



Conference & Exposition Sponsors

ERICSA would like to take this opportunity to recognize and thank the exhibitors and sponsors listed below for their generous contributions and support in making our 47th Annual Conference and Exposition a success. Without their loyal support, the annual conference would not be possible. Please take the time to visit the exhibits and thank those with the bright ribbons attached to their conference name badges.

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ACS, a Xerox Company

ACS, a Xerox company, works in partnership with more than 1,700 state, federal and municipal agencies, delivering flexible, reliable operations for government. ACS processes more than 50 percent of all child support collected nationally — about \$14.5 billion each year— through reliable, comprehensive SDUs, which handle payment processing, disbursement, customer care, and related services. We have also teamed up with Protech Solutions, Inc., to offer state child support enforcement (CSE) agencies - a new web-based solution, CSEnext, proven to dramatically improve child support case management and operations. Put our expertise to work for you.



A **xerox** Company

Booth #9



ActiveGovernment

ActiveGovernment, part of Active Network, brings 30 years experience empowering government agencies to deliver superior service by improving the way they are delivered to, and accessed by citizens. The company's solutions include call center capabilities for a variety of programs and initiatives, citizen request management and web content management. For more information, visit www.ActiveGovernment.com.

Booth #19

AMS Imaging, LLC

Integrated Document Management Solutions

AMS Imaging, LLC. is a single-source company that can provide your organization with complete resources for all your Document Imaging & Content Management needs. By applying the most advanced technologies to create electronic image and information management systems, AMS Imaging, LLC. offers proven means to fully integrated management of your documents and data with our comprehensive systems, services, and solutions.



Booth #5



Appriss, Inc.

Booth #20

Forty-two percent of child support is owed by persons with no quarterly wage records, and approximately 10 percent are in jail. Appriss offers access to both historical and currently incarcerated offender information to help locate non-custodial parents (NCPs) through JusticeXchange.

Since 1994, Appriss has provided innovative technology solutions that help hundreds of local, state, and Federal government agencies serve and protect their citizens. Through products like VINE® and JusticeXchange®, Appriss is helping to improve the efficiency, effectiveness, and accessibility of government agencies across the country.

Thousands of government agencies across the country trust Appriss to help them serve and protect their citizens.

What can we do for you?

- Automated victim notification
- Automated court information/notification
- Automated protective order notification
- Criminal justice information sharing, including analytics
- High-speed mass notification
- Law Enforcement tools to fight Methamphetamine production
- Pharmaceutical tools to fight methamphetamine production

For more information about Appriss products and services, call (866) APPRISS (866-277-7477), email us at info@appriss.com or visit our website www.appriss.com.



Auctor Corporation

The child support specialist

Auctor Corporation, headquartered in Indianapolis, IN, provides software systems, operations outsourcing, consulting, and documentation and training services to improve performance in organizations involved in administering the Child Support Enforcement Program. Auctor developed and supports a certified and feature-rich Child Support Enforcement system in several jurisdictions around the country. Our new browser-based offering, CS-FAST, provides Child Support organizations an innovative and cost-effective solution for updating or replacing legacy systems. CS-FAST is built on FAST, our generic case management and financial framework and is designed to be 1) easy to adapt and use, 2) economical to operate, and 3) effective in improving performance.

For more information contact Bob Orr at orrb@auctor.com.

The Center for the Support of Families (CSF)

Incorporated in 1991, the Center for the Support of Families is a leading, nationally-known human services program management consulting and training organization that has continually sought innovative ways to improve services to children and families.

Working at local, county, state, and federal levels to integrate new strategies and technologies into both existing and new business procedures, CSF has played key roles on several of the largest and most important child support and child and family services initiatives:

- Consulting
- Program Redesign
- Practice Training Curriculum Development and Delivery
- Development of Outcome Frameworks
- System Implementation Training
- Policy Analysis and Documentation
- Social Marketing and Outreach for Human Services
- Strategic Recruitment
- Management Information Systems
- Quality Assurance

For more information, visit our website www.csfsite.org.





Cincom Systems, Inc.

Booth #13

Cincom provides the most-intuitive document automation solutions in the industry. From real-time generation to fully-automated production, our easy-to-use software solutions help government agencies strengthen relationships, minimize compliance risks, reduce costs, and accelerate time-to-market for all their document communications. With over two decades of experience, Cincom leads the industry in helping government agencies move from aging mainframe-based applications to intuitive, web-based solutions that satisfy end users' needs for anywhere access while integrating easily with existing infrastructures to deliver a rapid and continuous return on investment.

Deloitte Consulting, Inc.



Booth #8

Deloitte & Touche LLP, Deloitte Consulting LLP, Deloitte Financial Advisory Services LLP, Deloitte Tax LLP and subsidiaries offer clients a broad range of fully integrated services in areas that include accounting, assurance and advisory, risk, tax, management, financial, technology and human capital consulting. Deloitte client service teams, under the leadership of a Lead Client Service Partner, work closely with clients to create powerful business solutions for organizations in the United States and around the world. With the added strength of the Deloitte Touche Tohmatsu member firm network, Deloitte U.S. has the ability to offer a true global, integrated approach to business issues that combines insight and innovation from multiple disciplines with a wide range of business and industry knowledge to help organizations excel anywhere in the world.



DFAS

Booth #27

The mission of DFAS is to provide accounting and finance services for the military departments and defense agencies. Our mission is about the customer. It is delivering responsive accounting and finance services to the men and women in uniform, as well as to those who support the warfighters defending our country. It is about providing timely and useful business intelligence to decision-makers who, with the right information, can more effectively manage their resources in support of our troops at home and abroad.

DFAS is the world's largest finance and accounting operation and much more. Our mission has expanded from providing what the customer needs today to anticipating how these needs will evolve for tomorrow. Developing and maintaining close relationships with our customers is how DFAS meets client needs with integrity, service and innovation. DFAS is an agency supporting the OUSD(C), the principal advisor to the Secretary of Defense for budgetary and fiscal matters. As such, it is the responsibility of DFAS to coordinate and collaborate with all civilian defense agencies, the military services and the combatant commands that provide warfighting capabilities for America's defense.

The people of the Defense Finance and Accounting Service (DFAS) take pride in serving the men and women who defend America. We take our contribution to national defense seriously. We work hard to fulfill the important fiscal responsibilities entrusted to us by the American taxpayers. We ensure the resources they provide are accounted for properly. DFAS Cleveland processes all court ordered garnishment for child support, alimony and commercial debts for all military members and all civilian employees paid by DFAS, plus court ordered divisions of military retired pay under the Uniformed Services Former Spouses' Protection Act.

Please visit our website for more information: <http://www.dfas.mil/garnishment.html>



Domestic Relations Association
of Pennsylvania

Booth #26

DRAP

The Domestic Relations Association of Pennsylvania is non-profit corporation composed of Child Support professionals dedicated to improving child support services in Pennsylvania. The association has over 1,300 members with representatives from each of the 67 county Domestic Relations Sections (DRS) or Family Courts, and the state Bureau of Child Support Enforcement (BCSE). In addition to an annual training conference, specialized training and information sharing is provided throughout the year.

Visit the DRAP website at www.d-r-a-p.com for more information.

Educational Data Systems, Inc.

Educational Data Systems, Inc (EDSI) is currently working with the Pennsylvania Bureau of Child Support and Local Courts to assist non-working Non-Custodial Parents to find and retain family sustainable Employment. To date this program assisted in the collection of over 5 Million Dollars!



Booth #17

EDSI has been assisting a wide range of businesses, educational and workforce board customers since 1979. EDSI is best known for its dynamic and innovative strategies for Customized Job Training (Skills Balance Sheet), Enhanced Business Services and Job Placement (Tiered Employment) programs. Presently, EDSI is contracted to design and implement programs in the states of Illinois, New York, Pennsylvania, Florida and Michigan.



Health Management Systems

Booth #12

HMS is the leader in coordination of benefits and program integrity services for government healthcare programs. The company's clients include health and human services programs in more than 40 states, 90 managed care plans, the Centers for Medicare and Medicaid Services (CMS), Child Support Agencies and Veterans Administration facilities. HMS helps ensure that healthcare claims are paid correctly and by the responsible party. As a result of the company's services, government healthcare programs recover over \$1 billion annually, and avoid billions of dollars more in erroneous payments. HMS is headquartered in New York and operates offices nationwide.

HP Exstream

From HP, the world's largest technology company, HP Exstream is a fully integrated software platform for creating, managing and delivering all constituent communications across the agency. From letters and forms completed interactively by agency workers, to personalized text, email and web self-service documents generated in real time, to fully customized batch communications produced in high volumes, HP Exstream saves millions of dollars a year by eliminating point solutions, streamlining document processes, and significantly reducing paper and postage. HP Exstream also ensures compliance and improves response by delivering clearer, fully customized communications through the constituent's preferred channel and in their language. Agencies around the world, including State of California, State of New York Tax & Finance Department, United Kingdom Department of Vehicle Licensing, État de Vaud, U.S. Department of Education Student Aid, City of Dallas, Unedic, Rikstrygdeverket, and many others are substantially reducing costs and improving constituent response using HP Exstream.



Booth #3



Booth #25

IDE Consortium

The Interstate Data Exchange Consortium is a group of states whose common objective is to pool resources to provide cost-effective solutions for interstate and intrastate child support issues. Currently IDEConsortium offers three unique services to its member states:

- Financial Institution Data Match (FIDM)
- Automated Enforcement of Interstate cases (AEI)
- Parent Locate

The IDEConsortium is state-owned and operated. States may join as either Full Members or as Limited Partners through a state contract containing a memorandum of understanding agreement administered by the South Carolina Department of Social Services (SCDSS) which serves as the “Seat Agency.” Each Full Member state has a representative and a vote on the IDEConsortium Board of Directors which meets semi-annually. SCDSS provides oversight and maintenance of a contract with ACS Government Solutions, Inc. for the development, operation, maintenance and marketing of the IDEConsortium services.

Informatix, Inc.



Booth #22

Informatix provides outsourcing services for payment processing, document management and financial institution data matching (FIDM) in addition to a variety of consulting services. We offer over 20 years of Child Support program experience, dedicated staff with outstanding skills, and a commitment to finding innovative and effective solutions to our customers’ technology and business needs. To learn more about Informatix, visit our website at www.informatixinc.com.



Booth #18

Laboratory Corporation of America (LabCorp), one of the first NCSEA Corporate Associates, has provided genetic parentage testing services continuously since 1981. Known nation-wide for excellent quality and personalized service, LabCorp has been at the forefront of improved technology for parentage testing. LabCorp offers a strong base of technical dependability, sophisticated information handling systems and a comprehensive logistical system for specimen handling in order to better service the Child Support community. Learn more about our services by calling (800) 742-3944 or by visiting our website at www.labcorp.com.

LexisNexis



Booth #11

In today’s economy, government agencies are maximizing resources, increasing collections, and enhancing overall productivity with revenue recovery and investigative tools from LexisNexis Advanced Government Solutions. By prioritizing cases, locating and contacting non-custodial parents, and monitoring accounts, child support enforcement agencies are able to collect more revenue in less time with LexisNexis Revenue Recovery Solutions. LexisNexis brings over 30 years experience in commercial collections to the government sector, and for child support enforcement agencies, we know accuracy equals efficiency. We’ll help your agency increase efficiencies in collecting outstanding revenue owed by reducing the amount of time and effort spent on locating the non-custodial parents. LexisNexis provides single-source solutions and a dedication to service excellence ensuring that child support enforcement agencies are able to make actionable decisions.

For more information, visit lexisnexis.com/government.



MAXIMUS

Booth #7

MAXIMUS is one of America's leading government services companies devoted to providing program management, consulting and information technology services. Since 1975, MAXIMUS has consulted with states on a variety of issues including child support. MAXIMUS provides child support outsourcing, call centers, consulting, technology services, training, locate, collections, medical support enforcement, CSLN and Financial Institution Data Match (FIDM) support, Tribal and new hire reporting services.

MAXIMUS is strongly committed to serving our clients and our customers, while producing performance numbers for child support programs that not only benefit the programs themselves, but also benefit the children for whom the programs are dedicated.

For information about MAXIMUS call 1.800.MAXIMUS or visit our web site at www.maximus.com.

Northrop Grumman Information Technologies

NORTHROP GRUMMAN

Booth #15

Child Support contributes to the financial security of millions of American families. Timely and accurate collection of financial and medical support owed to children is a national priority and a key component of Welfare Reform. Over the past 20 years the Child Support programs have made dramatic improvements in enforcement processes and systems. The dedication and contributions of ERICSA have enabled its member agencies to provide highly cost effective Child Support programs with an enviable track record in meeting their commitments to assisting children to receive the support they are owed.

Northrop Grumman is a leading provider of Child Support Enforcement services and solutions. Our work with the Child Support community began in 1985 when we partnered with Delaware to develop their automated child support enforcement system. This was followed with our work in other states, including our systems development and implementation in Montana – resulting in the first system in the nation to achieve federal systems certification. Since then our child support systems practice has expanded to include development and support work for other valued child support agencies, including Michigan, Oklahoma, and Rhode Island.

Northrop Grumman has implemented more statewide Child Support Enforcement (CSE) applications than any other company; we are currently partnered with four states to operate, maintain and enhance their CSE systems. We also provide Quality Assurance and Independent Verification and Validation. We work with the federal Office of Child Support Enforcement (OCSE) providing technical support on the expanded Federal Parent Locator Service (FPLS) and Interstate Case Reconciliation (ICR) to all state CSE agencies.

Our Integrated Eligibility Systems are helping thousands of caseworkers assist hundreds of thousands of customers. We maintain and enhance Statewide Automated Child Welfare Information Systems (SACWIS) for four states and Child Care systems for three states. Northrop Grumman's technical solutions span the entire spectrum of human service programs – from Child Care to Child Support - and an array of technical platforms – from mainframes to web portals.

Learn more at www.northropgrumman.com.



Northwoods Consulting Partners

Booth #6

Northwoods Consulting Partners, Inc., founded in 1997, is a privately-held software development and services company headquartered in Dublin, Ohio. Our Compass Software™ product suite is created solely to serve the needs of human services agencies nationwide.

Human services agencies everywhere are experiencing shrinking budgets and increased workloads. Our solutions in Electronic Document Management, Document Imaging, Point-of-entry scanning, Automated Electronic Forms, Scheduling, and Client Flow help agencies reduce costs while operating more efficiently. In short, we help agencies do more with less.

For more information visit www.teamnorthwoods.com

Orchid Cellmark



Booth #23

Orchid Cellmark Inc, one of the largest and most experienced DNA testing companies in the world, has been providing confidential, accredited, parentage testing since 1979. With an international specimen collection network consisting of thousands of sites, efficient UIFSA procedures, and a highly automated DNA laboratory, typical results are available in 3 days or less, with an average probability of 99.99% for inclusions. Client conveniences include extended customer services hours with bilingual staff, electronic scheduling and case status capabilities, access to statistical reports, on-site training and reports in other languages such as English, Spanish, and French. Finally, Orchid Cellmark Inc provides expert witness testimony as requested.

To find out more on our industry leadership activities in the area of technology, quality assurance, and customer service, please visit our booth or contact Craig Kelly at 504-913-5090 or at ckelly@orchid.com.



Policy Studies Inc. Policy Studies, Inc.

Transforming policy into action.

Booth #4

Since 1984, PSI has partnered with public and private agencies to develop policy and administer child support programs nationwide.

From consulting engagements to full-service program implementation and administration, we work with our clients to develop the most effective solutions for transforming public policy like child support enforcement into programs that achieve tangible results. For more information about our services, call 303.863.0900 or visit our Web site at www.policy-studies.com.

Progressive Financial Services, Inc.



Booth #21

Progressive has over 13 years experience in collection of delinquent child support. Experienced with thousands of cases, and millions of dollars in successful recovery of support that our children need and deserve! We offer NCP employer locating programs, web based internet skip tracing, state of the art systems and experienced collection staff in 3 collection centers located in Arizona, Pennsylvania, and South Dakota. Manpower budgets are shrinking – we can help fill the void recovering delinquent child support payments. For more information and to learn more about our success, contact:

Ann McGough, Vice President, Marketing

Progressive Financial Services, Inc.

26810 Port Road • Millsboro, DE 19966

Phone: 800-731-0219 / 800-563-5835 • Email: amcgough@progressivefinancial.com

RCM Technologies RCM Technologies, Inc.

Booth #24

RCM Technologies is a premier single-source provider of business and technology solutions with a strong vertical focus offering an integrated suite of services through a global delivery platform.

RCM has organized its National Health and Human Services Practice to address the need for experienced, skilled consultants to plan, design, build and maintain State automated information and enforcement systems. In addition to leading-edge technical skills, our consulting teams bring a wealth of knowledge and experience in Child Support and Child Welfare support regulations at both the State and Federal level.

Our Human Services Practice Consultants each have on average over 25 years of experience working with Statewide Automated systems projects and leading large-system implementations from multiple states providing services for Project Management, Training Development and Delivery, WBT/CBT development, Implementation and Help Desk operations. Most recently RCM provided materials development, classroom training, on-site support and help desk services for the Michigan Child Support System project (MiCSES) and the New Jersey Child Support System project (NJKiDS).

RedMane Technology

RedMane Technology is an information technology consulting company developing and delivering custom solutions to help Public Sector & Commercial clients resolve their most pressing business issues.



- We build applications for State and Local Government Health and Human Services departments in areas such as:
 - Child Support Enforcement
 - Eligibility and Case Management applications for Medicaid, TANF, Food Stamps, etc.
 - Child care
- RedMane Technology LLC provides large-scale, mission critical solutions using the latest information technology so that our clients can efficiently deliver the best services to their customers. We are known for:
 - A team that excels in solving complex business problems.
 - Delivering applications on time.
 - A proven methodology and outstanding quality.
 - Customers who are delighted with the work we do.



SRA International

Please speak to our customers – any of them - about us!

Since 1996, SRA International, Inc. has provided program management, information technology oversight, subject-matter expertise, and daily operations support to the Federal Office of Child Support Enforcement in designing and implementing the Federal Parent Locator Service. SRA and its subsidiaries are dedicated to solving complex problems of global significance for government organizations serving the national security, civil government, and global health markets. Founded in 1978, the company and its subsidiaries have expertise in such areas as air surveillance and air traffic management; contract research organization (CRO) services; cyber security; disaster response planning; enterprise resource planning; environmental strategies; IT systems, infrastructure and managed services; logistics; public health preparedness; public safety; strategic management consulting; systems engineering; and wireless integration. The company and its subsidiaries employ more than 7,000 employees serving clients from headquarters in Fairfax, Va., and offices around the world. For additional information on SRA, please visit www.sra.com.



Support Consulting

Support Consulting, LLC, provides advanced child support consulting services to state and local child support programs, child support firms, courts, and associations.

Founded by Jeff Ball in 2007, Support Consulting, LLC specializes in offering subject matter expertise to entities interested in performance reviews and enhancement; organizational review; grant application, implementation and evaluation; best practices implementation; and, CSE legal, policy and interstate practice analysis. Jeff will use his 22 years in federal and private-sector child support and 28 years as an attorney, and his national CSE practice knowledge and contacts to assist government improve performance or implement change.

For more information, contact Jeff Ball at:

jeffball@support-consulting.com or 513.697.6519 (landline) or 513.225.6740 (cell).

Systems & Methods, Inc.

SMI is a family owned and operated business founded in 1971. SMI is dedicated to going the extra mile to deliver innovative processing solutions to our governmental client family. SMI has strong values that influence our business culture and provide a comfortable, productive, and fulfilling work environment for our employees.



Booths 1 & 2

CHILD SUPPORT/PAYMENT PROCESSING/DATA PROCESSING

Our *SMART*® solution first implemented in 1999, delivers the cost effectiveness of our proven accurate and efficient technology while providing essential workflow management ease. SMI eliminates the major opportunities for processing errors experienced by many agencies. SMI offers a unique combination of child support systems experience and program knowledge, payment and data processing, customer service, and operations experience.

CHILD WELFARE/SACWIS

SMI understands the program, policies and practices essential to child welfare management. Our unique approach to child welfare service delivery allows agencies to focus on the children instead of mounds of paperwork.

FINANCIAL

SMI has considerable experience in financial management services to state and local human services agencies and the financial community. Our *SMILE*™ Financial Management solution encompasses the full life-cycle of government agency financial management from planning through federal reporting.

NEW HIRE/DOCUMENT MANAGEMENT/MEDICALSUPPORT

SMI's reporting and data management solutions reduce cost, paperwork, and time necessary to access client information essential in tracking and controlling services needed.

Our commitment to service, integrity and a family-to-family approach to doing business is the foundation of our belief that success depends on long-term business relationships. SMI... Providing Better Solutions that Make Life Easier.



The Work Number

The Work Number® is an automated service that provides over 190 million employees a variety of human resource and payroll services, including employment and income verification.

Booth #10

- **Verifiers** - Whether you are a lender, apartment manager, pre-employment service, or other verifier, The Work Number makes getting employment and income verifications easy. It is simply the fastest and most accurate method available.
- **Social Service Agencies** - Verify employment and income to determine eligibility of applicants for Social Services.
- **Employees** - The Work Number® gives over 190 million employees secure & convenient access to a variety of human resource services ... 24 hours a day. Depending on what features your employer has decided to offer through The Work Number, your account may include employment and income verification as well as secure access to your W-2.

US Bank



Booth #14

U.S. Bank pioneered the government-funded market — launching the first bank-issuer Child Support program in 2001. Today, the bank is the leading provider of prepaid debit card programs to government agencies, and was recently honored as the ‘Best Government-Funded Program’ at the 2010 Paybefore Awards.



WICSEC

Booth #28

The Western Interstate Child Support Enforcement Council is a non-profit association. Its membership is comprised of participating public and private child support enforcement agencies and professionals from all states west of the Mississippi River.

To find out more about our organization and our 2010 conference in Santa Fe, New Mexico, visit our website www.wicsec.org.

YoungWilliams



YoungWilliams is unique among child support service providers in that we specialize in child support. Our focus on delivering quality child support and customer services each and every day never waivers as child support is our company’s only line of business.

Booth #16

In 1993, the attorneys of our affiliated law firm, YoungWilliams, P.A., were recruited to provide legal services for over 30,000 child support cases in Hinds and Warren Counties in central Mississippi. This group of attorneys and child support professionals shared a common desire to contribute to the children of America. Part of this original commitment was to concentrate exclusively on child support, master every detail and not be diverted by other business interests. YoungWilliams P.C. (YoungWilliams) was created for this purpose. Our management team and staff of child support professionals are keenly attuned to the needs and challenges of the child support program, and are intent upon forging strong and lasting relationships with state and local child support agencies. This begins with fulfilling contractual goals, exceeding expectations and earning the trust of our IV-D agency partners.

YoungWilliams now provides a variety of child support services in six states. Our services include:

- Full Service operations
- Enforcement Services
- Paternity Services
- Customer Service Call Centers
- Professional Staffing
- Consulting

We are committed to doing an outstanding job for our government clients and the citizens we serve!

***For more information contact:
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P.O. Box 23458 • Jackson, MS 39225
Phone 406-933-8009
E-mail: wellbank@youngwilliams.com
Website: www.youngwilliams-css.com***