**[](http://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwiIzoyqsuTWAhVCLSYKHdseAugQjRwIBw&url=http://clipartix.com/guitar-clipart-image-7420/&psig=AOvVaw0IHCY7K-f5BWJBeMEC_r6d&ust=1507667784009078)**

**BPRO, POSSESS, VASWP**

**Fall 2017 CONFERENCE**

**November 1st – 3rd**

**Holiday Inn Bristol Conference Center**

**3005 Linden Drive, Bristol VA**

**Conference at a Glance:**

**Wednesday November 1st, 2017**

**7:00 am Registration Begins**

**9:00 am-Noon VACMS User Group   
 9:00 am – Noon Pre-Conference Workshops**

**Noon – 2:45 pm Opening Session – Lunch (provided) and keynote speaker**

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

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

**POSSESS Business Meeting**

**VASWP workshops**

**5:00 pm Dinner on your own**

**Enjoy Bristol**

**Thursday November 2nd, 2017**

**7:00 am – 8:30 am Breakfast (provided)**

**9:00 am-10:30 am VASWP Business Meeting**

**BPRO & POSSESS workshops**

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

**10:45 am-12:15 pm Workshops**

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

**1:30 pm – 3:00 pm Workshops**

**3:00 pm – 3:15 pm Break (provided)**

**3:15 pm – 4:45 pm Workshops**

**5:00 pm Dinner on your own**

**Enjoy Bristol**

**Friday November 3rd, 2017**

**7:00 am – 8:30 am Breakfast (provided)**

**9:00 am – Noon Benefit Programs Panel**

**9:00 am – 10:30 am Workshops**

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**BPRO/POSSESS/VASWP Hospitality Suite** will be located on the 10th floor in the concierge lounge. Hours of operation will be:

Tuesday 10/31: 6 pm until 10 pm

Wednesday 11/1: 5:00 pm to 6:00 pm and 7:30 pm until 11 pm

Thursday 11/2: 5:00 pm to 6:00 pm and 7:30 pm until 11 pm

**Join us in the hotel lounge “Cabaret” for musical entertainment!**

**Wednesday night featuring: Tune Town Old Time Swing Band**

**Thursday night featuring: DJ sounds by Len Berry Deejay Services**

***\*\* Please note food and beverage are the responsibility of the consumer and BPRO/VASWP/POSSESS will not be providing this.***

**Our Conference Menus:**

***Wednesday November 1st Lunch (plated)***

**Lunch, with welcome by Presidents, Toni Washington and Keynote Speaker**

Tossed Garden Salad with Assorted Dressings

Lemon Rosemary Chicken Breast

Rice Pilaf

Chef’s Choice of Vegetable

Fresh Rolls with Butter

Raspberry White Chocolate Cake

Coffee, Tea and Water

***Thursday November 2nd Breakfast (buffet)***

Breakfast Casserole

Fresh, seasonal fruit

Assorted Pastries

Assorted Juices, Coffee and Water

***Thursday November 2nd Lunch (buffet)***

Caesar Salad

Meat Lasagna

Pasta Primavera

Garlic Bread

Fruit Cobbler

Coffee, Tea and Water

***Friday November 3rd Breakfast (buffet)***

Scrambled Eggs

Bacon and Sausage

Biscuits and Gravy

Assorted Juices, Coffee and Water

***Words of Welcome:***

**BPRO:**

Welcome to Bristol and our 2017 Fall Conference. My name is Elaine Burgess, your current BPRO President and I would like to welcome and thank you for your attendance to our conference.

Our theme “Big Bang Sessions” says it all, we have a lot of great workshops planned and I hope you are able to not only expand on your skill set but have some time to relax and enjoy this lovely city of Bristol Virginia/Tennessee. Downtown Bristol has a lot of restaurants and shops to appreciate, also remember to take a minute to have your picture taken at the famous Bristol sign.

BPRO is honored to have your participation and we look forward to networking with each and everyone here. We have a lot of changes still coming our way and we can’t wait to share them with you, so make sure you come to the business meeting to hear all of the upcoming changes to BPRO.

As Benefit Specialists, you have learned how to juggle multiple programs, new systems, excessive turnover and other numerous changes, our hat is off to you for handling it with professionalism. BPRO thanks you for all you do and we hope to continue to “give back to our members” in the years to come.

If you happen to see our conference planners who have worked tirelessly on this project, take a minute to thank them for a job well done. It is because of them and our Professional Development Committee that we are able to provide you with great training workshops.

Enjoy your conference!

Elaine Burgess 

BPRO President

***Words of Welcome (continued)***

**VASWP:**

Welcome to Bristol, VA and the 2017 Fall Conference! I am honored to stand before you, again, as the President of the Alliance.

Being that we are in the “Birthplace of Country Music”, I think our theme of *Big Bang Sessions: The Sound of Success* is perfect! There is an array of workshops available for you this week to help expand your knowledge base. Learn from the presenters and learn from each other.

Don’t forget to take time to go downtown to explore the *Twin Cities* and step on over to Tennessee.

Again, we are honored to be here. A huge shout out to our conference planners Renee White, Tina Caldwell-Eheart and Bonnie Peery, without them this would not be possible.

Enjoy your week, enjoy your peers and let’s go out with a bang!

[](http://vaswp.org/)Blair Smith

VASWP President

***Words of Welcome (continued)***

**POSSESS:**

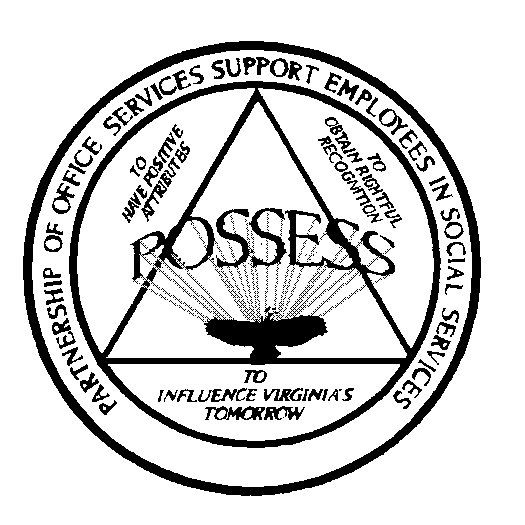
As the State POSSESS President, I would like to welcome you to the Holiday Inn, Bristol, Virginia for our 2017 BPRO/POSSESS/VASWP Fall Conference!

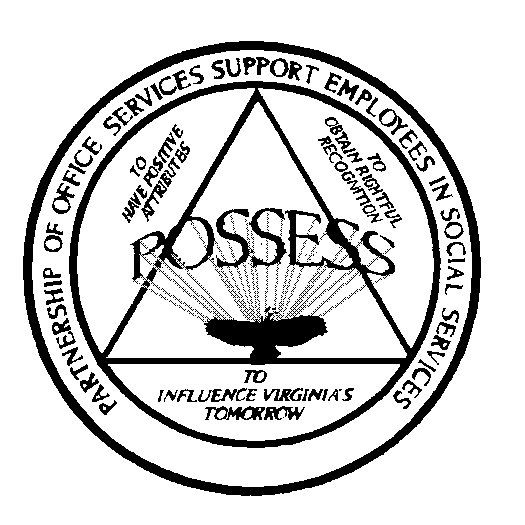
Our Conference theme is “Big Bang Sessions: The Sound of Success.” WOW! I know we all want to be successful in everything we do and that is exactly what we are all going to achieve at this conference. I want everyone in this room to know you are very important; not only to your families but to your respective agencies, as well. We all provide the glue that connects each program/service that is provided in our agencies. Our success not only depends on us individually but as a Team.

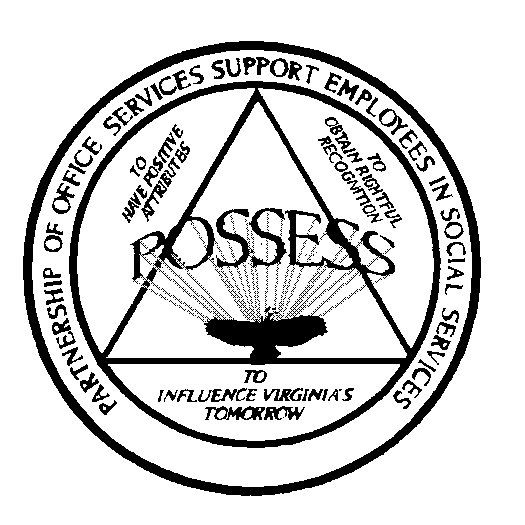
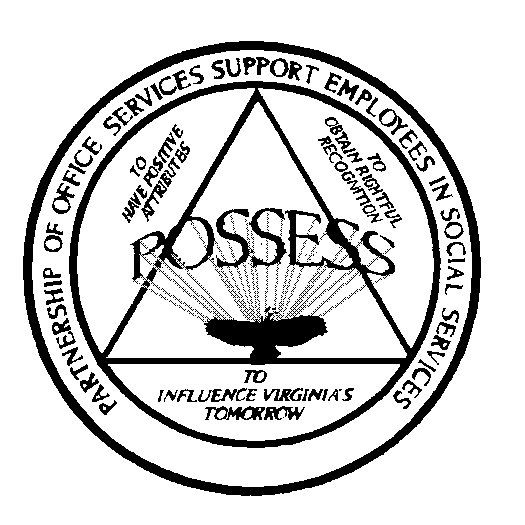
I know I say this at every conference, but I can’t say it enough. You all deserve a big “THANK YOU” for everything you do. Your dedication to helping others is priceless.

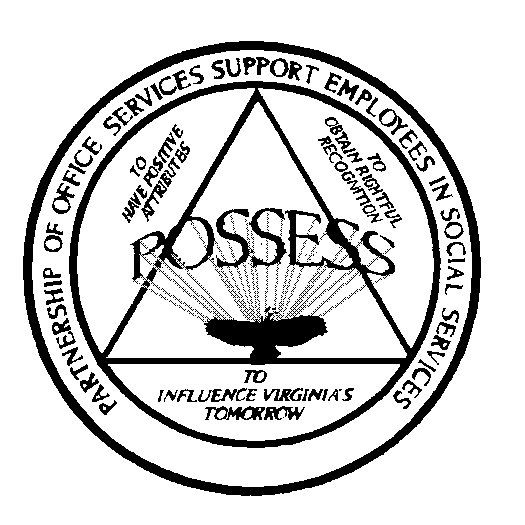
Please remember to thank our conference planners, Bonnie Peery, Renee White, and Tina Caldwell-Eheart, as they work really hard on organizing and planning these conferences while still doing their own jobs.

Inspirational Quote:***“Coming together is a beginning; keeping together is progress; working together is success.”***Henry Ford



Jewell Wolfe, POSSESS President





**Wednesday November 1st, 2017**

**7:00 - 5:00** **Registration**

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

**Conf D** Facilitator: **Toni Washington, Director of Benefit Programs, 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 – 11:00 Active Shooter Preparedness (P)**

**Conf 7**Presenter: **Sergeant Kristopher Klay Davis, VA State Police**

The presentation will inform attendees on how to react to an active shooter situation. It will also provide an open forum discussion for questions. There will be two video presentations as well.

**10:30 - Noon It Matters - How Your Work On The Local Level Impacts the Nation (B)**

**Conf F** Presenter: **Karen Patyk, USDA Food and Nutrition Service**

**Supplemental Nutrition Assistance Program**

This workshop will explain how the local, state and federal arms of the SNAP program work together, and the importance and impacts of your day-to-day work.

**(This workshop will be repeated on Thursday at 9 am)**

**Wednesday November 1st, 2017 (cont)**

**10:30 – Noon DISC Communication Styles (B)**

**Conf G** Facilitator: **Andrea P. Simmons, M.Ed., Organizational Development Consultant, VDSS**

Personality conflicts are **not** the big bangs you want in the office! Uncover and discover the four DISC communications styles (Dominance, Influence, Steadiness, and Conscientiousness) and you can build a more effective working relationship based on an understanding of these different behavioral styles.

(**This workshop will be repeated at 9 am on Thursday.)**

**10:30 - Noon Mental Illness: Objects in Mirror are Closer than they Appear (V)**

**Conf 5** Presenter:**Tracey Ballagh, Senior FSS, Lynchburg DSS/APS**

For decades automakers have provided this succinct warning to drivers, alerting them to the fact that what they perceive to be reality is, in fact, an illusion. This precaution warns the driver to make the necessary adjustments before acting in order to prevent acts of carelessness or cause injury. As the field of social services is rapidly evolving and our interactions with individuals with mental illness increasing in frequency, how can this same, simple warning be applied to our profession? Uncover what misperceptions you may hold regarding mental illness and how these are impacting your ability to successfully serve and communicate with your clients. Learn the stigmas associated with mental illness, how these stigmas can be quashed, and the skills necessary to more empathically and, consequently, more effectively, communicate with your clients creating the results you both desire.

**(This workshop will be repeated Thursday @ 10:45)**

**Wednesday November 1st, 2017 (cont)**

**10:30 - Noon** **Tipping Point – An Effective Community Collaboration Model to Addressing Sexual Exploitation. A Call to Action in Minor**

**Conf 4 Sex Trafficking Cases in Virginia (V)**

Presenters: **Deepa Patel, Director of Trauma and Hope, LLC, Heather Peck Dziewulski, Licensed Clinical Social Worker, and**

**Hope Stonerook**

This workshop will focus attention towards an understanding of gang controlled exploitation, screening, assessment and treatment specific to this population. In addition, it will detail the steps taken to transform this community’s response to minor sex trafficking from having zero resources or a plan to the development of the ICOPE Project (Improving Children’s Outcomes for Positive Endings), a best practice community based model response. The development of the ICOPE Project was created in a nine-month period with no additional funding or support. The integration of this project has increased awareness throughout the county on sex trafficking, focused more attention towards the needs to victims, created a collaborative response, and assisted in the disruption of criminal street gangs exploiting our youth.

**Objectives:**

1. Participants will acquire an understanding of the treatment needs of Gang Controlled Sexual Exploitation Victims.
2. Participants will understand co-occurring disorders these victims have and understand appropriate strategies for clinical assessment and screening.
3. Participants will understand the development of the ICOPE Project (Improving Children’s Outcomes for Positive Endings), a best practice community based model response to Domestic Minor Sex Trafficking.

**(This workshop will be repeated Thursday @ 10:45)**

**Wednesday November 1st, 2017 (cont)**

**Noon – 3:00 Lunch/ Welcome Address/ Keynote Session**

Welcome:

**Conf A/B/C** **Toni Washington, Director of Benefit Programs, VDSS**

**Elaine Burgess, President BPRO**

**Blair Smith, President VASWP**

**Jewell Wolfe, President POSSESS**

**Keynote Address: Peggy Collins**

**Help Is Not a Four Letter Word: Why Doing It All Is Doing You In**

Do you ever feel like you are on complete overwhelm? The stressors of work, home, and the daily expectation that others put on you – not to mention the pressure you put on yourself – can become too much.

Peggy has lived this life, and more importantly she has survived this life. Let her share the answers she has found as she liberated herself to live a more balanced, fulfilling existence.

Through her stories, lessons, and tools, Peggy will guide you through a self-exploration so you, too, can let go of self-limiting thoughts and behaviors that may have you on the ropes.

**3:00 – 3:15 Break (on your own)**

**3:15 – 4:45 BPRO Business Meeting**

**Conf D Executive Board:**

**State President: Elaine Burgess**

**State 1st VP: vacant**

**State 2nd VP: Tina Caldwell-Eheart**

**State 3rd VP: Rhona Cunningham**

**State Treasurer: Deana Bennett**

**State Secretary: Stacy Bowman**

**Parliamentarian: Kay Lewis**

**Past President: Carolyn Harlow**

**Wednesday November 1st, 2017 (cont)**

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

**Conf 1 & 2 State President: Jewell Wolfe**

**State 1st VP: Robin Morris**

**State 2nd VP: Bonnie Peery**

**State Treasurer: Ann-Marie Giannini**

**State Secretary: Lisa Smith**

**Parliamentarian: Mary Cloud**

**3:15 – 4:45 Elder Abuse (V)**

**Conf 5**Presenter: **Courtney O’Hara**

Elder abuse is more common than ever. It's estimated that 1 in 5 adults fall victim to abuse in later life, often at the hands of their loved ones. This interactive workshop shines a spotlight on what's quickly becoming an epidemic. Participants will leave with a definition of domestic violence in later life. They'll also be able to recognize it and identify resources as a means of offering support to those who are victimized.

**Thursday November 2nd, 2017**

**7:00 – 8:30 Breakfast (Provided) in Conf A/B/C**

**9:00 - 10:30 It Matters - How Your Work On The Local Level Impacts the Nation (B)**

**Conf D** Presenter: **Karen Patyk, USDA Food and Nutrition Service Supplemental Nutrition Assistance Program**

This workshop will explain how the local, state and federal arms of the SNAP program work together, and the importance and impacts of your day-to-day work.

**(This workshop was originally presented at 10:30 on Wednesday.)**

**Thursday November 2nd, 2017 (cont)**

**9:00 - 10:30 Striking a Chord with ABD Resources (B)**

**Conf E** Presenters: **Julia Clingempeel and Sandy Blevins, VDSS Regional Medical Assistance Consultants**

This workshop will provide an overview of ABD resources to include a review of the policies used in the evaluations for real property, life estates, trusts, life insurance, vehicles, annuities, burial contracts and burial set asides. Time will be allotted for questions and answers.

**(This workshop will be repeated at 3:30 today.)**

**9:00 - 10:30 DISC Communication Styles (B)**

**Conf F** Presenter: **Andrea P. Simmons, M.Ed., Organizational Development Consultant, VDSS**

Personality conflicts are **not** the big bangs you want in the office! Uncover and discover the four DISC communications styles (Dominance, Influence, Steadiness, and Conscientiousness) and you can build a more effective working relationship based on an understanding of these different behavioral styles.

**(This workshop was originally presented at 10:30 on Wednesday.)**

**9:00 - 10:30** **Getting to Know TANF (Again) (B)**

**Conf G** Presenters: **Nan Foster and Joy Patton,** **VDSS Regional**

**TANF/VIEW Consultants**

If you’ve mastered VaCMS but forgotten TANF guidance and procedures along the way, come play Kahoot! Bring a phone, bring a friend, bring a question or two and enjoy a fun review. And, get to know TANF again.

**Thursday November 2nd, 2017 (cont)**

**9:00 - 10:30** **Navigating Reports in the VACMS (B)**

**Conf 1/2** Presenter: TBD

This workshop will provide a review of the newly released VACMS Reports Guide. Attendees will learn about the various reports found in the VACMS and how they can be used to support caseload management.

**(This workshop will be repeated today @ 3:15)**

**9:00 – 10:30 VASWP Business Meeting**

**Conf 4State President: Blair Smith**

**State 1st VP: Charmagne Cook**

**State 2nd VP: Renee White**

**State 3rd VP: Shirley Averett**

**State Treasurer: Lorna Watkins**

**State Secretary: Denise Lucombe**

**9:00 – 10:30 VaCMS Roles & The Business Functions Tied to Each Roll (P)**

**Conf 6** Presenter: **Diane Carnohan, VDSS Security**

A discussion on VaCMS roles and the business functions tied to each role.  This will be followed by a brief discussion of LSO duties as they relate to VaCMS and EPPIC.

* Overview VaCMS
* VaCMS - Discussion of roles and the business functions tied to each role
* LSO functions in SAMS and VaCMS
* EPPIC changes in regard to account disables
* Q&A

**(This workshop will be repeated today @ 1:30)**

**Thursday November 2nd, 2017 (cont)**

**9:00 – 10:30 “Local Reimbursement and Keeping What is Yours” (P)**

**Conf 7** Presenter: **Jerone “Jerry” Davis, VDSS Finance**

Jerry Davis, Local Reimbursement Manager, will provide tips on how localities can make the most out of annual allocations and get the most “Bang for Your Buck”. Learn ways to stretch your local dollars further and how to come out on top of local audit reviews. Jerry will share some of the most common mistakes localities make when requesting reimbursement.

**(This workshop will be repeated today @ 1:30)**

**9:00 – 10:30 Identity Theft (V)**

**Conf 5** Presenter: **Chris Woodbury**

Learn how to minimize your risk and what to do if you ever become a victim.

**10:30 - 10:45 BREAK - On Your Own**

**10:45 - 12:15 Quality Control - Write Your Own Country Song (B)**

**Conf D** Presenters:  **Joni Mills Hicks, Quality Control Manager, Robin Zuk, Quality Control SNAP Specialist, and Tanya Espinal, Quality Control SNAP Consultant, VDSS**

Our cases tell a story like so many country songs. When you document your case, you write a Top 10 hit - or not. This workshop will explain the QC process, and what a difference your "song writing" makes.

**(This workshop will be repeated at 1:30 today.)**

**Thursday November 2nd, 2017 (cont)**

**10:45 - 12:15 PERM and the PERM Process—“It’s going to Rock your World”**

**(B)**

**Conf E** Presenters: **Kathryn O’Connell-Raymond, and Chartoya Newton, Medical Assistance Consultants, VDSS; and Yolanda Hardy, Manager, Program Integrity Division, DMAS**

What is PERM?   Who is involved?  What happens after they pull our cases?   Join us for an overview of the PERM process and what agencies and staff can do to avoid common PERM errors.

**10:45 – 12:15 Mental Illness: Objects in Mirror are Closer than they Appear (V)**

**Conf 5** Presenter:**Tracey Ballagh, Senior FSS, Lynchburg DSS/APS**

For decades automakers have provided this succinct warning to drivers, alerting them to the fact that what they perceive to be reality is, in fact, an illusion. This precaution warns the driver to make the necessary adjustments before acting in order to prevent acts of carelessness or cause injury. As the field of social services is rapidly evolving and our interactions with individuals with mental illness increasing in frequency, how can this same, simple warning be applied to our profession? Uncover what misperceptions you may hold regarding mental illness and how these are impacting your ability to successfully serve and communicate with your clients. Learn the stigmas associated with mental illness, how these stigmas can be quashed, and the skills necessary to more empathically and, consequently, more effectively, communicate with your clients creating the results you both desire.

**10:45 - 12:15** **Getting to Know VIEW (Again) (B)**

**Conf G Presenters: Nan Foster and Joy Patton, TANF/VIEW Consultants, VDSS**

If you’ve mastered VaCMS but forgotten VIEW guidance and procedures along the way, come play Kahoot! Bring a phone, bring a friend, bring a question or two and enjoy a fun review. And, get to know VIEW again.

**Thursday November 2nd, 2017 (cont)**

**10:45 - 12:15 “What’s New in the Data Warehouse?” (B)**

**Conf 1/2** Presenters: **Jeff Price – Director, Office of Research and Planning, and Art Ritter, Manager, Data Warehouse, VDSS**

The Data Warehouse team has made considerable progress in developing new data and reports from VACMS. Check out the most recent developments for VACMS application, case, and client data. A new SNAP dashboard, Client-Cross-Program data, and other new developments will be presented. Training opportunities will also be discussed.

**10:45 – 12:15 Effective Communication (P)**

**Conf 3** Presenter**: Andrea Simmons, M.Ed., Organizational Development Consultant, VDSS**

In the universe of human interactions, words and how we use them affect how we are perceived and how we develop trust and exert positive influence.  This workshop is designed to improve communication with practical tools, tips, and techniques.  Explore communication styles and preferences as well as how to improve/optimize communication on the job.

**10:45 - 12:15 The Enterprise Customer Service Center – How Can I Assist You? (B)**

**Conf F** Presenter: **Nikole Cox, Supplemental Nutrition Assistance Program (SNAP) Manager, VDSS**

Learn about the Enterprise Customer Service Center (ECSC)! The ECSC began accepting applications, answering basic questions, and assisting households with questions pertaining to their SNAP, TANF, Medicaid, and/or Energy Assistance case in April 2017. Since then, the ECSC has submitted over 5,000 applications per month! Learn what they do, how they do it, and how you are impacted.

**Thursday November 2nd, 2017 (cont)**

**10:45 – 12:15** **Tipping Point – An Effective Community Collaboration Model to Addressing Sexual Exploitation. A Call to Action in Minor**

**Conf 4 Sex Trafficking Cases in Virginia (V)**

Presenters: **Deepa Patel, Director of Trauma and Hope, LLC, Heather Peck Dziewulski, Licensed Clinical Social Worker, and**

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This workshop will focus attention towards an understanding of gang controlled exploitation, screening, assessment and treatment specific to this population. In addition, it will detail the steps taken to transform this community’s response to minor sex trafficking from having zero resources or a plan to the development of the ICOPE Project (Improving Children’s Outcomes for Positive Endings), a best practice community based model response. The development of the ICOPE Project was created in a nine-month period with no additional funding or support. The integration of this project has increased awareness throughout the county on sex trafficking, focused more attention towards the needs to victims, created a collaborative response, and assisted in the disruption of criminal street gangs exploiting our youth.

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3. Participants will understand the development of the ICOPE Project (Improving Children’s Outcomes for Positive Endings), a best practice community based model response to Domestic Minor Sex Trafficking.

**Thursday November 2nd, 2017 (cont)**

**10:45 – 12:15 Lean and Local DSS (B)**

**Conf 7** Presenters: **Elaine Burgess, Deana Bennett and Donna Montgomery**

Did you get to attend the Lean Conference in September? This is the 2nd verse of the song. Come hear different strategies, ideas from Local Department of Social Services on how they are going Lean and how it can help you.

**12:15 - 1:30 Lunch (provided) in Conf A/B/C**

**1:30 - 3:00 Quality Control - Write Your Own Country Song (B)**

**Conf D** Presenters:  **Joni Mills Hicks, Quality Control Manager, Robin Zuk, Quality Control SNAP Specialist, and Tanya Espinal , Quality Control SNAP Consultant, VDSS**

Our cases tell a story like so many country songs. When you document your case, you write a Top 10 hit - or not. This workshop will explain the QC process, and what a difference your "song writing" makes.

**(This workshop was originally presented at 10:45 am today.)**

**1:30 – 3:00 Verse through Refrain: Structuring Income Verifications (B)**

**Conf E** Presenter: **Jessica Annecchini, Medical Assistance Consultant, VDSS**

Refresh your knowledge on income verifications for Medical Assistance at applications, change, and renewal. The presentation will focus on types of income verifications and the procedures to enter income in VaCMS. Attendees should be prepared to participate in activities and engage in discussion regarding income sources and verification methods.

**Thursday November 2nd, 2017 (cont)**

**1:30 – 3:00 Dancing to PARIS (B)**

**Conf F** Presenters: **Sarah Rawls**, **Fraud Investigator, Wythe County DSS and Chartoya Newton, Medical Assistance Consultant, VDSS**

A track to surely get you grooving, workers will tune into the old song of PARIS Matches with a revised beat. Objectives to be covered are the Eligibility Workers responsibility, notification of matches, documentation, and when matches result in a referral to the Fraud Investigator or the DMAS Recipient Audit Unit. We will also review the Medical Assistance policy accompaniments of PARIS Matches melodic vibe. So dance on by…

**1:30 – 3:00 TANF Claims!  Can’t Live With Them, Can’t Live Without Them (B)**

**Conf G** Presenter: **Monique Majeus, Sr. Self-Suffiency Consultant, VDSS**

Enjoy a discussion of VaCMS procedures to help you correctly enter new TANF claims and modify existing ones. This session will also include the policy basis for TANF claims.

**1:30 – 3:00 Navigating the Generations (B)**

**Conf 3** Presenter: **Andrea P. Simmons, M.Ed., Organizational Development Consultant, VDSS**

Look around at work. You will likely see **four** different generations of workers, each with different wants, needs, and work styles! In this fun, interactive workshop, you will get to know the generational work styles and understand what makes each style unique. You will also learn to assess and adapt to individual behaviors for a more productive environment.

**Thursday November 2nd, 2017 (cont)**

**1:30 – 3:00 “What’s New in the Data Warehouse?” (B)**

**Conf 1/2** Presenters: **Jeff Price – Director, Office of Research and Planning, and Art Ritter, Manager, Data Warehouse, VDSS**

The Data Warehouse team has made considerable progress in developing new data and reports from VACMS. Check out the most recent developments for VACMS application, case, and client data. A new SNAP dashboard, Client-Cross-Program data, and other new developments will be presented. Training opportunities will also be discussed.

**(This workshop was originally presented at 10:45 today.)**

**1:30 – 3:00** **Senior Navigator: Finding Local Support Services (V)**

**Conf 4**Presenter**: Katie Zawacki**

A Specialist at SeniorNavigator, will share information and demonstrate how to use SeniorNavigator, an online directory that lists 26,000+ resources that help older adults remain independent and supports family caregivers.  Learn how to find information about health and aging issues, financial concerns, legal questions, caregiver support, housing and assisted living communities, and much more.   Additionally, you will learn specific information on four key topics – fall prevention, medication management, dementia-related issues and caregiver health.

**1:30 – 3:00 Community Financial Empowerment: Your Money, Your Goals (V)**

**Conf 5**

Presenter:  **David Leon, Ticket to Work Coordinator**

Review the Financial Empowerment in current federal

& state programs. We’ll discuss how being able to provide financial competency services can significantly increase partnership & referral opportunities. Learn how Virginia DARS is implementing specific strategies to increase the skill sets and services available and an introduction of behavioral economics.

**Thursday November 2nd, 2017 (cont)**

**1:30 – 3:00 VaCMS Roles & The Business Functions Tied to Each Roll (P)**

**Conf 6** Presenter: **Diane Carnohan, VDSS Security**

A discussion on VaCMS roles and the business functions tied to each role.  This will be followed by a brief discussion of LSO duties as they relate to VaCMS and EPPIC.

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**1:30 – 3:00 “Local Reimbursement and Keeping What is Yours” (P)**

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Jerry Davis, Local Reimbursement Manager, will provide tips on how localities can make the most out of annual allocations and get the most “Bang for Your Buck”. Learn ways to stretch your local dollars further and how to come out on top of local audit reviews. Jerry will share some of the most common mistakes localities make when requesting reimbursement.

**3:00 - 3:15 BREAK (provided) in Conf A/B/C**

**Thursday November 2nd, 2017 (cont)**

**3:15 – 4:45 SNAP Income – An Old Song in a New Juke Box (B)**

**Conf D** Presenters: **Bonnie Lee and Ruth Ann Belcher, SNAP Regional Consultants, VDSS**

If you’d like to hear an Old Song titled Income played in a New Juke Box called VaCMS you’ll want to come and be part of this workshop. We’ll replay our income song through our previous guide and give examples and view the Grammy award winning system VaCMS screens. You’ll leave this workshop with a new step in your dance!

**3:15 – 4:45 Striking a Chord with ABD Resources (B)**

**Conf E** Presenters: **Julia Clingempeel and Sandy Blevins, VDSS Regional Medical Assistance Consultants**

This workshop will provide an overview of ABD resources to include a review of the policies used in the evaluations for real property, life estates, trusts, life insurance, vehicles, annuities, burial contracts and burial set asides. Time will be allotted for questions and answers.

**(This workshop was originally presented at 9:00 today.)**

**3:15 – 4:45 Foster Care & Adoption Assistance Medicaid—“Let’s take it from the Top”** **(B)**

**Conf F**

Presenter: **Kathryn O’Connell-Raymond**, **Medical Assistance Consultant, VDSS**

Join us for a brief discussion of the Foster Care & Adoption Assistance Medicaid process.  From the point of application through the annual redetermination, we will address the differences between IV-E and non IV-E Foster Care Medicaid and Adoption Assistance Medicaid, including ICAMA and ICPC cases.

**Thursday November 2nd, 2017 (cont)**

**3:15 – 4:45 How It All Works: Understanding the Connection between VaCMS and DCSE** **(B)**

**Conf G**

Presenter: **Monique Majeus, Sr. Self-Suffiency Consultant, VDSS**

This session will provide an understanding of what entries in VaCMS mean to the DCSE interface.  Workers will be provided with an understanding of how cases are impacted based on their entries for Parental Status, Custodial Party and Absent Parent information.  An in depth explanation of the DCSE Child Support Collection Interface and the new TANF Current Collected Support report will be provided.

**3:15 – 4:45 Excellence with Excel (B)**

**Conf 7** Presenter: **Elaine Burgess**

Sure you can download a report from Data Warehouse, but can you manipulate, merge add functions or various other techniques/tricks? Let’s make Excel more effective for you.

**3:15 – 4:45 Navigating Reports in the VACMS (B)**

**Conf 1/2** Presenter: TBD

This workshop will provide a review of the newly released VACMS Reports Guide. Attendees will learn about the various reports found in the VACMS and how they can be used to support caseload management.

**(This workshop was presented today at 9 am)**

**Thursday November 2nd, 2017 (cont)**

**3:15 – 4:45 Your Money, Your Goals. CFPB: A Toolkit on Financial Literacy (V)**

**Conf 5** Presenters: **David Leon, Ticket to Work Coordinator and**

**Alvin Jones**

Welcome back for Part 2! In this session we will be building on the information provided in Part 1. We’ll discuss basic concepts related to behavioral economics. Participants will receive and discuss financial health assessments that can be implemented with clients, as well as free online resources. You’ll be provided with the free printed resource from the Consumer Financial Protection Bureau

(the 336-page “Your Money, Your Goals: A Financial Empowerment Toolkit”), containing excellent guidance for clients who are trying to achieve financial independence. There will be a discussion of strategies staff can use to help clients achieve Financial Competency. You definitely won’t want to miss this

**(Part 1 of this workshop was presented at 1:30**

**3:15 – 4:45 Personal Power: Influence and Persuasion (P)**

**Conf 3** Presenter: **Andrea Simmons, M.Ed., Organizational Development Consultant, VDSS**

It does not take an Einstein to write this formula: Influence + Persuasion = Personal Power!  What is Personal Power and how is it different than Position Power?  In this workshop you will learn what Personal Power is and how to utilize it, regardless of your job title.  Knowing how to mix the right amounts of influence and persuasion will help you get results at work!

**Friday November 3rd, 2017**

**7:00 – 8:30 Breakfast (provided) in Conf A/B/C**

**9:00 – 10:30 Money Management in Today’s Economy (V)**

**Conf 5** Presenter: **Chris Woodbury**

Smart tips for raising your value as an employee, tracking spending, cutting expenses, boosting savings and reducing debt.

**9:00 – Noon Benefit Panel**

**Conf D Panelist:**

**Nikole Cox, SNAP Program Manager**

**Mark Golden, TANF Program Manager**

**Jessica Annecchini, Medical Assistance Program Conslt**

**Andrea Gregg, Energy Assistance Program Manager**

**Joni Mills Hicks, Quality Control Manager**

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

[](http://www.google.com/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=0ahUKEwiIzoyqsuTWAhVCLSYKHdseAugQjRwIBw&url=http://clipartix.com/guitar-clipart-image-7420/&psig=AOvVaw0IHCY7K-f5BWJBeMEC_r6d&ust=1507667784009078)

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.

Please remember to give back to

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

**Tina Caldwell-Eheart**, BPRO

**Bonnie Peery**, POSSESS

**Renee White**, VASWP

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

**NOTE: BPRO members only,** please go to: mybpro.org

To complete workshop surveys as well as overall conference survey now **through November 10th.**

**Meet your Keynote Speaker:**

**Peggy Collins**



Peggy Collins is a professional speaker, author and coach who moved to the mountains of NC from the heat of Texas fourteen years ago.

Prior to creating her own speaking business in 1993, Peggy was Senior Vice President of a Bank Holding Company and President of a Relocation Company in Dallas. She was also the co-owner of a successful off-site media storage company which changed the way people in IT thought of customer service.

With the publication of her book *Help Is Not a Four Letter Word: Why Doing It All* *Is Doing You In*, Peggy has traveled our country from coast to coast, speaking on the subject she brings to us today. Articles on her book have appeared in *Huffington Post*, *Real Simple Magazine*, *Woman’s World Magazine* and many others. She has also been interviewed on over 100 radio interviews in the US and Canada.

Peggy has a BA in English and Speech from Lamar University, has two children and one grandchild. She loves to travel, read, cook and meet new friends!

**Meet your presenters:**

**Jessica Annecchini**, VDSS Medical Assistance Program Consultant

**Tracey Ballagh,** Senior FSS, Lynchburg DSS/APS [tracey.ballagh@lynchburg.gov](mailto:tracey.ballagh@lynchburg.gov)

434-455-5749

**Ruth Ann Belcher,** SNAP Program Consultant, Western Regional Office, Phone [276-676-5638](tel:2766765638), ruth.belcher@dss.virginia.gov

**Deana Bennett,** Benefit Programs Manager, Prince Edward DSS, [deana.bennett@dss.virginia.gov](mailto:deana.bennett@dss.virginia.gov)

**Sandy Blevins,** VDSS Medical Assistance Program Consultant, Western Region

**Elaine Burgess,** Eligibility Supervisor, Virginia Beach DHS, [eburgess@vbgov.com](mailto:eburgess@vbgov.com)

**Diane Carnohan,** Security Analyst, DIS- System & Application Security, [diane.carnohan@dss.virginia.gov](mailto:diane.carnohan@dss.virginia.gov)

**Julia Clingempeel,** VDSS Medical Assistance Program Consultant, Piedmont Region

**Nikole Cox**, Supplemental Nutrition Assistance Program (SNAP) Manager, VDSS, [(804) 726-7270](tel:8047267270) (office), nikole.cox@dss.virginia.gov

**Jerry Davis**, Local Reimbursement Manager, VDSS, [jerry.davis@dss.virginia.gov](mailto:jerry.davis@dss.virginia.gov)

**Sergeant Kristopher Klay Davis** was born and raised in Grundy, Virginia. Graduated Grundy Senior High School in 1996. Graduated Southwest Virginia Community College with an Associate’s Degree in Administration of Justice in 1998.  He joined the Virginia State Police in February 2002 and was promoted to Sergeant in 2013 and supervises the counties of Tazewell and Russell.

**Heather Peck Dziewulski**, LCSW, is Board Certified Diplomat at the national level in clinical social work.  She has over 35 years of experience working with trauma, its impact on the emotional and behavioral development of children and adolescents and the building of resilience with extremely high risk youth. Heather has served as a clinical consultant for many residential, outpatient and community based programs across the nation.  In more recent years, Heather has focused on Workforce Compassion Fatigue and the best ways to mitigate the personal emotional risks staff takes when working with high risk populations. She is a highly-experienced trainer and speaker and has extensive experience presenting as a keynote at national and state level conferences.

**Tanya Espinal,** QC SNAP Specialist,tanya.espinal@dss.virginia.gov, (804) 726-7201,

**Nan Foster**, TANF/VIEW Consultant, Northern Regional Office, [(540)347-6327](tel:5403476327), [nan.foster@dss.virginia.gov](mailto:nan.foster@dss.virginia.gov)

**Mark Golden,** TANF Program Manager

**Andrea Gregg,** Energy Assistance Program Manager

**Yolanda Hardy,** Manager, Program Integrity Division, DMAS

**Joni Mills Hicks**, Quality Control Manager, VDSS, [(804) 726-7079](tel:8047267079)

**Alvin Jones,** Department of Rehabilitative Services, al.jones@dars.virgniia.gov

**Bonnie G Lee,** SNAP Program Consultant Piedmont Region, [540-204-9643](tel:5402049643), [Bonnie.Lee@dss.virginia.gov](mailto:Bonnie.Lee@dss.virginia.gov)

**David Leon,** Ticket to Work Coordinator, Grants & Special Programs, Virginia Department for Aging and Rehabilitative Services, 804-662-7151, [david.leon@dars.virginia.gov](mailto:david.leon@dars.virginia.gov)

**Donna Montgomery,** Benefit Programs Trainer, Roanoke County DSS, [dmontgomery@roanokecountyva.gov](mailto:dmontgomery@roanokecountyva.gov)

**Monique Majeus,** Sr. Economic Assistance and Employment Consultant/TANF

[(804)726-7940](tel:8047267940)

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

**Kathryn O’Connell-Raymond,** Medical Assistance Consultant, VDSS

**Courtney O’Hara** is the Project Manager for the Central Virginia’s Task Force on Domestic Violence in Later Life, a part of the Virginia Center on Aging at Virginia Commonwealth University in Richmond, VA. A local partnership of organizations working since 1998 to raise awareness and improve the community response to women aged 50 and older who experience domestic, sexual or family violence, the Task Force does direct work with the four local city and counties and offers technical support throughout Virginia.  Courtney works with multidisciplinary teams in three jurisdictions and has conducted workshops locally and statewide on community partnerships and abuse in later life.

**Deepa Patel,** CSOTP, LCSW, Certified EMDR Clinician, Executive Director of Trauma and Hope, LLC, [deepa.r.patel1@gmail.com](mailto:deepa.r.patel1@gmail.com)

**Joy Patton**, TANF/VIEW Consultant*,* Western Regional Office, [(276) 676-5486](tel:2766765486)

**Karen Patyk**, a Senior Program Analyst, joined the USDA Food and Nutrition Service in 2013. She currently works in the SNAP Program Development Division which focuses on certification policy and program modernization. Prior to her Federal service, Karen worked as an anti-hunger advocate with a focus on SNAP at Feeding America and AARP Foundation. Karen is a graduate of Illinois Wesleyan University and has a master’s degree in Social Service Administration from The University of Chicago. You may email or call Karen at [karen.patyk@fns.usda.gov](mailto:karen.patyk@fns.usda.gov) (office) [703.305.2954](tel:7033052954)

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**Sarah Rawls,** Fraud Investigator, Wythe County DSS, [s.rawls@dss.virginia.gov](mailto:s.rawls@dss.virginia.gov)

**Art Ritter,** Manager, Data Warehouse, VDSS, [Arthur.Ritter@dss.virginia.gov](mailto:Arthur.Ritter@dss.virginia.gov)

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**Andrea P. Simmons, M.Ed.,** Organizational Development Consultant, VDSS, Organizational Development Division, [andrea.simmons@dss.virginia.gov](mailto:andrea.simmons@dss.virginia.gov)

Tel: [804.726.7070](tel:8047267070)

**Hope Stonerook** has over 30 years’ experience working for local government in the human services arena.  She has experience in direct services, management and leadership roles.  Hope has experience and expertise working with a variety of teams and groups to identify issues and challenges, develop creative solutions and implement the solutions to promote positive and collaborative outcomes.  Hope has a demonstrated ability to deliver mission critical results in a dynamic, fast paced and complex environment.  She has extensive experience in analyzing data to revise, enhance or create new programming to meet the needs of some of the most vulnerable populations served.   Most recently, Hope has focused on Workforce Compassion Fatigue and the best ways to promote a balanced healthy lifestyle for staff working with high risk populations.

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

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

**Chris Woodbury,** Virginia Credit Union, [Christopher.woodbury@vacu.org](mailto:Christopher.woodbury@vacu.org)

**Katie Zawacki,** Specialist at SeniorNavigator, [kzawacki@seniornavigator.org](mailto:kzawacki@seniornavigator.org)

**Robin Zuk,** QC SNAP Specialist, VDSS, (804) 726-7369