

# WICSEC 2019 TRAINING CONFERENCE AGENDA AT A GLANCE



## SUNDAY, OCTOBER 6, 2019

12:00 pm to 4:00 pm Exhibitor Booth Set-Up **Grand Ballroom AB**  
 1:00 pm to 4:00 pm Registration **Grand Ballroom Foyer**  
 4:00 pm to 5:00 pm First Timers Orientation **Grand Ballroom C**  
 5:00 pm to 7:00 pm Welcome Reception **Grand Ballroom AB**

## MONDAY, OCTOBER 7, 2019

6:15 am to 7:00 am PiYo Class **Terrace East**  
 7:30 am to 5:00 pm Registration **Grand Ballroom Foyer**  
 7:30 am to 5:30 pm Mindfulness Lounge™ **Terrace West**  
 7:30 am to 8:30 am Continental Breakfast **Grand Ballroom AB**  
 8:30 am to 10:00 am Opening Plenary with OCSE Commissioner, Scott Lekan  
**Convention Center Ballroom 100A**  
 10:00 am to 10:30 am Break **Grand Ballroom AB** and Mindfulness Lounge™ **Terrace West**  
 10:30 am to 12:00 pm **Concurrent Workshops**  
**M1** Why Re-Invent the Wheel: How to Recruit, Retain, and Develop Child Support Professionals **Best Practices/Innovation Cedar Ballroom**  
**M2** Capitalizing on Community Outreach **Customer Engagement Meeting Room 2**  
**M3** OCSE and SSA Data – Leveraging Data to Increase Collections **Program Improvement Meeting Room 3**  
**M4** Leadership for the 21st Century: The Intersection of the Traditional and the New **Professional Development Meeting Room 1**  
**M5** UIFSA 101 **CLE Intergovernmental Maple**  
**M6** Child Support Technology Idea Lab **IT Meeting Room 4**  
**M7** Women in Leadership **Professional Development Meeting Room 5**

12:00 pm to 1:30 pm Lunch on Your Own  
 1:30 pm to 3:00 pm **Concurrent Workshops**

**M8** In Her Shoes **Best Practices Terrace East**  
**M9** Insight into Mental Health Disorders: Digging Deeper with Your Customers for Better Outcomes **CLE Customer Engagement Meeting Room 2**  
**M10** Data & The Mind: Two Complimentary Ideas Come Together to Improve Child Support Outcomes **Best Practices Meeting Room 1**  
**M11** Generational Diversity FTW! **Professional Development Meeting Room 3**  
**M12** Creative Concepts in Intergovernmental Communication **CLE Intergovernmental Maple**  
**M13** Rehost – Replatform – Refactor – Replace? **IT Cedar Ballroom**  
**M14** What's Happening? – Idea Lab #1 **Program Improvement Birch Ballroom**  
 3:00 pm to 3:30 pm Break **Grand Ballroom AB** and Mindfulness Lounge™ **Terrace West**  
 3:30 pm to 5:00 pm **Concurrent Workshops**  
**M15** In Her Shoes **Best Practices/Innovation Terrace East**  
**M16** Can Digital Marketing Increase Participation in Your Child Support Program **Customer Engagement Meeting Room 1**  
**M17** Managing Change in an Ever Changing World **Professional Development Meeting Room 3**  
**M18** UIFSA 2008 **CLE Intergovernmental Maple**  
**M19** Family Feud – WICSEC Style **IT Cedar Ballroom**  
**M20** Mind-Hacking – How Behavioral Economics Can Lead People Toward Better Choices **Program Improvement Meeting Room 4**  
 5:15 pm Optional Tour of Riverfront Park **Big Red Wagon**  
 5:30 p.m. or 8:00 p.m. Optional Haunted Spokane Bus Tour **Lobby**

## TUESDAY, OCTOBER 8, 2019

6:15 am to 7:00 am Yoga Class **Terrace East**  
 7:30 am to 5:00 pm Registration **Grand Ballroom Foyer**  
 7:30 am to 5:30 pm Mindfulness Lounge™ (See app for scheduled times\*) **Terrace West**  
 7:30 am to 8:30 am Continental Breakfast **Grand Ballroom AB**  
 8:30 am to 10:00 am Plenary 2 Mindfulness & Meditation with Lee Papa  
**Convention Center Ballroom 100A**  
 10:00 am to 10:30 am Break **Grand Ballroom AB** and Mindfulness Lounge™ **Terrace West**  
 10:30 am to 12:00 pm **Concurrent Workshops**  
**T21** Extra Extra Hear All About it – CSPED Results Are In! **CLE Best Practices Meeting Room 2**  
**T22** Becoming an Employer of Choice: Fostering Employee Engagement **Customer Engagement Cedar Ballroom**  
**T23** Collaboration via State Associations **Program Improvement Meeting Room 3**

**T24** You've Been Hacked **IT Birch Ballroom**  
**T25** Option B: Not Just Surviving but Thriving in the Face of Personal or Professional Setback **Professional Development Meeting Room 5**  
**T26** Project Management – More than a Mystical Art Form **IT Maple**  
**T27** Demystifying Interstate Case Closure **Intergovernmental Meeting Room 1**  
 Lunch On Your Own  
 Plenary 3 – Thinking Like a Cyber Criminal with Etay Maor  
**Convention Center Ballroom 100A**  
 Break **Grand Ballroom AB** and Mindfulness Lounge™ **Terrace West**  
 3:00 pm to 3:30 pm **Concurrent Workshops**  
**T28** Helping the Whole Family **Best Practices/Innovation Meeting Room 1**  
**T29** Like or Dislike: Social Media for Attorneys **CLE Best Practices/Innovation Meeting Room 2**  
**T30** What's In The Box? **Program Improvement Birch Ballroom**  
**T31** Developing Leaders: Growing Yourself and Others **Professional Development Cedar Ballroom**  
**T32** Organizational Change Management **Best Practices/Innovation Meeting Room 4**  
**T33** Safeguarding Child Support Data in the Information Age **IT Meeting Room 3**  
**T34** Enforcement v. Empowerment **Program Improvement Terrace East**  
 5:15 pm Optional Tour of Riverfront Park **Big Red Wagon**  
 5:30 pm Optional Wine Tasting at Maryhill Winery **Lobby**

## WEDNESDAY, OCTOBER 9, 2019

7:30 am to 3:30 pm Registration **Grand Ballroom Foyer**  
 7:30 am to 5:30 pm Mindfulness Lounge™ (See app for scheduled times\*) **Terrace West**  
 7:30 am to 8:30 am Continental Breakfast **Grand Ballroom AB**  
 8:30 am to 10:00 am Plenary 4 – Super Hero Seeks Sanity with Karen McNenny  
**Convention Center Ballroom 100A**  
 10:00 am to 10:30 am Break **Grand Ballroom AB** and Mindfulness Lounge™ **Terrace West**  
 10:30 am to 12:00 pm **Concurrent Workshops**  
**W35** Helping Families and Children with the New and Innovative UPA **CLE Best Practices Meeting Room 1**  
**W36** Partnerships and How to Approach Domestic Violence Within our Caseloads **Program Improvement Birch Ballroom**  
**W37** Intergovernmental Problem Solving/Troika Consulting **Intergovernmental Meeting Room 10**  
**W38** Let's Get Social **Customer Engagement Meeting Room 4**  
**W39** Government to Government Relations **Intergovernmental Meeting Room 3**  
**W40** Unfreezing the Caveman Lawyer: Going Paperless in the Judicial World **CLE IT Meeting Room 2**  
**W41** Community is the CURE **Program Improvement Meeting Room 5**  
 12:00 pm to 1:30 pm Lunch On Your Own  
 1:30 pm to 3:00 pm **Concurrent Workshops**  
**W42** Building Empathy and Understanding: Simulating the Challenges of a Felony Conviction **Customer Engagement Terrace East**  
**W43** Customer Service – How Far Is Too Far? **Customer Engagement Meeting Room 4**  
**W44** Coming Together When Things Fall Apart: Best Practices for Collaboration Between the IV-D and IV-E Agencies and Courts **CLE Program Improvement Meeting Room 1**  
**W45** Bad Meetings Happen to Good People **Professional Development Birch Ballroom**  
**W46** Historical Impacts to Tribal Relations Through Storytelling **Intergovernmental Meeting Room 3**  
**W47** WIZ Bang POP - Trends in Digital Transformation **IT Meeting Room 2**  
**W48** Secondary Trauma: Impact and Solutions **Professional Development Meeting Room 10**  
 3:15 pm to 5:00 pm IJ Fair and Refreshment Break **Grand Ballroom C**  
 6:00 pm to 9:00 pm WICSEC Harvest Festival **Convention Center Ballroom 100A**

## THURSDAY, OCTOBER 10, 2019

7:30 am to 8:00 am Crystal Cave of Rejuvenation Meditation **Meeting Room 6**  
 8:00 am to 9:30 am Breakfast Buffet and Business Meeting **Grand Ballroom C**  
 9:30 am to 11:00 am Plenary 5 Child Support of the Future – Pecha Kucha **Grand Ballroom C**

\*See the conference app for guided meditation times on Tuesday and Wednesday.