

**BPRO, POSSESS, VASWP**

**Fall 2016 CONFERENCE**

**October 25th & 26th**

**Double Tree by Hilton Richmond**

**1021 Koger Center Boulevard, Richmond, VA 23235**

**Conference at a Glance:**

**Tuesday, October 25th, 2016**

**7:00 am Registration Begins**

**9:00 am-10:30 am Workshops   
 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**

**3:15 pm -4:45 pm Workshops**

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

**Enjoy Richmond/Midlothian**

**Wednesday, October 26th, 2016**

**7:00 – 8:30 am Breakfast provided**

**9:00-10:30 am General Session**

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

**10:45 am-12:15 pm BPRO Business Meeting**

**VASWP Business Meeting**

**POSSESS Business Meeting**

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**BPRO/POSSESS/VASWP Hospitality Suite** will not operate this conference; we hope to be back in the spring! Enjoy the Atrium area of the hotel for networking.

***Words of Welcome:***

**BPRO:**

Welcome to Richmond and our 2016 Fall Conference.

As Benefit Specialists we have had a very demanding three years. We can finally take a deep breath and see light at the end of the tunnel. VaCMS migration is coming to a close and we will soon have all programs in one system. We have one more step in Phase II, conversion and will have made it! But remember we are Benefit Specialists and we got this! My hat is off to you, for a job well done.

Our 2016 Fall “Back to the Future” conference is a shorter conference due to all of the Phase II migration. But it is chock full of great workshops for all programs, that include system and policy training. I want to thank our Professional Development committee for putting together a generous schedule for all. Now more than ever, policy knowledge is imperative for processing in the VaCMS system. I hope you have time to network with your colleagues in addition to attending the workshops, building new relationships will help you in your challenges back at the office. Please take this time away from the office to enjoy and recharge.

As your BPRO President, I want to thank you and our partners at the State for joining us and supporting BPRO through the years. Our Spring Conference will be our 25th anniversary and we are planning a great conference hope to see you there.



Elaine Burgess

BPRO President

**VASWP:**

Welcome to the 2016 “Fall Back to the Future” Conference!

Like Conference, I’m going to keep this short and sweet! Enjoy your time in Richmond! Take advantage of all the wonderful workshops our 2nd Vice President Renee White and the other affiliates have come up with and soak up some of the expertise from your colleagues. Conference is not just about the latest and greatest news and information, but also learning from your fellow workers from around the Commonwealth.

As your representative for VASWP, I want to thank everyone for joining us and we hope to see you all again in the spring!

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

VASWP President

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

**POSSESS:**

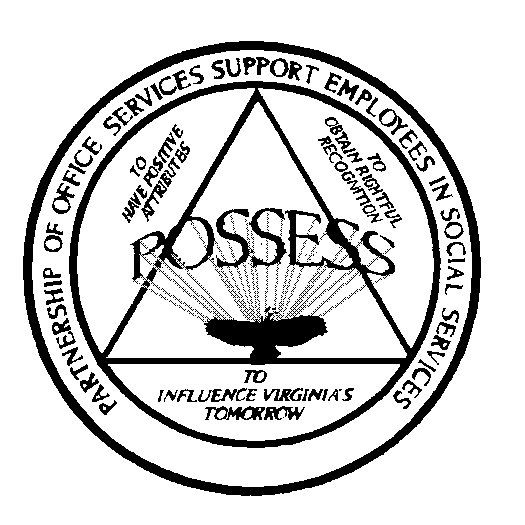
As the State POSSESS President, I would like to welcome you to the 2016 BPRO/POSSESS/VASWP Fall Conference! Even though this is a shortened conference, I feel confident you will find it very informative.

As you already know our theme is “Back to the Future” and boy oh boy that’s exactly what’s happening with Social Services; especially with benefits and their “Migration” phases and VASWP with their “Fostering Futures” for their teens in foster care. POSSESS members these changes affect you, as well, and you play an important role in these changes. You are involved one way or another; by either working the front desk, completing screenings, working the financial end or being involved with services. I know we have a hard time accepting change; especially me, but to better our services to the customer and to help our teens become successful adults we need change and we need to adapt to change. We can’t stay stagnant; we must move forward and look to our future!

It is hoped after this conference that you will take something back to your respective agencies that will help with the changes that have occurred or will occur. Remember, we are all important and as I have stated many times, each of us brings something special to the table! You deserve a big “THANK YOU” for all you do and for your continued dedication to social services.

I hope you enjoy your stay here at the Double Tree by Hilton Hotels, Richmond-Midlothian.

Remember to thank our conference planners. They work really hard on conferences and this conference was especially a hard one due to the shortened time frame they had to work with.

Inspirational Quote: *“The future, like the present, is determined by your attitude.”* Catherine Pulsifer

Jewell Wolfe, POSSESS President

**Tuesday October 25th, 2016**

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

**9:00-10:30 Great Scott! We Have to Get Back to the Clock! (B)**

***Shenandoah***

***Parlor D* Presenters: Burnette Hendricks, SNAP Consultant Eastern**

***(2nd floor)* Region, and Amy Phillips, SNAP/Medical Assistance Consultant, Eastern Region**

Let’s jump into the DeLorean and go Back to the Future and show you ABAWD Clocks in VaCMS. Marty McFly and Doc Brown will be teaching you all about Clocks in VaCMS as we leave ADAPT in the past. They are both knowledgeable of ABAWD and Policy regarding ABAWD and the Work Requirement and are bringing it with them to the Future. So grab your Hover Board and Hang on as we explore VaCMS and Clocks! As the Famous Marty McFly said “If you put your mind to it, you can accomplish anything!” Great Scott!

**This workshop will be repeated Tuesday at 1:45 p.m.**

**9:00 – 10:30 Diversionary Assistance and Emergency Assistance in VaCMS**

***Shenandoah* (B)**

***Parlor A* Presenter: Cassandra Elliston, TANF/VIEW Consultant,**

***(2nd floor)* Piedmont Regional Office**

Beginning with an overview of Diversionary Assistance, this workshop will look at how D.A. will work in VaCMS. What’s the same? What’s different? What screens will you need to make DA happen? What screens can you skip? As a bonus, this workshop will take a look at how VaCMS will allow you to process applications for Emergency Assistance within an automated system for the first time.

**Tuesday October 25th, 2016 (cont)**

**9:00 - 10:30** **Home is where the Auxiliary Grants (AG) is: An Overview of AG**

***Shenandoah* Cash Assistance** **and AG Medicaid (B)**

***Parlor B***

***(2nd floor)* Presenters: Tishaun Harris-Ugworji, DARS AG Program Manager, Shelley Henley, DARS AG Program Consultant, Kathryn O’Connell- Raymond, VDSS Medical Assistance Program Consultant**

What is AG? What is the difference between AG and AG Medicaid? Join us to learn the background of the AG cash assistance program and find the answers to some of AG’s most frequently asked questions. AG Medicaid policy and how it’s tied to the AG cash assistance will also be discussed, as well as how to evaluate AG in VaCMS.

**9:00 - 10:30 VaCMS /DataWarehouse Reports (B)**

***Shenandoah***

***Parlor C* Presenter:  Jeff Price, Director of the Office of Research and**

***(2nd floor)* Planning (ORP) for VDSS**

The workshop will be a demonstration of the Medicaid dashboard and VACMS data cubes in the data warehouse. Dashboard features such as the time slider, filters, and drill through reports will be demonstrated. Users will be shown how to switch from a chart to tabular data and how to export data. Users will also be shown how to set up and manipulate data cubes. The workshop will also provide information on impacts to reports as programs migrate to VACMS, and on plans for future reporting.

**9:00 - 10:30 Recognizing and Responding to Abuse in Later Life (V)**

***Bon Air Suite***

***(1st floor)* Presenter: Courtney O’Hara, Central Virginia Task Force on DV in Later Life**

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.

**Tuesday, October 25th, 2016 (cont).**

**9:00 - 10:30 ImageNow Scanner Usage (P)**

***James River***

***Parlor G* Presenter: Dwayne Sneade, DSS Information Systems and**

***(1st floor)* Steve McCauley, DSS Information Systems**

This workshop will serve as a review to DSS employees on ImageNow scanner usage. A question and answer session will follow.

**9:00 - 10:30 Heroin and Other Drugs – 2016 (P)**

***James River***

***Parlor F* Presenter: Keri Jones**

***(1st floor)***

This workshop will provide you with an in-site of the widespread epidemic that we are facing today in 2016 with the usage of Heroin and other drugs, and how we can help and get help for those in need.

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

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

**10:45 – 12:15 VaCMS Pilot Panel Discussion (B)**

***Shenandoah***

***Parlor C* Moderator: Toni Washington**

***(2nd Floor)* Panelists:   Cassandra Elliston, TANF/VIEW Consultant PRO**

**Pamela Palmer, BPS Supervisor, Pittsylvania DSS**

**Crystal Roakes, Lynchburg City DSS**

**Rebecca Vacilando, Sr. BPS, City of Charlottesville**

**Helen Walters, BPS Supervisor, Albemarle DSS**

**Debra Travis, TANF Consultant CRO**

In this workshop, your peers will share some tips, challenges, and answer questions about how they worked through learning the processes with the Phase 2 Migration.

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

**Tuesday, October 25th, 2016 (cont).**

**10:45 - 12:15 A VIEW into the VaCMS Future (B)**

***Shenandoah***

***Parlor A* Presenters: Nan Foster, TANF/VIEW Consultant, Northern Regional**

***(2nd floor)* Office and Joy Patton, TANF/VIEW Consultant*,* Western Regional Office**

What does the future hold for VIEW? What do you need to know and do to be successful in the new environment? Topics will include coordination with eligibility, tips for entering participation and supportive services, information about transferring cases, and more. Bring your laptop or smart phone (or a friend with a laptop or smart phone) and your questions. Let’s look into the future together.

**10:45 - 12:15 Nothing Left Behind (Changes and Renewals) (B)**

***Shenandoah***

***Parlor B* Presenters: Jessica Annecchini, Medical Assistance Consultant,**

***(2nd floor)* and Chartoya Newton, Medical Assistance Consultant, VDSS**

Transport back to the future to review policy for changes and renewals. Topics include the time frame in which changes and renewals should be addressed; however, we will also look at how the VaCMS has impacted how agencies handle the required actions within system functionality. To successfully complete this transport we will look at the tools of the My Workspace Renewal and Change Inbox to ensure those changes and renewals submitted via RDE and CommonHelp are also part of the future.

**10:45 – 12:15**   **Trauma and Resilience: One Without the Other is Scary (V)**

***Bon Aire Suite***

***(1st floor)* Presenter:** **Denise Lucombe, MSW, MA, CPE (Richmond City Schools)**

In this interactive workshop, participants will learn about critical elements of a trauma-informed approach to caring for children, add skills to their resiliency-building tool kit and understand the important role of creating and sustaining hope.

**Tuesday, October 25th, 2016 (cont)**

**10:45 – 12:15 We’re All Together Again, Now What? (B)**

***Shenandoah***

***Parlor D* Presenters: Natalie Jay-Short, Benefit Programs Trainer**

***(2nd floor)* Elisha Jones, Senior SNAP Consultant**

This workshop will navigate attendees through key changes that occur in VaCMS. Discussion topics will focus on ongoing processes such as renewals, interim report and change information. We will also preview common screens that are shared across programs and provide insight on the correct way to enter information to get the correct result (income, resources and expenses.)

**10:45 – 12:15 Workers Building Rapport and Retention by assisting**

***James River* Foster Parents (V)**

***Parlor E***

***(1st floor)* Presenter:** **Keyva Tucker, Richmond City DSS**

We will be discussing the typical expectation social workers have on foster parents (are they unrealistic). The reasons why placements fail in foster homes, reasons foster parents decide to stop fostering for an agency, how social workers can assist foster parents in providing the best care for foster children, and no cost strategies departments can use to show appreciation to foster parents and encourage retention.

**10:45 – 12:15 The Measure of My Days (P)**

***James River***

***Parlor F*  Presenter: Carmel Murphy Norris, Coordinator of Career Services**

***(1st Floor)* Blue Ridge Community College**

Join Carmel for a fun and engaging workshop “The Measure of My Days” on the power of perspective and personal direction. Take a step back and marvel at the splendor of your life, define your path, and start down the road to creating a portfolio of self that balances your personal and professional aspirations.

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

**Tuesday, October 25th, 2016 (cont)**

**10:45 - 12:15 Practice, Profiles and Coaching (P)**

***James River***

***Parlor G*  Presenters:** **Anne Kisor**

***(1st Floor)***

The workshop will review how the principles of the VA Children’s Services Practice Model apply to all aspects of the agency’s work through family engagement. Developed in 2015 by local agencies, the Practice Profiles put the Practice Model into action through 11 core skill sets with behavioral examples of optimal practice. Learn how this “roadmap for success” directly relates to eligibility worker skill development in tasks, standards, and behaviors

**12:15 – 1:30 Lunch (Provided)**

***James River***

***Parlor H***

***(1st Floor)***

**1:30 – 3:00 Great Scott! We Have to Get Back to the Clock! (B)**

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**This workshop was originally presented today at 9:00 a.m**

**Tuesday, October 25th, 2016 (cont)**

**1:30 – 3:00 VaCMS Pilot Panel Discussion (B)**

***Shenandoah***

***Parlor C* Moderator: Toni Washington**

***(2nd floor)***

**Panelists:   Cassandra Elliston, TANF/VIEW Consultant PRO**

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

**1:30 - 3:00 Let’s go Back To our TANF manual as we go into The Future**

***Shenandoah* with VaCMS (B)**

***Parlor A***

***(2nd floor)* Presenters: Nan Foster, TANF/VIEW Consultant, Northern Regional Office and Joy Patton, TANF/VIEW Consultant*,* Western Regional Office**

ForTANF, it all begins with relationship. Let’s start there and take a look at the TANF basics in the context of VaCMS. Bring the questions you always wanted to ask and the new questions that came up in VaCMS training. Come prepared with your laptop or smart phone for a fun review.

**Tuesday, October 25th, 2016 (cont)**

**1:30 – 3:00** **The Measure of My Days (P)**

***James River***

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**Tuesday, October 25th, 2016 (cont)**

**1:30 – 3:00** **Monitoring – It’s Heavy (But Weight Has Nothing**

***Shenandoah* To Do With It) (B)**

***Parlor B***

***(1st floor)* Presenters: Jessica Annecchini, VDSS Medical Assistance Program Consultant, Niani Wynn, Central Region Medical Assistance Program Consultant**

**Moderator: Patricia Cosby, VDSS Medical Assistance**

**Program** **Consultant**

Monitoring information is a start to finish process for supervisors and managers. MA Supervisors and Management Staff should attend this course to learn how to monitor reports, inboxes and cases in order to assist their agencies in timely and successful processing of the Medical Assistance program. This session will include the monitoring information from the supervisor and regional consultant‘s perspectives. Supervisors and managers should be able to leave this session with tips and tricks for setting up a structure for monitoring the Medical Assistance program and preparing their agency for future PERM reviews.

**1:30 – 3:00    Utilizing Community Resources for VIEW (V)**

***James River***

***Bon Air Suite*** **Presenter: Valerie Dunbar, Chesterfield DSS**

***(1st floor)***

The Community & VIEW:  There are many community agencies that are able to assist your VIEW customers beyond what your agency may be able to do.  This workshop will explore how to be creative and utilize the services of the community to help your VIEW customers become more self-reliant.

**3:00 – 3:15 Break (Sheandoah and James River Corridors)**

**Tuesday, October 25th, 2016 (cont)**

**3:15 – 4:45 F&C Budget Units and ABD Assistance Units: A Blast From The *Shenandoah* Past & Still Around For The Future (B)**

***Parlor B***

***(2nd floor)* Presenter:** **Debbie Miller, VDSS Medical Assistance Program Consultant and Kathryn O;Connell-Raymond, VDSS Medical Assistance Program Consultant**

**Moderator: Patricia Cosby, VDSS Medical Assistance Program Consultant**

Do you ever wonder why VaCMS doesn’t count everyone’s income when it calculates a F&C spenddown? Or why does VaCMS show an assistance unit of one for income on an ABD application when someone is married? Have you noticed that child support is being counted as income for F&C MN when it wasn’t for MAGI or that there are deductions for childcare and earned income disregards now being allowed? What exactly is deeming? Whether you are working on an ABD case or evaluating a F&C case for a spend down, budget units and assistance units still play an important role in making accurate eligibility determinations. Join us as we explain the ‘mystery’ behind F&C MN budget units and how they come into play with spenddown determinations, as well as how budget units are calculated and shown in VaCMS. We will also review the meaning behind the term “NABD” spouse and discuss who is included in the assistance unit for income and resource determinations for an ABD case, deeming for F&C MN spenddowns and ABD determinations will also be explained.

**3:15 – 4:45** **A State of Fatherhood and Motherhood Programs in**

***Bon Air Suite* Central Virginia (V)**

***(1st floor)***

**Presenter:** **Phillip White, Henrico DSS**

The collaboration for enhanced community services in Central Virginia has resulted in an effective system of care between the City of Richmond and Henrico County under the banner of father and motherhood work with a primary goal of co-parenting for positive outcomes for children. This system of care also include many Faith based organizations, school systems, law enforcement, courts and private mental health agencies.

**Tuesday, October 25th, 2016 (cont)**

**3:15-4:45 Making the Right Call: Trying to find the right service/provider**

***James River* for families, individuals, and youths(V)**

***Parlor E***

***(1st Floor)* Presenter: Otissa Williams, Richmond DSS**

This workshop will discuss the various assessments and information needed to assess the family for services.  It will include the various changes in legislation and studies being looked at to assist families with services outside of the family stabilization, reunification, CPS programs.

**3:15 – 4:45** **ImageNow Scanner Usage (P)**

***James River***

***Parlor G* Presenter: Dwayne Sneade, DSS Information Systems and**

***(1st floor)* Steve McCauley, DSS Information Systems**

This workshop will serve as a review to DSS employees on ImageNow scanner usage. A question and answer session will follow.

**3:15 – 4:45** **Security Workshop (P)**

***James River***

***Parlor F* Presenter: Diane Carnohan, Information Security and Joel**

***(1st floor)* McPherson**

This workshop will present a short overview of current security topics, including ADAPT-RO.  Then we will have a discussion of VaCMS roles and the business functions tied to each role.  This will be followed by a discussion of LSO functions in SAMS and VaCMS.

* Overview of Security
* ADAPT-RO
* VaCMS - Discussion of roles and the business functions tied to each role
* LSO functions in SAMS and VaCMS
* Q&A

**Tuesday, October 25th, 2016 (cont)**

**3:15 – 4:45 About the Future (B)**

***Shenandoah***

***Parlor D* Presenter: Robin Zuk, Quality Assurance Compliance**

***(2nd floor)* Coordinator**

In the movie “Back to the Future”, Dr. Emmet Brown says to Marty, “We’ve already agreed that having information about the future can be extremely dangerous. Even if your intentions are good, it can backfire drastically!” Then a few scenes later, Dr. Brown is seen opening the warning letter written by Marty telling the Doc what to do to keep from being murdered in the future. Come listen to a QC Representative give “warnings” on how you can prevent VaCMS from “murdering” your error rate.

**3:15 – 4:45 “Can We Talk?” TANF and VIEW Conversations about VTP, VIEW *Shenandoah* Volunteers, VIEW Sanctions, FEP, and other topics in VaCMS. *Parlor A* (B)**

***(2nd floor)***

**Presenters: Michele Atkinson, TANF/VIEW Consultant, Home Office, and Cassandra Elliston, TANF/VIEW Consultant Piedmont Regional Office**

Lots of things are changing with VaCMS, but not the close collaboration needed between the BPS and VIEW worker. You’ll want to understand your individual roles when a sanction needs to be imposed, but also your roles on those happy occasions when a client wants to volunteer for VIEW, or when a VIEW participant has been hired for a FEP placement, or when her TANF case closes and she’s eligible for VTP. So, let’s talk so we understand how to make things work in our new system.

**Wednesday, October 26th, 2016**

**7:00 – 8:30 Breakfast**

***James River***

***Parlor H***

***(1st Floor)***

**9:00 – 10:30 General Session Panel**

***James River***

***Parlor H***

***(1st Floor)*** **Speakers: Margaret Schultze, Commissioner**

**Skip Steinhauser, Director of Benefit Programs**

**Carl Ayers, Director of Service Programs**

**Robert Hobbelman, Chief Information Officer**

**Toni Washington, Assistant Director, Benefit Programs**

**10:45 – 12:15**  **BPRO Business Meeting**

***James River***

***Parlor H***

***(1st Floor)***

**10:45 – 12:15 POSSESS Business Meeting**

***James River***

***Parlor F***

***(1st floor)***

**10:45 – 12:15 VASWP Business Meeting**

***James River***

***Parlor E***

***(1st floor)***

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**, POSSESS

**Renee White**, VASWP

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

**NOTE: BPRO members only,** please go to: <http://bprova.weebly.com>

To complete workshop surveys as well as overall conference survey now **through November 4th.**

Meet Commissioner Schultze

|  |
| --- |
| *Commissioner Margaret SchultzeCommissioner Margaret Ross Schultze* |

The Virginia Department of Social Services touches the lives of thousands of individuals and families in the Commonwealth. Margaret Ross Schultze is committed to ensuring that many of Virginia's most vulnerable residents have access to the services and benefits available to them.

Her experience in state government began in 1997. As director of the gubernatorially appointed Family and Children's Trust Fund, Margaret Schultze raised resources — and awareness — for the prevention and treatment of family violence, including child abuse and neglect, domestic violence, sexual assault, and elder abuse. Her tenure with FACT led to increasingly responsible roles within the Department culminating in her current position as Commissioner.

Ms. Schultze oversees both programmatic and administrative functions within the Virginia Department of Social Services. VDSS is one of the largest Commonwealth agencies, partnering with 120 local departments of social services, along with faith-based and non-profit organizations, to promote the well-being of children and families statewide.

A native of Roanoke, Virginia, she graduated from Hollins University (formerly Hollins College) with a Bachelor of Arts in Biology and a teacher certification. Prior to her work in human services, she was the Director of Financial Aid for Roanoke College. Margaret and her husband live in Midlothian.

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Carl Ayers joined the Virginia Department of Social Services as the Director of the Division of Family Services in July 2014. The Division of Family Services is responsible for the supervision of the Child Protective Services, Foster Care, Adoption, Prevention Services, Interstate Compact on the Placement of Children, Interstate Compact on Adoption and Medical Assistance and Title IV-E programs for Virginia. Prior to joining the Virginia Department of Social Services, Carl held a number of positions with local departments of social services. Most recently, he served as the Director of the Floyd County Department of Social Services from 2004-2014.

During his time as a local director, Carl served in many capacities through the Virginia League of Social Service Executives (VLSSE). Most notably, he served as President of the VLSSE from 2012 until his joining the Virginia Department of Social Services.

Presently, Carl serves as Chair of the Interagency Partnership to Prevent and End Youth Homelessness for the state of Virginia and is on the Executive Committee for the National Association of Public Child Welfare Administrators among numerous other leadership roles. Throughout his nearly 20 years of experience in the child welfare system, he has held numerous leadership positions at both the local and state levels. Carl holds a Bachelor of Social Work (BSW) and a Master of Social Work (MSW) degree from Radford University and is a graduate of the Virginia Executive Institute as well as the Commonwealth Management Institute.

**Meet your presenters:**

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

**Michele Atkinson,** TANF/VIEW Consultant, Home Office, [804-726-7929](tel:8047267929), [michele.atkinson@dss.virginia.gov](mailto:michele.atkinson@dss.virginia.gov)

**Diane Carnohan,** Security Analyst, DIS System & Application Security

**Patricia Cosby**, VDSS Medical Assistance Program Consultant

**Valerie Dunbar**, Family Services Specialist, Chesterfield DSS

**Cassandra Elliston,** TANF/VIEW Consultant, Piedmont Regional Office, [(540) 204-9645](tel:5402049645), [cassandra.elliston@dss.virginia.gov](mailto:cassandra.elliston@dss.virginia.gov)

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

**Tishaun Harris-Ugworji** is a graduate of Virginia State University with a degree in social work and a Master’s of Education. She currently works with the Department for Aging and Rehabilitative Services (DARS) as the Auxiliary Grant Program Manager, providing administrative oversight for the Auxiliary Grant Program. She has worked in the human services field for over 25 years in adult and children programs. She also serves on several non-profit organizations as a board member.

**Burnette Hendricks,** SNAP Consultant,Eastern Regional Office(757) 552-1881, [burnette1.hendricks@dss.virginia.gov](mailto:burnette1.hendricks@dss.virginia.gov)

**Shelley Henley**, DARS AG Program Consultant

**Natalie Jay-Short,** Benefit Programs Trainer

**Elisha Jones,** Senior SNAP Consultant, VDSS

**Keri Jones,** A 1996 Graduate of Eastern Mennonite University.  Keri has worked 20 years serving at-risk youth in their homes, schools and communities.  Three of these years she has focused on substance abuse prevention while serving as the Greater Augusta Prevention Partners (GAPP) coordinator in Staunton, Waynesboro and Augusta.  As GAPP Coordinator, Keri works to educate community members on the dangers of drugs their youth are facing.  From bath salts, spice and heroin to tobacco and alcohol, Keri can cover the topic.

**Anne Kisor, PhD** has over 20 years of management and leadership experience in the public sector. She joined the Virginia Department of Social Services in June 2015 as Project Manager for the Division of Family Services. Previously, Anne was the Assistant Dean of Virginia Commonwealth University School of Social Work where she managed daily operations, finance and budgeting, human resources, and taught graduate courses in social policy and administrative practice. Prior to joining VCU in 2011, Anne spent five years at the local social services level in deputy director, and director positions.

**Dee Lucombe** is the Intern Coordinator and Family Services Supervisor at RDSS and provides clinical and administrative supervision for all BSW and MSW interns.  Mrs. Lucombe is a certified Facilitator in the area of Trauma, Team Decision Making (TDM) and Comprehensive Assessment.  Mrs. Lucombe has presented workshops in Honduras and has many years of community advocacy on Domestic Violence prevention and Child Abuse prevention.  Mrs. Lucombe is currently pursuing a doctorate in social work.

**Steve McCauley**, Division Manager – DSS Information Systems

**Debbie Miller**, VDSS Medical Assistance Consultant

**Carmel Murphy Norris** is best described as a true servant leader. A graduate of VCU with a master of social work planning and administration she has been employed in service to others for much of her career from non-profits to state agencies working with “seasoned adults”, the mentally ill, unemployed and underemployed, and adults struggling to afford basic necessities. In her current role as Coordinator of Career Services at Blue Ridge Community College and supervisor of the Career Coach Program for 12 High Schools she is always seeking new and innovative ways to motivate students to find their true passion and to enter a career path that speaks to their talents, abilities, and interests. Carmel excels in the art of effectual communication and delights in helping others to experience their personal and professional journey with true intent and deliberate focus.

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

**Kathryn O’Connell-Raymond**, Medical Assistance Program Consultant, Home Office, 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. Courtney graduated summa cum laude from Virginia Tech, earning a bachelor’s degree in Communication.  Additionally, she holds a master’s degree from Longwood University.

**Pamela Sue Palmer**, Benefit Program Specialist Supervisor, Pittsylvania County Dept. of Social Services, Chatham, Va 24531, 434-432-7281

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

**Amy Phillips,**  SNAP/Medical Assistance Consultant, Eastern Regional Office

**Jeff Price**, Director of the Office of Research and Planning (ORP) for VDSS, jeff.price@dss.virginia.gov

**Crystal Roakes,** Benefit Programs Supervisor,Lynchburg City DSS

**Dwayne Sneade**, Technical Supervisor – DSS Information Systems

**Skip Steinhauser**, Director of Benefit Programs, VDSS

**Debra Travis**, TANF Consultant, Central Regional Office

**Keyva Tucker**, a native of Hartford Connecticut, is a graduate of Virginia Union where she earned a Bachelor’s of Social Work degree.  She currently serves as a Resource Family Services Worker with the Richmond Department of Social Services.  Keyva has performed in this capacity since July 2012.  Keyva is a certified Parents Resource for Information Development and Education (PRIDE) facilitator and she is responsible for training potential foster parents following the.  Keyva is also responsible for conducting home studies for potential foster parents, coordinating placements for children placed in foster care, and acting as a support to foster parents.  Prior to the role of Resource Family Services worker Keyva worked as a Reunification and Permanency Services Worker with the Richmond Department of Social Services for six years

**Rebecca Vacilando,** Sr. BPS, Charlottesville DSS

**Helen Walters,** Eligibility Supervisor,Albemarle County DSS

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

**Phillip White** is with Henrico County Dept. of Social Service as a Family Treatment Specialist. His social work career has been primary in the Child Protective Services since 1976. In 2003, he begin the program manager for the Henrico County Fatherhood Support Group. To date over 550 men has completed the fatherhood program and are among the Fatherhood Nation members in Central Virginia. In 2012 he was certified as a Master Fatherhood Trainer from the National Partnership for Community Leadership under the mentorship of Dr. Jeffrey M. Johnson. He serves as a board member of the Richmond Family and Fatherhood Initiative. A facilitator for community groups in regard to understanding the journey to manhood and development of community partnerships for long term stability of community programs. In 2014 he was honored with first Spirit of Family and Fatherhood Facilitator Award named The Phillip White Award from the Annual Richmond Regional Virginia Family and Fatherhood Symposium. He holds a BS degree in Sociology from Elizabeth City State Univ. His wife Brenna and he are from the Tidewater area of Virginia. They have one son and one daughter.

**Otissa Williams**, FSW with Richmond City DSS with preservation unit.  She has worked with Richmond city for 15yrs starting as Juvenile Case Manager with 13th District CSU, then moving to FosterCare (Permanency/Reunification) and Child Protective Services to current position with Preservation Services.  She served on various committees with Commission on Youth, Juvenile Justice and Social Services such as Truancy, Foster Connections(early stage), educational committees.

**Niani Wynn**, Central Region Medical Assistance Program Consultant

**Robin Zuk,** QA Compliance Coordinator, Virginia Department of Social Services, (804) 726-7369