

WICSEC 2019 Annual Training Conference

The Davenport Grand Hotel

Spokane, WA

October 6 – 10, 2019

Tentative Agenda
(Subject to change)

CONFERENCE AT A GLANCE SPONSORED BY:



Sunday, October 06, 2019

12:00 p.m. to 4:00 p.m.	Exhibitor Booth Set-Up
1:00 pm to 4:00 pm	Registration
4:00 pm to 5:00 pm	First Timers Orientation
5:00 pm to 7:00 pm	Welcome Reception

Monday, October 07, 2019

7:30 am to 5:00 pm	Registration
7:30 am to 8:30 am	Continental Breakfast
8:30 am to 10:00 am	Opening Plenary with OCSE Commissioner, Scott Lekan
10:00 am to 10:30 am	Break and Wellness Lounge
	Concurrent Workshops
	M1 Why Re-Invent the Wheel: How to Recruit, Retain, and Develop Child Support Professionals
	M2 Becoming an Employer of Choice: Fostering Employee Engagement
10:30 am to 12:00 pm	M3 OCSE and SSA Data – Leveraging Data to Increase Collections
	M4 From Me to We: Leading a Culture of Networked, Empowered Teams
	M5 UIFSA 101 CLE
	M6 Child Support Technology Idea Lab
	M7 Women in Leadership
12:00 pm to 1:30 pm	Lunch on Your Own
	Concurrent Workshops
	M8 In Her Shoes
	M9 Can Digital Marketing Increase Participation in Your Child Support Program
1:30 pm to 3:00 pm	M10 Mind-Hacking – How Behavior Economics Can Lead People Toward Better Choices
	M11 Generational Diversity FTW!
	M12 UIFSA 2008 CLE
	M13 Rehost – Replatform – Refactor – Replace?
	M14 What's Happening? – Idea Lab

3:00 pm to 3:30 pm	Break and Wellness Lounge
	Concurrent Workshops
	M15 In Her Shoes
3:30 pm to 5:00 pm	M16 Insight into Mental Health Disorders: Digging Deeper with Your Customers for Better Outcomes
	M18 Creative Concepts in Intergovernmental Communication
	M19 Family Feud – WICSEC Style
	M20 Analytics: The Analyst Mind
	Evening activities on your own

Tuesday, October 08, 2019

7:30 am to 5:00 pm	Registration
7:30 am to 8:30 am	Continental Breakfast
8:30 am to 10:00 am	Plenary 2 with Lee Papa
10:00 am to 10:30 am	Break and Wellness Lounge
	Concurrent Workshops
	T21 Extra Extra Hear All About it – CSPED Results Are in!
	T22 Capitalizing on Community Outreach
	T23 Collaboration via State Associations
10:30 am to 12:00 pm	T24 Safeguarding Child Support Data in the Information Age
	T25 Option B: Not Just Surviving But Thriving in the Face of Personal or Professional Setback
	T26 Project Management – More than a Mystical Art Form
	T27 Story Teller
12:00 pm to 1:30 pm	Lunch On Your Own
1:30 pm to 3:00 pm	Plenary 3 with Etay Maor
3:00 pm to 3:30 pm	Break
	Concurrent Workshops
	T28 Helping The Whole Family
	T30 What's In The Box? CLE
3:30 pm to 5:00 pm	T31 Developing Leaders: Growing Yourself and Others
	T32 Organizational Change Management
	T33 You've Been Hacked
	T34 Enforcement v. Empowerment
	Evening activities on your own

Wednesday, October 09, 2019

7:30 am to 3:30 pm	Registration
7:30 am to 8:30 am	Continental Breakfast
8:30 am to 10:00 am	Plenary 4 with Karen McNenny
10:00 am to 10:30 am	Break
	Concurrent Workshops
	W35 Helping Families and Children with the New and Innovative UPA CLE
	W36 Partnerships and How to Approach Domestic Violence Within our Caseloads
10:30 am to 12:00 pm	W37 Intergovernmental Problem Solving/Troika Consulting
	W39 Government to Government
	W40 Unfreezing the Caveman Lawyer: Going Paperless in the Judicial World CLE
	W41 Karen McNenny
12:00 pm to 1:30 pm	Lunch on Your Own
	Concurrent Workshops
	W42 Building Empathy and Understanding: Simulating the Challenges of a Felony Conviction
	W43 Customer Service – How Far Is Too Far?
1:30 pm to 3:00 pm	W44 Coming Together When Things Fall Apart: Best Practices for Collaboration Between the IV-D and IV-E Agencies and Courts CLE
	W45 Bad Meetings Happen to Good People
	W46 Demystifying Interstate Case Closure
	W47 WIZ Bang POP - Trends in Digital Transformation
	W48 Secondary Trauma: Impact and Solutions
3:15 pm to 4:15 pm	IJ Fair Break
3:30 pm to 5:00 pm	IJ Fair
6:00 pm to 8:00 pm	WICSEC Harvest Festival

Thursday, October 10, 2019

8:00 am to 9:30 am	Breakfast Buffet and Business Meeting
9:30 am to 11:00 am	Plenary 5 Child Support of the Future – Pecha Kucha