

WICSEC 34th Annual Training Conference – Dena’ina Convention Center Agenda-at-a-Glance

Start	End		Location
Sunday, September 24			
12:00p	5:00p	Registration	Third Level
4:00p	5:00p	First Timer’s Orientation	Kahtnu 1
5:00p	7:00p	President’s Welcome Reception Sponsored by Protech Solutions Inc.	Tikahtnu Ballroom BCF
Monday, September 25			
7:30a	8:30a	Continental Breakfast	Tikahtnu Ballroom BCF
8:30a	10:00a	Opening Plenary Session (P-1)	Tikahtnu Ballroom A
10:00a	10:30a	Break/Fundraiser Winners Announced	Tikahtnu Ballroom BCF
10:30a	12:00p	M-1 eLearning: No Longer the Last Frontier?	K’enakatnu 6 (Boardroom)
		M-2 Employer Outreach – Partnering to Improve Collections	Kahtnu 1
		M-3 International Collaboration: Case Processing Under the Hague Child Support Convention	Kahtnu 2
		M-4 CLE Child Support Guidelines – What’s Going On	Tubughnenq 3
		M-5 Relationship with Benefits: Building More than a System	Tubughnenq 4
		M-6 Managing for the Millennium	Tubughnenq 5
12:00p	1:30p	Lunch (on your own)	
1:30p	3:00p	M-7 Project Management – Starting on the Same Page – Effective Project Initiation	K’enakatnu 6 (Boardroom)
		M-8 Long Term Customer Service To Build a Lifetime Relationship – Part 1	Kahtnu 1
		M-9 Intergovernmental 101	Kahtnu 2
		M-10 CLE Confidentiality – Will I Know It When I See It?	Tubughnenq 3
		M-11 New Hire Reporting – The Hits Just Keep Coming!	Tubughnenq 4
		M-12 The Art of Leadership: Managing Emotions in Yourself and Others	Tubughnenq 5
3:00p	3:30p	Break/Fundraiser Winners Announced Sponsored by MAXIMUS	Tikahtnu Ballroom BCF
3:30p	5:00p	M-13 Everybody Needs a Little "Nudge": How to Use Behavioral Science Concepts in the Child Support Program	K’enakatnu 6 (Boardroom)
		M-14 Long Term Customer Service To Build a Lifetime Relationship – Part 2	Kahtnu 1
		M-15 Cross Border Payments	Kahtnu 2
		M-16 CLE Same-Sex Parents: Strategies and Solutions for Serving LGBT Families in the Era of Marriage Equality	Tubughnenq 3
		M-17 Encouraging Better Conversations with Children and Custodians through Mobile	Tubughnenq 4
		M-18 Inspiring Women in Leadership	Tikahtnu Ballroom E
Tuesday, September 26			
7:30a	8:30a	Continental Breakfast Sponsored by KeyBank	Tikahtnu Ballroom BCF
8:30a	10:00a	Plenary Session (P-2) Breaking the Ice and Melting Differences Sponsored by CGI and Informatix	Tikahtnu Ballroom A
10:00a	10:30a	Break/Fundraiser Winners Announced	Tikahtnu Ballroom BCF
10:30a	12:00p	T-18 Leading in Changing Times: Today, Tomorrow, and Beyond	K’enakatnu 6 (Boardroom)
		T-19 No Red Hens Allowed – Collaboration of Services	Kahtnu 1
		T-20 State, Tribal, and Intergovernmental Case Processing	Kahtnu 2
		T-21 CLE The Art of Legal Writing	Tubughnenq 3
		T-22 Irresistible Engagement: A New Path Forward in Employee Engagement	Tubughnenq 4
		T-23 Overcoming your Fear of Public Speaking	Tubughnenq 5
12:00p	1:30p	Lunch (on your own)	
1:30p	3:00p	T-24 Inter-Jurisdictional (IJ) Fair Sponsored by YoungWilliams	Tikahtnu Ballroom A
3:00p	3:30p	Break/Fundraiser Winners Announced Sponsored by MyPaymentPortal.com Powered by Civitek	Tikahtnu Ballroom BCF
3:30p	5:00p	T-25 Teaming up to Improve Outcomes	K’enakatnu 6 (Boardroom)
		T-26 Outreach Strategies: Combining Old School and New School Approaches for Successful Outcomes	Kahtnu 1
		T-27 The Complex World of Interstate Cases	Kahtnu 2
		T-28 CLE Behavioral Interventions for Child Support: Simple Changes to Promote Parental Engagement	Tubughnenq 3
		T-29 Motivational Interviewing	Tubughnenq 4
		T-30 The Chicken or the Egg: Leadership vs. Management	Tubughnenq 5



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Wednesday, September 27				
7:30a	8:30a		Continental Breakfast	Tikahtnu Ballroom BCF
8:30a	10:00a		Plenary Session (P-3) Cross-Cultural Communication	Tikahtnu Ballroom A
10:00a	10:30a		Break/Fundraiser Winners Announced	Tikahtnu Ballroom BCF
10:30a	12:00p	W-31	Final Rule, Flexibility, Efficiency, and Modernization in Child Support Programs	K'enakatnu 6 (Boardroom)
		W-32	The Opioid Epidemic and its Impact on Families	Kahtnu 1
		W-33	Intergovernmental Payment Processing	Kahtnu 2
		W-34	CLE Tribes and Child Support – Past, Present, and Future Options for States and Tribes	Tubughnenq 3
		W-35	Child Support Grants: Creating Alphabet Soup or Building Evidence for More Efficient Programs	Tubughnenq 4
		W-36	Child Support Introspectives – Powered by Pecha Kucha	Tubughnenq 5
12:00p	1:30p		Lunch (on your own)	
1:30p	3:00p	W-37	Cultural Competency/Implicit Bias	K'enakatnu 6 (Boardroom)
		W-38	Text Messaging and Social Media – Connecting with Millennials	Kahtnu 1
		W-39	Tribal Child Support: Back to the Basics	Kahtnu 2
		W-40	CLE Poverty Simulation (no break, session will end at 4:30) Sponsored by Veritas HHS	Tikahtnu Ballroom E
		W-41	Incarceration Nation: Reentry and Reality	Tubughnenq 4
		W-42	Leadership Chat and Tweet	Tubughnenq 5
3:00p	3:30p		Break/Fundraiser Winners Announced	Tikahtnu Ballroom BCF
3:30p	5:00p	W-43	Making Training "Stick": Using Implementation Science to Ensure What Is Taught Is Practiced	K'enakatnu 6 (Boardroom)
		W-44	Outreach: Planning, Market Research, Branding, Implementing and Assessing CANCELLED	
		W-45	Tribal Sovereignty and Relationships	Kahtnu 2
		W-46	CLE Poverty Simulation Continued Sponsored by Veritas HHS	Tikahtnu Ballroom E
		W-47	The Changing Face of Child Support – One Step at a Time	Tubughnenq 4
		W-48	Understanding Adult Learning Styles	Tubughnenq 5
6:00p	8:00p		Authentic Alaskan Dinner Reception <i>Are you tired of the same old awards banquet? Network with peers in a fun reception-style celebration of Alaskan cuisine, culture and entertainment</i> Sponsored by Conduent	Tikahtnu Foyer
Thursday, September 28				
8:00a	9:30a		Breakfast Buffet and WICSEC Business Meeting <i>All attendees are welcome and encouraged to attend.</i>	Tikahtnu Ballroom A
9:30a	11:00a		Plenary Session (P-4) Salmon Swimming Upstream	Tikahtnu Ballroom A

