



BPRO / POSSESS

Spring Conference

The Williamsburg Lodge

Williamsburg, Virginia

April 28 - April 30, 2025

Bloom and Grow

Conference Schedule at a Glance

Sunday, April 27, 2025	
3:00PM-6:00PM	Early Registration in Lobby
Monday, April 28, 2025 Registration opens at 7:30 AM	
Pre-Conference Workshops 8:30AM-10:00AM	SNAP Community Engagement: See How We've Grown
	"Talent wins games, but teamwork and intelligence win championships"-Michael Jordan (TANF)
	Let's Get to the ROOT of Constituent Correspondence (Generic)
	Dominion Energy-2025 PIPP and LIHEAP: Interactions and Insights
	HRConnect (POSSESS)
10:00AM-10:15AM	Break
Pre-Conference Workshops 10:15AM-11:45AM	Bloom and Grow with Innovation Consultants (SNAP)
	The Impact of Poverty on Individuals and Families (TANF/VIEW)
	Disaster SNAP: Growing Your Knowledge and Bloom!
	Blooming Financial Clarity: Growing Your Skills in Calculating Complex Income (Generic)
	EBT (POSSESS)
11:45AM-1:00PM	Lunch
1:15PM-2:45PM	BPRO Benefit Panel
	POSSESS Networking Activity
2:45PM-3:00PM	Break
3:00PM-5:00PM	BPRO Business Meeting
	POSSESS Business Meeting
Tuesday, April 29, 2025	
8:30AM-10:00AM	Cultivating Accuracy: The Seed Cycle of Quality Control in Case Eligibility (SNAP)
	Grow Beyond a Sprout in Our SNAP Patch: Strategies for Efficiency & Success!
	VIEW Forms: The Stem Supporting the Bloom
	PIPP: Practical Tools to Help You Bloom and Grow
	EBT Gardening Tools
	How Are You Enriching the Seeds of Your Career to Bloom and Grow? (POSSESS)

Bloom and Grow

Conference Schedule at a Glance

Tuesday, April 29, 2025 (continued)	
10:15AM-11:45AM	Growing Together: A Guide to Newborn Enrollment (Medical Assistance)
	SNAP Timeliness: Finding the Perfect Balance
	Planting Seeds of Success by Returning to the Basics of TANF Guidance
	Blooming Financial Clarity: Growing Your Skills in Calculating Complex Income (Generic) (Repeat from Pre-Con)
	Blooming and Blossoming with a New Attendance Tracking System (Child Care)
	Communication and Security (POSSESS)
11:45AM-1:00PM	Lunch
1:15PM-2:45PM	Make Space in Your Garden for Something New (Medical Assistance)
	Nip Errors in the Bud: Essential First Steps on SNAP Applications
	TANF Forms: Bloom into Success
	PIPP Practical Tools to Help you Bloom and Grow (Repeat from 8:30AM)
	Blooming and Blossoming with a New Attendance Tracking System (Repeat from 10:15AM) (Child Care)
	Stress, Trauma and Caring for Yourself and Others, Part 1 (POSSESS)
2:45PM-3:00PM	Break
3:00PM-4:30PM	Make Space in Your Garden for Something New (Repeat from 1:15PM) (Medical Assistance)
	Cultivating Accuracy: The Seed Cycle of Quality Control in Case Eligibility (Repeat from 8:30AM)
	Garden in Full Bloom: VIEW Transitional Payment (VTP) Eligibility Worker and Employment Services Worker Responsibilities.
	EAP Tips, Tricks & Tulips
	Bloom & Grow with Rushmore: Cultivating Mastery in Case Reading (Generic)
	Practices for Caring for Yourself and Others through Stress and Trauma– Part II (POSSESS)
Wednesday, April 30, 2025	
8:30AM-10:00AM	Tech in Full Bloom: Nurturing Innovation for Tomorrow’s IT Support (Generic)
	Fraud Referrals and Red Flags: The Role of the Benefit Worker (Generic)
	VIEW Initial Assessments: Laying the Groundwork for Success
	Bloom & Grow with Rushmore: Cultivating Mastery in Case Reading (Repeat from Tuesday) (Generic)
	Thomas Brothers (POSSESS)
10:00AM-10:15AM	Break
10:15AM-11:45AM	Tech in Full Bloom: Nurturing Innovation for Tomorrow’s IT Support (Repeat from 8:30) (Generic)
	Fraud Referrals and Red Flags: The Role of the Benefit Worker (Repeat from 8:30) (Generic)
	Supporting Participants Throughout the Season of VIEW Enrollment and Beyond
	Growing Customer Control-ConnectEBT Lock/Unlock (Repeat from Monday)
	Bloom and Grow with the Innovation Consultants (Repeat from Monday) (SNAP)
	Trust! Everyone Needs it to Bloom (POSSESS)

Bloom and Grow

Our Conference Schedule At a Glance

Sunday, April 27, 2025

3 PM - 6 PM Early Registration for both BPRO and POSSESS. Pick up your conference materials and avoid the rush.
(Hotel check-in is at 4 pm.)

Monday, April 28, 2025

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
2:45 PM Break (provided)
3:00 PM BPRO Business Meeting
POSSSESS Business Meeting



Tuesday, April 29, 2025

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, April 30, 2025

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

We hope that your participation will be a valuable investment, providing insights and opportunities that will benefit both you and your agency as we “Bloom and Grow” in 2025.

Bloom and Grow

Our Menus

Monday Lunch

Mixed Green Salad

Southern Fried Chicken

Three Cheese Mac and Cheese Gratin

Honey Glazed Carrots, Country Gravy, Corn Muffin

Lemon Cheesecake

Hot Tea, Coffee, Iced Tea, Iced Water

Monday Afternoon Break

Partially Sponsored by



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

Tuesday Breakfast

Chilled Orange and Grapefruit Juices

Sliced Seasonal Fruits

Scrambled Eggs, Bacon, Breakfast Potatoes

Freshly-Brewed Royal Cup Coffee, Decaffeinated Coffee

Assorted Mighty Leaf Fine Tea

Bloom and Grow

Our Menus

Tuesday Lunch

Tossed Garden Greens (choice of Ranch or Honey Mustard Dressing)

Braised Beef Steak with Caramelized Mushroom and Onion Gravy

Garlic Mashed Potatoes, Green Beans, Carrots

Dark Chocolate Layer Cake

Hot Tea, Coffee, Iced Tea, Iced Water

Tuesday Afternoon Break

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

Wednesday Breakfast

Chilled Orange and Grapefruit Juices

Sliced Seasonal Fruits

Assortment of Breakfast Pastries

Scrambled Eggs, Sausage Patti, Breakfast Potatoes

Freshly-Brewed Royal Cup Coffee, Decaffeinated Coffee

Assorted Mighty Leaf Fine Teas



Bloom and Grow

Give Back and Networking



BPRO's Give Back In Memory of Cynthia Powell

This spring, BPRO is proud to launch our GIVE BACK initiative to raise funds, awareness, and support for Multiple Sclerosis (MS), in memory of our dear friend, colleague, presenter, and former BPRO member, Cynthia Powell.

We dedicate this GIVE BACK campaign in her honor as we continue to celebrate her life and the joyful spirit she so generously shared with us at countless conferences, planning district meetings, and SNAP committee gatherings. Cynthia's warmth and positivity left an indelible mark on all of us, and we are committed to keeping her memory alive through this cause.

Thank you for your support in helping us make a meaningful impact.

Please scan the QR code below for a direct link to the donation page/website.

BPRO will also be accepting cash donations and checks at the registration table.

Thank you for your support.



BPRO POSSESS 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 27, 7 pm-9 pm

Monday, April 28, 7:30 pm-10 pm

Tuesday, April 29, 7:30 pm-9:30 pm

Badges must be worn to enter the networking suite.

No outside guests may enter.

Beverages may not leave the Suite.

Bloom and Grow

Words of Welcome



Welcome to beautiful Colonial Williamsburg and the Spring 2025 BPRO/POSSESS Joint Conference, “Bloom and Grow.”

As we step forward into the future, let us remember to continue blooming and growing in all that we do. Over the past year, we have experienced growth in many forms, especially as we navigated changes in policy and procedures. The challenges of Medicaid unwinding have been significant, but we have grown stronger as we adapted and found new ways to move forward in our everyday work.

This conference, like those before it, provides a wonderful opportunity for all of us to grow—to expand our knowledge and skills, engage with our state partners, and network with hundreds of DSS staff members who share our commitment to supporting the most vulnerable citizens of the Commonwealth.

Before we continue, I’d like to take a moment to share that this is my last conference as BPRO President. The past three years have been challenging, but they have also provided me with the opportunity to “Bloom and Grow” into a better supervisor, colleague, and person. It has truly been an honor to serve in this role, and I am grateful for all the support and collaboration I’ve experienced along the way.

We owe a great debt of gratitude to all those who have planted the seeds for our success. A special thank you to BPRO’s 2nd Vice President in charge of conference planning, Dannielle Tosh; BPRO’s Professional Development Chair, Blair Smith; and the many members of the Professional Development Committee who have spent countless hours cultivating a program that is not only relevant but exciting. Our thanks also extend to the POSSESS Conference Planners, who have worked diligently to create exceptional training opportunities.

A bushel of thanks to the VDSS staff and other trainers who have developed the sessions you’ll enjoy in the coming days, and to the BPRO Executive Board, whose behind-the-scenes efforts make this conference a reality. We truly appreciate the knowledge shared by all of you as we bloom and grow together, supporting our clients, coworkers, and ourselves in the pursuit of success.

Over the next few days, I encourage you to take every opportunity to “Bloom and Grow”—to plant the seeds of success that will nourish you throughout your career and in your personal development. I hope you fully enjoy the conference and all it has to offer as you continue to grow and thrive.

Thank you, and welcome again!

Tina Caldwell-Eheart,
BPRO President

“Individuals in a growth mindset don’t simply look for challenge, they blossom with it.

The greater the challenge, the more they stretch.”

— K. Orient

Bloom and Grow

Words of Welcome



As the POSSESS State President, I would like to welcome you to the 2025 spring conference. I am excited to be back in Williamsburg this time around for the BPRO-POSSESS 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 this Spring, "Bloom and Grow", matches with the time of year as our seeds take root, grow and bloom during the upcoming spring season.

"The flower that blooms in adversity is the most rare and beautiful of all."

Walt Disney

In human services, adversity and challenges are bound to happen to all of us. This quote from Walt Disney reminds us that adversity is challenging when we are in the moment, however, in the end it allows us to grow and bloom even more as individuals than if it did not exist.

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 bloom and grow their knowledge throughout the conference.

Janet Briscoe
POSSESS State President

Bloom and Grow

Monday, April 28, 2025 Pre-Conference

8:30AM-10:00AM

Piedmont A

Lower Level

BPRO

SNAP Community Engagement: See How We've Grown!

Presented by Dwronyel Price & Kortni Boxley

The SNAP Community Engagement team has seen immense growth recently, and now it's time for food-insecure Virginians to reap the benefits! Learn about the fresh initiatives we've been developing with our statewide community partners, and ways we're cultivating relationships with our Human Services colleagues and LDSS to raise knowledge and awareness of the SNAP program. This workshop spotlights the work that SNAP and our partners are doing—at farmers' markets, schools, senior centers, community events, and restaurants to reduce hunger and help our citizens flourish. Stop by and see the ways we're showing up in your community!

8:30AM-10:00AM

Virginia ABC

Lower Level

BPRO

"Talent wins games, but teamwork and intelligence win championships."

- Michael Jordan

Presented by Monique Majeus & Cynthia Adams

Teamwork is essential, but true **team building** is the key to lasting success in any environment. Strong teams foster collaboration, enhance productivity, and create a culture of mutual support and motivation. This workshop goes beyond theory—participants will be divided into groups for an engaging team-building activity designed to spark creativity, uncover hidden talents, boost energy, and, most importantly, build trust. Join us for a dynamic session that will strengthen connections and elevate teamwork to the next level!

8:30AM-10:00AM

Piedmont B

Lower Level

BPRO

Let's Get to the ROOT of Constituent Correspondence

Presented by Demetrice Liggins & Sherrethia Lowe

We will focus on the ROOT of our Unit and how our ROOTS branch off from home office to local agencies.

8:30AM-10:00AM

Piedmont C

Lower Level

BPRO

Dominion Energy – 2025 PIPP and LIHEAP: Interactions and Insights

Presented by Elizabeth Rhyne

Dominion Energy will provide a comprehensive overview of how LIHEAP, specifically the upcoming State Cooling Assistance program, interacts with Dominion Energy's billing system and contributes to the generation of PIPP Incentive Credits. Additionally, Dominion Energy will address frequently asked questions about PIPP, including topics such as enrollment, drops, and other related inquiries.



Bloom and Grow

Monday, April 28, 2025 Pre-Conference continues....

8:30AM-10:00AM

Allegheny ABC

Main Level

POSSESS

HRConnect

Presented by Willie Gilbert

The purpose of this workshop is to provide a baseline understanding of Local HRConnect and its most commonly used functions.

10:00AM-10:15AM

Morning Break

10:15AM-11:45AM

Piedmont A

Lower Level

BPRO

Bloom and Grow with the Innovation Consultants

Presented by Deana Bennett & Faith Axsom

Join us for an interactive and informative workshop designed to help your agency improve SNAP payment accuracy, reduce error rates, and enhance overall caseload management. Led by a team of Innovation Consultants, this workshop will provide you with the tools, strategies, and insights you need to not only address current challenges but also to "Bloom and Grow" your agency's SNAP operations for future success. Don't miss this opportunity to gain valuable knowledge that can help improve accuracy and efficiency within your team and agency!

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

10:15AM-11:45AM

Virginia ABC

Lower Level

BPRO

The Impact of Poverty on Individuals and Families

Present by Emily "Shea" McCracken

Poverty is a complex issue which is impacted by a multitude of connected factors. Some inclusions are lack of income, healthcare, lack of affordable housing, social inequalities, limited employment opportunities, food insecurity, crime, low self-esteem, lack of educational opportunities and the list goes on and on. These complex barriers further fuel the cycle of generational poverty and lack of access. In this workshop we will explore these inclusions, and the role social services employees play in assisting clients to alleviate barriers and gain confidence on their road to cycle breaking and self-sufficiency.



Bloom and Grow

Monday, April 28, 2025 Pre-Conference continued....

<p>10:15AM-11:45AM Piedmont B Main Level BPRO</p>	<p>Disaster SNAP: Growing Your Knowledge and Bloom! Presented by Brandi Watkins & Ruth Ann Belcher</p> <p>Join us for an overview of Disaster SNAP, where you will learn about the procedures and processes that the Virginia Department of Social Services (VDSS) and local Departments of Social Services (LDSS) must follow when operating the program. This workshop will provide a brief introduction to Disaster SNAP, explain how operations commence, outline the policies and procedures involved, and give a brief overview of post-disaster operations.</p>
<p>10:15AM-11:45AM Piedmont C Lower Level BPRO</p>	<p>Blooming Financial Clarity: Growing Your Skills in Calculating Complex Income Presented by Candace Kelly & Michelle Woolfolk</p> <p>Master the skills needed to confidently assess complex income scenarios. This workshop will provide you with the tools to accurately determine eligibility, calculate irregular and infrequent income, and evaluate self-employment earnings, expenses, bonuses, tips, and commission pay. You'll also learn techniques for identifying and verifying questionable income, sharpening your ability to navigate special circumstances, including cases involving disqualified individuals.</p> <p>This workshop will be repeated on Tuesday at 10:15AM</p>
<p>10:15AM-11:45AM Alleghany ABC Main Level POSSESS</p>	<p>EBT Presented by Jennifer Cooper</p> <p>This session explores the evolving landscape of Electronic Benefit Transfer (EBT) technology and its pivotal role in enhancing 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 Bloom into a customer centric environment.</p>

End of Pre-Conference Workshops



Bloom and Grow

Monday, April 28, 2025 Conference Begins . . .

11:45AM-1:00PM

Virginia DEF

Lower Level

Lunch and Welcome

Michelle Taliaferro, Benefits Supervisor, Williamsburg Department of Human Services

Janet Briscoe, POSSESS President

Tina Caldwell-Eheart, BPRO President

James Williams, Commissioner, Virginia Department of Social Services

1:15PM-2:45PM

Virginia ABC

Lower Level

BPRO

Benefit Programs Panel

Join the panel for an informative and interactive discussion!

Carl Ayers, Deputy Commissioner, Virginia Department of Social Services

Angela Morse, 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

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



Bloom and Grow

Monday, April 28, 2025, continued....

1:15PM-2:45PM

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.

2:45PM-3:00PM

Main and Lower Levels

Afternoon Break—Partially Sponsored by Dominion Energy

Enjoy a cookie and a bottled water or Coke beverage.

Limit one per person please.

3:00PM-5:00PM

Virginia ABC

Lower Level

BPRO Business Meeting—all members are required to attend.

3:00PM-5:00PM

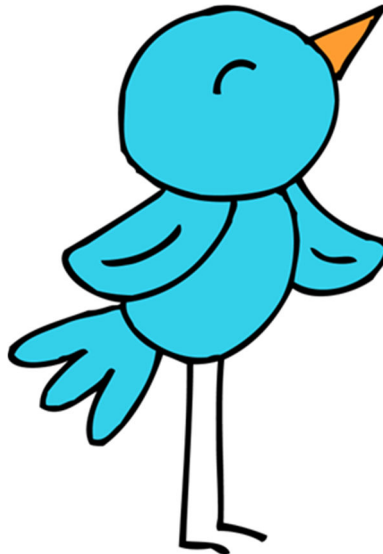
Allegheny BC

Main Level

POSSESS Business Meeting

End of Day One -Visit our Networking Suite -7:30PM-10:00PM

Have a Restful Evening and Enjoy Williamsburg



Bloom and Grow

Tuesday, April 29, 2025 - All Day Workshops begin

<p>7:15AM-8:15AM Lower Level</p>	<p>Breakfast (provided)</p>
<p>8:30AM-10:00AM Virginia C Lower Level BPRO</p>	<p>Cultivating Accuracy: The Seed Cycle of Quality Control in Case Eligibility Presented by Sharma Rajkumar & Tanishia Randolph</p> <p>Just as a seed grows through various stages to become a strong, healthy plant, the Quality Control process for SNAP eligibility follows a cycle of development to ensure accuracy and compliance. In this workshop, we'll explore the journey of Quality Control through the lens of a seed's growth—from planting to harvest—illustrating how each stage plays a vital role in cultivating accuracy and integrity in SNAP case reviews.</p> <p>This workshop will be repeated at 3:00PM today</p>
<p>8:30AM-10:00AM Tidewater AB Main Level BPRO</p>	<p>Grow Beyond a Sprout in Our SNAP Patch: Strategies for Efficiency & Success! Presented by Ruth Ann Belcher & Lisa Colandene-Nouri</p> <p>If you are ready to see things Bloom and Grow come join us in the SNAP Patch. Now's the time to become more than just a sprout; it's time for you to be like the flowers and burst open, or like the trees to bud, so that all of their beauty is revealed. SNAP is here to help you Bloom and Grow in your efficiencies for the program and caseload management. Come join us in the SNAP Patch and check your growth, let it reveal how beautiful you are!</p>
<p>8:30AM-10:00AM Virginia AB Lower Level BPRO</p>	<p>VIEW Forms: The Stem Supporting the Bloom Presented by Regina Arnold</p> <p>Every flower must have a sturdy stem planted in rich soil to support the beautiful bloom. VIEW forms are the base (stem) which holds the VIEW Program together and supports each aspect of this beautiful bloom called the Virginia Initiative for Education and Work.</p> <p>As with all programs we must weed through all the required paperwork. Without the appropriate forms and documentation to support the program, we are depriving the soil of appropriate nutrients to thrive. VIEW forms assist with tracking the participant's progress from a freshly blooming participant into a self-confident and self-sufficient flourishing flower.</p> <p>During this workshop we will explore each form, it's purpose, instructions for proper completion as well as appropriate usage for each form.</p>
<p>8:30AM-10:00AM Tidewater CD Main Level BPRO</p>	<p>PIPP: Practical Tools to Help you Bloom and Grow Presented by Angela Ector & Nakisha Owens</p> <p>PIPP has been on a journey of continuous development, adapting and expanding to meet the real-time challenges faced by case management. As we enter the growing era, we celebrate the milestones achieved and the significant impact of PIPP. Join us for an informative workshop designed to offer valuable insights and practical tools to help you bloom and grow.</p> <p>This workshop will be repeated at 1:15PM today</p>

Bloom and Grow

Tuesday, April 29, 2025 (continued)

<p>8:30AM-10:00AM Piedmont ABC Lower Level BPRO</p>	<p>EBT Gardening Tools Presented by Kim Hudson & Juanita Hayes</p> <p>Overview of policy and procedures needed to provide customers access to their SNAP benefits.</p>
<p>8:30AM-10:00AM Allegheny ABC Main Level POSSESS</p>	<p>How Are You Enriching the Seeds of Your Career to Bloom and Grow? Presented by Barbara Watson</p> <p>Join an interactive discussion about growing in your career. We'll examine what career you really want and why, the position, the journey, preparing the soil, fertilizer and nutrients, watering, keeping out the weeds, and taking care of the bloom.</p>
<p>10:00AM-10:15AM</p>	<p>Morning Break</p>
<p>10:15AM-11:45AM Virginia C Lower Level BPRO</p>	<p>Growing Together: A Guide to Newborn Enrollment Presented by Sherry Sinkler-Crawley & Alexandra Anthony</p> <p>This workshop will identify and discuss the different paths to enrolling newborns to include stakeholder roles, understanding types of newborns, and guidance for enrolling newborns in VaCMS.</p>
<p>10:15AM-11:45AM Tidewater AB Main Level BPRO</p>	<p>SNAP Timeliness: Finding the Perfect Balance Presented by Brandi Watkins & Ruth Ann Belcher</p> <p>Processing SNAP applications timely is a bit like tending to your favorite houseplants. It's a delicate balance between doing too little and too much. Sometimes the smallest details can make all the difference!</p> <p>In this workshop, we'll look at some of the finer points that can keep you on track to achieve timeliness in SNAP application processing. This ensures that SNAP recipients receive the right benefits at the right time.</p>
<p>10:15AM-11:45AM Virginia AB Lower Level BPRO</p>	<p>Planting Seeds of Success by Returning to the Basics of TANF Guidance Presented by Emily "Shea" McCracken</p> <p>This workshop will return to the basics of TANF guidance regarding categorical eligibility requirements and conditions of eligibility. Emphasis will be placed on relationship, citizenship and alienage status, school enrollment, immunization and cooperation and non-cooperation with the Division of Child Support Enforcement.</p>

Bloom and Grow

Tuesday, April 29, 2025 (continued)

10:15AM-11:45AM

Tidewater CD

Main Level

BPRO

Blooming Financial Clarity: Growing Your Skills in Calculating Complex Income

Presented by Natalie Jay-Short & Candace Kelly

Master the skills needed to confidently assess complex income scenarios. This workshop will provide you with the tools to accurately determine eligibility, calculate irregular and infrequent income, and evaluate self-employment earnings, expenses, bonuses, tips, and commission pay. You'll also learn techniques for identifying and verifying questionable income, sharpening your ability to navigate special circumstances, including cases involving disqualified individuals.

This is a repeat from Monday (Pre-Con) 8:30AM-10:00AM

10:15AM-11:45AM

Piedmont ABC

Lower Level

BPRO

Blooming and Blossoming with a New Attendance Tracking System

Presented by Katima Thomas-Collins

The Child Care Subsidy Program is growing with innovative technology! Join us for a live demo of the new CCSP Attendance Tracking System, presented by KinderSystems. This session will showcase how the system is designed to streamline attendance tracking, enhance accuracy, and support the growth of childcare services across the state.

This workshop will be repeated at 1:15PM today

10:15AM-11:45AM

Allegheny ABC

Main Level

POSSESS

Communication and Security

Presented by Barry Davis & Steve McCauley

Description not available

11:45AM-1:00PM

Virginia DEF

Lower Level

Lunch

1:15PM-2:45PM

Virginia C

Main Level

BPRO

Make Space in Your Garden for Something New

Presented by Melissa Terrell & Katie O'Connell-Raymond

An overview of Resource Compatibility

Bloom and Grow

Tuesday, April 29, 2025 (continued)

1:15PM-2:45PM

Tidewater AB

Main Level

BPRO

Nip Errors in the Bud: Essential First Steps on SNAP Applications

Presented by Monica Moore & Natalie Jay-Short

The moment a customer submits a SNAP application; timely and accurate processing is in your hands. Staff that fills this crucial role can nip SNAP errors in the bud right from the start!

In this workshop, we'll review the important steps in taking the application from the inbox to the interview. We'll discuss expedited screening, application registration, the SNAP Hotline form, scheduling the interview, sending the Missed Interview Notice, and case documentation.

1:15PM-2:45PM

Virginia AB

Lower Level

BPRO

TANF Forms: Bloom into Success

Presented by Katie Muska & Leesha Morales

Build a solid foundation of knowledge of TANF Forms, so you can lead your client to success. The volume of forms required for this program can feel overwhelming at times, for both client and worker, but when you know what you are doing and why, those feelings dissipate.

During this workshop we will dive into each form, their purpose, instructions for proper completion as well as appropriate usage for each of them. We hope you come out of this workshop knowing the difference between which forms are needed and when, so your clients can walk out with the confidence of knowing what next steps to take.

1:15PM-2:45PM

Tidewater CD

Main Level

BPRO

PIPP: Practical Tools to Help you Bloom and Grow

Presented by Angela Ector & Nakisha Owens

PIPP has been on a journey of continuous development, adapting and expanding to meet the real-time challenges faced by case management. As we enter the growing era, we celebrate the milestones achieved and the significant impact of PIPP. Join us for an informative workshop designed to offer valuable insights and practical tools to help you bloom and grow.

This workshop was originally presented at 8:30AM

1:15PM-2:45PM

Piedmont ABC

Lower Level

BPRO

Blooming and Blossoming with a New Attendance Tracking System

Presented by Meredith Lumpkin & Clifton Wise

The Child Care Subsidy Program is growing with innovative technology! Join us for a live demo of the new CCSP Attendance Tracking System, presented by KinderSystems. This session will showcase how the system is designed to streamline attendance tracking, enhance accuracy, and support the growth of childcare services across the state.

This workshop was originally presented at 10:15AM

1:15PM-2:45PM

Allegheny ABC

Main Level

POSSESS

Stress, Trauma and Caring for Yourself and Others, Part 1

Presented by Dr. Fred Liggin & Melinda Marriott

Stress is a natural part of life, but it can take different forms. If left unaddressed, certain types of stress can significantly affect our thoughts and feelings, particularly when we are caring for others. In today's brief training, we will explore the various types of stress we experience, discuss their impacts, and talk about steps we can take to BLOOM and GROW in RESILIENCE!

Bloom and Grow

Tuesday, April 29, 2025 (continued)

2:45PM-3:00PM

Main and Lower Levels

Afternoon Break

Enjoy a Pastry Bar and a Bottled Water or Coke Beverage.

One per person please!

3:00PM-4:30PM

Virginia C

Lower Level

BPRO

Make Space in Your Garden for Something New

Presented by Melissa Terrell & Katie O'Connell-Raymond

An overview of Resource Compatibility

This workshop was originally presented at 1:15PM today

3:00PM-4:30PM

Tidewater AB

Main Level

BPRO

Cultivating Accuracy: The Seed Cycle of Quality Control in Case Eligibility

Presented by Sharma Rajkumar & Tanishia Randolph

Just as a seed grows through various stages to become a strong, healthy plant, the Quality Control process for SNAP eligibility follows a cycle of development to ensure accuracy and compliance. In this workshop, we'll explore the journey of Quality Control through the lens of a seed's growth—from planting to harvest—illustrating how each stage plays a vital role in cultivating accuracy and integrity in SNAP case reviews.

This workshop was originally presented at 8:30AM today

3:00PM-4:30PM

Virginia AB

Lower Level

BPRO

Garden In Full Bloom: VIEW Transitional Payment (VTP) Eligibility Worker and Employment Services Worker Responsibilities

Presented by Regina Arnold & Katie Muska

After successfully nourishing clients' needs, weeding through barriers and working in partnership to a full bloom, they are now on their way out of the greenhouse. Establishing VTP requires diligent action on both the eligibility and workforce sides of the greenhouse. We must communicate effectively and collaborate to provide continued support to strengthen the client's roots as they transition to self-sufficiency. During this workshop we will emphasize collaboration, quality customer service, data collection/ESP entries and VTP reports.

3:00PM-4:30PM

Tidewater CD

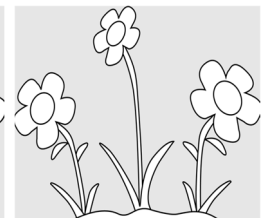
Main Level

BPRO

EAP Tips, Tricks & Tulips

Presented by Sean Nagle & Alexandria Patterson

Come tend to your EAP Knowledge Garden with us! We will plant the seeds to help your garden flourish with topics like the manual payment process, lost/stolen check procedures, helpful documentation, the ticket process and troubleshooting. We will help you change from a bud to a bloom as your knowledge of the EAP grows.



Bloom and Grow

Tuesday, April 29, 2025 (continued)

3:00PM-4:30PM

Piedmont ABC

Lower Level

BPRO

Bloom & Grow with Rushmore: Cultivating Mastery in Case Reading

Presented by Faith Axsom & LaToya Cathcart

Eager saplings will be introduced to the fertile soil of Rushmore, the case reading system that is promised to help you bloom and grow into mighty oaks of error-prevention wisdom. Explore the system's roots by entering or retrieving case reviews, then allow your leaves to unfurl with knowledge of how to complete responses. Lastly, branch out to the garden of reports to sow strategies to improve quality processing.

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

3:00PM-4:30PM

Allegheny ABC

Main Level

POSSESS

Practices for Caring for Yourself and Others through Stress and Trauma– Part II

Presented by Dr. Fred Liggin & Melinda Marriott

Stress is a natural part of life, but it can take different forms. If left unaddressed, certain types of stress can significantly affect our thoughts and feelings, particularly when we are caring for others. In today's brief training, we will explore the various types of stress we experience, discuss their impacts, and talk about steps we can take to BLOOM and GROW in RESILIENCE!

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

Please Visit our Vendors!

Wednesday, April 30, 2025

7:15AM-8:15AM

Lower Level

Breakfast (provided)

~~~~ Raffle winners drawn at 8:00AM! ~~~~



8:30AM-10:00AM

Virginia C

Lower Level

BPRO

Tech in Full Bloom: Nurturing Innovation for Tomorrow's IT Support

Presented by Angela Nelson & Shanette Hunter

As technology continues to evolve at an unprecedented pace, it's essential that our approach to IT support and Service desk operations adapts accordingly. This session will delve into the latest breakthroughs in Information Technology, examine emerging trends in IT support, and discuss best practices for optimizing our Service Center processes.

This workshop will be repeated at 10:15AM today

Bloom and Grow

Wednesday, April 30, 2025 (continued)

8:30AM-10:00AM

Tidewater AB

Lower Level

BPRO

Fraud Referrals and Red Flags: The Role of the Benefit Worker

Presented by Luis Maldonado & James Farmer

Benefit fraud is an issue that threatens the integrity of all benefit programs. Benefit Specialist play an essential role in preventing fraud through careful monitoring, recognizing red flags, documenting, and reviewing the case file and reporting suspected program violations. Consistent communication between the Program workers and the fraud team is essential in combating fraud on the front end and ongoing. These efforts help ensure that benefits reach those who need them while maintaining fairness of the system.

This workshop will be repeated at 10:15AM today

8:30AM-10:00AM

Virginia AB

Lower Level

BPRO

VIEW Initial Assessments: Laying the Groundwork for Success

Presented by Keith Kauhane

In this workshop, we will be discussing best practices, strategies, and interview techniques along with initial Assessment data entry procedures in the ESP module.

8:30AM-10:00AM

Piedmont ABC

Lower Level

BPRO

Bloom & Grow with Rushmore: Cultivating Mastery in Case Reading

Presented by Faith Axsom & LaToya Cathcart

Eager saplings will be introduced to the fertile soil of Rushmore, the case reading system that is promised to help you bloom and grow into mighty oaks of error-prevention wisdom. Explore the system's roots by entering or retrieving case reviews, then allow your leaves to unfurl with knowledge of how to complete responses. Lastly, branch out to the garden of reports to sow strategies to improve quality processing.

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

8:30AM-10:00AM

Allegheny ABC

Main Level

POSSESS

Thomas Brothers

Presented by Dhaniella Wijaya Muñoz

Just as a garden thrives with care, LDSS financial process flourishes with the right tools. This workshop equips staff with the best practices for using Thomas Brothers software to streamline LASER reporting, clients track expenditures and ensure compliance. Grow your expertise and enhance financial efficiency within your department.



Bloom and Grow

Wednesday, April 30, 2025 (continued)

10:00AM-10:15AM

Morning Break

10:15AM-11:45AM

Virginia C

Lower Level

BPRO

Tech in Full Bloom: Nurturing Innovation for Tomorrow's IT Support

Presented by Angela Nelson & Shanette Hunter

As technology continues to evolve at an unprecedented pace, it's essential that our approach to IT support and Service desk operations adapts accordingly. This session will delve into the latest breakthroughs in Information Technology, examine emerging trends in IT support, and discuss best practices for optimizing our Service Center processes.

This workshop was originally presented at 8:30AM today

10:15AM-11:45AM

Tidewater AB

Main Level

BPRO

Fraud Referrals and Red Flags: The Role of the Benefit Worker

Presented by Luis Maldonado & James Farmer

Benefit fraud is an issue that threatens the integrity of all benefit programs. Benefit Specialist play an essential role in preventing fraud through careful monitoring, recognizing red flags, documenting, and reviewing the case file and reporting suspected program violations. Consistent communication between the Program workers and the fraud team is essential in combating fraud on the front end and ongoing. These efforts help ensure that benefits reach those who need them while maintaining fairness of the system.

This workshop was originally presented at 8:30AM today

10:15AM-11:45AM

Virginia AB

Lower Level

BPRO

Supporting Participants Throughout the Season of VIEW Enrollment and Beyond

Presented by Christie Bruce

Last minute visit to the garden center to purchase well-established plants or starting from scratch with seeds at home? Irrigation system or hoping for enough rain? Chaos gardening or rows with evenly spaced plants? There are many pathways to harvesting a bountiful yield, but one thing remains true...watching your plants bloom and grow is so satisfying. VIEW participants are much like the plants in our gardens. With proper attention and support, we can assist them in stabilizing themselves and navigate the path towards achieving their goals. This workshop will highlight the improvements made to VIEW Supportive Services throughout Transmittal 81. We will emphasize the increasing focus on family stability, providing supportive services immediately, removing the need for a crisis or emergency, and the importance of addressing the benefits cliff that our participants are facing at a rapid rate. Supportive services and transitional supportive services are crucial to assisting our families build a more solid foundation as they work towards self-sufficiency.



Bloom and Grow

Wednesday, April 30, 2025 (continued)

10:15AM-11:45AM

Tidewater CD

Main Level

BPRO

Growing Customer Control-ConnectEBT Lock/Unlock

Presented by Juanita Hayes & Kim Hudson

This session will provide a high-level overview of the EBT Fraud Prevention Features with a focus on the new Lock/Unlock feature. We will discuss the steps LDSS may use to promote and assist customers in using this feature.

This workshop was originally presented on Monday at 10:15AM

10:15AM-11:45AM

Piedmont A

Lower Level

BPRO

Bloom and Grow with the Innovation Consultants

Presented by Deana Bennett & Charlene Faulkner

Join us for an interactive and informative workshop designed to help your agency improve SNAP payment accuracy, reduce error rates, and enhance overall caseload management. Led by a team of Innovation Consultants, this workshop will provide you with the tools, strategies, and insights you need to not only address current challenges but also to "Bloom and Grow" your agency's SNAP operations for future success. Don't miss this opportunity to gain valuable knowledge that can help improve accuracy and efficiency within your team and agency!

This workshop was originally presented on Monday at 10:15AM

10:15AM-11:45AM

Allegheny ABC

Main Level

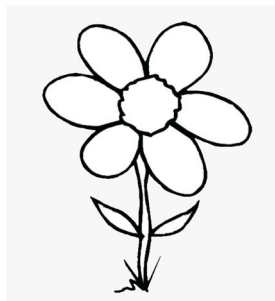
POSSESS

Trust! Everyone Needs it to Bloom.

Presented by Janet Briscoe

Trust is a key factor in building and growing any professional relationship with co-workers or clients. Learn why trust is so important, how it impacts our daily lives with the individuals around us, and how to repair working relationships with broken trust between individuals. This will include self-reflection on your own behaviors and others to grow our trust and bloom in the workplace.

PLEASE be safe as you travel home!



Bloom and Grow

Please Visit Our Vendors



Dominion Energy[®]



CardinalCare Smiles
Improving Dental Care in Virginia for Children and Adults

DentaQuest[®]
a Sun Life company

innovAge
Life on Your Terms

Anthem 
HealthKeepers Plus
Offered by HealthKeepers, Inc.
Virginia Medicaid Plan

Bloom and Grow

Meet the Commissioner



James H. Williams
Commissioner,
Virginia Department of Social Services

James Hunter Williams was appointed Chief Deputy Secretary of Health and Human Resources by Governor Youngkin. In July 2024, James was appointed Commissioner of the Virginia Department of Social Services. Prior to his appointment(s), he served as Special Assistant to the President at the White House Domestic Policy Council developing and coordinating health policy. He also served on the Council of Economic Advisers as an economist advising on health and regulatory affairs. He began his career as an economic consultant at the Lewin Group, and as a Research Fellow with the Pioneer Institute for Public Policy Research. James holds a master's degree in business administration from the University of Chicago, a master's degree in public policy from the University of Virginia, and a bachelor's degree in economics from Gordon College, Massachusetts. He resides in Richmond with his wife, Lindsay, daughter, Virginia, and newborn son, Charles.

Bloom and Grow

Meet Our Presenters:

Cynthia Adams, Senior Economic Assistance and Employment Consultant/TANF, VDSS, cynthia.adams@dss.virginia.gov

Alexandra Anthony, Newborn and Member Enrollment Coordinator, DMAS, alexandra.anthony@dmas.virginia.gov

Regina Arnold, TANF/VIEW Practice Consultant Sr, Western Region, VDSS, regina.l.arnold@dss.virginia.gov

Faith Axsom, Innovation Consultant, Benefit Programs-Strategic Outcomes, VDSS, faith.axsom@dss.virginia.gov

Carl Ayers, Deputy Commissioner of Human Services, VDSS, carl.ayers1@dss.virginia.gov

Ruth Ann Belcher, SNAP Practice Consultant, Western, VDSS, ruth.belcher@dss.virginia.gov

Deana Bennett, Innovation Consultant, Benefit Programs-Strategic Outcomes, d.bennett@dss.virginia.gov

Irma Blackwell, Medical Assistance Program Manager, VDSS, i.blackwell@dss.virginia.gov

Kortni Boxley, SNAP Education Coordinator, VDSS, kortni.boxley@dss.virginia.gov

Janet Briscoe, Office Supervisor, Frederick DSS & POSSESS President, janet.briscoe@fcva.us

Christie Bruce, TANF/VIEW Program Consultant, Sr, VDSS, c.bruce@dss.virginia.gov

Latoya Cathcart, Strategic Consultant with the office of Continuous Quality Improvement, VDSS, latoya.cathcart1@dss.virginia.gov

Yolanda Chandler, Assistant Director, Eligibility & Enrollment Services Division, DMAS, yolanda.chandler@dmas.virginia.gov

Diana Clark, Associate Director, Sr. Benefit Programs Strategic Outcomes, VDSS, diana.clark@dss.virginia.gov

Lisa Colandene-Nouri, SNAP Practice Consultant, Northern Region, VDSS, lisa.colandene-nouri@dss.virginia.gov

Jennifer Cooper, Associate Director, Sr. Division of Benefit Programs for Operations and Support, VDSS, jennifer.cooper@dss.virginia.gov

Barry Davis, Chief Information Security Officer and Director of Risk Management, VDSS, barry.davis@dss.virginia.gov

Angela Ector, Sr EAP Program Consultant, VDSS, angela.c.ector@dss.virginia.gov

James Farmer, Fraud Consultant, VDSS, james.e.farmer@dss.virginia.gov

Charlene Faulkner, Innovation Consultant, Benefit Programs-Strategic Outcomes, C.Faulkner@dss.virginia.gov

Willie Gilbert, Local HR Support Manager, VDSS, willie.gilbert@dss.virginia.gov

Mark Golden, Economic Assistance & Employment Manager, VDSS, mark.golden@dss.virginia.gov

Juanita Hayes, SNAP EBT Replacement Team, VDSS, juanita.hayes@dss.virginia.gov

Kimberly Hudson, Change Management Specialist, VDSS, k.hudson@dss.virginia.gov

Shanette Hunter, Service Desk Tech., shanette.hunter@dss.virginia.gov

Natalie Jay-Short, Trainer, VDSS Local Training and Development, natalie.jay-short@dss.virginia.gov

Keith Kauhane, Economic Assistance and Employment Consultant, VDSS, Piedmont Regional Office, k.kauhane@dss.virginia.gov

Amanda Kay, Special Projects Manager, VDSS, amanda.kay@dss.virginia.gov

Candace Kelly, Trainer and Instructor II, VDSS, candace.kelly@dss.virginia.gov

Dr. Fred Liggins, Certified Trauma Professional & S.T.A.R. Practitioner, 3e Practitioner, fredliggin@gmail.com

Demetrice Liggins, Constituent Correspondence Program Consultant, Sr., VDSS, demetrice.liggins@dss.virginia.gov

Bloom and Grow

Meet Our Presenters (continued):

Meredith Lumpkin, SR. CCSP Program Consultant, VDSS, M.Lumpkin@dss.virginia.gov

Melinda Marriott– 3e Restoration Operations Manager, no email provided

Monique Majeus, SR. Economic Assistance Employment Consultant/TANF, VDSS, monique.majeus@dss.virginia.gov

Luis Maldonado, SR. Fraud Consultant, VDSS, luis.r.maldonado@dss.virginia.gov

Steve McCauley, Assistant Director for Security Operations, VDSS, steve.mccauley@dss.virginia.gov

Emily “Shea” McCracken, TANF/VIEW Practice Consultant SR., VDSS, emilyshea.mccracken@dss.virginia.gov

Monica Moore, SNAP Home Office Consultant, VDSS, monica.moore@dss.virginia.gov

Leesha Morales, TANF/VIEW Program Consultant-Central Region, VDSS, leesha.morales@dss.virginia.gov

Angela Morse, Director, Division of Benefit Programs, VDSS, angela.morse@dss.virginia.gov

Kathleen Muska, TANF/VIEW Regional Practice Consultant, VDSS, k.muska@dss.virginia.gov

Sean Nagle, SR. EAP Consultant, VDSS, s.nagle@dss.virginia.gov

Angela Nelson, Business Analyst, VDSS, angela.nelson@dss.virginia.gov

Kathryn (Katie) O’Connell Raymond, Senior Policy Analyst, DMAS, kathryn.raymond@dmas.virginia.gov

Nakisha Owens, Program Consultant Sr. (PIPP), VDSS, nakisha.owens@dss.virginia.gov

Alexandria Patterson, Program Consultant Sr. (EAP) alexandria.patterson1@dss.virginia.gov

Dwronyel Price, SNAP Community Engagement Coordinator, VDSS, dwronyel.price1@dss.virginia.gov

Sharma Rajkumar, SNAP Compliance Coordinator, VDSS, Sharma.rajkumar@dss.virginia.gov

Tanishia Randolph, SNAP Quality Control (QC) Specialist, VDSS, Tanishia.randolph@dss.virginia.gov

Elizabeth Rhyne, Dominion Energy Virginia, elizabeth.a.rhyne@dominionenergy.com

Sherry Sinkler-Crawley, M.P.A , Sr. Operations Advisor, Eligibility and Enrollment Services Division, DMAS, sherry.sinkler-crawley@dmas.virginia.gov

Frank Smith, Associate Director, Division of Benefit Programs, VDSS, f.smith@dss.virginia.gov

Denise Surber, Energy Assistance Program Manager, VDSS, denise.t.surber@dss.virginia.gov

Michelle Taliaferro, Benefits Supervisor, Williamsburg Dept. of Human Services, Michelle.Taliaferro@dss.virginia.gov

Melissa Terrell, Medical Assistance Program Consultant, SR, VDSS, m.terrell@dss.virginia.gov

Michele Thomas, SNAP Program Manager, VDSS, michele.thomas@dss.virginia.gov

Katima Thomas-Collins, CCSP Program Consultant, VDSS, k.thomas-collins@dss.virginia.gov

Brandi Watkins, SNAP Program Consultant and D-SNAP Coordinator, VDSS, b.watkins@dss.virginia.gov

Barbara Watson, Director, James City County DSS, Barbara.watson@jamescitycountyva.gov

Dhaniella Wijaya-Muñoz, Fiscal Manager, James City County, POSSESS VP, dhaniella.WijayaMunoz@jamescitycountyva.gov

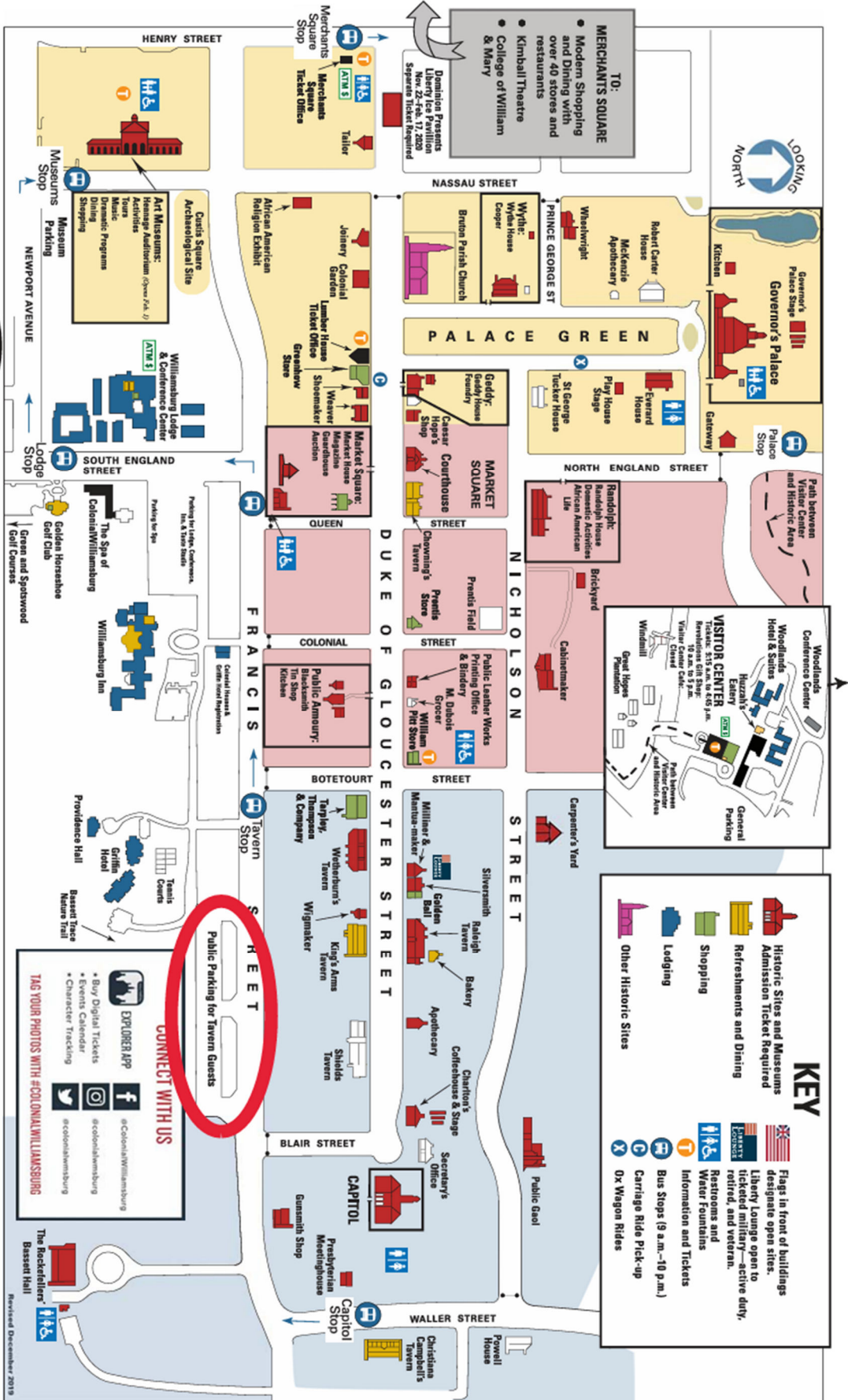
Clifton Wise, Child Care Operations Coordinator, DOE, clifton.wise@doe.virginia.gov

Michelle Woolfolk, Trainer, Local Training and Development, VDSS, ethelle.woolfolk@dss.virginia.gov

Bloom and Grow

Notes

Bloom and Grow



colonialwilliamsburg.com

1-800-HISTORY

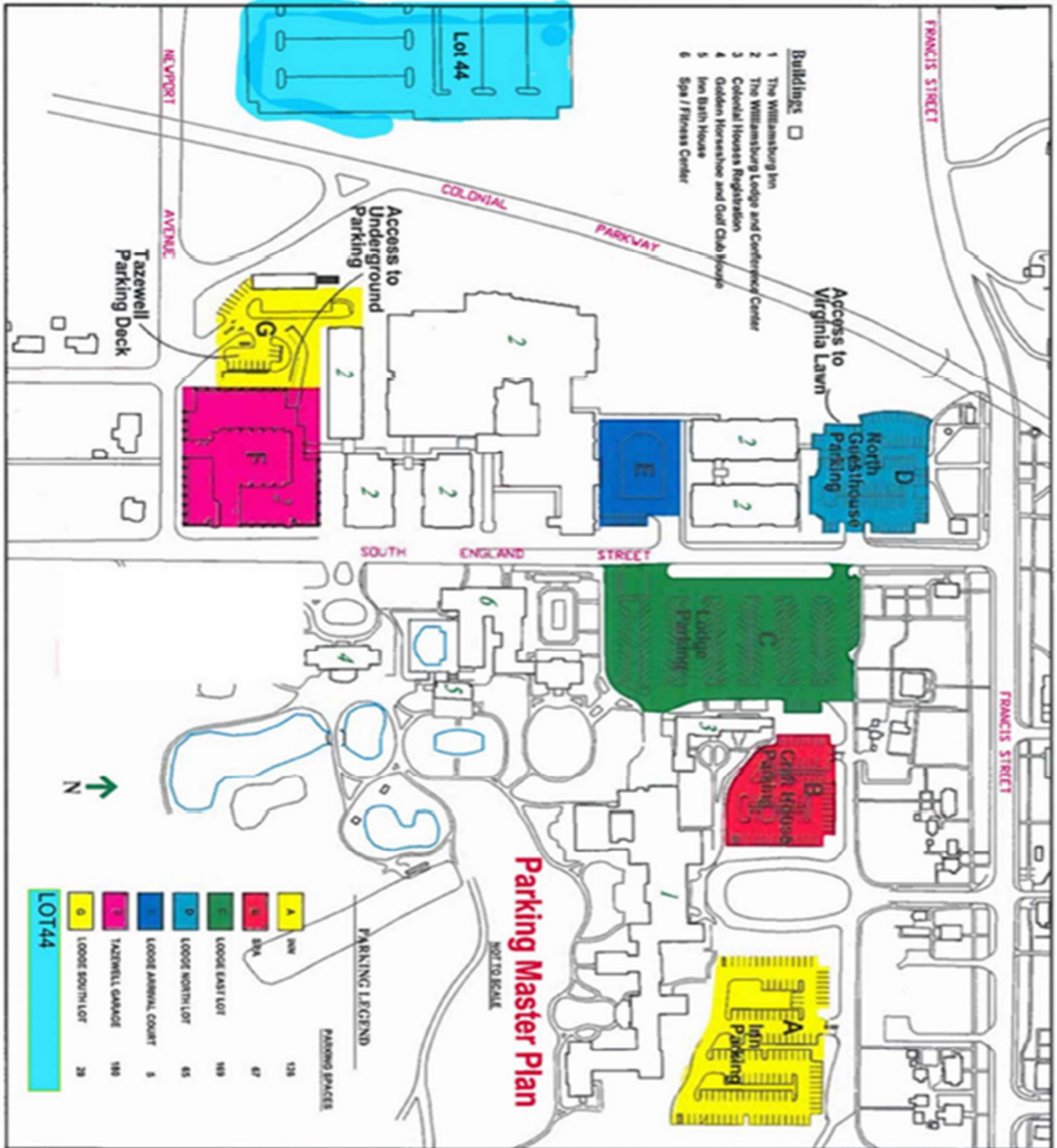
Our mission: To feed the human spirit by sharing America's enduring story

Help us share America's enduring story by making a donation.

Bloom and Grow

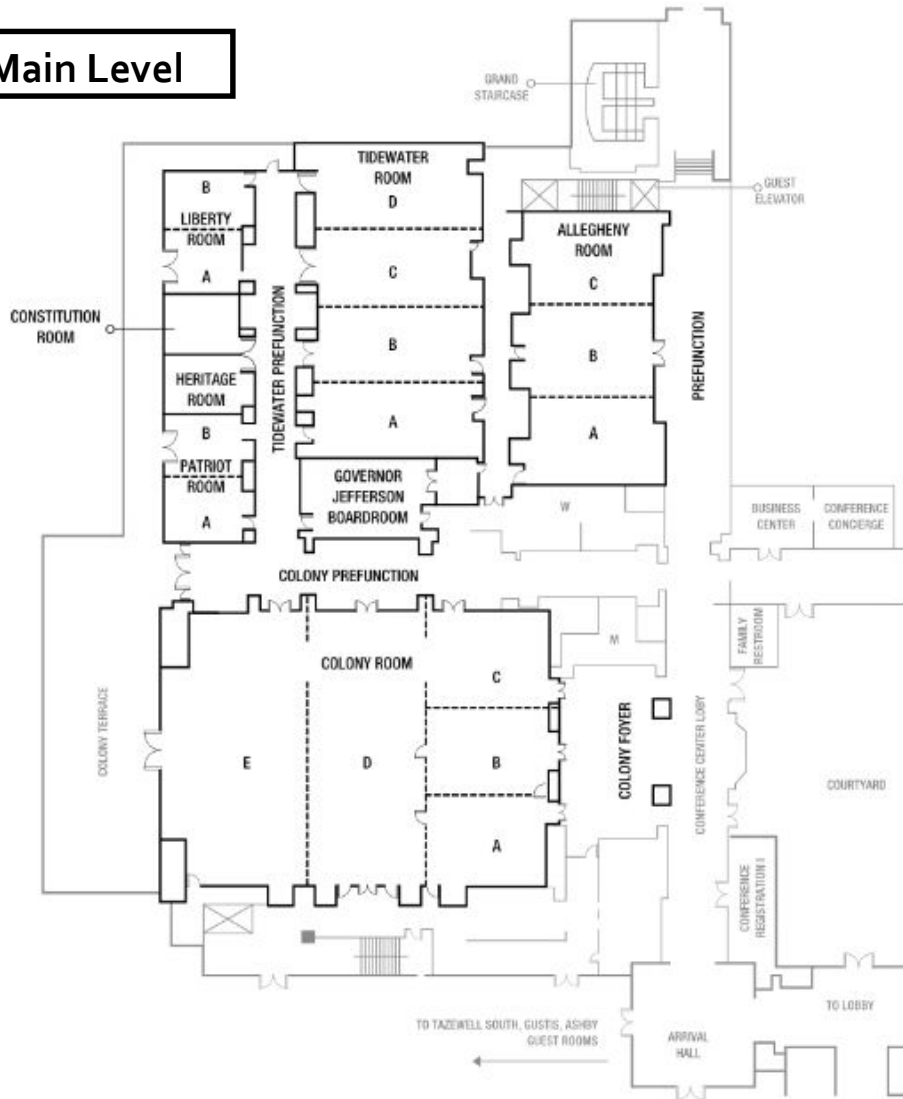
You may park in A, B, C, G, Lot 44, and Tavern Parking Lots.

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

