

# Newbies Conference Call

**UPDATED**

## AGENDA

**Wednesday, May 31  
2017**

**3:00 PM Eastern  
2:00 PM Central  
1:00 PM Mountain  
Noon Arizona  
Noon Pacific  
11:00 AM Alaska  
9:00 AM Hawaii  
5:00 AM (Thu) Guam**

**1-877-402-9753  
9474359#**



**National  
Council of  
Child Support  
Directors**

### ■ Roll Call

### ■ Topics for Discussion

- NCCSD Annual Conference  
Follow-up
- Electronic Document Exchange (EDE)  
If you use it, what do you think? How is it different than CSENet?
- State systems & Tribes  
What conversations need to take place? What is OCSE's role?
- In-house IVRs  
If you don't contract for call center, did you develop in-house, buy IVR software, etc.?
- Mobile apps  
What does your app do or provide?
- Reports  
What reports do you view? Share with staff?
- Nat'l Change of Address (NCOA)  
Who's doing this?

### ■ Roundtable

- Next meeting: Wed, June 28  
*(last Wednesday of the month)*