

WICSEC 2018 TRAINING CONFERENCE

AGENDA AT A GLANCE

SUNDAY, OCTOBER 14, 2018

- 12:00 pm to 4:00 pm Exhibitor Booth Set-Up **Ballroom A**
1:00 pm to 5:00 pm Registration **Second Level Foyer**
4:00 pm to 5:00 pm First Timers Orientation **Room 212**
5:00 pm to 7:00 pm Welcome Reception sponsored by Conduent **Ballroom A**

MONDAY, OCTOBER 15, 2018

- 6:30 am to 7:15 am Monday Morning Yoga **Herndon**
7:30 am to 8:30 am Continental Breakfast sponsored by Veritas HHS **Ballroom A**
7:30 am to 5:00 pm Registration **Second Level Foyer**
8:30 am to 10:00 am Opening Plenary with OCSE Commissioner Scott Lekan **Ballroom B**
10:00 am to 10:30 am Coffee Break/Visit with Exhibitors sponsored by CGI **Ballroom A**
10:30 am to 12:00 pm **Concurrent Workshops**
M1 Measure What Matters - Practice Indicators **Room 205**
M2 New Approaches to Customer Service Delivery **Room 206**
M3 Intergovernmental Communication Tools **Room 207**
M4 Women in Leadership: We've Come a Long Way Baby... Or, Have We? **Room 212**
M5 Tackling Non-Payers: Tips, Hints, and a Sneak Peek **Room 208**
M6 Close Calls with the Referees (CLE) **Room 213**
12:00 pm to 1:30 pm Lunch On Your Own/ IV-D Directors Lunch
1:30 pm to 3:00 pm **Concurrent Workshops**
M7 Foster Care and Child Support **Room 205**
M8 WIG Out and Call All of Your Families **Room 206**
M9 Safeguarding Personal Identifying Information on Intergovernmental Cases **Room 207**
M10 Workplace Active Shooter/Identity Theft **Room 208**
M11 To Market We Go: Marketing Strategies for Child Support Professionals **Room 212**
M12 Floating in the Sea of Ethics (CLE) **Room 213**
3:00 pm to 3:30 pm Break/Visit with Exhibitors sponsored by MyPayment Portal.com powered by CiviTek **Ballroom A**
3:30 pm to 5:00 pm **Concurrent Workshops**
M13 Improving Outcomes for Families Through Connections and Collaborations **Room 205**
M14 Connecting Community Through Collaboration **Room 210**
M15 Navigating the New World of International Child Support **Room 206**
M16 How to Address the Generational Gap with Succession Planning **Room 207**
M17 Stuck Between a Rock and a Hard Place Regarding Parents Who Do Time **Room 208**
M18 Sovereign Citizens and Child Support (CLE) **Room 213**
6:00 pm to 8:30 pm Additional Optional Activities – Walk to Iowa, Meet at CenturyLink by Blue Lady at 6pm or Pedal Pub Tour from 6:30 – 8:30 pm

TUESDAY, OCTOBER 16, 2018

- 7:30 am to 8:30 am Continental Breakfast sponsored by Stellarware Corporation **Ballroom A**
7:30 am to 5:00 pm Registration **Second Level Foyer**
8:30 am to 10:00 am Plenary 2 with Trevor Ragan – Learning Like a Jungle Tiger sponsored by ProTech Solutions **Ballroom B**
10:00 am to 10:30 am Coffee Break/Visit with Exhibitors sponsored by CityBase **Ballroom A**
10:30 am to 12:00 pm **Concurrent Workshops**
T19 Virtual Services and Case Processing **Room 205**
T20 Communication Tools in Child Support **Room 206**
T21 Tribal Interactive, Powered by Troika Consulting **Room 207**
T22 The Lizard Brain **Room 213**

- T23** Oops, Your Bias is Showing: How Bias Impacts Decision Making **Room 212**
T24 Collecting Child Support in the New Gig Economy (CLE) **Room 208**
12:00 pm to 1:30 pm Lunch On Your Own
1:30 pm to 3:00 pm **Concurrent Workshops**
T25 Power & Privilege **Room 212**
T26 Soft Skills - It's Not Just Fluff Anymore **Room 206**
T27 Learning Like a Scientist **Room 213**
T28 It Takes Just a Nudge: Using Behavioral Interventions to Get the Child Support Outcomes You Want **Room 208**
T29 Changing Up Your IJ Play Book - IJ 101 (CLE) **Room 207**
T30 Epic Fail **Room 205**
3:00 pm to 3:30 pm Break/Visit with Exhibitors sponsored by CSG Government Solutions **Ballroom A**
3:30 pm to 5:00 pm **Concurrent Workshops**
T31 Managing Change: The Keys to Empowerment **Room 205**
T32 Child Support Idea Lab: Customer Engagement **Room 212**
T33 From Innovation to Implementation: How to Integrate Great Ideas **Room 206**
T34 Picking up the Pieces: Outreach to Empower Inmates **Room 208**
T35 Complicated IJ Cases (CLE) **Room 207**
T36 A Safe Place to Learn **Room 213**
5:00 pm to 8:00 pm Additional Optional Activities – Durham Museum Tour from 5:00 – 8:00 pm or Walk to Old Market at 6:00 pm

WEDNESDAY, OCTOBER 17, 2018

- 7:30 am to 8:30 am Continental Breakfast **Ballroom A**
7:30 am to 3:00 pm Registration **Second Level Foyer**
8:30 am to 10:00 am Plenary 3 – I before E: Powered by Pecha Kucha **Ballroom B**
10:00 am to 10:30 am Coffee Break/Visit with Exhibitors **Ballroom A**
10:30 am to 12:00 pm **Concurrent Workshops**
W37 Your Work is Important and We Can Prove it! **Room 208**
W38 Change Management: An Unusual but Effective Tool for Customer Service **Room 205**
W39 Digital Transformation **Room 206**
W41 History Rewritten: What You Thought You Knew About Tribes **Room 213**
W42 Making the Performance Standards and Numbers Relevant to Attorneys (CLE) **Room 207**
12:00 pm to 1:30 pm Lunch On Your Own
1:30 pm to 3:00 pm **Concurrent Workshops**
W43 Leadership Chat & Tweet **Room 211**
W44 Lessons Learned From Implementing CSPED **Room 205**
W45 Collaborating to Win and Defeating the Status Quo **Room 212**
W46 Medical Support 2.0 **Room 206**
W47 Tribal and State Collaboration In Action! (CLE) **Room 207**
W48 Procedural Justice and Alternatives to Contempt (CLE) **Room 213**
3:15 pm to 4:15 pm IJ Fair Break **Ballroom A**
3:30 pm to 5:00 pm IJ Fair sponsored by YoungWilliams **Ballroom A**
6:00 pm to 9:00 pm WICSEC Tailgate Party **Ballroom B/C**

THURSDAY, OCTOBER 18, 2018

- 7:30 am to 10:00 am Registration **Second Level Foyer**
8:00 am to 9:30 am Breakfast Buffet and Business Meeting sponsored by KeyBank **Ballroom B**
9:30 am to 11:00 am Plenary 4 – Heart Work **Ballroom B**