



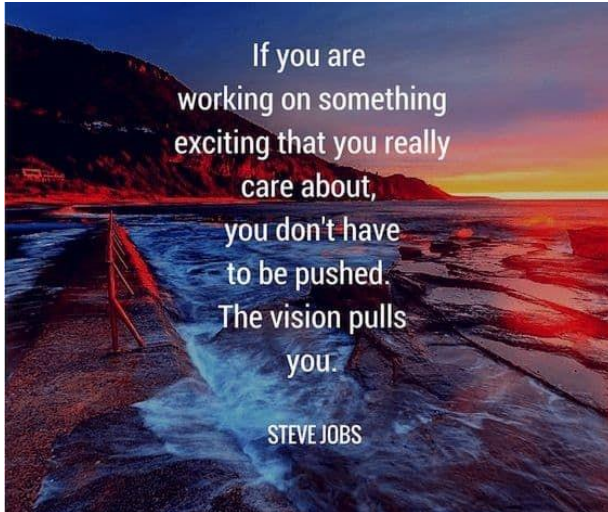
**VIRGINIA BENEFIT  
PROGRAMS ORGANIZATION**

# **2020 Re-VISION**

**Virginia Benefit Program Organization's  
Virtual Conference**

**October 26-30, 2020**

BPRO's Virtual Conference  
2020 Re-VISION  
October 26 – 30<sup>th</sup>, 2020



Dear Members,

Welcome to Fall BPRO 2020 Conference.

I want to thank the Professional Development Committee as well as our Virginia Department of Social Services Staff to bring you relevant, timely, and pertinent workshops for our Fall BPRO Conference. You will be able to pick from workshops for SNAP, TANF, MA, Energy as well as two workshops for Services Staff thanks to Blair Smith, President of VASWP.

I'm sorry we don't have the opportunity to be together for conference, but I'm excited as our vision for next year is to meet in person for Spring Conference 2021.

We have spread out workshops and scheduled the conference over a five day period in order for you to attend workshops relevant to your job while still maintaining your caseloads. Please keep in mind SNAP Workshops are provided to help reduce the error rate. Benefit Program Staff are encouraged to attend every SNAP workshop as well as the other program workshops.

Thank you to those BPRO members that have renewed their membership and we encourage all benefit staff to become a member ([mybpro.org](http://mybpro.org)) and join the organization in fulfilling our mission of "*promoting understanding, fellowship, and cooperation among Benefit Programs professionals in Virginia; to improving the quality of eligibility practices and the advancement of eligibility work as a profession; to developing effective methods of interpreting our work to the public; to helping provide skilled, family-based assistance to those who need the services we have to offer.*"

For BPRO members only, please remember to complete your Re-VISION Card and Surveys, in order to receive a gift from your BPRO Executive Board.

Again, thank you for your participation and I look forward to seeing everyone in the near future.

Deana J. Bennett  
President

BPRO's Virtual Conference  
2020 Re-VISION  
October 26 – 30<sup>th</sup>, 2020

**BPRO Members Only:** Please complete your workshop surveys at [www.mybpro.org](http://www.mybpro.org) no later than Friday, November 13<sup>th</sup>. If you wish to receive your special edition BPRO bag, complete your surveys and your Passport, as mentioned in the Early Registration email.

**Monday, October 26, 2020**

**9:00 am – 10:00 am      BPRO Board Meeting**

**Presenters:**    Deana Bennett, BPRO President  
                      Tina Caldwell-Eheart, 1<sup>st</sup> Vice President  
                      Donna Montgomery, 2<sup>nd</sup> Vice President  
                      Tonia Alexander, 3<sup>rd</sup> Vice President  
                      Rebecca Vance, Secretary  
                      Stacy Bowman, Treasurer  
                      Elaine Burgess, Past President  
                      Kay Lewis, Parliamentarian

Calling all BPRO Members! Please join us to learn what your organization is doing for YOU as we navigate changes ahead and look forward to 2021.

**10:30 am – 11:45 am      Case Documentation – The 20/20 Version**

**Presenters:**    Ashley Carter-Johnson, MA Consultant Sr.  
                      Shanika Reed, SNAP Consultant Sr.

Let's revisit documentation and take a clear look! We will discuss the best practices for case documentation. This will include when you should document, why you should document, and where you should document. We will also take a clear look at the Case Narrative function in VaCMS. Remember, clear documentation can prevent errors!

BPRO's Virtual Conference  
**2020 Re-VISION**  
October 26 – 30<sup>th</sup>, 2020

**Monday, October 26, 2020 (contd.)**

**1:15 pm – 3:15 pm      Benefit Panel**

**Presenters:**    **Toni Washington, Director, Division of Benefit Programs**  
                      **Sherry Sinkler-Crawley, Assistant Director, Division of Benefit Programs**  
                      **Mark Golden, TANF Program Manager**  
                      **Julie Jacobs, Workforce Development Program Manager**  
                      **Denise Surber, Energy Assistance Program Manager**  
                      **Michele Thomas, SNAP Program Manager**

Join State Program Managers as they share the latest information, as well as upcoming initiatives and challenges.

**3:30 pm – 4:45 pm      V.I.E.W. in a Virtual World**

**Presenters:**    **Domonique Goode, TANF Consultant, Sr. &**  
                      **Frank Smith, TANF Consultant, Sr.**

This is our new norm. Career experts predict that 80% of recruiting will be virtual for the foreseeable future. In this session, Employment Services Workers will explore the World of Virtual Assessments, Virtual Career Fairs, learning and being creative on how to coach V.I.E.W. customers for job searching in the Virtual World. We will also explore ways on how to boost the morale and comfort level of both, ESWs and V.I.E.W. customers; making the job and V.I.E.W. experience exciting and more fulfilling.

BPRO's Virtual Conference  
**2020 Re-VISION**  
October 26 – 30<sup>th</sup>, 2020

**Tuesday, October 27, 2020**

**8:30 am – 10:15 am      VaCMS Users Group**

**Presenters:    TBD**

Join State Staff and VaCMS Users from across the Commonwealth as we discuss the latest developments in VaCMS.

**10:30 – 11:45 am      Revision Time – Application Processing**

**Presenter:    Bonnie Lee, Piedmont SNAP Practice Consultant**

Revision means to "see again" When you revise, you look at something from a fresh, critical perspective. This Application Processing workshop will assist you in making your best, even better. We will take a fresh look at Expedited vs. Non-Expedited, Prior participation, Extend Pending a case, Client vs. Agency delays, and Review your case.

**12:45 pm – 2:00 pm      Energy Assistance: Variety is the Spice of Life!**

**Presenters:    Hagen Hicks, Catherine Pond, Angela Ector, Energy Assistance Consultants**

Energy Assistance consultants will conduct a mini refresher on Crisis Assistance and touch on how Fuel benefits are determined.

**2:15 pm – 3:30 pm      What's Next with VaCMS?**

**Presenters:    Deborah Vaughn, Director, Division of Enterprise Business Solutions  
Stephanie Napper, Project Manager, Division of Enterprise Business Solutions**

This workshop will discuss upcoming changes and innovations in the Virginia Case Management System.

BPRO's Virtual Conference  
2020 Re-VISION  
October 26 – 30<sup>th</sup>, 2020

**Wednesday, October 28, 2020**

**8:30 am – 9:45 am      Patient Pay Dynamics**

**Presenters: Ruth Mulkey Enrollment Unit Supervisor, Eligibility & Enrollment Services Division, DMAS, and Kelly Pauley, Eligibility and Enrollment Manager Eligibility and Enrollment Services Division, DMAS**

This workshop is designed to address patient pay questions regarding moving a member from a nursing facility to HCBC; assist with aid category changes or adjustments mid-month as well as who pays. It further addresses provider billing questions, an understanding of consumer direct cases, the LTSS MAGI Adult as well as spend down liability policy and patient pay. This informative presentation is an overview but will not render case specific assistance.

**10:00 am – 11:15 am      DMAS Enrollment Unit Overview**

**Presenters: Ruth Mulkey Enrollment Unit Supervisor, Eligibility & Enrollment Services Division, DMAS, and Diona Roberts, Enrollment Unit Specialist, Eligibility and Enrollment Services Division, DMAS**

This workshop is designed to assist the LDSS worker with the process when a MMIS Coverage Correction Request Form is submitted. It provides an understanding of what actions can be performed in VaMMIS by the LDSS worker, the Duplicate Member Review process as well as clarifies who should be contacted with various DMAS concerns.

**12:45 pm – 2:00 pm      Correcting Your Eyesight on Timeliness for SNAP**

**Presenter: Ruth Ann Belcher, Western SNAP Practice Consultant**

20/20 Revision is the secret to helping you meet the timeliness deadlines for SNAP. Glasses, contact lens, and even laser surgery can improve or give us a clear revision to our vision in meeting our timeliness goals. Bring your glasses so you can see the revisions we may need to make to meet our timeliness requirements for the Hotline Flyer, Expedited Screening, AppTrack and more. Looking forward to seeing you in this workshop!!!

BPRO's Virtual Conference  
**2020 Re-VISION**  
October 26 – 30<sup>th</sup>, 2020

**Wednesday, October 28, 2020 (cont'd.)**

**2:15 pm – 3:30 pm      Understanding Learnfare and the Impact on the TANF Program**

**Presenter: Monique Majeus, TANF Consultant, Sr.**

This session will provide an overview of Learnfare and the impact on the TANF Program. In addition, attendees will learn the importance of collaboration between the local School Divisions and the local Departments of Social Services. Due to the impacts of COVID-19, collaboration is important, now more than ever.

**3:45 pm - 5:00 pm      Catching the Vision – How Quality Control and SNAP Will Work Together Moving Forward**

**Presenters: Joni Hicks, SNAP Quality Control Manager,  
Michele Thomas, SNAP Program Manager**

Join Joni and Michele as they cast the vision of how QC and SNAP will work together while moving forward. They will discuss real QC errors and the related policy, shedding light on how we CAN prevent QC errors. This lively discussion will be enlightening, and will provide clearer vision on common errors and how to avoid them.

**Thursday, October 29, 2020**

**8:30 am – 9:45 am      Case Documentation – The 20/20 Version  
(This workshop was originally presented on Monday  
at 10:30 am.)**

**Presenters: Ashley Carter-Johnson, MA Consultant Sr.  
Shanika Reed, SNAP Consultant Sr.**

Let's revisit documentation and take a clear look! We will discuss the best practices for case documentation. This will include when you should document, why you should document, and

BPRO's Virtual Conference  
2020 Re-VISION  
October 26 – 30<sup>th</sup>, 2020

where you should document. We will also take a clear look at the Case Narrative function in VaCMS. Remember, clear documentation can prevent errors!

**Thursday, October 29, 2020 (cont'd.)**

**10:00 am – 11:15 am VASWAP – Trauma and COVID**

**Presenter: Meaghan Gordon, Senior Family Services Specialist, Charlottesville Department of Social Services**

In our new normal we all deserve knowledge and insight on what enhances resilience. This training will provide an introduction foundation of Neurology, Epigenetics, ACES and Resilience. We refer to this as NEAR science and it is the beginning framework to develop insight to trauma healing practice.

**12:45 pm – 2:00 pm      MAGI Household Composition -Taking Another Look**

**Presenter: Sandra Blevins, MA Practice Consultant, Western Regional Office**

Feeling a little unsure about MAGI household composition? Then join me for a review of the Medicaid policies and procedures that govern the household composition for MAGI related covered groups. We will reexamine the tax filer, tax dependent, and non-tax filer rules for ensuring the correct determination of the assistance unit every time!

**2:15 pm – 3:30 pm      Revision – A Re-look at Renewals**

**Presenter: Lisa Colandene-Nouri, Northern SNAP Practice Consultant**

Revisit your knowledge of SNAP renewal policy and procedures. Refresh your understanding of the renewal process and requirements, including timeframes, verifications, Notices, and documentation. If you are responsible for recertifying SNAP households, this workshop is for you. Hope to see you there!



BPRO's Virtual Conference  
**2020 Re-VISION**  
October 26 – 30<sup>th</sup>, 2020

**Thursday, October 29, 2020 (cont'd.)**

**3:45 pm – 5:00 pm      MAGI Income: Quest for 20/20 Vision**

**Presenter: Sandra Blevins, MA Practice Consultant, Western Regional Office**

Is your MAGI case looking a little fuzzy? Are you looking for clarity on policy, process, and automation for MAGI based cases? This workshop will help focus your lens. We will review the policies, the process flows, and how automation helps to put it all together for one clear view.

**Friday, October 30, 2020**

**8:30 am – 9:45 am      VASWAP – Trauma and COVID**

**Presenter: Meaghan Gordon, Senior Family Services Specialist, Charlottesville  
Department of Social Services**

In our new normal we all deserve knowledge and insight on what enhances resilience. This training will provide an introduction foundation of Neurology, Epigenetics, ACES and Resilience. We refer to this as NEAR science and it is the beginning framework to develop insight to trauma healing practice.

**10:00 am – 11:15 am      Interim Reports: Seen in a New Perspective**

**Presenters: Amy Phillips, Eastern Benefits Practice Consultant  
Cynthia Powell, Central SNAP Practice Consultant**

Glasses got you down? Ready to renew your vision? Time to make a “change” and stay fit and process Interim Reports in style! We will see Interim Reports in a new light. Grab those carrots and leafy greens so we can get the perfect sight for processing Interim Reports. As we explore the halfway point of a case, put on your shades, to fully understand Request for Actions, completed IRs, and timely processing of Interim Reports! Whether glasses, contacts, or Lasik are your favorite options everyone will have the perfect vision when it comes to Interim Reports. Hope to see you there!

BPRO's Virtual Conference  
**2020 Re-VISION**  
October 26 – 30<sup>th</sup>, 2020

**Friday, October 30, 2020 (cont'd.)**

**12:45 pm – 2:00 pm      MAGI Income: Quest for 20/20 Vision**

**Presenter: Sandra Blevins, MA Practice Consultant, Western Regional Office**

Is your MAGI case looking a little fuzzy? Are you looking for clarity on policy, process, and automation for MAGI based cases? This workshop will help focus your lens. We will review the policies, the process flows, and how automation helps, to put it all together for one clear view.

**2:15 pm - 3:30 pm      TANF Refresher Training-Revisiting Chapters 500 through 900**

**Presenters: Emily Shea McCracken, TANF Consultant, Sr. and  
Cassandra Elliston, TANF Consultant, Sr.**

This workshop will place an emphasis on TANF issuance methods, overpayments and underpayments, case transfer requirements, legally responsible persons and DCSE referrals, TANF-UP criteria, and the responsibilities and requirements of the Eligibility Worker as it pertains to the VIEW program.

**3:45 pm – 5:00 pm      Understanding the New VaCMS Case Narrative Screen Functionality**

**Presenter: Monique Majeus, TANF Practice Consultant Senior**

This session will be an encore to the previously conducted sessions on the new Case Narrative Screen functionality in the VaCMS. A detailed explanation will be provided on the new process, to include a short video demonstration. Clarifications will be provided for various business questions asked during the previous sessions. The goal is for workers to leave the session feeling confident in their approach to utilizing the new Case Narrative Screen functionality in their everyday work.

BPRO's Virtual Conference  
2020 Re-VISION  
October 26 – 30<sup>th</sup>, 2020



BPRO would like to extend a VERY Special Thank You

To

Toni Washington, Director, Division of Benefit Programs

Sherry Sinkler-Crawley, Assistant Director, Division of Benefit Programs,

Michelle Evans Oliver, SNAP Outreach Coordinator,

The Professional Development Committee,

And all our Presenters!

Your assistance and expertise in presenting this conference was invaluable.

*You are appreciated!*

BPRO's Virtual Conference  
2020 Re-VISION  
October 26 – 30<sup>th</sup>, 2020

**Meet Our Presenters:**

**Deana Bennett**, BPRO President and Benefit Program Manager, Prince Edward County Department of Social Services, [Deana.bennett@dss.virginia.gov](mailto:Deana.bennett@dss.virginia.gov)

**Ruth Ann Belcher**, Western SNAP Practice Consultant, [ruth.belcher@dss.virginia.gov](mailto:ruth.belcher@dss.virginia.gov)

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**Lisa Colandene-Nouri**, Northern SNAP Practice Consultant, [lisa.colandene-nouri@dss.virginia.gov](mailto:lisa.colandene-nouri@dss.virginia.gov)

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**Monique Majeus**, TANF Practice Consultant Senior, [monique.majeus@dss.virginia.gov](mailto:monique.majeus@dss.virginia.gov)

BPRO's Virtual Conference  
2020 Re-VISION  
October 26 – 30<sup>th</sup>, 2020

**Meet our Presenters (cont'd.):**

**Ruth Mulkey**, Enrollment Unit Supervisor, Eligibility & Enrollment Services Division,  
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**Kelly Pauley**, Eligibility and Enrollment Manager, Eligibility and Enrollment Services Division,  
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**Amy Phillips**, Eastern Benefits Practice Consultant, [amy.phillips@dss.virginia.gov](mailto:amy.phillips@dss.virginia.gov)

**Catherine Pond**, Energy Assistance Consultant, [catherine.pond@dss.virginia.gov](mailto:catherine.pond@dss.virginia.gov)

**Cynthia Powell**, Central SNAP Practice Consultant, [cynthia.powell@dss.virginia.gov](mailto:cynthia.powell@dss.virginia.gov)

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