**Expanding Our Knowledge**



**Putting the Pieces Together**

**Fall 2018 BPRO - POSSESS - VASWP Joint Conference**

**October 22nd, 23rd, and 24th, 2018**

**Hotel Madison**

**Shenandoah Valley Conference Center**

**710 South Main Street**

**Harrisonburg VA 22801**

**Conference at a Glance:**

**Monday, October 22, 2018:**

 9:00 am – 12:00 VaCMS User Group

 9:00 am –12:00 pm Ongoing workshops

12:15 pm –1:30 pm **Lunch (provided)**

 1:30 pm – 3:00 pm Benefits Panel

 3:00 pm – 3:15 pm **Beverage** **Break (sponsored in part by Dominion Energy)**

 3:15 pm – 4:45 pm **BPRO Business Meeting**

 3:15 pm – 4:45 pm  **POSSESS Business Meeting**

 3:15 pm – 4:45 pm  **VASWP Business Meeting**

**Tuesday, October 23, 2018:**

 7:00 am – 8:30 am Breakfast

 9:00 am – 10:30 am Ongoing workshops

10:30 am – 10:45 am **Break on your own**

10:45 am – 12:15 pm Ongoing workshops

12:15 pm – 1:30 pm **Lunch (provided**)

 1:30 pm – 3:00 pm Ongoing workshops

 3:00 pm – 3:15 pm **Break on your own**

 3:15 pm – 4:45 pm Ongoing Workshops

**Wednesday, October 24, 2018:**

 7:00 am – 8:30 am Breakfast

 9:00 am – 12:15 pm Ongoing workshops

12:15 pm – 12:30 pm Closing Session and Prizes Awarded

***Words of Welcome:***

**BPRO:**

Welcome to our 2018 Fall Conference here in beautiful Harrisonburg, It is a great time of year to be here. Please take the time to enjoy this gorgeous area after attending the workshops that our Professional Development committee has organized for you. Also remember to thank our conference planners for their hard work. It has been a challenge with this smaller venue, but, as usual, they have done a wonderful job.

The Commissioner has continued to support our organization, and we were able to award over 80 scholarships to our members. If you see our state partners, please thank them for their support and hard work in preparing us for Medicaid Expansion.

Relax, enjoy, learn and be ready for Medicaid Expansion. Remember, we are eligibility and WE GOT THIS.

Respectfully,

**Elaine Burgess**

BPRO President



**VASWP:**

Welcome to Harrisonburg for our 2018 Fall Conference.  This season brings new and exciting changes across the board.  We hope that this conference allows you to expand your knowledge and enjoy time with coworkers.  I want to give a special shout out to our conference planners.  Without them, none of this would be possible!  It’s not an easy task putting on an event like this.  I would also like to thank Commissioner Storen and his staff for helping support our mission.  Again, enjoy your time in Harrisonburg and Go Dukes.



**Blair Smith**, President VASWP

***Words of Welcome (cont.)***

**POSSESS:**

Hello. As the State POSSESS President, I would like to welcome you to our 2018 Fall Conference.

By now, we all know our conference theme is “Expanding Our Knowledge – Putting the Pieces Together.” It does seem that we are constantly trying to fit pieces together in our daily lives whether it’s at work or home and we certainly know that things do not stay the same and we are constantly fitting different pieces into the mix all the time. Well, it is our hope that during the next few days you will figure out how to do this with the workshops offered, as well as networking with others. Expansions affect everyone and we all need to work together as a team to be successful. Remember, we all have very important roles in our respective agencies that help fit and hold those pieces together to accomplish that success.

I want to continue thanking each of you for your dedication, hard work and loyalty to your agencies and customers. We all know that life can be a struggle but we put that smile on our faces each day as we go forward to help those in need. You may not realize this but that smile could possibly put that piece in place for the customer you are helping. Remember, a smile is free, it goes a long way and it’s even contagious.

Over the next few days please remember to extend a big “THANK YOU” to our conference planners: Bonnie Peery, Cindy Cotton, Renee White and Tina Caldwell-Eheart. They work hard to get these conferences together and they do so while continuing to do their daily duties.

Inspirational Quote:***“Every day is sort of a jigsaw puzzle. You have to make sure that you’re putting the most important things first.”*** *Julia Hartz*



 **Jewell Wolfe**, POSSESS President

**Miscellaneous information:**

**Hospitality/Networking Suite:**

The Hospitality/ Networking Suite will be located in room 701 and will be open on Sunday 10/21 from 7 pm until 10 pm, Monday 10/22 from 5pm – 7 pm and 9 pm – 11 pm, and Tuesday 10/23 from 5 pm – 7 pm and 9 pm – 11 pm.  Please join us for great networking opportunities.

**Workshops:**

Workshop descriptions are followed by a (B) for BPRO, (P) for POSSESS and (V) for VASWP. Workshops are open to all attendees; the listed organization is responsible for bringing you this workshop.

Contact your conference planner for suggestions for future conference workshops and presenters:

**Tina Caldwell-Eheart**, BPRO

**Bonnie Peery, Cindy Cotton and Jewell Wolfe**, POSSESS

**Renee White**, VASWP

**Don’t forget to visit our vendors and fundraiser tables.**

**NOTE: BPRO members only,** please go to: [www.mybpro.org](http://www.mybpro.org) to complete workshop surveys, as well as overall conference survey, now through October 31st.

**Our Conference Menus:**

**Breaks**

**3:00 PM on Monday (Sponsored in part by Dominion Energy)**

**Beverage break only – Soda and Bottled Water**

**Breakfast**

**(Tuesday and Wednesday 7 am – 8:30 am Shenandoah A & B)**

**Fluffy Farm Fresh Scrambled Eggs**

**Applewood Smoked Bacon**

**Country Pork Sausage**

**House Potatoes**

**Freshly Squeezed Fruit Juice**

**Coffee/ Tea**

**Lunches**

**Monday 12:15 Shenandoah A &B**

**Buffet Lunch**

**Chopped Romaine**

**Shredded Parmesan**

**House Caesar**

**Lasagna Bolognese**

**Penne with Parmesan Cream**

**Garlic Parmesan Bread**

**Chef’s Inspiration Sweet Bites**

**Tea and Coffee**

**Tuesday 12:15 Shenandoah A & B**

**Market Fresh Greens Salad**

**Oven Roasted Breast of Chicken**

**Mashed Yukon’s**

**Garlic Braised Broccolini**

**Dessert**

**Tea and Coffee**

**Monday, October 22nd, 2018**

**8:00 am – 5:00 pm** **Registration (Conference Foyer)**

**9:00 – Noon VaCMS Users Group Meeting (B)**

**Shenandoah C** Facilitator**: Michele Thomas,** Business Operations Coordinator, VDSS

Join State Staff and VaCMS Users from across the Commonwealth as we discuss the latest developments in VaCMS. This session is open to non-conference attendees. **All other sessions open only to conference registrants and speakers.**

**9:00 – 10:30 am 2018-19 Information Security Update (B)**

**Appalachian C** Presenter: **Barry Davis,** Chief Information Security Officer

Give and take session with Home Office Information Security. Topics include recent security updates, a preview/review of a simplified information security policy and program guide with audience feedback, what to expect in 2019, a guided tour of the new Information Security Fusion site (formerly known as Spark), risks related to the internet & mobile device security, email & PII. **If you have advance, specific questions, feel free to send them to security@dss.virginia.gov using subject line BPRO Security Question.**

**Monday, October 22, 2018 (cont.)**

**9:00 – 10:30 am Overview of IV-E Quality Assurance Process Along with Agency Allegheny B Communication Tips (B)**

Presenters: **Morgan Nelson,** Quality Assurance and Accountability Family Services Program Manager, **Matt Lafrinere,** Quality Assurance and Accountability Family Services Supervisor, **Larry Lindsey,** Director, Montgomery County DSS, **Kelly Edmondson,** Foster Care Supervisor, Montgomery County DSS, and **Shea McCracken,** Benefit Programs Supervisor, Montgomery County DSS

How will you and your agency positively impact the Title IV-E Federal review in 2019? In this workshop, participants will engage with presenters regarding a broad array of Title IV-E topics. Facilitators will provide an explanation of the shared fiscal accountability matrix, the O% error rate, and how our federal partners count errors. During this workshop, presenters will review data that is captured during the two types of reviews conducted by the QAA team that reflects regional trends and common errors identified within localities.Montgomery County will share their success and tips regarding their own internal communication and review process.

**9:45 – 11:45 Legalization of Medical Marijuana – A Story of Two**

**Madison Board Room Marijuana’s (P)**

Presenter: **Keri Jones,** Office on Youth

What’s the difference between CDB oil and medical marijuana? Learn the difference between the two and what’s now legal in Virginia and how other states moved down the path to legalization of recreational marijuana use.

**10:30- 10:45 Break (On Your Own)**

**Monday, October 22, 2018 (cont.)**

**10:45 – 12:15 Puzzling Comparison of SNAP and TANF Income: Putting the**

**Appalachian C Pieces Together (B)**

 Presenters: **Cynthia Powell,** SNAP Regional Consultant, and **Karyn Thornhill,** TANF/VIEW Consultant, Home Office

Do you like working puzzles? If so, come and join us in this workshop as we compare the puzzling pieces of SNAP and TANF around different types of income and how the programs differ on this matter. We will help you put the pieces together and you will leave with a picture perfect puzzle of SNAP and TANF income.

**10:45 – 12:15** **Medicaid Managed Care Program Updates (B)**

**Allegheny B** Presenters: **Ashley M. Meade,** Child Welfare Program Analyst

Division of Health Care Services, DMAS, and **Lynne S. Vest**

Provider and Member Specialist, Integrated Care Division, DMAS

Learn about Medicaid's new managed care programs, Medallion 4.0 with a discussion that will highlight various program updates that affect foster care members, an overview of Commonwealth Coordinated Care Plus (CCC Plus). A brief overview on Medicaid Expansion will also be provided. The Department of Medical Assistance Services representatives Ashley Meade and Lynne Vest will present updates and answer questions.

**10:45 – 12:15 Management Evaluation (ME) Review – An integral piece of the Appalachian A&B SNAP compliance puzzle (B)**

Presenter: **Diana Clark,** QC Compliance Coordinator, VDSS

This workshop will provide insight into the Management Evaluation Unit; who are we, what do we do and why do we do it. You will learn how you can best prepare for the ME review, what is being reviewed and what to expect before during and after our visit. We will discuss error trends that have been identified over that last fiscal year and the new FY2019 ME Plan and schedule. **This workshop will be repeated on Tuesday at 1:30 pm.**

**Monday, October 22, 2018 (cont.)**

**10:45 – 12:15 Working for the Crew: Understand and Addressing the**

**Blue Ridge Room Byers and Traffickers (V)**

Presenter: **Deepa Patel**, Executive Director and Co-founder

 Of Trauma and Hope

Surprisingly little is known about human traffickers - those who enable or partake in the trade and exploitation of individual human beings. The specific data about how people come to commit trafficking crimes, their respective roles in networks of traffickers, their relationships to other criminals and to victims, and a strong understanding of trafficking would help establish means by which actual traffickers can be identified, stopped and prosecuted, as well as preventing potential traffickers from becoming so. The gap in knowledge, globally, of traffickers and their methods of operation contributes to the widespread failure to identify traffickers and those who assist them. Often investigations are reliant on victims themselves reporting incidents. Where victims escape or are successfully removed from exploitative situations, and traffickers are identified and prosecuted, the willingness and ability of the victim to testify against his or her traffickers is often the lynchpin of securing a conviction. The pressure that this places upon a traumatized victim is acute, and combined with often inadequate legislation, will not always result in a conviction. The fact that convictions, worldwide, have remained relatively low continues the cycle of trafficking by propagating the belief among traffickers and potential traffickers that the abuse and exploitation of vulnerable people can continue with relatively little risk of detection or penalty. While there is increasing effort in the anti-trafficking community to target those who are active at the point of exploitation, this represents but one part of a complex and multifaceted crime. This presentation will focus on providing an understanding and overview of the buyers and traffickers mentality.

**12:15 – 1:30 Lunch/ Welcome Address**

**Shenandoah A&B** **Welcome**:

 **Elaine Burgess**, President BPRO

 **Blair Smith**, President VASWP

 **Jewel Wolfe,** President POSSESS

**Monday, October 22, 2018 (cont.)**

**1:30 – 3:00** **Benefit Panel (B)**

**Shenandoah C Presenters:**

 **Toni Washington,** Director of Benefit Programs, VDSS

 **Mark Golden,** TANF Program Manager, VDSS

 SNAP Program Manager

 **Deborah Vaughn,** Business Program Director, Division of Enterprise Systems, VDSS

 **Cindy Olson,** Director, Eligibility and Enrollment Services Division, DMAS

**1:30 – 3:00 Juvenile Trafficking in Virginia (P)**

**Madison Board Room** Presenter: Deanna “Dede” Wallace

Overview of elements of the crime and definition of Human Trafficking.

**1:30 – 3:00 Winning at Money (V)**

**Blue Ridge Room** Presenter: **Chris Woodbury**, Virginia Credit Union

This workshop will cover understanding our Spending prompts, cutting

Expenses, saving strategies and suggestions for dealing with debt.

**3:00 – 3:15 Beverage Break (Sponsored in part by Dominion Energy)**

**3:15 -5:00 BPRO Business Meeting (B)**

**Shenandoah C**

**3:15 – 5:00 POSSESS Business Meeting (P)**

**Madison Board Room**

**3:15 – 5:00 VASWP Business Meeting (V)**

**Blue Ridge Room**

**Tuesday, October 23, 2018**

**9:00 – 10:30 MAGI and Reasonable Compatibility: Holmes and Watson are Shenandoah C on the Case! (B)**

Presenters: **Jessica Annecchini,** Medical Assistance Program Consultant Sr., VDSS & **Niani Wynn,** Central Region Medical Assistance Consultant, Sr.**,** VDSS

In this workshop you will receive a refresher on reasonable compatibility for MAGI and how it relates to the Hub and Electronic Verifications. Attendees will participate in interactive exercises to determine how to align policy and system to provide accurate eligibility results for Medical Assistance determinations. Come ready to put together the pieces and solve the income verification puzzle! **This workshop will be repeated on Wednesday at 9:00 am.**

**9:00 – 10:30 Medicaid Expansion Policy** **(B)**

**Appalachian C** Presenter: **Cindy Olson,** Director**,** Eligibility and Enrollment Services Division, DMAS

Medicaid is Expanding! Come hear the latest policy information, and what you need to know to determine eligibility correctly in this new covered group. **This workshop will be repeated Tuesday at 1:30 pm and Wednesday at 9 am.**

**9:00 – 10:30 Handling Changes for SNAP: Fitting the Pieces Together (B)**

**Appalachian A&B** Presenters: **Amy Phillips,** Benefits Consultant, Eastern Regional Office, and **Lisa Colandene-Nouri,** SNAP Consultant, Northern Regional Office

Puzzled by how to handle a change on a SNAP case? Figure out how to fit all the pieces together during this presentation. This workshop will cover the guidance and procedures for handling various types of changes for SNAP applications and ongoing cases. It will include an overview of the reporting requirements for SNAP households, how to input changes in the VaCMS, and review examples on how to avoid a Quality Control error.

**Tuesday, October 23, 2018 (cont.)**

**9:00 – 10:30**  **Understand Child Support Income for the TANF Program (B)**

**Allegheny A** Presenter: **Monique Majeus,**TANF/VIEW Consultant, VDSS

This session will provide an in-depth explanation regarding the evaluation of Child Support income of the TANF program. We will Explore APECS SPIDeR inquiries, DCSE Portal Payment Records, and Child Support Enforcement Collections Interface. In addition, guidance will be provided for entering Child Support Payments in VaCMS. Lastly, we will cover the TANF – Cases Current Collected Support Report.

**9:00 – 10:30 Piecing It All Together In Rushmore! (B)**

**Allegheny B** Presenters: **Ruth Ann Belcher,** SNAP Consultant, Western Region, and **Bonnie Lee,** SNAP Consultant, Piedmont Region, VDSS

In this workshop, we'll be on a journey to putting the pieces together to make it to the top. Come join us and take back with you a piece of Rushmore!

**9:00 – 10:30** **Successfully Navigating Change** **(B)**

**Allegheny C** Presenter: **Rick Mason**, Recruiter, Talent Acquisition Team, Organizational Development Division, VDSS

This is an interactive workshop designed for participants to learn and understand different aspects of Change. We will discuss the emotional impact of change, our readiness for changes we encounter, and the difference between change and transition. At the conclusion of the training, the class will have discovered four (4) key areas of successful change and developed strategies to manage change effectively.

**9:00 – 10:45 DISC: Communication Tool (P)**

**Madison Board Room** Presenter: **Janet Briscoe,** Office Supervisor, Frederick DSS

There is no wrong way to communicate and we are all different. Discover what your communication style is and how it fits into the office environment around you. This workshop will explore the four different types of communication and how to use this to better communicate with fellow co-workers, including tips and tricks to succeed. **This workshop will be repeated on Wednesday at 9:00 am.**

**Tuesday, October 23, 2018 (cont.)**

**9:00 – 10:30 How Do You Fit Into The Puzzle? (V)**

**Blue Ridge Room** Presenter: **Otissa Williams,** Family Services Worker, Richmond City

Each person has a vital part in the servicing of both internal and external clients. They will be taking a self-look into how personal, professional knowledge plays a part in what we do.  Participants will learn how they fit into the puzzle of servicing and contribution to the well-being of individuals they serve by utilizing the resources of other colleagues, community partners, faith based/nonprofit and other government entities and knowledge.

**10:30 – 10:45 Break (on your own)**

**10:45 – 12:15 The Inside Story: Patient Pay Issues with DMAS and DSS (B)**

**Shenandoah C** Presenters: **Kathryn O’Connell Raymond,** Medical Assistance Program Consultant Sr., VDSS & **Karen Packer**, Senior Policy Analyst, DMAS

Join us for a discussion of common problems with Patient Pays from the DMAS perspective and VDSS. What prompts providers to contact DMAS about the Patient Pay? How can we ensure that Patient Pays are done timely and correctly? Find out what’s so different about Patient Pays for spend-down cases before you make that adjustment in error.

**10:45 – 12:15 Medicaid Expansion – Systems Information (B)**

**Appalachian C Presenters: Cathy Trimble,** Project Manager, DES, and

 **Elaine Burgess,** Benefit Programs Supervisor, and BPRO President,

Virginia Beach, DHS

This workshop will discuss the latest updates to VaCMS to accommodate Medicaid Expansion, as well as the hierarchy of eligibility determination. **This workshop will be repeated today at 3:30 pm and Wednesday at 10:45 am.**

**Tuesday, October 23, 2018 (cont.)**

**10:45 – 12:15** **The Final Piece to the Puzzle--INCOME (B)**

**Appalachian A&B** Presenter**:  Burnette Hendricks,** SNAP Consultant, Eastern Regional Office, VDSS

In this workshop you will be expanding your knowledge and putting the pieces together once you have that final piece of the puzzle, INCOME. So many times we're losing pieces to our puzzle, can't get the piece to fit in our puzzle or rushing to get our puzzle completed and just can't fit it in correctly. When you leave this workshop, your puzzle will be complete and your income piece to the puzzle will help make it picture perfect, or for QC purposes, A CORRECT CASE. **This workshop will be repeated at 9:00 am Wednesday.**

**10:45 – 12:15 Off Your Clocker: How to make sure clocks do not drive you**

**Allegheny A crazy! (B)**

Presenters: **Joy Patton,** TANF/VIEW Consultant and **Frank Smith**, TANF/VIEW Consultant, VDSS

Are clocks driving you crazy? Well do not worry about it because your resident psyCLOCKogists are here? We are going to provide you with the mental tools and coping skills to help you make sure your TANF cases have correct TANF and VIIEW clocks. **This workshop will be repeated Wednesday at 9 am.**

**10:45-12:15 Puzzling Comparison of SNAP and TANF Income: Putting the**

**Allegheny B Pieces Together (B)**

Presenters: **Cynthia Powell,** SNAP Regional Consultant, and **Karyn Thornhill,** TANF/VIEW Consultant, Home Office

Do you like working puzzles? If so, come and join us in this workshop as we compare the puzzling pieces of SNAP and TANF around different types of income and how the programs differ on this matter. We will help you put the pieces together and you will leave with a picture perfect puzzle of SNAP and TANF income. **This workshop was originally presented on Monday at 10:30 am.**

**Tuesday, October 23, 2018 (cont.)**

**10:45 – 12:15** **Building an Effective Team (B)**

**Allegheny C** Presenter: **Rick Mason**, Recruiter, Talent Acquisition Team, Organizational Development, VDSS

In this workshop we will explore the essentials of building an effective team AND the role we play on each team. Together we will learn to improve team performance, develop leadership and member ability, use four phases of team development and define and support team roles and outcomes. At the conclusion of the training, the class will be better able to apply the characteristics of highly performing teams to drive positive overall results in the workplace.

**10:45 – 12:15 Google: The Struggle is Real… Until Today! (P)**

**Madison Board Room** Presenter: **Sherry Brown,** IT Administrator Specialist,

 VDSS information Systems

Tips and tricks to GSuite. Question and answer session to follow at the end of the presentation. **This workshop will be repeated at 3:15 today.**

**10:45 – 12:15 Understanding Leadership in Child Welfare via Mentoring and Blue Ridge Room Coaching (V)**

Presenter: **Denise (Ms. Dee) Lucombe.** ABD, MSW, MA

Attendees will learn the difference between mentoring and coaching.  Attendees will gain strategies, tools, and techniques to transform their thinking of leadership in the child welfare arena and position themselves to mentor, coach and lead others.  New supervisors will learn skills to enhance team success.

**12:15 – 1:15 Lunch provided in Shenandoah A & B**

**Tuesday, October 23, 2018 (cont.)**

**1:30 – 3:00 Spenddowns in VaCMS (B)**

**Shenandoah C** Presenters: **Debbie Miller,** Medical Assistance Consultant Sr, VDSS, and **Don McBride,** Northern Regional Medical Assistance Consultant, Sr, VDSS

If you have ever struggled with ABD, F&C or LTC spenddowns, or simply want to brush up on your knowledge and skills on entering spenddown bills in the VaCMS, this workshop is designed for you.

We will review who is included in the spenddown assistance unit and whose bills can be used to meet a spenddown. Knowing the rules about budget periods and what amounts can be applied to each spenddown budget period is paramount when entering expenses into VaCMS. Once you determine if a bill is an old bill, a carry-over expense, a current payment or an incurred expense, you will be able to enter the correct information into VaCMS ensuring and accurate result. **This workshop will be repeated Wednesday at 10:45 am.**

**1:30 – 3:00 Medicaid Expansion Policy (B)**

**Appalachian C** Presenter: **Cindy Olson,** Director, Eligibility and Enrollment

Services Division, DMAS

Medicaid is Expanding! Come hear the latest policy information, and what you need to know to determine eligibility correctly in this new covered group.

**This workshop was originally presented today at 9 am, and will be presented again on Wednesday at 9 am.**

**1:30 – 3:00 Moving Forward - Let's Get it Right (B)**

**Appalachian A&B** Presenter: **Kimberly Hudson,** EBT/DSNAP Coordinator, VDSS

The Commonwealth of Virginia has just completed a federal EBT audit. Through this process many areas were noted that require corrective action on both the Benefits and Issuanceends of the process. This training encompasses the entire issuance process from beginningto end to assist with putting the pieces together and moving forward in the required direction.

**Tuesday, October 23, 2018 (cont.)**

**1:30 – 3:00 Is it Puzzling Working in the ESP Module in VaCMS? (B)**

**Allegheny A** Presenter: **Cassandra Elliston,** TANF/VIEW Consultant, Piedmont Region, VDSS

Come expand your knowledge and learn about working the edges as well as the insides of the puzzling ESP module in VaCMS. This workshop will help you put the pieces together.

**1:30 – 3:00 Management Evaluation (ME) Review – An integral piece of the Allegheny B SNAP compliance puzzle (B)**

Presenter: **Diana Clark,** QC Compliance Coordinator, VDSS

This workshop will provide insight into the Management Evaluation Unit; who are we, what do we do and why do we do it. You will learn how you can best prepare for the ME review, what is being reviewed and what to expect before during and after our visit. We will discuss error trends that have been identified over that last fiscal year and the new FY2019 ME Plan and schedule. **This workshop was originally presented on Monday at 10:45 am.**

**1:30 – 3:00 Echoes Extended Medicaid from Policy to System**

**Allegheny C Applications (B)**

Presenter: **Chartoya Newton,** Medical Assistance Program Consultant Sr., VDSS

This workshop will be a brief overview of Extended Medicaid policy and guidance to help handle situations that commonly occur during extended periods. Following the policy, we will provide an overview of system functionality for how the VaCMS evaluates Extended Medicaid. We will give guidance on how to correctly update screens on maintaining Extended Medicaid and how to stop improper evaluations and cover the actions workers should be completing following the receipt of the Extended Medicaid reports. We will discuss reports for Extended MA and how to use them.

**Tuesday, October 23, 2018 (cont.)**

**1:30 – 3:00 Maintaining Professional Marketability (P)**

**Madison Board Room** Presenter: **Carmel Murphy Norris,** Coordinator of Career Services, Blue Ridge College

Join Carmel for a fun and engaging workshop entitled “Maintaining Professional Marketability” that will examine the power of self-investment and intentional direction. Reflect on your skills, education, connections, and social media presence to determine your position in the marketplace and give yourself permission to redirect, cultivate and achieve.

**1:30 – 3:15 DSS BINGO!!! Let’s Learn While Having Fun!!! (V)**

**Blue Ridge Room** Presenter: **Threllis Hall,** Danville Social Services

Come review your knowledge of DSS programs. Relax, Release and Relate while having fun.

**3:00 – 3:15 Break (on your own)**

**3:15 – 4:45 The Big Puzzle: ABD/LTC Resource Clarification (B)**

**Shenandoah C** Presenters: **Kathryn O’Connell Raymond**, Medical Assistance Program Consultant Sr., VDSS & **Sandra Blevins**, Western Region Medical Assistance Consultant, Sr., VDSS

Resources are what makes ABD and LTC unique and often perceived as "harder" than MAGI or Families & Children's Medical Assistance. But what is it about resources that makes it so hard? What are the differences between resources for ABD versus resources for LTC? Join us for a discussion of common resources, how to count them, and learn more about the mysterious "Burial Set Aside" and Burial Space items. **This workshop will be repeated Wednesday at 9 am.**

**Tuesday, October 23, 2018 (cont.)**

**3:15 – 4:45 Medicaid Expansion – Systems Information (B)**

**Appalachian C Presenters: Cathy Trimble,** Project Manager, DES, and

 **Elaine Burgess,** Benefit Programs Supervisor, and BPRO President,

Virginia Beach, DHS

This workshop will discuss the latest updates to VaCMS to accommodate Medicaid Expansion, as well as the hierarchy of eligibility determination. **This workshop was originally presented at 10:45 am today, and will be repeated Wednesday at 10:45 am.**

**3:15 - 4:45 Getting it Right the First Time: Understanding Income**

**Appalachian A&B Deductions and Countable Expenses** **(B)**

Presenters: **Yolanda Marshall,** SNAP Corrective Action Coordinator, and **Jerome Solomon,** SNAP Program Consultant, VDSS

Do you feel confident explaining to your customer how you determined their SNAP allotment? Are you confused about when it is acceptable to use the customer's statement about their expenses and when to request additional verification? Does determining when to prorate expenses for ineligible or disqualified household members cause panic attacks?

If you answered "YES" to two or more of these questions, then this workshop is for you! Join us as we get back to the basics and put all of the pieces together to understand the importance of correctly applying allowable deductions to get the correct SNAP allotment. **This workshop will be repeated Wednesday at 10:30 am.**

**3:15 - 4:45 Back to Basics: Striving for Excellence (B)**

**Allegheny A Presenter: Cynthia Wills,** MA, MBA, Human Services Supervisor I, Employment Services Unit, Virginia Beach DHS

Maya Angelou once said, "I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel." Being able to provide excellent employment and training rather than mediocre services can mean the difference between success and failure. Increase your understanding of how you can help individuals transform their lives by providing tools necessary to help them move from being dependent to becoming independent, all while feeling a sense of pride in your accomplishment and efforts.

**Tuesday, October 23, 2018 (cont.)**

**3:15 - 4:45 3 "T''s - Tickets, Tips, & Trends in VaCMS (B)**

**Allegheny B** Presenters: **Cathey Jackson** and **Bruce Blizard,** Project Managers, Division of Enterprise Systems (DES)

This workshop will discuss tips on some of the most common ticket issues, as well as tips on improving your success with electronic verification in VaCMS. **This workshop will be repeated Wednesday at 10:45 am.**

**3:15 – 4:45** **Medicaid Audits: Checking all the Pieces (B)**

**Allegheny C** Presenter: **Yolanda Chandler,** Program Manager, Division of Program Integrity, DMAS

This course provides the unique opportunity to explore the current Department of Medical Assistance Services (DMAS) Program Integrity (PI) initiatives, including recent audit findings and upcoming projects. Join DMAS PI staff in an informed discussion on the world of Medicaid eligibility and audits from Payment Error Rate Measurement (PERM), Medicaid Eligibility Quality Control (MEQC), Recipient Audit Unit (RAU) referrals, and the new Eligibility Quality Review Program (EQRP). **This workshop will be repeated Wednesday at 10:30 am**.

**3:15 – 4:45 Google: The Struggle is Real… Until Today! (P)**

**Madison Board Room** Presenter: **Sherry Brown,** IT Administrator Specialist,

 VDSS information Systems

Tips and tricks to GSuite. Question and answer session to follow at the end of the presentation. **This workshop is a repeat of the 10:45 am session.**

**3:15 – 4:45 BBB Scam and Fraud Education (SAFE) (V)**

**Blue Ridge Room** Presenter: **Tom Veazy,** BBB SAFE Program Manager

The BBB SAFE Program presentation provides education and information to consumers, public and private agencies, senior organizations and other senior service providers - enabling them to better recognize fraud, scams, deceptive business practices, and identity theft activities – and provide specific information and steps to take to avoid becoming a victim.

**Wednesday, October 24, 2018**

**9:00 – 10:30 The Big Puzzle: ABD/LTC Resource Clarification (B)**

**Shenandoah C** Presenters: **Kathryn O’Connell Raymond,** Medical Assistance Program Consultant Sr., VDSS & **Sandra Blevins,** Western Region Medical Assistance Consultant, Sr., VDSS

Resources are what makes ABD and LTC unique and often perceived as "harder" than MAGI or Families & Children's Medical Assistance. But what is it about resources that makes it so hard? What are the differences between resources for ABD versus resources for LTC? Join us for a discussion of common resources, how to count them, and learn more about the mysterious "Burial Set Aside" and Burial Space items.

**This workshop was originally presented on Tuesday at 3:15 pm.**

**9:00 – 10:30 Medicaid Expansion Policy** **(B)**

**Appalachian C** Presenter: **Cindy Olson,** Director**,** Eligibility and Enrollment Division, DMAS

Medicaid is Expanding! Come hear the latest policy information, and what you need to know to determine eligibility correctly in this new covered group.

**This workshop was originally presented Tuesday at 9 am and 1:30 pm.**

**9:00 – 10:30** **The Final Piece to the Puzzle--INCOME (B)**

**Appalachian A&B** Presenter**:  Burnette Hendricks,** SNAP Consultant, Eastern Regional Office Virginia Department of Social Services

In this workshop you will be expanding your knowledge and putting the pieces together once you have that final piece of the puzzle, INCOME. So many times we're losing pieces to our puzzle, can't get the piece to fit in our puzzle or rushing to get our puzzle completed and just can't fit it in correctly. When you leave this workshop, your puzzle will be complete and your income piece to the puzzle will help make it picture perfect, or for QC purposes, A CORRECT CASE. **This workshop was originally presented at 10:45 am Tuesday.**

**Wednesday, October 24, 2018 (cont.)**

**9-10:30 Off Your Clocker: How to make sure clocks do not drive you**

**Allegheny A crazy! (B)**

Presenters: **Joy Patton,** and **Frank Smith**, TANF/VIEW Consultants

Are clocks driving you crazy? Well do not worry about it because your resident psyCLOCKogists are here? We are going to provide you with the mental tools and coping skills to help you make sure your TANF cases have correct TANF and VIIEW clocks. **This workshop was originally presented Tuesday at 10:45 am.**

**9:00 – 10:30 Wrap Up 101 (B)**

**Allegheny B** Presenter: **Carolyn Harlow,** Benefit Programs Supervisor, and BPRO Past President, Rockingham County DSS

What can you learn by actually reviewing the various parts of the wrap up screens in VaCMS? Come see various components of Wrap up to ensure your case is correct.

**9:00 – 10:30 MAGI and Reasonable Compatibility: Holmes and Watson are Allegheny C on the Case! (B)**

Presenters: **Jessica Annecchini,** Medical Assistance Program Consultant Sr., VDSS & **Niani Wynn,** Central Region Medical Assistance Consultant, Sr.**,** VDSS

In this workshop you will receive a refresher on reasonable compatibility for MAGI and how it relates to the Hub and Electronic Verifications. Attendees will participate in interactive exercises to determine how to align policy and system to provide accurate eligibility results for Medical Assistance determinations. Come ready to put together the pieces and solve the income verification puzzle! **This workshop was originally presented Tuesday at 9:00 am.**

**Wednesday, October 24, 2018 (cont.)**

**9:00 – 10:45 DISC: Communication Tool (P)**

**Madison Board Room** Presenter: **Janet Briscoe,** Office Supervisor, Frederick DSS

There is no wrong way to communicate and we are all different. Discover what your communication style is and how it fits into the office environment around you. This workshop will explore the four different types of communication and how to use this to better communicate with fellow co-workers, including tips and tricks to succeed. **This workshop was originally presented on Tuesday at 9:00 am.**

**9:00 – 10:45 Hospice 101 (V)**

**Blue Ridge Room** Presenters: **Sue Peters,** MSW, LSW and **Emma Denat,** MSW, LCSW

End-of-life care is something all of us will need, but few of us want to discuss. Come learn about hospice, its philosophy, benefits, and services available to support those living with terminal illness in our communities.

**10:30 – 10:45 Break (On Your Own)**

**10:45 - Noon Spenddowns in VaCMS (B)**

**Shenandoah C** Presenters: **Debbie Miller,** Medical Assistance Consultant Sr, VDSS, and **Don McBride,** Northern Regional Medical Assistance Consultant, Sr, VDSS

If you have ever struggled with ABD, F&C or LTC spenddowns, or simply want to brush up on your knowledge and skills on entering spenddown bills in the VaCMS, this workshop is designed for you.

We will review who is included in the spenddown assistance unit and whose bills can be used to meet a spenddown. Knowing the rules about budget periods and what amounts can be applied to each spenddown budget period is paramount when entering expenses into VaCMS. Once you determine if a bill is an old bill, a carry-over expense, a current payment or an incurred expense, you will be able to enter the correct information into VaCMS ensuring and accurate result. **This workshop was originally presented Tuesday at 1:30pm.**

**Wednesday, October 24, 2018 (cont.)**

**10:45 – 12:15 Medicaid Expansion – Systems Information (B)**

**Appalachian C Presenters: Cathy Trimble,** Project Manager, DES, and

 **Elaine Burgess,** Benefit Programs Supervisor, and BPRO President,

Virginia Beach, DHS

This workshop will discuss the latest updates to VaCMS to accommodate Medicaid Expansion, as well as the hierarchy of eligibility determination. **This workshop was originally presented at 10:45 am and 3:15 pm Tuesday.**

**10:45 – 12:15 Expenses and Deductions in SNAP (B)**

**Appalachian A&B** Presenters: **Yolanda Marshall,** SNAP Corrective Action Coordinator,and **Jerome Solomon,** SNAP Program Consultant, VDSS

Do you feel confident explaining to your customer how you determined their SNAP allotment? Are you confused about when it is acceptable to use the customer's statement about their expenses and when to request additional verification? Does determining when to prorate expenses for ineligible or disqualified household members cause panic attacks?

If you answered "YES" to two or more of these questions, then this workshop is for you! Join us as we get back to the basics and put all of the pieces together to understand the importance of correctly applying allowable deductions to get the correct SNAP allotment. **This workshop was originally presented Tuesday at 3:15 pm.**

**10:45 – 12:15**  **Understand Child Support Income for the TANF Program (B)**

**Allegheny A** Presenter: **Monique Majeus,**TANF/VIEW Consultant, VDSS

This session will provide an in-depth explanation regarding the evaluation of Child Support income of the TANF program. We will Explore APECS SPIDeR inquiries, DCSE Portal Payment Records, and Child Support Enforcement Collections Interface. In addition, guidance will be provided for entering Child Support Payments in VaCMS. Lastly, we will cover the TANF – Cases Current Collected Support Report.

**Wednesday, October 24, 2018 (cont.)**

**10:45 – 12:15 Ticket Issues in VaCMS (B)**

**Allegheny B** Presenters: **Cathey Jackson** and **Bruce Blizard,** Project Managers, Division of Enterprise Systems (DES)

This workshop will discuss tips on some of the most common ticket issues, as well as tips on improving your success with electronic verification in VaCMS. **This workshop was originally presented Tuesday at 3:15 pm.**

**10:45 – 12:15** **Medicaid Audits: Checking all the Pieces (B)**

**Allegheny C** Presenter: **Yolanda Chandler,** Program Manager, Division of Program Integrity, DMAS

This course provides the unique opportunity to explore the current Department of Medical Assistance Services (DMAS) Program Integrity (PI) initiatives, including recent audit findings and upcoming projects. Join DMAS PI staff in an informed discussion on the world of Medicaid eligibility and audits from Payment Error Rate Measurement (PERM), Medicaid Eligibility Quality Control (MEQC), Recipient Audit Unit (RAU) referrals, and the new Eligibility Quality Review Program (EQRP). **This workshop was originally presented Tuesday at 3:15**.

**10:45 – 12:15 Who to Call When You Don’t Know Who to Call (V)**

**Blue Ridge Room** Presenter: **Mary Ellen Hutcherson**, Regional Outreach Specialist

Do you know who provides food or rental assistance in your community? Do you know how you or your client can access or apply for these services? If not, 2-1-1 VIRGINIA is who to call when you don’t know who to call. 2-1-1 VIRGINIA is a free, confidential service that connects people with resources available in their community. Trained call specialists provide accurate and up-to-date information and referrals on resources such as housing, food, utility assistance, job training, healthcare and much more. Come learn how 2-1-1 VIRGINIA can get you connected.

**12:15 – 12:45 Closing Session (all door prizes and raffles will be**

**Shenandoah A&B drawn at this time)**

**Meet Our Presenters:**

**Jessica Annecchini**, Medical Assistance Program Consultant, VDSS, jessica.annecchini@dss.virginia.gov

**Ruth Ann Belcher,** SNAP Program Consultant, Western Regional Office, VDSS, ruth.belcher@dss.virignia.gov

**Sandra Blevins**, Western Region Medical Assistance Consultant, Sr., VDSS

**Bruce Blizard,** Project Manager, Division of Enterprise Systems (DES), VDSS, robert.blizard@dss.virginia.gov, (804) 726-7794 (office)

**Janet Briscoe,** Office Supervisor, Frederick County DSS, janet.briscoe@fcva.us

540-665-5688 x 107

**Sherry Brown,** IT Administrative Staff Specialist, VDSS, sherry.brown@dss.virginia.gov

804-726-7018

**Elaine Burgess,** Benefit Programs Supervisor, and current BPRO President, Virginia Beach DHS

**Yolanda Chandler,** Manager, Division of Program Integrity, DMAS, yolanda.chandler@dmas.virginia.gov, (804) 588-4879

**Diana Clark,** QC Compliance Coordinator, VDSS, diana.clark@dss.virginia.gov, 804-726-7687

**Lisa Colandene-Nouri**, SNAP Consultant, Northern Regional Office

**Barry Davis**, CISSP, Chief Information Security Officer, VDSS, 804-726-7153 barry.davis@dss.virginia.gov

**Emma Denat,** MSW, LCSW

**Kelly Edmondson**, Foster Care Supervisor, Montgomery County DSS

**Cassandra Elliston,** TANF/VIEW Consultant, Piedmont Regional Office, VDSS, (540)204-9645, Cassandra.elliston@dss.virginia.gov

**Mark Golden,** TANF Program Manager, VDSS, mark.golden@dss.virginia.gov

**Threllis Hall,** Self Sufficiency Specialist, Danville DSS, threllis.hall@dss.virginia.gov

**Carolyn Harlow,** Benefit Programs Supervisor, and BPRO Past President, Rockingham County DSS

**Burnette “Burnie” Hendricks,** SNAP Program Consultant, Eastern Region, VDSS

**Mary Ellen Hutcherson,** Regional Outreach Specialist

**Kimberly Hudson,** EBT/DSNAP Coordinator, VDSS, k.hudson@dss.virginia.gov, (804) 726-7546

**Cathey Jackson,** Project Manager, Division of Enterprise Systems, c.jackson@dss.virginia.gov

**Keri Jones,** Greater Augusta Prevention Partners (GAPP) Coordinator in Staunton, Waynesboro, and Augusta, Office on Youth

**Matt Lafrinere,** Quality Assurance and Accountability Family Services Supervisor, VDSS, Matthew.Lafrinere@dss.virginia.gov

**Bonnie Lee**, SNAP Program Consultant

**Larry Lindsey,** Director, Montgomery County DSS

**Denise (Ms. Dee) Lucombe,** Family Services Specialist, Richmond City DSS, denise.lucombe@richmondgov.com

**Don McBride,** Northern Regional Medical Assistance Consultant, VDSS

**Shea McCracken,** Benefit Program Supervisor, Montgomery DSS, shea.mccracken@dss.virginia.gov

**Monique Majeus**, TANF/VIEW Program Consultant, VDSS, Monique.majeus@dss.virginia.gov

**Yolanda Marshall,** MPA, SNAP Corrective Action Coordinator, VDSS Yolanda.marshal@dss.virginia.gov, 804-726-7830 Office

**Rick Mason**, Recruiter, Talent Acquisition Team, Organizational Development Division, VDSS, rick.mason@dss.virginia.gov, Tel: 804.726.7593

**Ashley M. Meade,** Child Welfare Program Analyst, Division of Health Care Services

Virginia Department of Medical Assistance Services, 804.786.9490 Office

**Debbie Miller,** Medical Assistance Consultant Senior, VDSS, Debbie.miller@dss.virginia.gov

**Morgan Nelson,** Quality Assurance and Accountability Program Manager, VDSS,

(804) 726-7521

**Chartoya C. Newton,** Medical Assistance Consultant, VDSS

**Carmel Murphy Norris,** Coordinator of Career Services, Blue Ridge Community College

**Kathryn O’Connell Raymond,** Medical Assistance Program Consultant Sr., VDSS

**Cindy Olson,** Director, Eligibility and Enrollment Services, DMAS

**Karen Packer**, Senior Policy Analyst, DMAS

**Deepa Patel,** CSOTP, LCSW, Executive Director and Co-Founder of Trauma and Hope

**Joy Patton,** TANF/VIEW Consultant, VDSS

**Sue Peters,**  MSW, LSW

**Amy Phillips**, Benefits Consultant, Eastern Regional Office**,** VDSS

**Cynthia Powell,** SNAP Consultant, Central Regional Office, VDSS

**Frank Smith,** TANF/VIEW Consultant, VDSS

**Jerome Solomon,** SNAP Program Consultant, VDSS

**Michele Thomas,** Business Operations Coordinator, VDSS,

michele.thomas@dss.virginia.gov

**Karyn Thornhill,** TANF/VIEW Consultant, VDSS

**Cathy Trimble,** Project Manager, Division of Enterprise Systems, VDSS

**Deborah Vaughn,** Business Program Director, Division of Enterprise Systems, VDSS,

**Tom Veazy,** SAFE Program Manager, BBB Serving Central Virginia

**Lynne S. Vest,** Provider and Member Specialist, Integrated Care Division, Department of Medical Assistance Services, lynne.vest@dmas.virginia.gov, (804) 593-2464

**Deanna “Dede” Wallace,** Victim Assistance Specialist, Homeland Security Investigations

**Toni Blue Washington**, Director, Division of Benefit Programs, VDSS

**Otissa Williams,** Family Services Specialist, Richmond City DSS, otissa.williams@richmondgov.com

**Cynthia Wills,** MA, MBA, Human Services Supervisor I, Employment Services Unit

Adult and Employment Services Division, Virginia Beach DHS, cwills@vbgov.com,

Office: (757) 385-3270

**Chris Woodbury,** Membership Development and Marketing, Virginia Credit Union

**Niani Wynn,** Central Region Medical Assistance Consultant, Sr.

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