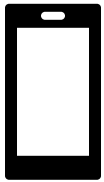




WICSEC 2020 Virtual Conference September 15 – 17, 2020 (all times in Pacific)



[Click here](#) to download the app

You can also access all of the app content from your desktop or laptop at: <https://event.crowdcompass.com/wicsec2020>

Tuesday, September 15, 2020

8:30 am to 10:00 am

Plenary 1 – Good shift! – Being Better with Jennifer Powers **Sponsored by: Maximus**

In this session international speaker and best-selling author Jennifer Powers gives you simple, yet life-changing tools to react to challenges better and to view change in a much more positive light. You'll learn how to practice acceptance of current and changing circumstances in order to spend less time in resistance and more time in a state of peace, positivity...and flow. You will feel calmer, lighter, and more confident to take on everyday challenges, and will learn to take responsibility for your own success. Based on the teachings and processes found in her book, *Good shift!*, Jennifer uses wit, humor, and audience interaction to help you to make positive changes that stick.



Recording link: <https://youtu.be/hKUtq54xaos>

10:30 am to 11:30 am

Concurrent Workshops **Sponsored by: IBM**

T1 A Whole Family Approach and 2-Gen: The Future of Child Support Service Program Delivery *Program Improvement*

The Two-Generation and the whole family approaches are recent concepts used in expanding the definition of services in Child Support. Both are exciting approaches to service delivery in the Colorado and Texas programs. Come to this interactive and exciting session to learn more about these innovative concepts, lessons learned, and the impact of applying this approach to your program.



Recording link: <https://youtu.be/YZ7ctgNNNoAk>

T2 Up Ahead, the Scenic Route *Professional Development*

Have you been voluntold to train a group of new hires or train your team on a new child support process? This can be scary if training is not your area of expertise or what you normally do for your day to day job. Are you in a supervisory position and must lead meetings? Creating engagement can be a daunting task. Attending this session will give you ready-to-use tips and best practices to take your next training or meeting situation off the boring highway of bullet points and onto the scenic route of captivating experiences. Creating an environment that motivates staff to actively participate is key to a successful team, department, and organization. Learn how to foster purpose, collaboration and buy-in with your staff during these situations through this interactive session.



Recording link: <https://youtu.be/P27pgRf8mpc>

T3 OCSE Intergovernmental Grants: Stories from Indiana, North Dakota and Washington State *Intergovernmental*

In 2019, the federal OCSE selected various jurisdictions' intergovernmental projects to fund. Learn about three grantees' projects: WA State in their work with Canada and Mexico; Indiana about changing their internal practices; and North Dakota and their work with the Three Affiliated Tribes.



Recording link: <https://youtu.be/sSHxq5FRH8>

Wednesday, September 16, 2020

8:30 am to 10:00 am

Plenary 2 – Make Work More Human – Renée Smith, A Human Workplace Sponsored by: Veritas HHS

What does it take for us to create a workplace where customers are satisfied, and people and teams can truly thrive? It takes decreasing fear in the workplace and increasing psychological safety. Based on insights from more than 50 primary interviews as well as hundreds of informal dialogues, learn how humane, caring workplaces are effective workplaces and how to sustain that. Renée Smith will explore the neuroscience of fear and safety and discover the experiences we can all practice to make our teams trusting, transparent, and high performing. Learn a practical tool you can use every day in any challenge or opportunity. Explore the role of accountability in a human workplace. Be inspired to make your workplace even more human each day!



Recording link: <https://youtu.be/l-v2Xv-Nmyw>

10:30 am to 11:30 am

Concurrent Workshops Sponsored by: IBM

W4 Working Alone Together: Cultivating Emotional Health and Resilience

While we humans naturally experience the ups and downs of ease and peace followed by periods of challenge and stress, the difficulties we've faced in 2020 have threatened our emotional well-being and tested our resilience. Now more than ever, it is imperative to understand emotional health, what it is, what strengthens our emotional health, how to cultivate it, and how to be more resilient in hard times. In this session you will not just learn about emotional health and resilience, you will practice cultivating these qualities, share insights with others, and make a personal plan for your own health and resilience. Evidence based practices are drawn from many sources including the Greater Good Science Center at the University of California Berkeley.

W5 Making a Difference in Family Violence Cases *Customer Service and Outreach*

We know family violence is out there, and we know it's bad, but too often we don't know what, if anything we can or should do about it. This interactive session will provide tools to identify and work family violence cases in a way that empowers survivors seek support services, and also helps keep children and families safe.



Recording link: <https://youtu.be/a4qYaF77hms>

W6 Technology's Achilles' Heels Exposed by COVID-19 *Information Technology*

Technology is the unsung hero that makes the Title IV-D program efficient, or even possible; however, the emergency response required during the COVID-19 pandemic has exposed our hero's "Achilles Heels." Join this facilitated discussion with your Information Technology colleagues from across the nation, sharing the technology challenges, successes, and ideas for the future that have resulted from the 2020 COVID-19 experience. We'll learn from the past to prepare for what the future may bring!



Recording link: <https://youtu.be/lgToTWJddgU>

3:30 pm to 4:30 pm

wicseCONNECT

Networking and connecting with peers is key! Join us as we connect with colleagues from different child support programs. We will also be doing a fun, virtual team building activity to get to know each other!

Thursday, September 17, 2020

8:30 am to 10:00 am

Plenary 3 – Child Support: The New Normal – Employees

Carol Beecher, Alaska Child Support Program

Sandy Cloer, Division Director of Services, Eastern Band of Cherokee Indians Tribal Child Support, TANF and Representative Payee Programs

Tangler Gray, Georgia Department of Human Services Division of Child Support Services

Barbara Lacina, Director Virginia Division of Child Support Enforcement

Melinda R. Self, Esq., Contra Costa County Department of Child Support Services

Sponsored by: Stellarware Corporation

It is hard to believe that the United States has been in the middle of a pandemic for almost six months. Child Support programs around the country had to make huge adjustments quickly. These changes are becoming the new normal for a child support program. This panel will explore how five programs across the nation have provided safe work environments for our employees. Topics that will be covered include: telework, training, office set-up, and communications.

This panel is the first in a series about the New Normal of Child Support. Two upcoming webinars will offer insights as to the New Normal for Legal and External Customers. Registration information will be provided separately for these panels. These panels are sponsored by the professional development associations that support the child support community: Eastern Regional Interstate Child Support Enforcement Association (ERICSA), the National Child Support Enforcement Association (NCSEA), the National Council of Child Support Directors (NCCSD), the National Tribal Child Support Association (NTCSA), and the Western Intergovernmental Child Support Engagement Council (WICSEC).



Recording link: <https://youtu.be/tzGdaMmpVTk>

10:00 am to 10:30 am **WICSEC Business Meeting**
(continuation of Plenary 3 Zoom Webinar)

1:00 pm to 2:30 pm **East Meets West – Interjurisdictional Fair “We’re Virtually the Best”** *Intergovernmental*
Sponsored by: YoungWilliams

WICSEC and ERICSA child support professionals have joined together to bring you this east meets west event to network, exchange contact information, and learn about the IV-D programs of other jurisdictions. “Ambassadors” from various county, state, tribal, and federal levels will be on the call to share best practices and attendees will be provided opportunities to chat with other child support professionals. Ambassador contact information will be provided to all attendees to optimize cooperation and eliminate barriers associated with multi-jurisdictional cases. The Joint IJ Fair will have representation from IV-D programs across the nation and attendees are encouraged to showcase their area virtually through decor and/or attire during the zoom session. We look forward to “seeing” you at the Joint IJ Fair!

Virtual IT Idea Lab *Information Technology*
Sponsored by: Center for the Support of Families, a division of SLI Government Solutions

Join us for an interactive conversation with your technology peers nationwide. We'll discuss current IT topics like Telework, IT Project Management in a remote environment, and more.



Recording link: <https://youtu.be/4PZYFlqDjM8>