

CASE MANAGEMENT

The Federal Office of Child Support Enforcement (OCSE) and the Social Security Administration (SSA): Sharing How Our History Has Shaped Our Present Success

OCSE and SSA has partnered together for years to share information from the State Verification and Exchange System (SVES). SVES assists states to cover every angle from case initiation to enforcement and we have numbers to back it up – families receive about \$84M/month from SSA garnishments. This session will discuss SSA eligibility as well as take a stroll down memory lane to show all of the ways OCSE makes SSA data available, to include SVES, the Title II Pending Claims file, Proactive Matching, Child Locates, and a sweep of the State’s caseload through Title II, Title XVI and the Prisoner file. An SSA representative will be our guest for this workshop, so we hope to see y’all there!

Measuring Success: Examining Child Support Data

This workshop will focus on analyzing child support data using techniques such as trends, changes, variations, and proportions. Intuitive and at times telling and compelling visuals will help us to analyze administrative program data to evaluate topics such as program collections, caseload, expenditures, arrears, and performance measures. We will look at national and state-level data in an attempt to determine the drivers behind any trends or anomalies we are seeing. Understanding program metrics helps ensure that our discussions and policy decisions are data-driven!

Social Security Benefits and Their Impact on a Child Support Case

Are there payor parents in your office claiming to be disabled? Are you not sure what this means for your case? There are some differences between states’ laws, and the impact on UIFSA cases will also be discussed. This session is for attorneys and their staff to understand the difference between Title II (SSD) and Title XVI (SSI) benefits and how they differ when both establishing and enforcing child support orders. [CLE](#)

Knowledge Works! Resources for Child Support Led Employment Programs

If you are interested in implementing a new, or enhancing an existing noncustodial parent employment program, this workshop is for you. OCSE has a new set of resources for child support-led employment programs that highlight what’s worked in other jurisdictions, present key operational details about other employment programs and provide access to subject matter experts. These resources include support for assessment, planning, implementation, and development efforts. Come prepared to learn why providing employment services are more needed than ever and why these resources were developed. Review key aspects of the resources and hear about one state’s experience with using the new resources and how it helped them implement an employment services program.

CASE MANAGEMENT

Let's Get Digital! #DigitalOutreach

In an environment of reduced resources and increased reliance on mobile phones, particularly among younger parents, child support agencies are working to bridge the gap between the people in their communities who need child support services but are either unaware of the program or find the barriers to entry too high. Led in part by participants in the federal OCSE Child Support Digital Marketing Demonstration, this engaging and interactive session features panelists from a variety of states explain how they are using social media and other digital engagement methods to increase program awareness and participation. You'll get tips for planning for digital outreach, insights into assessing which methods are working for which audiences, and the many lessons panelists have learned along the way.

From Release to Reintegration: An Exercise in Reentry

This powerful reentry simulation allows audience members to experience first-hand what occurs after an individual is released from prison and attempts to re-integrate back into society. Participants will strive to complete their court-ordered obligations and maintain their everyday lives while attempting to avoid the ever-present possibility of re-incarceration. At the conclusion, participants can expect to gain a greater insight into the life of a reentrant and recognize that reentry is an issue that requires a collaborative solution. This is an interactive session that requires attendee participation. [CLE](#)

Work Search- More Than Seeking Employment

Work search is not just seeking employment. Child support enforcement and social work have become a united front. Work programs need a group of people or organizations that join together to achieve a shared goal. Collaboration is needed to raise awareness, make appropriate referrals and establish cross-program training. This session will discuss, work programs, community resources and partners as well as training for your staff to help your work program succeed in this ever-changing world of clientele who seek our services.

Increasing Federal Performance: Adding a Peck of Peaches to your Bushel. Getting the Best Results from Data Reliability and Self-Assessment Reports

Best practices with States on how to prepare for a data reliability audit that may lead to improve annual reporting of federal OCSE data. What does your office do to improve performance by ensuring that the correct steps are being made. Learn how to train your staff to be productive and successful.

CASE MANAGEMENT

Success in IV-D and IV-E Cases: Fostering a Partnership for Successful Families

When a child support case with the child in foster care comes across your desk, it can give you double vision. There are noted challenges when the IV-E foster care agency refers cases to the IV-D child support agency to establish a child support order. There are also concerns when the IV-D agency tries to enforce those orders. Focus in to 20/20 on some best practices for sharing information between these agencies, evaluating the best interests of the child, and following the federal guidance for these referrals. [CLE](#)

The PA Child Support Program and Fatherhood and Family Advocates Collaboration

Come hear panel discussion on how child support's collaboration with the Strong Families Commission seeks to engage fatherhood groups across the Commonwealth to improve child well-being through becoming a more father friendly program. To this end, the Child Support program is forming a parent's advisory board to better understand the needs of custodial and non-custodial parents. Audience takeaways will include suggestions on collaboration with others who may have separate but complimentary goals

INTERGOVERNMENTAL

UIFSA Basics & Beyond

Whether you are a newcomer to the world of interstate child support, or you are a more seasoned professional, this workshop is for you. The session starts with a beginner's guide to processing interstate cases, including information on UIFSA 2008. Concepts to be discussed include establishment, long-arm jurisdiction, the registration of an order in another state for enforcement and/or modification, continuing exclusive jurisdiction, the federal UIFSA forms and more in-depth issues. [CLE](#)

Rise to the Challenge: Advanced UIFSA Scenarios

Are you ready for the UIFSA challenge? This roundtable discussion ventures well beyond UIFSA basics, beyond situations where the answers to questions related to UIFSA are clear-cut. Participants will venture into areas where there are shades of gray, where the law is unclear, where multiple interpretations of the same provisions exist, and even individual jurisdictions within a single state conduct business differently. Join us as we present a variety of scenarios to stimulate our roundtable discussion of topics such as what to do when states disagree over the appropriate course of action, choice of law, appropriate tribunal, FFCCSOA vs UIFSA, and the differences between UIFSA 2008 and the previous versions. Be prepared to share your opinions, because this workshop encourages active audience participation! [CLE](#)

Multi-State Roundtable - Large Southeastern States +1

What are the current issues affecting a particular state? How can we improve communication and reduce two state actions? Have the states fully implemented intergovernmental enhancements such as CSENet, QUICK, and EDE? How are particular states processing customer service inquiries? This session will have experts

from several large states address these and many other questions. The session will enable you to obtain practical tips for processing intergovernmental cases. We hope to have representatives from Georgia, Florida, South Carolina, North Carolina, and Texas (or Virginia) on the panel. Questions from the audience are encouraged. The goal of this workshop is to expedite the establishment and enforcement of child support orders across state lines through improved communication. This will help realize the goal of child well-being and family self-sufficiency established by OCSE and shared by the entire child support community.

Interstate Enforcement - The Steps to Enforcing a Case

This new workshop will have multiple roundtables, with a different topic of conversation per table. The audience will move from table to table discussing various topics. Examples include: once an order is established for support, how is the order enforced in your state; the IRG has several questions under 'support enforcement', but what are the standard timeframes that your state waits to proceed with assorted enforcement tools (driver's license suspension, contempt proceedings, bench warrants issued, sentencing orders, other items); what factors are taken into consideration to suspend enforcement (i.e., medical reasons, wage attachable income, outreach programs, incarceration, etc.); administrative vs judicial enforcement; what professional license suspension options does your state use; what does it take to incarcerate an NCP for contempt in your state; and many more. The more specific information the caseworker has on each states' procedures can help reduce the inquiries made for updates in order to keep the parties up-to-date on the status of their case.

INTERGOVERNMENTAL

2020 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. [CLE](#)

Success With Interstate: “Why Does That Other State Keep Messing Up My Case?!”

You send an interstate case to another state. You make sure you include all the right documents, you verify the information beforehand, you obtain the best contact information available, you do everything correctly to the best of your ability. But things still get messed up! Come to this workshop to find out the reasons for this and to learn the best ways of remedying the mix-up. Items to be discussed include the best ways to communicate with other states, what paperwork is needed, what you can do on your own without getting another government office involved, one-state interstate, case processing tips, how to use the federal IRG and QUICK, interstate communication and terminology, paternity issues, voluntary acknowledgments vs. birth certificates, change of payee, redirection of payments, enforcement, certified copies of orders/documents, IV-D vs. Non-IV-D, telephonic testimony, follow-up status complaints, call centers vs. direct contact, and best practices. Success with interstate cases can be difficult, but this workshop can help improve your chances.

International Case Scenarios – Test Your Knowledge!

The U.S. has been a party to the Hague Convention for three years and you've received lots of information about processing applications. But do you know how to apply that information to case facts? This workshop will present scenarios, followed by polling questions, to reinforce how to process incoming and outgoing international cases. [CLE](#)

Let's Talk - Tribal Cases

Did you know that there are over 60 tribes currently receiving IV-D funds to operate their own program? This workshop will be an interactive discussion on the challenges as well as successes in working tribal cases. Topics will include Tribal history, sovereignty, jurisdictional issues, tribal federal regulations, intergovernmental requirements, cooperation between programs, and much more. We also have representation from the recently awarded 1115 Intergovernmental grants to speak to the collaborative effort they're making in improving state and tribal case collaboration. [CLE](#)

Intergovernmental Modifications in the Modern World

Interstate modification cases do NOT have to cause major headaches! This interactive session focuses on the top mistakes made in processing intergovernmental modification cases, and how to correct them. Issues to be discussed include jurisdiction, choice of law, modifications when both parties have left the issuing state, change of custody, the differences between interstate and international laws, and much more. Bring your intergovernmental modifications nightmare scenarios to this session to learn how they should be handled. [CLE](#)

INTERGOVERNMENTAL

Contempt in Intergovernmental Cases

Ever wonder why one state issues a contempt order quickly, and another state takes months? Why will one jurisdiction bring a case into court for enforcement, but another won't even under similar circumstances. How do states interpret "ability to pay"? Get an overview of how states use contempt to coerce payments. Come and hear the process in different jurisdictions. [CLE](#)

States, Tribes, Countries - a Three Jurisdiction Comparison

Different jurisdictions do things, well, differently. How do the various states handle jurisdiction to modify? How do the tribes work cases that require enforcement of a registered order from a U.S. state? Will foreign countries do paternity establishment upon request? Knowing how your own state tackles different aspects of a child support case can be difficult enough, but what do you do when you have to deal with other states, or with the tribes, or even with foreign countries? This intermediate-level workshop endeavors to answer all of these questions, as presenters will share information running the full gamut of a child support case, including paternity establishment, support establishment, enforcement, modification, jurisdictional issues, medical support, age of emancipation, and much more. [CLE](#)

Intergovernmental Forms: When, Where, Who, Why, & How

You think you know how to fill out the intergovernmental forms correctly? You could be wrong! What form do you use to request a change of payee? How does that differ from payment forwarding? Why are there two forms with personal identifying information? When do you file a Transmittal #1 versus a Transmittal #2? Who can sign the forms? Based on state questions and comments, OCSE recently revised the intergovernmental forms. Come learn why certain revisions were made, which forms to use under what circumstances, and how to complete the revised forms. You may even have the chance to test your new knowledge!

POLICY AND LEGAL

Child Support Legal Issues: The Quiz Show

Whether you are a child support attorney who has been working in the field for a couple of decades or a child support attorney who has joined us in the last couple of years, join in this lively interactive quiz show about the laws governing child support. What does IV-D mean? In an interstate case, which state's duration law governs? What types of public assistance programs require cooperation with the child support program? What United States Supreme Court case made same sex marriage legal in all States? Study up, but there may be answers in materials used for child support legal sessions at past ERICSA Conferences. There will be great discussion, answers to your burning questions, and most importantly – PRIZES!

Evidence for the Information Age: A Practical Approach

When it comes to a court proceeding, the age-old adage “it’s not what you know, it’s what you can prove” still reigns supreme. And how do we prove anything in court? We present evidence in a manner consistent with formal rules and a body of law which has developed over several centuries, always adapting to the changing times and technologies. At one time evidence consisted of testimony alone now new forms of evidence are constantly arising. Then courts permitted some documents, and even photographs, into the record. Today we may be using evidence which only exists in electronic form, things such as postings from social media, texts and emails, all of which may be used to help right-size a support order or to properly enforce an order. How does one actually get a Facebook posting into evidence? Join us for a highly interactive workshop where we will

review the principles underlying the rules of evidence, see how those principles still inform evidentiary rulings and learn how some of the pre-digital rules can still work in an increasingly digital world. Be prepared for some role-playing where you will be asked to present the case for admitting a particular item into the court’s record in order to pursue your case. [CLE](#)

Legal Ethics Jeopardy!

Let’s crown ERICSA’s most ethical attorney. We will give the answers and our contestants will ask the questions. After three preliminary matches, a championship final will be held to determine our champion. Cheer on your fellow attorney to see who is most ethical. [CLE](#)

Seeing Beyond the Federal Regulations – A New Vision for Incarcerated and Incapacitated Individuals

There are several groups of payers [incarcerated, injured, disabled, or ill ... “incapacitated”] who present special challenges trying to maintain support amounts based on a present ability to pay while avoiding retroactive modification. While evaluating the federal regulations that require reviewing support orders of incarcerated payers, Michigan Courts implemented several “visionary” procedures that bypass the need a majority of reVIEWS, prospectively abate amounts, and remain modifiable while a future outcome is uncertain (e.g., conviction, qualification for benefits, or winning a lawsuit). Join the Michigan team as they share what has been learned so far and what child support professionals can do to work with incapacitated payers on their own caseloads. [CLE](#)

POLICY AND LEGAL

Child Support Services: A Multi-Faced Tool for Parents!

As Title IV-D program continues to move away from arrears driven, punitive enforcement, States are developing their own models, where each parent's roadblocks are identified, and the support services they receive are tools to allow them to provide for their children in the constantly changing modern world! These tools are often a collaborative effort between child support and other organizations. In this workshop we will hear from Pennsylvania, Mississippi, Kentucky, and New Mexico, on the tools they are developing to support parents.

Serving Same Sex Parents

The process for establishing parentage of children of same sex parents varies between states. Many states still manage this through an adoption process, but several states recently have implemented laws and policies that allow same sex parents to sign voluntary acknowledgments to establish parentage. Other states have recognized de facto parentage to legally establish parentage for same sex parents. This workshop will review the various approaches and discuss how the new Uniform Parentage Act may help.

Contempt Alternatives: From Ideas to Success

After much discussion and a U.S. Supreme Court decision, states are being asked to use contempt as an enforcement tool only when it can be shown that the child support obligor has the ability to pay at the present time, and is not complying with the Court order. Learn from our experts how they screen cases for the present ability to pay, and use successful contempt alternatives including workforce partnerships, referrals for parenting time services, and simply modifying orders as a way to increase payments in child support cases.

Trends in Child Support Guidelines Legislation

Join the panelists in a discussion of the latest in child support guidelines from around the country. The panelists will discuss trends in child support legislation, focusing on updating and modernizing child support laws to reflect the changing needs of families. Other topics will include how to get over the hurdles that often prevent states from updating child support laws, with a focus on how to update outdated child support guidelines and keep them updated based on new economic studies and flexibility. [CLE](#)

PROFESSIONAL DEVELOPMENT

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Using 2020 Vision to Deal With Those Pesky HR Issues

Join us in this interactive workshop concerning your biggest asset and your greatest struggle. Learn from our child support professionals how to deal with common and uncommon HR issues. Discussion topics will include increasing morale, generational motivations, having that difficult conversation and overall performance improvement. Whether you are a manager or just part of a team, this workshop will assist you with office morale and getting an office to work together as one cohesive unit while improving performance measures.

Outreach and Community Involvement: Does it Work?

Have you ever wondered what more your office could do to increase parental participation, increase payments and assist in finding dependable employment for non-custodial parents? Come and learn about DCSS Outreach Programs which include Parental Accountability Court, Fatherhood, Child Access and Visitation, and Prison Re-entry. This workshop includes an overview of DCSS Outreach Programs, recognizing the impact Outreach Programs have on DCSS, and utilizing SME's to clarify questions in order to gain additional knowledge about the programs. In addition, learn how members of the St. Joseph County, Indiana, Child Support Division have improved performance and also benefited the community through partnerships with outside organizations. You will learn about the Group Violence Intervention (GVI) strategy and how it is making a difference in many communities across the country as well as gain valuable insight on working with high risk parents and community leaders to achieve sustainable community involvement.

Providing Services to Veterans / Attention! Do You Need Assistance with Working with the Military?

If so, you are in the right place. This session will highlight the federal sources available to identify military participants. The Department of Defense (DoD) External locate source provides information for active duty, reservist, and retirees. Do you need to identify children receiving military health insurance? We can explain how to use the quarterly Federal Case Registry (FCR) and Defense Enrollment Eligibility Reporting System (DEERS) match. Do you need military income information? If so, the DoD Entitlement application, available through the Child Support Portal, can provide a breakdown of military pay. A military representative will be our guest for this workshop – it will be our honor to assist you in working with the military.

2020 Vision: Powered by Pecha Kucha

2020, four numbers that can mean different things based on its context and individual perspective – each meaning bringing its own vision for the future. Do you have a perfect vision for the future of the child support program? How about the future of leadership? We could even ask what your vision is for your own personal and professional growth.

During this fast-paced and exciting session, child support community leaders will share their 2020 Vision in a unique presentation format, Pecha Kucha, which means “chit chat” in Japanese. Pecha Kucha is the art of concise presentations. Each speaker presents 20 slides for 20 seconds each for a total of 6 minutes and 40 seconds. The slides automatically advance, so the speakers must talk along with each slide. There is no going back or stopping! Slides are pictorial and include little, if any, text. No more tiny print and long bulleted lists! You will not only gain some great insights, you will

PROFESSIONAL DEVELOPMENT

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experience the valuable art of succinct presentations.

I'm a Trainer, What's your Superpower?

Give me a T, give me an R, give me an A, give me an I-N-I-N-G. What does that spell? TRAINING! Woo hoo, training! Reality is not many workers get excited when it comes to having to complete training. But training is necessary for workers to be able to do their jobs effectively and efficiently to meet the needs of families served through child support services. Join us as we put some spirit into training! This workshop will provide specific examples of successful training projects using in-person delivery, online learning, blended learning, simulation, video, desk aids, and other approaches. Participants will have low-cost strategies to take back to their offices to strengthen their training programs. Session is for trainers. What are Training Coordinators doing in their programs--come share ideas, strategies, plans, resources, etc.

The Rise of the Opioid Epidemic, Its Impact on Child Support, and What Local Agencies are Doing About It

As overdose deaths continue to rise across the country, communities are looking for ways to support evidence-based treatment for substance use disorders (SUDs). For noncustodial parents in the child support program, having a SUD might affect their ability to access and maintain employment, and consistently pay child support. Though resources are limited, and funding is often restricted, child support staff continue to innovate, designing new processes and creating new partnerships. Come hear how local child support agencies are responding to help families impacted in their communities.

ERICSA BOOK Club 2020

Description to be posted later

Cultural Competency for Effective Customer Service

Then you need this workshop! Given the myriad of customers the Child Support program serves, it is sometimes a challenge to meet their needs in a courteous, efficient and effective manner. This workshop will cover evidence-based best practices in effective customer service and give participants the skills they need to better serve their clients, including:
Customer Service Definitions
Customer Service Tips and Best Practices
Dealing with Difficult Customers / As diversity among the U.S. population increases, so does the need for culturally competent service. Child Support professionals will increasingly see customers with a broad range of perspectives regarding the court process, family composition, and child support- often influenced by the customer's social or cultural backgrounds. Learning about different cultures and social backgrounds is critical to improve customer service within each state's child support program. Without learning about different cultural or social practices, we as child support professionals could incorrectly interpret a customer's action- or inaction.

In this session, child support professional staff will develop best practices on working with customers based on a customer's social and cultural background.

Creating Your Personal Workplace Health and Wellness Toolkit

Do you ever struggle stress in your job? Do you notice an impact to your level of energy and blood sugar level when you are under more stress? Maybe you reach for a mid-afternoon candy bar to only crash an hour later? If any of this resonates with you, then this is a must attend workshop for you. [CLE](#)

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Intent vs. Impact

How does equity – in the framework of micro and macro aggressions – manifest itself in everyday work and life? Micro and macro aggressions define our actions – both implied and intentional behavior – toward specific groups. How do we recognize this behavior and attitude, and begin to affect change in our environment? Using real-life examples of child support situations, attendees will discuss examples of aggressions – racial, gender, sexual orientation, disability, religion and social class – to help understand the best ways to address it. Participants will walk away with how to identify these behaviors, help identify the appropriate time to address situation, and how to make these teachable moments benefit everyone. This is a highly interactive session which will involve working with other session participants in small groups.

TECHNOLOGY

Employers and Child Support Agencies Team Up to Tackle Complex Problems

When it comes to solving complex problems, collaborating with your partners is key! Employers and child support agencies have different perspectives and face unique challenges associated with establishing and enforcing child support orders. This session will address some of those challenges such as lump sum reporting, verification of employment, and new hire reporting. The panel will highlight the progress we've made to address areas of shared responsibilities in the child support program including results from the National Council of Child Support Director's (NCCSD) Employer Lump Sum Collaboration Workgroup, the 2019 Employer Symposium and the newly established NCCSD Child Support Employer Workgroup. Join us as we take this opportunity to continue to strengthen our partnership by working together to develop more strategies to improve efficiencies and increase collections.

Intergovernmental Communication Tools – Going Beyond the Basics

Intergovernmental child support brings caseworkers a unique set of challenges and the Child Support Portal has several proven applications that can help. Join our discussion with the federal Office of Child Support Enforcement's (OCSE) State Program and Technical Support Team to see how you can maximize your use of familiar tools such as Query Interstate Cases for Kids (QUICK), the Child Support Enforcement Network (CSENet), Electronic Document Exchange (EDE), and the Interstate Case Reconciliation (ICR) to improve communication and bridge gaps in case processing. Join us as we go beyond the

basics to discuss the latest enhancements and best practices to help take your intergovernmental case processing to the next level.

Electronic Document Exchange (EDE) – Bringing Intergovernmental Efficiency Info Focus

We are all interested in finding ways to work intergovernmental cases more efficiently to ensure the families we serve receive support without delays. In order to accomplish this goal, the federal Code of Regulations and UIFSA 2008 encourage the use of electronic transfer of documents and information. This session will provide an overview of the EDE application focusing on how it can benefit your state by allowing you to exchange documents safely and efficiently without the delay of postal mail or the cost of printed documents. We will provide an update on the latest enhancements, strategies to navigate obstacles that you may have experienced, share best practices, and learn how other states have maximized their use of EDE. With more than half of the states and territories using EDE, it is quickly becoming the preferred way to provide and request information and you won't want to be left behind.

Modernize Your Casework Using the OCSE Child Support Portal

In times of budget cuts and stretched resources, many states are looking for ways to increase efficiency and improve performance without breaking the bank. Come learn how applications available through the Child Support Portal can help you reach your performance goals using Federal data not readily available through your state system. Are you concerned about cost? Whether you implement one Portal application or all, the cost is the same, so let us show you how to motivate your staff to make the most of the tools available! Do you want to stay on the leading edge of technology? We will provide you the latest information on our Portal modernization efforts including new communication, security, access, audit, reporting, and other features. Do you have suggestions for us that will allow us to help you perform at even higher levels? This session is an ideal time for users to share their thoughts and ideas about how we can make the Portal work even better for you as OCSE continues to expand its exciting modernization effort. You simply must not miss this this interactive session that is guaranteed to create a high level of excitement and get your creative juices flowing!

Child Support Modernization 101

What is Cloud? What is refactoring? What is code conversion? What is agile methodology? What is a platform or infrastructure? Why do I care? Basically, this would be a low to mid-level course explaining some of the common technology terms being thrown around a lot lately in the child support world. As quite a few states are looking to modernize, understanding this language is important to the average worker/supervisor as they will likely be

brought in to the modernization project at some point. In this session we discuss the pros and cons of transfer systems. We will touch on those topics that cause transfer system projects to miss their project goals.

E-Filing Child Support Cases

Tired of manually putting together and filing child support cases with your courts? Do you understand the full range of benefits e-filing can bring to your casework? Not sure what you need to consider as you develop an e-filing process? Got a third party vendor you need to work with? Child support programs with mature e-filing programs, along with programs with recent implementation experience will share their lessons learned from project inception through implementation. They will discuss agile project methodology, information shared, security measures, and outcomes.