

## Agenda-at-a-Glance

Start	End		
<b>Sunday, October 2</b>			
12:00p	5:00p		<b>Registration – Second Level Upper Mezzanine</b>
4:00p	5:00p		<b>First Timer’s Orientation – 355 E</b>
5:00p	7:00p		<b>President’s Welcome Reception – Exhibit Hall (255 DEF)</b>
<b>Monday, October 3</b>			
7:30a	8:30a		<b>Continental Breakfast – Exhibit Hall (255 DEF)</b>
8:30a	10:00a		<b>Opening Plenary Session (P-1) – Plenary Sessions (255 ABC)</b>
10:00a	10:30a		<b>Break/Fundraiser Winners Announced – Exhibit Hall (255 DEF)</b>
10:30a	12:00p	<b>M-1</b>	Setting the Tone: Practical Customer Service Techniques – <b>355A</b>
		<b>M-2</b>	Understanding Millennials in the Government; grooming a new generation of leaders – <b>355B</b>
		<b>M-3</b>	<b>CLE</b> Enhancing Collections: Eliminating QDRO Misconceptions and Enforcing Additional Support Orders – <b>355C</b>
		<b>M-4</b>	<b>CLE</b> Interstate Child Support for Beginners – <b>355D</b>
		<b>M-5</b>	Soup to Nuts - How Has Planning, Implementation and Training Evolved for Child Support Systems – <b>355E</b>
		<b>M-6</b>	<b>CLE</b> Social Security and Child Support - What Does it All Mean? – <b>355F</b>
12:00p	1:30p		<b>Lunch (on your own)</b>
1:30p	3:00p	<b>M-7</b>	<b>CLE</b> Unintentional Intolerance – <b>355A</b>
		<b>M-8</b>	Perception is Reality: Changing perceptions of child support through branding and outreach – <b>355B</b>
		<b>M-9</b>	From SSNs and ITINs to the Portal- How to Make the FPLS data Work for You – <b>355C</b>
		<b>M-10</b>	<b>CLE</b> Implementation of the Hague Convention: What Can the International Child Support Community Learn from Each Other? – <b>355D</b>
		<b>M-11</b>	Tribal Child Support 101 – <b>355E</b>
		<b>M-12</b>	What are you going to do with that big fat debt? – <b>355F</b>
3:00p	3:30p		<b>Break/Fundraiser Winners Announced – Exhibit Hall (255 DEF)</b>
3:30p	5:00p	<b>M-13</b>	Building Stronger Teams: Increasing Accountability and Decreasing Dysfunction – <b>355A</b>
		<b>M-14</b>	Inspiring Women in Leadership – <b>355D</b>
		<b>M-15</b>	<b>CLE</b> UIFSA 2008 - Are States Getting it Right? – <b>355C</b>
		<b>M-16</b>	Providing Job Services - CSPED Shows the Way – <b>355B</b>
		<b>M-17</b>	A Town Hall Discussion: Undertaking and Sustaining Change in a Child Support Organization – <b>355E</b>
		<b>M-18</b>	Innovative Approaches to Improving Services to Families Making Technology Work for Families – <b>355F</b>

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Tuesday, October 4			
7:30a	8:30a		<b>Continental Breakfast – Exhibit Hall 255 DEF</b>
8:30a	10:00a		<b>Plenary Session (P-2): Thurl Bailey – Plenary Sessions (255 ABC)</b>
10:00a	10:30a		<b>Break/Fundraiser Winners Announced – Exhibit Hall (255 DEF)</b>
10:30a	12:00p	T-19	<b>CLE Legal Ethics - Family Feud – 355A</b>
		T-20	Assisting Incarcerated NCPs with Successful Re-entry – <b>355B</b>
		T-21	Just a "Nudge" in the Right Direction: The Application of Nudge Theory in Child Support Programs – <b>355D</b>
		T-22	Developing Customer Focused Service: Greeting with Empathy (Part 1 of 2) – <b>355C</b>
		T-23	Critical Thinking for Child Support Professionals – <b>355E</b>
		T-24	Implementation Science: Beyond Change Management – <b>355F</b>
12:00p	1:30p		<b>Lunch (on your own)</b>
1:30p	3:00p		<b>Inter-Jurisdictional (IJ) Fair – Plenary Sessions 255 A</b>
3:00p	3:30p		<b>Break/Fundraiser Winners Announced – Exhibit Hall (255 DEF)</b>
3:30p	5:00p	T-25	<b>CLE Taking Inventory of Your Program's Domestic Violence Response – 355A</b>
		T-26	Who's Your Data? – <b>355B</b>
		T-27	Developing Customer Focused Service: Communicating for an Effective Closing (Part 2 of 2) – <b>355C</b>
		T-28	Leadership Chat and Tweet – <b>355D</b>
		T-29	The Future of Your IT Organization – <b>355E</b>
		T-30	The Latest Innovations from Federal Grants – <b>355F</b>
Wednesday, October 5			
7:30a	8:30a		<b>Continental Breakfast – Exhibit Hall (255 DEF)</b>
8:30a	10:00a		<b>Plenary Session (P-3) – Plenary Sessions (255 ABC)</b>
10:00a	10:30a		<b>Break/Fundraiser Winners Announced – Exhibit Hall (255 DEF)</b>
10:30a	12:00p	W-31	Project Management Tools and Techniques – <b>355A</b>
		W-32	Performance Measures - State and Tribal Comparisons – <b>355B</b>
		W-33	Time Management – <b>355C</b>
		W-34	<b>CLE Procedural Justice, Civil Contempt, and the Low Income Obligor – 355D</b>
		W-35	Innovation and Automation Involving Case Management – <b>355E</b>
		W-36	Hello, My Name is Millennial: Meeting the Online Needs of Today's Child Support Customer and Beyond – <b>355F</b>
12:00p	1:30p		<b>Lunch (on your own)</b>

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1:30p	3:00p	W-37	Innovative Incentives for State Arrears Reduction – <b>355A</b>
		W-38	<b>CLE</b> Two Moms - Two Dads: Adapting Law and IV-D Policies to Work for Same Sex Families – <b>355B</b>
		W-39	Innovative Intergovernmental Practices Using Electronic Communications – <b>355C</b>
		W-40	Everyday Text Messaging in Child Support – <b>355D</b>
		W-41	Child Support Introspectives Powered by Pecha Kucha – <b>355E</b>
		W-42	Child Support’s Role in Supporting Economic Opportunity and Income Mobility – <b>355F</b>
3:00p	3:30p		<b>Break/Fundraiser Winners Announced – Exhibit Hall (255 DEF)</b>
		W-43	Prisoner Reentry Simulation – <b>260</b>
		W-44	Mandatory Paternity Testing or Not – <b>355B</b>
		W-45	<b>CLE</b> Text Messaging - A Tool for Child Support? – <b>355D</b>
		W-46	Social Media Strategies – Outreach in the Modern Age – <b>355C</b>
		W-47	Avoiding Communication Pitfalls – Best Practices for Current and Future Leaders – <b>355E</b>
6:00p	9:00p		<b>WICSEC Awards Banquet “Celebrating in Salt Lake: Sequins, Suits &amp; Sneakers” – 255 ABC</b> <i>Sequins, suits and/or sneakers are encouraged</i>
<b>Thursday, October 6</b>			
8:00a	9:30a		<b>Breakfast Buffet and WICSEC Business Meeting – Plenary Sessions (255 ABC)</b> <i>All attendees are welcome and encouraged to attend.</i>
9:30a	11:00a		<b>Plenary Session (P-4): Just Keep Swimming! – Plenary Sessions (255 ABC)</b>