting.

Thank you ERICSA for investing in emerging leaders through the Gordon Moseley Rising Star Scholarship. I returned to North Carolina with new knowledge, valuable professional connections, fresh ideas to bring back to my office, and memories that will last a lifetime.

Closing Thoughts

PHYLLIS FULLER, *Wisconsin IV-D Director*

The opening ceremony for this year's ERICSA conference was superb. I loved including youth voices into the program through open dialogue. Keynote speaker Mark Denning reminded us of the importance of being present and how impactful relationships with our elders and children are. Mark cleverly repurposed the acronym for artificial intelligence (AI) as Ancestral Intelligence (AI), which highlighted the transgenerational knowledge, lived experiences, and wisdom embedded in cultural traditions, stories and genetic memory. It was brilliant.

A big thank you to the 542 attendees from 40 states for their participation. This included 24 tribes, two international partners, 227 first-timers new to the ERICSA conference, 109 who have attended more than five ERICSA conferences, and 65 who have attended more than 10 ERICSA conferences. You all showed up in a big way!

A special thank you to each of the following partners:

- **The conference planning committee**, volunteers, and staff from Milwaukee County Child Support Services for their collaboration and support.
- **The City of Milwaukee** for a beautiful meeting site at the Baird Center. I felt safe and welcomed in this facility.

- **ERICSA leadership** for an awesome event.
- A very special thank you to our generous **conference sponsors** who made this event possible.

In addition to the great conference environment, there was a variety of informative training courses presented by talented instructors. What a wonderful opportunity for learning and networking.

The Child Support community is very fortunate to be part of a welcoming community that strives toward excellence in the provision of child support service to families.



Thank you to our Sponsors!

ELITE

Deloitte.

FAST
ENTERPRISES



PREMIER

CONDUENT



 **TouchPay**

SIGNATURE

COURTLAND
CONSULTING


VERITAS
HHS

 **YoungWilliams**

PREFERRED



C-G
Government Solutions


GREENCOURT
CONNECTING IV-D PROGRAMS
WITH COURTS FOR BETTER OUTCOMES


INFORMATIX

 **protech**

 **STELLARWARE**
Technology - Innovation - Partnership

us bank

Thank you to our Exhibitors!



2026 ERICSA CONFERENCES



August 10-13
**NCSEA Leadership
Symposium**
Louisville, KY



**NATIONAL TRIBAL
CHILD SUPPORT
ASSOCIATION**

September 20-24
**NTCSA Training
Conference**
Anchorage, AK



October 26-30
**WICSEC Annual Training
Conference**
Tucson, AZ

Upcoming ERICSA Events

15
JULY

**Intergovernmental
Webinar**
Looking Back & Moving
Forward: Navigating IG
Child Support Six Years
Later

29
JULY

Joint IJ Fair
ERICSA - NTCSA
WICSEC

02
SEPTEMBER

**Intergovernmental
Training Event**

20
OCTOBER

Joint IJ Fair
ERICSA - NTCSA
WICSEC

21
OCTOBER

**Policy &
Legislation
Webinar**
Federal Passport
Revocation

04
November

**Intergovernmental
Webinar**
Topic: Stay tuned!

2026



FOLLOW US ON SOCIAL MEDIA!



SAVE THE DATE

MAY 2-6, 2027

Mobile

ALABAMA



ERICSA'S 2027 ANNUAL TRAINING
CONFERENCE & EXPOSITION