

Sowing Seeds



Of Success

BPRO POSSESS VASWP

Spring Conference

The Williamsburg Lodge,

Williamsburg, Virginia

April 29 - May 1, 2024

Sowing Seeds of Success

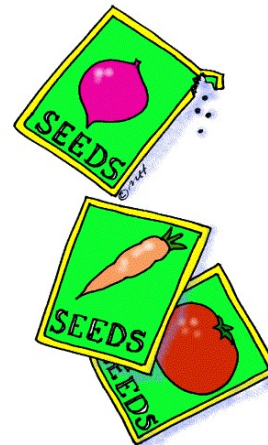
Our Conference Schedule At a Glance

Sunday, April 28, 2024

3 pm - 6 pm BPRO and VASWP only - Early Conference Registration - pick up your conference materials and avoid the morning rush. (Hotel check-in is at 4 pm.)

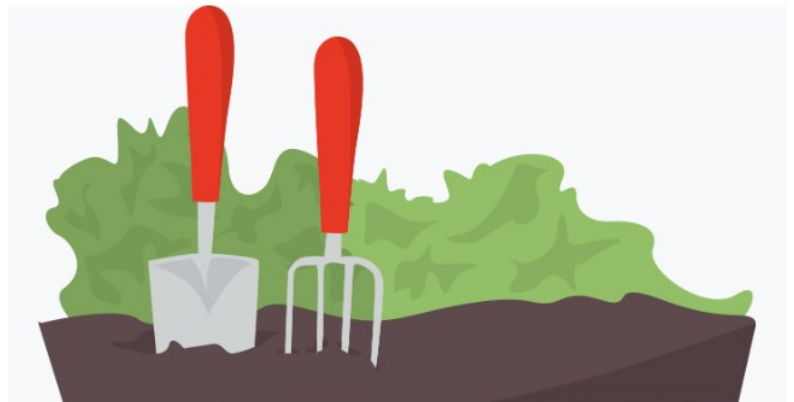
Monday, April 29, 2024

7:30 am Registration Begins—Lower Level
8:30 am Pre-conference workshops
10:00 am Break (on your own)
10:15 am Pre-conference workshops
11:45 am Lunch (provided)
1:15 pm Benefit Panel
POSSSESS Networking Activity
VASWP Executive Board Meeting
2:45 pm Break (provided)
3:00 pm BPRO Business Meeting
POSSSESS Business Meeting
VASWP Business Meeting



Tuesday, April 30, 2024

7:15 am Breakfast (provided)
8:30 am Workshops
10:00 am Break (on your own)
10:15 am Workshops
11:45 am Lunch (provided)
1:15 pm Workshops
2:45 pm Break (provided)
3:00 pm Workshops



Wednesday, May 1, 2024

7:15 am Breakfast (provided)
8:00 am Raffle winners announced
8:30 am Workshops
10:00 am Break (on your own)
10:15 am Workshops
11:45 am End of Conference

THANK YOU

Thank you for coming. We hope you will find the investment of your time away from your office and the energy spent in attending will benefit you and your agency as we “Sow Seeds of Success” in 2024.

Sowing Seeds of Success

Our Menus

Lunch Monday

Citrus Salad

Rosemary Garlic Chicken Breast

Herb-Roasted Vegetables

Chocolate Swirl Cheesecake

Hot Tea/ Coffee, Iced Tea/Ice Water

Monday Afternoon Break

Partially Sponsored by



Pastry Bars

Lemon Bar, Pecan Squares, Coconut Chocolate Chip, Peanut Butter Bar

Coke Classic, Diet Coke, Sprite and Bottled Dasani Water

(One pastry and one beverage per person, please)

Gluten-Free potato chips available at BPROs registration table for our gluten-free guests only

Tuesday Breakfast

Chilled Orange and Grapefruit Juices

Sliced Seasonal Fruits

Assortment of Breakfast Pastries

Scrambled Eggs, Sausage Patties

Breakfast Potatoes

Freshly-Brewed Royal Cup Coffee, Decaffeinated Coffee

Assorted Mighty Leaf Fine Tea

Sowing Seeds of Success

Our Menus

Tuesday Lunch

Tossed Garden Greens (choice of Ranch or Vinaigrette Dressing)
Braised Beef Steak with Caramelized Mushroom and Onion Gravy
Garlic Mashed Potatoes, Green Beans, Carrots
Cherry Trifle
Hot Tea, Coffee, Iced Tea, Iced Water

Tuesday Afternoon Break

Jumbo Cookies
Chocolate Chip, Oatmeal Raisin, Peanut Butter, Ginger Snap
Coke Classic, Diet Coke, Sprite and Bottled Dasani Water
(One cookie and one beverage per person, please)
Gluten-Free potato chips available at BPROs registration table for our gluten-free guests only

Wednesday Breakfast

Chilled Orange and Grapefruit Juices
Sliced Seasonal Fruits
Assortment of Breakfast Pastries
Scrambled Eggs, Bacon
Breakfast Potatoes
Freshly-Brewed Royal Cup Coffee, Decaffeinated Coffee
Assorted Mighty Leaf Fine Teas



Sowing Seeds of Success

GiveBack and Networking

BPRO's Give Back

In Memory of Yolanda Marshall

This Spring, we choose to honor the memory of Yolanda Marshall. Many of you may remember Yolanda as a frequent presenter at conferences, and was most recently SNAP Corrective Action Coordinator. She was a champion of all things BPRO. In January 2024, at the young age of 46, Yolanda passed away after battling several medical issues. She graduated from Richmond Public Schools, University of Virginia, and received a Master's from Strayer University in Public Administration. Yolanda worked for City of Richmond DSS and the Virginia Department of Social Services over a period of 20 years. As SNAP Corrective Action Coordinator, she was responsible for several programs that ensured hundreds of thousands of Virginia's most vulnerable citizens had access to the best services available to them.

This Spring's nonprofit chosen to receive BPRO's GiveBack is Williamsburg House of Mercy as we honor Yolanda and her efforts to serve the citizens of Virginia.



"Williamsburg House of Mercy provides quality compassionate human services to all people, especially the most vulnerable, regardless of faith. We provide a safe and welcoming environment for area homeless to find respite, receive services, and work toward ending their homelessness, and emergency assistance and supportive services to those struggling to maintain housing and regain stability."

williamsburghouseofmercy.org

Please join BPRO in supporting Williamsburg House of Mercy's food bank, the largest food distributor in the area, serving those in Williamsburg and surrounding areas.

BPRO POSSESS VASWP

Networking Suite

Our Networking Suite will be open for those age 21 and over to meet your colleagues from across the state.

Our Networking Suite will be open the following hours:

Sunday, April 28, 7 pm—9 pm

Monday, April 29, 7:30 pm—10 pm

Tuesday, May 1, 7:30 pm—9:30 pm

***Badges must be worn to enter networking suite. No outside guests may enter.
Beverages may not leave the Suite.***

Sowing Seeds of Success

Words of Welcome

Welcome to beautiful Colonial Williamsburg and to the Spring 2024 BPRO/VASWP/POSSESS joint conference “Sowing Seeds of Success.” As we move forward in the future, let us continue to “Sow Seeds of Success” in all that we do. Celebrate the last year’s “harvest” of your successes in the hard work you have put in, being resilient and flexible.

This conference will allow you the opportunity to “sow seeds” to gain knowledge and skills, provide you with the ability to talk with state partners and network with many DSS staff who are committed to providing support to the most vulnerable citizens of the Commonwealth.

Many thanks to all those who “provided fruits of their labor” by going above and beyond to make these conferences valuable: BPRO’s 2nd VP in charge of conference planning, Donna Montgomery; BPRO’s Professional Development Chair, Dannielle Tosh and the many members of the Professional Development Committee who spend hours “cultivating” a program that is not only relevant training, but exciting as well.

Thanks to the VASWP and POSSESS Conference Planners who also “tended their garden” spending hours putting together their training opportunities. I would also like to offer a “Bushel of Thanks” to VDSS staff and other trainers who have developed the training you will be enjoying over the next few days and BPRO Executive Board who behind the scenes do a ton of work preparing for conference. We appreciate the “cooperative” of all the “community gardeners” that provided us with a “bumper crop.”

Over the next few days, take the opportunity to “Sow Seeds of Success” with your gardening tools. I hope you truly take the time to enjoy conference and all it has to offer as you begin planting for the next harvest!

**Tina Caldwell-Eheart,
BPRO President**

**“Success is . . . Knowing your purpose in life, growing to reach your maximum potential,
and sowing seeds that benefit others.”**

- John C Maxwell

mybpro.org



Sowing Seeds of Success

Words of Welcome

As the POSSESS State President, I would like to welcome you to the 2024 spring conference. I am excited to be back in Williamsburg for the BPRO-POSSESS-VASWP conference and hope you enjoy the beautiful hotel and the surrounding historic area.

First, I would like to extend my appreciation and gratitude for all the work the POSSESS membership does for their local agencies and communities throughout the year during this Administrative Professionals month in April. The conference theme, "Sowing Seeds of Success", matches with the time of year as our seeds take root and grow during the upcoming spring season. In Social Services, these seeds of knowledge and changes will grow to successfully meet client, agency, and community needs throughout the year.

There will be a lot of information in the various workshops being offered by all the organizations. My hopes are that everyone will utilize these opportunities to plant their own seeds of knowledge to start or continue their growth throughout the conference. Everyone's "seeds" will be a little different as their experiences will be different. Enjoy the conference!

"Don't judge each day by the harvest you reap but by the seeds you plant."

- Robert Louis Stevenson



Janet Briscoe
POSSESS State President

Welcome SPRING!! I hope everyone is excited to sow the seeds of success this round. We all grow into something different with the same goals of helping folks triumph as successful individuals. Conference is always a wonderful time to meet new colleagues and catchup with the old ones. Soak up as much info as you can and spread those seeds of knowledge with your teams back home.

I also want to thank everyone who has put this conference together. As I say every time, this is no easy feat.

VASWP is happy to welcome a new executive board with April White of Warren County taking over as President. Having served on the executive board for over 14yrs, it has been an honor and a privilege to get to know each and every one of you. Thank you all so much for your support, comradery, and friendships.

Blair Smith

VASWP President



Sowing Seeds of Success

Monday, April 29, 2024 Pre-Conference

8:30 AM—10:00 AM

Piedmont A

Lower Level

BPRO

Planting Seeds for Growth. How to Cultivate Yourself To Be a Better Leader

Presented by Deana Bennett & Tonia Alexander

Green Thumb or Novice Planter. Need some ideas to help your BPS garden grow? Goals, plans, skills for supervisors. This workshop is for the new harvester, the farmhand interested in starting his new crop, or the seasoned farmer who is always trying to improve on their new sprouts as well as their established plants. Let's help our gardens thrive by developing goals, plans and skills in order to be a better leader.

This workshop will be repeated on Wednesday at 8:30 AM

8:30 AM—10:00 AM

Piedmont B

Lower Level

BPRO

Pruning SNAP Income in VaCMS

Presented by Candace Kelly

This workshop will cover various income topics and VaCMS entry. Learn how to enter partial month income into VaCMS, understand inputting dates in VaCMS, and review income for accuracy at wrap-up.

10:00 AM - 10:15 AM

Morning Break



10:15 AM - 11:45 AM

Piedmont A

Lower Level

BPRO

PIPP Petals of Processing

Presented by Angela Ector and Nakisha “Kisha” Owens

Empowering Growth: Join our workshop where case management skills bloom, ensuring a journey of sprouting success with Percentage of Income Payment Program (PIPP). Topics: PIPP updates in VaCMS and case processing. Interactions and file transfers with Dominion. Clarification of eligibility actions and enrollment activities.

10:15 AM - 11:45 AM

Piedmont C

Lower Level

BPRO

Constituent Correspondence Unit, Partnering in Success with LDSS and External Partners

Presented by Sherrithia Lowe

CCU will provide an overview of how constituent inquiries are received and resolved via home office. By providing this overview, we will illustrate how we strive to provide excellent customer service while assisting constituents with a fair, reasonable resolution. After this presentation, we hope you our external partners (Commissioner, Governor, political affiliate offices) and internal (LDSS) partners, will have a better, clearer understanding of the roles and responsibilities of the CCU.

Sowing Seeds of Success

Monday, April 29, 2024 Pre-Conference

10:15 AM—11:45 AM

Piedmont B

Lower Level

BPRO

Child Care Subsidy Program: A Year-At-A-Glance

Presented by Amanda Kay & Clifton Wise

In our session, we'll take a comprehensive look at the growth and evolution of our program over the past year, highlighting the seeds of success we've planted through strategic adaptations and improvements. Join us as we reflect on key changes implemented and upcoming enhancements to the Child Care Subsidy Program.

10:15 AM—11:45 AM

Virginia ABC

Lower Level

BPRO

Cultivating a Multi-Generational Workforce

Presented by Emily "Shea" McCracken

Today's workforce consists of five generations functioning together in one workplace which presents unique challenges for frontline staff and leadership. During this workshop, we will examine each generation's attitudes, beliefs, habits, and expectations, and discuss how to cultivate the multigenerational differences into a positive workplace environment where all generations can thrive and be successful. This workshop will also detail the world events that have contributed to the unique characteristics of each generation with a focus on how each age group can be used as a touchstone for allowing workers understanding to better manage their work-life balance.

10:15 AM—11:45 AM

Allegheny BC

Main Level

POSSESS

The Seeds of Success in Customer Service

Presented by Janet Briscoe

Plant the seeds of success by learning how to have great customer service with clients and co-workers. Learn about how our tone, body language, facial expressions affect our in-person, phone, or written communications. Also, we will dive into individual personality types to change your interaction with each one.

Monday, April 29, 2024 Conference Begins . . .

11:45 AM —1:10 PM

Virginia DEF

Lower Level

Lunch and Welcome

Michelle Taliaferro , Benefits Supervisor, Williamsburg Department of Human Services

Janet Briscoe, POSSESS President

Blair Smith, VASWP President

Tina Caldwell-Eheart, BPRO President

Carl Ayers, Deputy Commissioner, Virginia Department of Social Services

Sowing Seeds of Success

Monday, April 29, 2024 (continued)

1:15 PM —2:45 PM

Virginia ABC

Lower Level

BPRO

Benefit Programs Panel

Join the panel for an informative and interactive discussion!

Angela Morse, Director, Division of Benefit Programs

Jennifer Cooper, Associate Director, Division of Benefit Programs

Diana Clark, Associate Director, Division of Benefit Programs

Frank Smith, Associate Director, Division of Benefit Programs

Irma Blackwell, Medical Assistance Program Manager

Mark Golden, Economic Assistance and Employment Programs Manager

Denise Surber, Energy Assistance Program Manager

Michele Thomas, SNAP Program Manager

Yolanda D. Chandler, Director, Eligibility and Enrollment Services Division,
Department of Medical Assistance Services

Amanda Kay, Child Care Subsidy Program Manager

Clifton Wise, Child Care Operations Coordinator, Office of Early Childhood
Access and Enrollment, Virginia Department of Education

Natalie Jay-Short, Senior Trainer, Local Training & Development

1:15 PM—2:45 PM

Allegheny A

Main Level

VASWP

VASWP Executive Board

1:15 PM—2:45 PM

Allegheny BC

Main Level

POSSESS

POSSESS Networking Activity

Presented by Janet Briscoe

Learn more about fellow co-workers at other agencies throughout the state while engaging in conversations to learn more about best practices, tips and tricks to be more successful in your own position or contribute to your agency's success.

2:45 PM - 3:00 PM

Main and Lower Levels

Afternoon Break—Partially Sponsored by Dominion Energy

Enjoy a Pastry Bar, and a Bottled Water or Coke Beverage. One per person please.

Sowing Seeds of Success

Monday, April 29, 2024 (continued)

3:00 PM—5:00 PM

Virginia ABC
Lower Level

BPRO Business Meeting—all members are required to attend.

3:00 PM—5:00 PM

Allegheny BC
Main Level

POSSESS Business Meeting

3:00 PM—5:00 PM

Allegheny A
Main Level

VASWP Business Meeting

End of Day One - Visit our Networking Suite - 7:30 PM—10:00 PM
Have a Restful Evening and Enjoy Williamsburg

Tuesday, April 30, 2024

7:15 am—8:15 am

Lower Level

Breakfast (provided)

8:30 AM—10:00 AM

Virginia AB
Lower Level
BPRO

Springing Into Full Bloom: VIEW Spending Throughout the Seasons

Presented by Christie Bruce & Melissa Cook

During this workshop we will pluck the weeds of uncertainty and confusion surrounding all things VIEW Spending. Join us as we grow in our knowledge of Employment and Training Annual Plans, JLARC Study Key Takeaways, Utilizing LASER Expenditure Reports and dig into spending best practices. Please note, we may have to consult with our master gardeners if you have specific spending questions. So don't be hosed if we say, "we're going to have to take that back."

8:30 AM—10:00 AM

Allegheny A
Main Level
VASWP

Advocacy from Micro to Macro:

Presented by April White

How to advocate for your Professional Self, and your Profession as a whole!

Sowing Seeds of Success

Tuesday, April 30, 2024 (continued)

8:30 AM—10:00 AM

Virginia C

Lower Level

BPRO

Bloom Where You Are Planted-Medicaid and FAMIS Immigrant Policy

Presented by Sara Cariano & Adrienne Jackson

Review Medicaid immigrant eligibility policies and case processing procedures and provide an overview of changes included in the pending CMS "DACA Rule."

This workshop will be repeated on Wednesday at 8:30 AM.

8:30 AM—10:00 AM

Tidewater AB

Main Level

BPRO

Harvesting Information Using Effective Interviewing Tools

Presented by Natalie Jay-Short & Michelle Woolfolk

In this workshop, you will learn how to interview customers effectively for SNAP and TANF. We'll share the Why, When, and How of interviewing, along with best-practice techniques for interview preparation, building rapport, and gathering the information you need from the customer.

This workshop will be repeated on Wednesday at 10:15 AM.

8:30 AM—10:00 AM

Tidewater CD

Main Level

BPRO

Management Evaluation (ME) Review – Together, We'll Sow the Seeds to Provide the Best Service Delivery to Our Citizens

Presented by Ann Taylor & Harriet Cooper

Join us to enhance your understanding of the SNAP Management Evaluation (ME) process. In this workshop, you will gain valuable insight into the ME Unit, learning who we are, why we do what we do, and the significance behind Management Evaluations.

You will learn effective strategies to prepare for ME reviews, understand your role throughout the evaluation, and gain clarity on the targets being reviewed. We will provide detailed information on the timeframe of the review process and what to expect before, during, and after to ensure a smooth and productive review. Additionally, we will go over the process if Quality Improvement efforts are needed and how we validate and close out the review.

Let's plant the seeds to remove program access barriers for customers and ensure timely and accurate benefit delivery.

This workshop will be repeated at 3:00 PM today.

8:30 AM—10:00 AM

Piedmont ABC

Lower Level

BPRO

Planting Seeds of Training Changes

Presented by Patrick Bridge and Angie Morse

This workshop will cover key findings from the University of Denver, Butler Institute for Families, assessment of our Local Training and Development training system for benefit programs through their statewide survey and listening sessions. Additionally, we will share key recommendations learned from the national scan of several other states with stellar training programs. Join us to learn about the exciting new vision and plans for our new training system for local leadership and staff.

Sowing Seeds of Success

Tuesday, April 30, 2024 (continued)

8:30 AM—10:00 AM

Allegheny BC

Main Level

POSSESS

Transformation in EBT: Ensuring Compliance, Exploring Best Practices and Strategies for EBT

Presented by Khristy Horne

This session explores the evolving landscape of Electronic Benefit Transfer (EBT) technology and its pivotal role in enhancing the customer experience and access to benefits. We will address the critical aspects of fraud prevention and security measures within Electronic Benefits Transfer (EBT) systems. In an open forum, we will discuss issuance policies and processes, talk through challenges, and share ideas for possible solutions to Spring us into a customer centric environment.

10:00 AM—10:15 AM

Morning Break

10:15 AM—11:45 AM

Virginia AB

Lower Level

BPRO

VIEW From Seed to Harvest (Part 1)

Presented by Keith Kauhane & Regina Arnold

This is a 2-part workshop series that will provide a comprehensive review of VIEW program policies and implementation of the policies throughout the growth cycle of our VIEW participants. If you attend Session 1, it is strongly recommended that you also attend Session 2.

In Session 1, we will cover VIEW policy from seed, to germination, all the way through to flowering. We will discuss Initial Assessments, Activity & Service Plans, the different types of Program Components, Reassessments, Sanctions, and Compliance.

In Session 2, we will provide practical application of the policies discussed in Session 1. The focus of this workshop will be ESP entries, forms, participation hours, documentation, case scenarios, and VTP.

Part 2 will be presented at 1:15 PM today.

10:15 AM—11:45 AM

Allegheny BC

Main Level

POSSESS

Growing Your Knowledge with LASER

Presented by Christopher Powell

Whether you are new to the world of LASER or a seasoned veteran in the world of budget lines, this workshop will help you grow your knowledge. It will include how to properly read it, spending rate percentages, adding and moving funds, and review some uncommon expenses that can come out of budgets lines you might not know it could.

10:15 AM—11:45 AM

Tidewater AB

Main Level

BPRO

The Crop Report-Did Your Garden Grow?

Presented by Tanishia Randolph & Stacey Craft

Come hear Quality Control talk about the common mistakes found with last year's crop (cases) and what kind of fertilizer (documentation) and watering (case support) you can provide to ensure your produce is market ready!

Sowing Seeds of Success

Tuesday, April 30, 2024 (continued)

10:15 AM—11:45 AM

Tidewater CD

Main Level

BPRO

Implementing a Waitlist within the Childcare Subsidy Program

Presented by Iteisha James-Crenshaw

In our session, we will explore how planting the seeds of strategic planning and innovation can lead to success in managing high demand for childcare services. Join us as we delve into effective strategies for implementing and managing waitlists, ensuring equitable access to vital resources while maximizing program efficiency.

This workshop will be repeated at 1:15 PM today.

10:15 AM—11:45 AM

Virginia C

Lower Level

BPRO

Tending to the Garden of Eligibility Enrollment

Presented by Niani Heath & Rita DeVaughn

This session we will review common error messages in VACMS that contribute to bridging failures. We will provide tips for the BPS to address processing errors prior to submitting a coverage correction form. If you water the seeds sown of eligibility knowledge, you will reap the benefits of seamless MMIS transactions.

10:15 AM—11:45 AM

Piedmont ABC

Lower Level

BPRO

Spring Into Energy Assistance

Presented by Hagen Hicks & Alexandra “Alex” Patterson

Cultivate Energy Assistance (EAP) knowledge of common case reading findings and documentation procedures with your Energy Assistance consultants. Let this workshop rejuvenate seasoned EAP staff or plant the seeds of proficiency for workers new to EAP.

10:15 AM—11:45 AM

Allegheny A

Main Level

VASWP

ICPC

Presented by Tomeka Rose

See insert

11:45 AM—1:15 PM

Virginia DEF

Lower Level

Lunch

1:15 PM—2:45 PM

Allegheny A

Main Level

VASWP

The Domestic Violence Talk

Presented by Jennifer Wilson

See insert

Sowing Seeds of Success

Tuesday, April 30, 2024 (continued)

1:15 PM—2:45 PM

Virginia C

Lower Level

BPRO

Planting Seeds of Success: Newborn Enrollment

Presented by Nancy Branch & Sherry Sinkler-Crawley

This workshop will identify and discuss the different paths to enrolling newborns including the automated bot, the Newborn and Member Enrollment unit, and the local agency Benefit Specialist role in adding newborns.

1:15 PM—2:45 PM

Virginia AB

Lower Level

BPRO

VIEW From Seed to Harvest (Part II)

Presented by Keith Kauhane & Regina Arnold

This is a 2-part workshop series that will provide a comprehensive review of VIEW program policies and implementation of the policies throughout the growth cycle of our VIEW participants. If you attend Session 1, it is strongly recommended that you also attend Session 2.

In Session 1, we will cover VIEW policy from seed, to germination, all the way through to flowering. We will discuss Initial Assessments, Activity & Service Plans, the different types of Program Components, Reassessments, Sanctions, and Compliance.

In Session 2, we will provide practical application of the policies discussed in Session 1. The focus of this workshop will be ESP entries, forms, participation hours, documentation, case scenarios, and VTP.

Part 1 was originally presented at 10:30 AM today.

1:15 PM—2:45 PM

Tidewater AB

Lower Level

BPRO

Quality Control: The Master Gardener: Past, Present and Future

Presented by Joni Hicks

In this workshop you will learn how Quality Control operates and the proposed changes to that operation that could affect how you protect your garden (cases) from pests (errors) from now on.

This workshop will be repeated on Wednesday at 8:30 AM.

1:15 PM—2:45 PM

Piedmont ABC

Lower Level

BPRO

Implementing a Waitlist Within the Childcare Subsidy Program

Presented by Iteisha James-Crenshaw

In our session, we will explore how planting the seeds of strategic planning and innovation can lead to success in managing high demand for childcare services. Join us as we delve into effective strategies for implementing and managing waitlists, ensuring equitable access to vital resources while maximizing program efficiency.

This workshop was originally presented at 10:15 AM today.

Sowing Seeds of Success

Tuesday, April 30, 2024 (continued)

1:15 PM—2:45 PM

Tidewater CD

Main Level

BPRO

SNAP-ET Outreach and Engagement “Seeds of Success”

Presented by Dominique Goode & Valerie Dunbar-Brooks

As a voluntary program, the success of a local SNAP E&T agency is predicated on community outreach and engagement strategies. This session will equip participants with the “Seeds of Success” to ensure a positive impact in the areas of outreach and engagement.

1:15 PM—2:45 PM

Allegheny BC

Main Level

POSSESS

Growth and Importance of Self-Care (Part 1)

Presented by Fred Liggin

Explore and grow the seeds of understanding and self-care as a worker in social services. This workshop will cover areas including signs and symptoms of stress, compassion fatigue and second-hand trauma. Prevention, steps to overcome and self-care will be discussed regarding these factors that affect us all. This is workshop one of two in this series.

Part 2 will be presented at 3:00 PM today.

2:45 PM—3:00 PM

Main and Lower Levels

Afternoon Break

Enjoy a Cookie and a Bottled Water or Coke Beverage. One per person please



3:00 PM—4:30 PM

Tidewater CD

Main Level

BPRO

Management Evaluation (ME) Review – Together, We'll Sow the Seeds to Provide the Best Service Delivery to Our Citizens

Presented by Jacqueline Slayton & Robin Jones

Join us to enhance your understanding of the SNAP Management Evaluation (ME) process. In this workshop, you will gain valuable insight into the ME Unit, learning who we are, why we do what we do, and the significance behind Management Evaluations.

You will learn effective strategies to prepare for ME reviews, understand your role throughout the evaluation, and gain clarity on the targets being reviewed. We will provide detailed information on the timeframe of the review process and what to expect before, during, and after to ensure a smooth and productive review. Additionally, we will go over the process if Quality Improvement efforts are needed and how we validate and close out the review.

Let's plant the seeds to remove program access barriers for customers and ensure timely and accurate benefit delivery.

This workshop was originally presented at 8:30 AM today.

3:00 PM—4:30 PM

Allegheny A

Main Level

VASWP

Kin First Now

Presented by Rebecca Vinroot and Tameka Rose

See insert for details

Sowing Seeds of Success

Tuesday, April 30, 2024 (continued)

3:00 PM—4:30 PM

Allegheny BC

Main Level

POSSESS

Growth and Importance of Self-Care (Part II)

Presented by Fred Liggin

Explore and grow the seeds of understanding and self-care as a worker in social services. This workshop will cover areas including signs and symptoms of stress, compassion fatigue and second hand -trauma. Prevention, steps to overcome and self-care will be discussed regarding these factors that affect us all.

Part 1 was presented at 1:15 PM today. This is workshop two of two in this series.

3:00 PM—4:30 PM

Virginia C

Lower Level

BPRO

Cultivating the Correct Income Determination

Presented by Kathryn O'Connell Raymond & Adrienne Jackson

Refresh your garden with an update on the attested income process for MAGI determinations and revitalize your income calculations for non-MAGI. What needs to be verified versus attestation? Are there any deductions? We will review the attested income procedures for determining eligibility for MAGI and how it is different than other eligibility programs, as well as go into detail on income calculations for ABD, LTSS, Medically Needy, and Children under 21.

3:00 PM—4:30 PM

Virginia AB

Lower Level

BPRO

Understanding the Connection Between VaCMS & APECS

Presented by Monique Majeus

As a condition of eligibility, each applicant/recipient of TANF must cooperate with the Division of Child Support Enforcement (DCSE) and local department of social services, unless good cause for refusing to do so is determined to exist. The VaCMS interfaces with APECS to send child support referrals to DCSE and also to receive updates on absent parents from DCSE. This session will provide in-depth details about the required entries to sow seeds of success with making the necessary connections between the VaCMS and APECS.

3:00 PM—4:30 PM

Tidewater AB

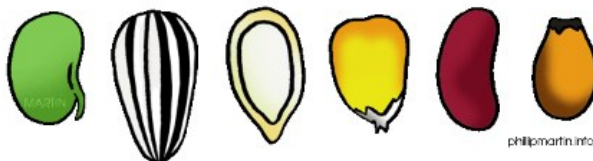
Main Level

BPRO

Electronic Verifications: Sowing the Seeds of Knowledge and Tools to Be Successful

Presented by Amy Phillips & Lunita Browder-Harris

Ever thought that Electronic Verification just did not work? Did you just let the garden die out and use other methods to get the verifications you needed? Do you currently use Electronic Verification but just want to know more information to be able to maintain your garden for the Spring? If any of this sounds like you then Business Operations is here to help you sow the seeds of all things Electronic Verifications! We will be sprinkling the seeds of knowledge and help you be successful with using Electronic Verification in VaCMS.



Seed Clipart

Sowing Seeds of Success

Tuesday, April 30, 2024 (continued)

3:00 PM—4:30 PM

Piedmont ABC

Lower Level

BPRO

Seeds of Transformation: Sprouting an Improved Help Desk Ticketing Process

Presented by Tiffany Elam & William Wright

The seeds have been planted, now watch us grow! This workshop is designed to introduce the newly transformed and streamlined VCCC Helpdesk ticket submission process. Learn how to use the enhanced VITA Self-Service Portal by completing the pre-populated VCCC Helpdesk Ticket Template. The VITA Self Service portal is a “1-Stop Shop” for ticket submission where users can check for real-time updates on the progress of their incident.

Staff will also learn how to receive additional support from the DSS Helpdesk. This support includes a revamped phone system designed to provide a quicker response time when requesting ticket escalations and other support. There will be a team member available to answer calls during normal business hours; Mon thru Friday, 8AM – 5PM. Utilizing the tools provided in this session will aid in improving ticket resolution time and receiving accurate solutions.

This workshop will be repeated on Wednesday at 10:15 AM.

End of Day Two—Visit our Networking Suite - 7:30 PM—9:30 PM

Please Visit our Vendors!

Wednesday, May 1, 2024

7:15 AM—8:15 AM

Lower Level

Breakfast

8:30 AM—10:00 AM

Allegheny BC

Main Level

POSSESS

Understanding Fraud Payments

Presented by Barbara Mosley

Grow your knowledge of the world of fraud finance. This workshop will explore the functions of entering fraud payments into VACMS, running the monthly payment reports in VACMS and TOPS intercept program. The workshop will help anyone better understand the process and all the various collection methods and reporting.

8:30 AM—10:00 AM

Tidewater CD

Main Level

BPRO

Bloom Where You Are Planted-Medicaid and FAMIS Immigrant Eligibility

Presented by Sara Cariano & Adrienne Jackson

Review Medicaid immigrant eligibility policies and case processing procedures and provide an overview of changes included in the pending CMS "DACA Rule.

This workshop was originally presented at 8:30 AM on Tuesday.

Sowing Seeds of Success

Wednesday, May 1, 2024 (continued)

8:30 AM—10:00 AM

Virginia C

Lower Level

BPRO

Weeding Out the Underpayments

Presented by Katie O’Connell-Raymond & Julia Clingempeel

This workshop will provide you with the tools necessary to cultivate the perfect patient pay for your case.

We will get down to earth with the basic seeds and soil of countable income and allowable deductions to grow your knowledge of establishing a healthy patient pay. We will then add plenty of policy water and sunshine to show how changes to patient pay should be processed in order to catch those underpayment errors before they bloom!

8:30 AM—10:00 AM

Virginia AB

Lower Level

BPRO

Nourishing Solid Roots: Strategies to Engage VIEW Clients and Plow Through Barriers

Presented by Melissa Cooke & Emily “Shea” McCracken

This workshop will cover ways to navigate activity flow with critical thinking while navigating client barriers such as mental health, transportation, domestic violence, literacy issues, low self-esteem, technology, child care, and lack of opportunity. Additional focus will be on providing meaningful assistance to refugee populations.

8:30 AM—10:00 AM

Tidewater AB

Main Level

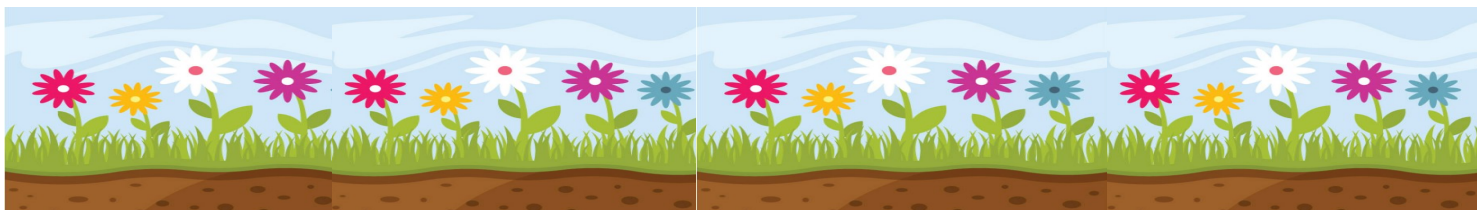
BPRO

Quality Control? The Master Gardener: Past, Present and Future

Presented by Joni Hicks

In this workshop you will learn how Quality Control operates and the proposed changes to that operation that could affect how you protect your garden (cases) from pests (errors) from now on.

This workshop was originally presented at 1:15 PM on Tuesday.



8:30 AM—10:00 AM

Piedmont ABC

Lower Level

BPRO

Planting Seeds for Growth. How to Cultivate Yourself to Be a Better Leader

Presented by Deana Bennett & Tonia Alexander

Green Thumb or Novice Planter. Need some ideas to help your BPS garden grow? Goals, plans, skills for supervisors. This workshop is for the new harvester, the farmhand interested in starting his new crop, or the seasoned farmer who is always trying to improve on their new sprouts as well as their established plants. Let's help our gardens thrive by developing goals, plans and skills in order to be a better leader.

This workshop was originally presented at 8:30 AM on Monday.

Sowing Seeds of Success

Wednesday, May 1, 2024 (continued)

10:00 AM—10:15 AM

Morning Break

10:15 AM—11:45 AM

Allegheny BC

Main Level

POSSESS

Success in Having Difficult Conversations

Presented by Tamara Temoney-Porter

Sow the seeds of success in having those difficult conversations with clients, co-workers, or staff members. This workshop will cover helpful methods and suggestions to make these difficult conversations easier and successful for everyone involved.

10:15 AM—11:45 AM

Virginia AB

Lower Level

BPRO

Best Practices for Securing Community and Business Partnerships (PSP/CWEP/FEP)

Presented by Juanita Bullock & Ebony Whitted

This session will demonstrate the importance on fostering valuable relationships. Participants will gain a better understanding of best practices, available resources, and necessary tools for securing community and business partnerships.



10:15 AM—11:45 AM

Virginia C

Lower Level

BPRO

Pruning SNAP Income in VaCMS

Presented by Candace Kelly

This workshop will cover various income topics and VaCMS entry. Learn how to enter partial month income into VaCMS, understand inputting dates in VaCMS, and review income for accuracy at wrap-up.

This workshop was originally presented on Monday at 8:30 AM.

10:15 AM—11:45 AM

Tidewater CD

Main Level

BPRO

Seeds of Transformation: Sprouting an Improved Help Desk Ticketing Process

Presented by Tiffany Elam & William Wright

The seeds have been planted, now watch us grow! This workshop is designed to introduce the newly transformed and streamlined VCCC Helpdesk ticket submission process. Learn how to use the enhanced VITA Self-Service Portal by completing the pre-populated VCCC Helpdesk Ticket Template. The VITA Self Service portal is a “1-Stop Shop” for ticket submission where users can check for real-time updates on the progress of their incident.

Staff will also learn how to receive additional support from the DSS Helpdesk. This support includes a revamped phone system designed to provide a quicker response time when requesting ticket escalations and other support. There will be a team member available to answer calls during normal business hours; Mon thru Friday, 8AM – 5PM. Utilizing the tools provided in this session will aid in improving ticket resolution time and receiving accurate solutions. \

This workshop was originally presented at 3:00 PM on Tuesday.

Sowing Seeds of Success

Wednesday, May 1, 2024 (continued)

10:15 AM—11:45 AM

Piedmont ABC

Main Level

BPRO

Harvesting Information Using Effective Interviewing Tools

Presented by Natalie Jay-Short & Michelle Woolfolk

In this workshop, you will learn how to interview customers effectively for SNAP and TANF. We'll share the Why, When, and How of interviewing, along with best-practice techniques for interview preparation, building rapport, and gathering the information you need from the customer.

This workshop was originally presented on Tuesday at 8:30 AM.

10:15 AM—11:45 AM

Tidewater AB

Main Level

BPRO

SNAP Work Requirement

Presented by Monica Moore & Cynthia Powell

In this workshop, we will explore some examples of how the Work Requirement can affect a customer's eligibility for SNAP. We'll review how exemptions are evaluated, how a non-exempt individual can meet the Work Requirement, and how eligibility may be regained after a period of non-receipt of benefits.

PLEASE be safe as you travel home!



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Meet Our Presenters

Carl Ayers



Carl Ayers is the Deputy Commissioner of Human Services for the Virginia Department of Social Services. He rejoined the Department after 2 ½ years with Casey Family Programs (CFP) as a Sr. Director of Strategic Consulting. In his current role, he oversees the Division of Family Services, the Division of Benefit Program, Local Engagement and Support, Training and Continuous Quality Improvement. In his previous role with CFP, he supported work around transforming and improving the child welfare systems with the Commonwealth of Pennsylvania, Allegheny County, PA and Philadelphia County, PA as well as the state of New Mexico. Immediately prior to joining CFP, Carl served as the Director of the Division of Family Services for the Commonwealth of Virginia from 2014 to 2020. This Division was responsible for the supervision of the Child Protective Services, Foster Care, Adoption, Prevention Services, Interstate Compact on the Placement of Children, Interstate Compact on Adoption and Medical Assistance and Title IV-E programs for Virginia. Prior to joining the Virginia Department of Social Services, Carl held a number of positions with local departments of social services. Most recently, he served as the Director of the Floyd County Department of Social Services from 2004-2014. He was an active member of the Virginia League of Social Service Executives including serving four terms on the executive committee and two terms as President before joining the Virginia Department of Social Services. Carl has more than 27 years' experience in the local and state governmental child welfare programs.

Throughout his distinguished career, he has held numerous leadership positions at the local, state and national levels. These leadership roles included chairing the Interagency Partnership to Prevent and End Youth Homelessness for the Commonwealth of Virginia and served on the Executive Committee for the National Association of Public Child Welfare Administrators. He led Virginia's implementation of the Family First Prevention Services Act, and Virginia's Three Branch Initiative to reduce child fatalities as well as Virginia's statewide study involving Substance Exposed Infants with a focus on how Virginia can improve its response to children and families impacted by Substance Abuse. He currently serves as a board chair for the Child Welfare League of America (CWLA). Carl holds a Bachelor of Social Work (BSW) and a Master of Social Work (MSW) degree from Radford University and is a graduate of both the Virginia Executive and Commonwealth Management Institutes.

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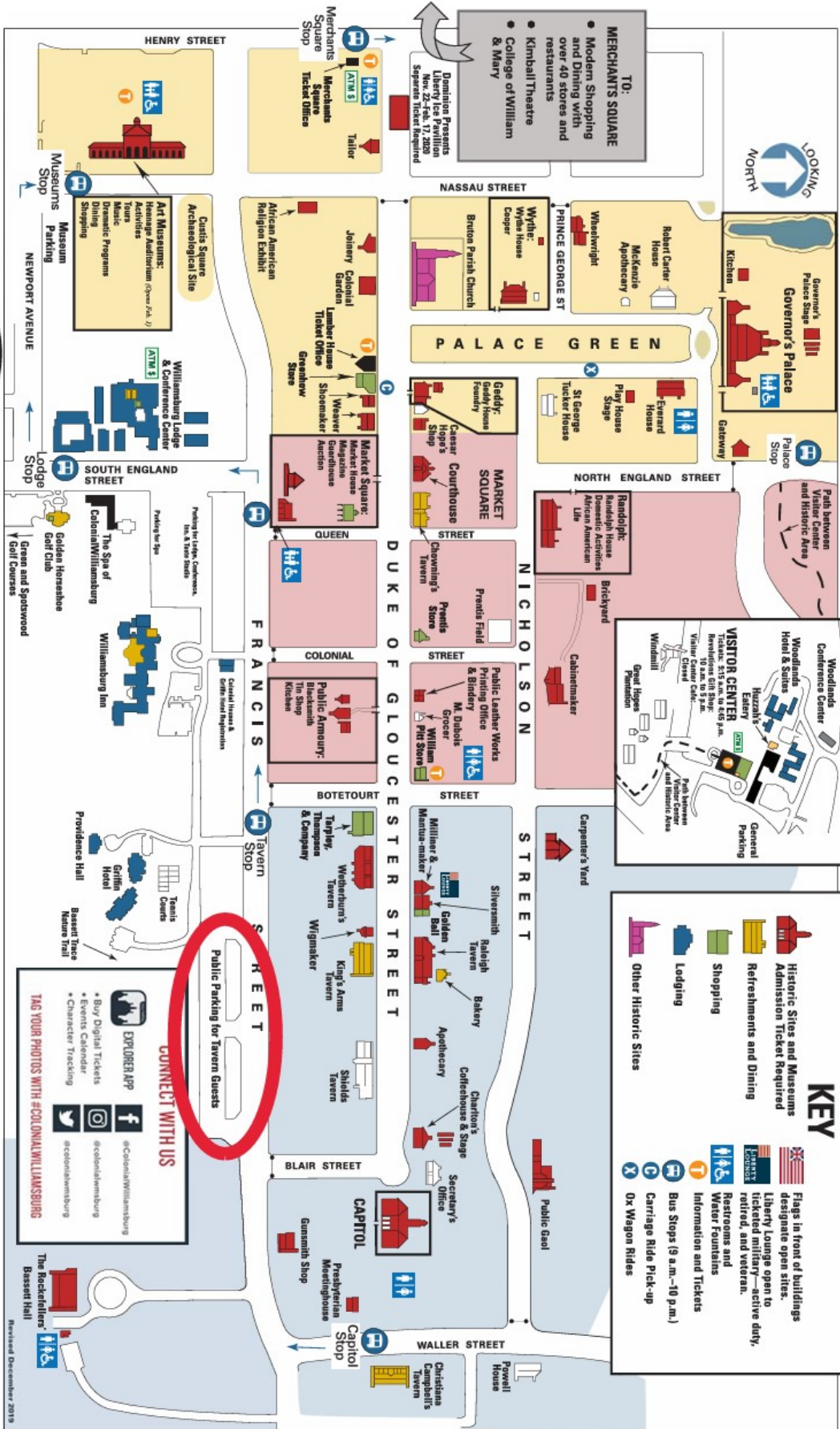
Notes

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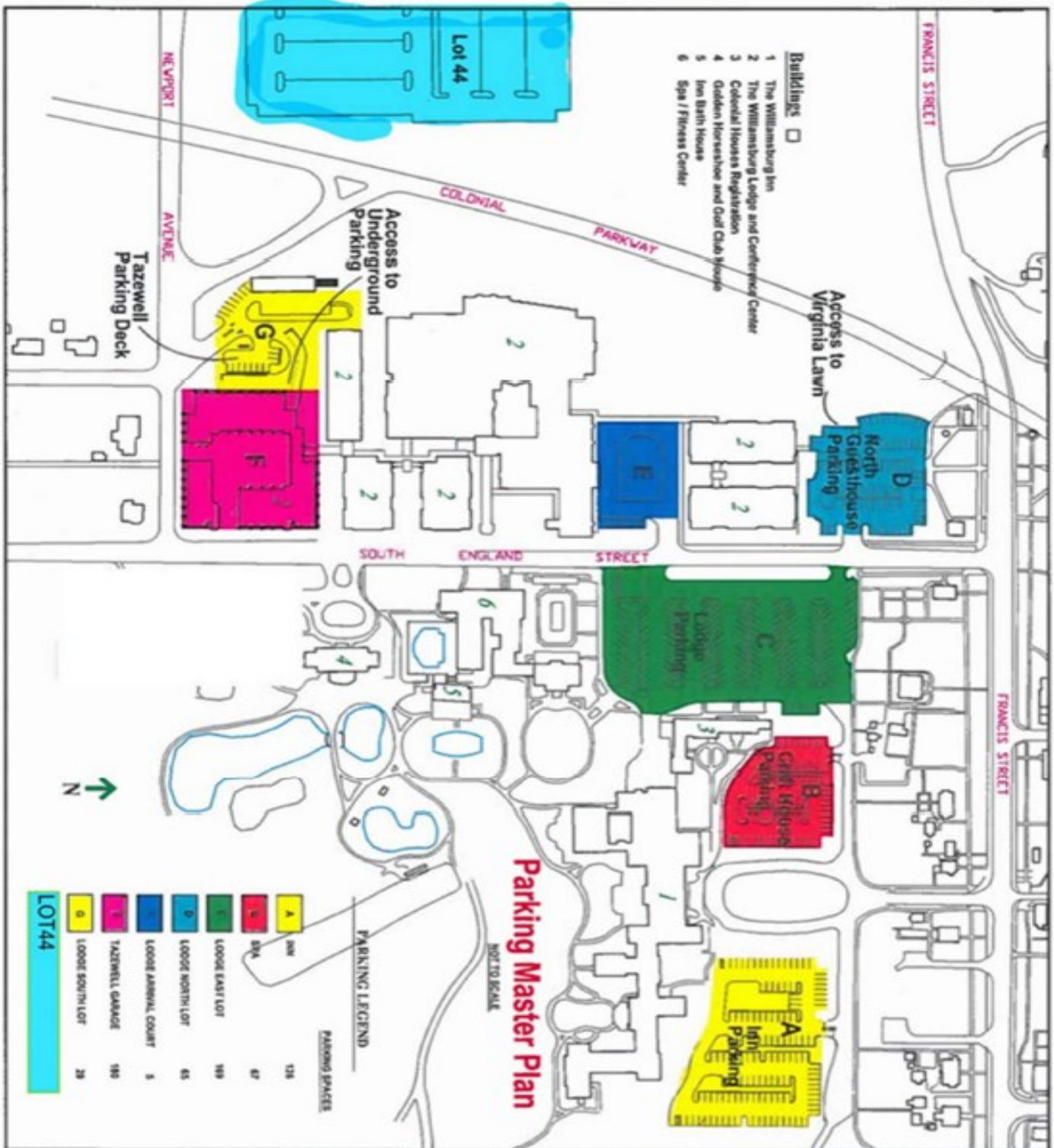
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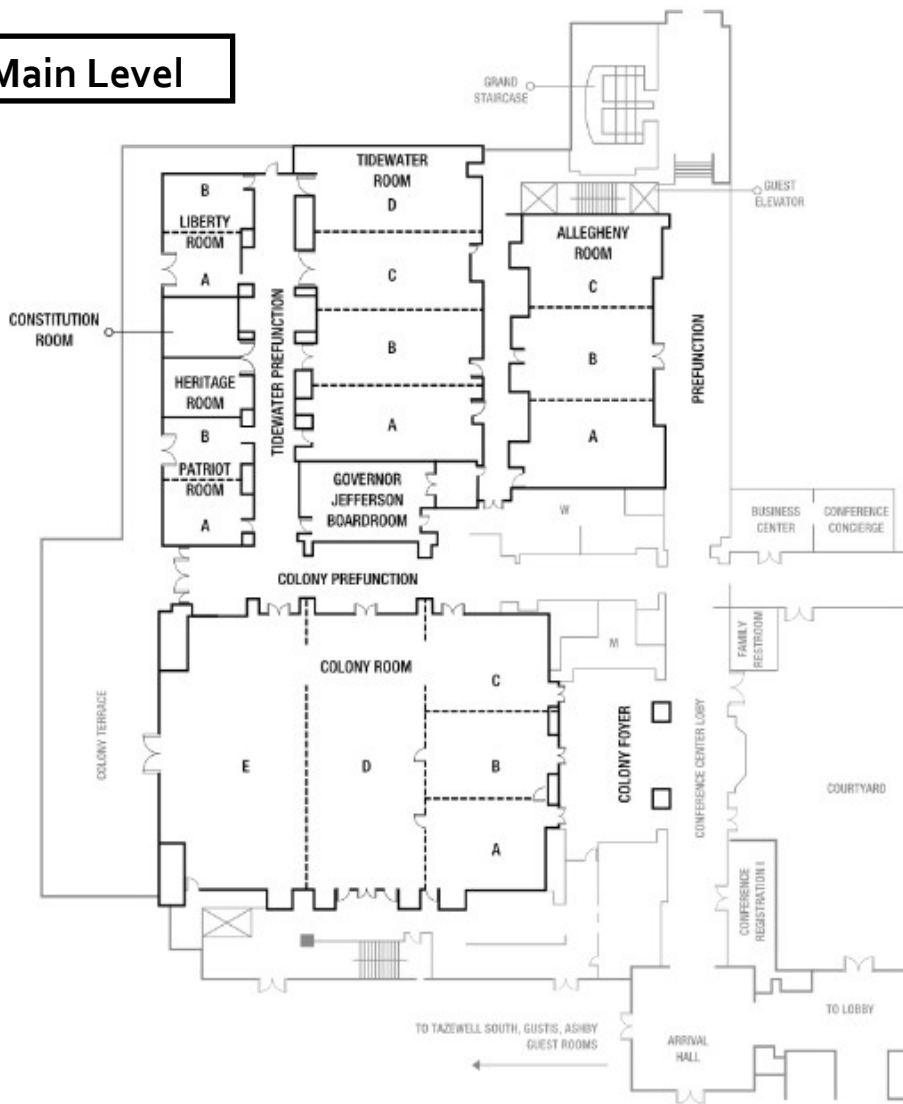
You may park in A, B, C, G, Lot 44, and Tavern Parking Lots.

You may not park in Lots D, E or F, as these are for in-house guest parking.



TAVERN lot – not shown on map.

Main Level



Lower Level

