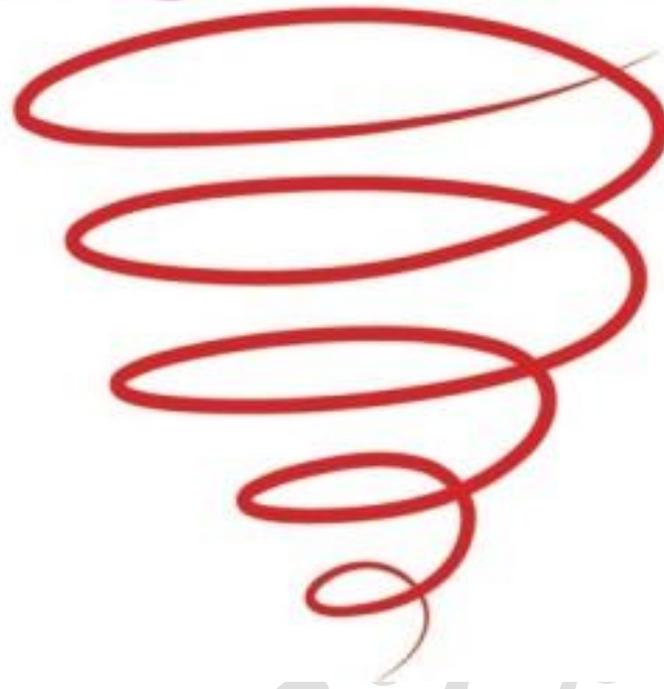


# Spring Into Action



**BPRO, POSSESS, VASWP  
Spring 2015 CONFERENCE  
April 29-May 1, 2015  
Norfolk Sheraton Waterside  
777 Waterside Drive, Norfolk**

[www.visitnorfolktoday.com](http://www.visitnorfolktoday.com)



# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Conference at a Glance:

### Wednesday, April 29, 2015

8:00 am	Registration Begins
9:00 am-12:00	Pre-conference workshops (check time schedule for workshops)
12:15 -1:30 pm	Lunch provided
1:30-3:00 pm	Welcome
	Keynote Speaker
3:00-3:15 pm	Break on your own
3:15 -4:45 pm	Workshops
	BPRO Business Meeting
	POSSESS Business Meeting
5:00 pm	Dinner on your own
	Enjoy Norfolk

### Thursday, April 30, 2015

7:00 am	Breakfast provided
8:00-9:00	VASWP General Board Meeting
9:00-10:30 am	VASWP Business Meeting
	Workshops
10:30-10:45 am	Break on your own
10:45 am-12:15 pm	Workshops
12:15-1:45 pm	Lunch provided
1:45-3:15 pm	Workshops
3:15 -3:30 pm	Break on your own
3:30 -5pm	Workshops
5:00 pm	Dinner on your own
	Enjoy Norfolk



[www.visitnorfolktoday.com](http://www.visitnorfolktoday.com)

### Friday, May 1, 2015

7:00 am	Breakfast provided
9:00-10:30 am	Workshops
	Benefit Panel
10:30-10:45 am	Break on your own
10:45-12:00	Benefit Panel continued
	Workshops

\*\*\*\*\*

**BPRO/POSSESS/VASWP Hospitality Suite** is located on the 10<sup>th</sup> Floor, Presidential Room. Come network with LDSS, DSS employees in an informal setting. **Remember Conference ID is required for Hospitality Suite. Due to ABC laws, alcoholic beverages cannot be removed from the Hospitality Suite. Please remember to enjoy in moderation and drink responsibly.**

April 30<sup>th</sup> is National Karaoke Day and NFL Draft starts. Bring your best voice and where your favorite team colors.

**Hours of operation: Tuesday: 7-9 pm; Wednesday: 8-12 pm; Thursday: 7-10pm**

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP



Welcome!

VisitNorfolk is honored to be hosting the BPRO/POSSESS/VASWP Spring 2015 Conference in Norfolk April 29 through May 1, 2015.

Our 400-year-old port city is perhaps best known as home to the world's largest naval base, Naval Station Norfolk, and the role we have played through our nation's history. There are several things that are unique only to Norfolk. Our city is home to Doumar's Cones and BBQ, where the first waffle ice cream cone was invented! The largest and last battleship, the USS Wisconsin, floats in our harbor offering daily tours. There are many educational workshops offered by artists and performers from around the world. We boast world class shopping, dining options sure to please, and a clean, safe, walkable downtown.

The Tide, Norfolk's light rail commuter system, has been operating since 2011, and is complimented by museums, new restaurants, and shopping venues along the route. The Chrysler Museum of Art completed a \$24 million renovation in the spring of 2014. And most recently, The Slover Memorial Library re-opened this January after completing a \$65 million addition and renovation becoming one of the most technologically advanced public libraries in the country. MacArthur Center Mall continues to offer some of the best shopping in the area, and attractions such as the Virginia Zoological Park and Norfolk Botanical Gardens provide scenery and activities for all ages. Downtown Norfolk also offers unique dining experiences by award winning chef-owned and operated restaurants.

These amenities combined with the heritage of our city and cultural arts offerings truly make Norfolk an ideal place to gather for your meeting.

We know you have a full agenda while you are here, however we hope you can get out and experience Norfolk to see for yourself why our motto is "Life. Celebrated Daily."

Enjoy your visit and come back soon.



Anthony DiFilippo  
VisitNorfolk  
CEO and President



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[www.visitnorfolktoday.com](http://www.visitnorfolktoday.com)

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

TO ALL THOSE ATTENDING THE  
VIRGINIA DEPARTMENT OF SOCIAL SERVICES  
BPRO/POSSESS/VASWP  
2015 SPRING CONFERENCE  
APRIL 29 - MAY 1, 2015

Greetings!

On behalf of the City of Norfolk, I am pleased to extend a warm welcome to all those attending the Virginia Department of Social Services BPRO/POSSESS/VASWP 2015 Spring Conference. We are honored to serve as host city for this year's conference themed *Spring Into Action*, and look forward to sharing our hospitality with each of you.

In between conference events, I invite you to take advantage of the many opportunities our city has to offer. We hope you will take a harbor cruise of the Elizabeth River, visit MacArthur Center Mall, the MacArthur Memorial, discover Nauticus, the Hampton Roads Naval Museum and the Battleship USS *Wisconsin*, as well as dine at the many restaurants - all located in the downtown district and easily accessible by foot or *The Tide* light rail system. If time permits, I also highly recommend exploring the newly renovated and nationally renowned Chrysler Museum of Art, the Norfolk Botanical Garden, and the Virginia Zoo.

While Norfolk embodies the cultural and commercial advantages of a big city, visitors and residents alike become wrapped up in the intimate charm, historic past and friendly atmosphere of our old seaport town where life is celebrated daily. We are glad you are here, so please, enjoy yourself and enjoy Norfolk.

With best wishes for a successful conference, I am

Sincerely,



Paul D. Fraim  
Mayor

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Words of Welcome:

### BPRO:

Welcome to Norfolk for our 2015 Spring Conference “Spring into Action”. Norfolk has seven miles of Chesapeake Bay beachfront and a total of 144 miles of shoreline along their lakes, rivers, and the Bay. Norfolk is home to the world’s largest naval base and the North American Headquarters for NATO (North Atlantic Treaty Organization). Located in Norfolk is the Virginia Opera, the Virginia Stage Company, the Virginia Symphony, and the Virginia Arts Festival. Today Norfolk is the major naval and shipping hub, as well as the center of the Hampton Roads region.

The goal of our conference, “Spring into Action”, is to increase our knowledge and network with our BPRO members, VASWP, POSSESS, and State staff while absorbing new information to give us the tools to better serve the citizens of the Commonwealth. These workshops will help you return back to your agency and spring into motion; while applying the new policy knowledge you have learned; and to spring into action sharing the information to your co-workers. This year we are gearing up for the next phase of migration as ABD Medicaid will move into VaCMS. One of the many benefits of being a member of BPRO is to attend committee meetings, conference, as well as the people you meet. I hope that in the upcoming year as we go thru the next phase of VaCMS that you will take advantage of being a BPRO member; and possible look at how do you want to become more involved in our organization.

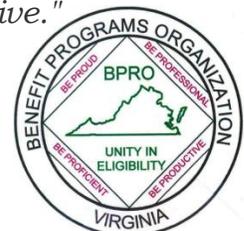
Our Professional Development Committee has worked very hard to provide us with workshops with a lot of great information. I hope you will take this opportunity to gain system and policy knowledge and to get to know your team members better.

I hope while in Norfolk you will be able to enjoy the spring air, the sounds of the birds, and do some sightseeing.

Carolyn Harlow, BPRO President

*Don't ask what the world needs. Ask what makes you come alive and go do it. Because what the world needs is more people who have come alive."*

[Howard Thurman](#)



# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## *Words of Welcome (continued)*

### **POSSESS:**

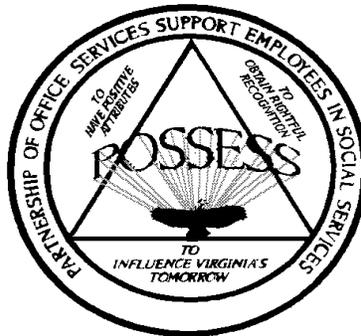
On behalf of POSSESS, I would like to take this opportunity to welcome you to the Sheraton Waterside Hotel in Norfolk, Virginia for our 2015 Spring Conference, **“Spring Into Action”**. This joint conference not only allows us a wonderful opportunity to network with our colleagues; it gives us a chance to attend workshops that will be educational and informational.

Our conference theme, **“Spring Into Action,”** acknowledges the difficulties that have pushed us forward. We took the leap knowing the beginning is always the hardest but we have accomplished much. Now let us continue to excel, springing into action and moving forward to reach the goal.

I would like to thank each of you for your support in making our Spring Conference a success. The conference planners have worked hard to provide you with workshops that will enhance and promote growth in your current positions.

Once again, welcome to Norfolk and enjoy your stay!

Sheila Jordan, President



# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## *Words of Welcome (continued)*

### **VASWP:**

We have traveled to Norfolk in the great Eastern Region for the BPRO, POSSESS & VASWP 2015 joint spring conference titled “SPRING INTO ACTION”. During this time let us learn from each other and take back valuable ideas to put into action once we return back to our agencies.

Our conference planners have worked tirelessly to provide you with workshops that will motivate you to” **Spring into Action**” the new ideas you will learn from the workshop leaders and participants and broaden your area of expertise. They are to be commended for their work.

As your VASWP President, I am looking forward to meeting each of you and to a successful spring conference. Enjoy your stay in Norfolk and take in a deep breath of the warm spring air in Eastern Virginia.

“Vision doesn't usually come as a lightning bolt. Rather it comes as a slow crystallization of life challenges that we one day recognize as a beautiful diamond with great value to ourselves and others.”

- Unknown

Tonya Cunningham, VASWP President



# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Our Conference Menus:

All meals will be served in the Ballroom

### Wednesday, April 29<sup>th</sup> Lunch

#### **Lunch, Welcome by Mayor, Commissioner, and Keynote Speaker**

*Chicken Caesar Wrap*  
*Grilled Chicken with Romaine Lettuce & Classic Caesar Dressing*  
*Pasta Salad*  
*Chocolate Cake*  
*Freshly Brewed Regular & Decaffeinated Coffee*  
*Hot Herbal Teas & Iced Tea*

### Thursday, April 30<sup>th</sup> Breakfast

*Fresh Orange Juice*  
*Assortment of Freshly Baked Breakfast Pastries & Muffins*  
*Whole Fresh Fruit*  
*Fruit Preserves and Sweet Butter*  
*Freshly Brewed Regular and Decaffeinated Coffee*  
*Hot Herbal Teas*

### Thursday, April 30<sup>th</sup> Buffet Lunch

*Caesar Salad*  
*Italian Soup*  
*Warm Garlic Bread*  
*Penne & Spaghetti with Marinara & Alfredo Sauces*  
*Italian Meatballs*  
*Selection of Italian Desserts*  
*Freshly Brewed Regular & Decaffeinated Coffee*  
*Hot Herbal Teas & Iced Tea*

### Friday, May 1<sup>st</sup> Breakfast

*Fresh Orange Juice*  
*Assortment of Sliced Breads with Toaster*  
*Assortment of Dry Cereals with Whole Milk*  
*Fruit Preserves and Sweet Butter*  
*Freshly Brewed Regular and Decaffeinated Coffee*  
*Hot Herbal Teas*

**PLEASE NOTE: BREAKS ARE ON YOUR OWN**

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

**Wednesday April 29, 2015**

**8:00 am – 5:00 pm Registration**

## **Pre-Conference Workshops**

**9:00 – 12:00  
(Wilton) It's time for Migration – Lab – Hands-on access to Migration functionality in the training environment (B)**

Facilitators: **Robert Blizard, Vallarie Gray, Henrietta Beyah, Mary Ellen Roberts, and Kevin Platea**

We will have 8 laptops with the Training Environment set up. This is open to anyone to sign-up and come in for one hour. (9am-noon, 2pm-3pm).

Each hour a specific test application scenario is projected or placed on display with the expected outcome so that the participants can view the scenario they are to build even though they may try to build something else, they are guided to build to scenario of the hour.

**10:30 -12:00  
(Poplar Hall) VaCMS – What's Next (B)**

Presenters: **Angie Beachy, Assistant Director of Benefit Programs, and Stephanie Larson, Policy/Planning Specialist**

Spring is a time of change and growth. As with Spring, successful agencies will grow and adjust to the ever changing work environment. Though forecasting is always a tricky business (just look at this past winter), knowing “What's Next” will give you a head start on adjusting to the sometimes unpredictable weather that lies ahead.

**10:30 – 12:00  
(Merrimac) Office 2010 Tips and Tricks (B)**

Presenter: **Steve McCauley, IT Services Manager**

This workshop will provide an information, focusing on the new functionality in Office Suite, offering some tips and tricks to help you work smarter, not harder

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Wednesday April 29, 2015 (cont)

### 10:30 – 12:00 **Local Reimbursement – Strategies for \$ucce\$\$ (P)** (Monticello)

Presenter: **David M. Morrison – Local Reimbursement Mgr - Division of Finance**

Participants will engage in a discussion on ensuring their locality receives the funding to which it is entitled. We will focus our discussion on fundamental cost principles, the basics of budgets, facility costs, LASER processing, effectively using the Finance Guidelines Manual, and the quarterly Random Moment Sampling process.

(This workshop will be repeated on Thursday at 9:00)

### 12:15 – 3:00 **Lunch provided, served in Ballroom**

#### **Welcome:**

**[REDACTED]**, Mayor of Norfolk

**Carolyn Harlow**, President BPRO

**Sheila Jordan**, President POSSESS

**Tonya Cunningham**, President VASWP

**Margaret Schultz**, Commissioner, Department of Social Services

#### **Keynote Speaker: Terrie Glass**

#### ***“Leading from the Middle”***

How do you sustain yourself in a career that just seems to get tougher every year? How do you deal effectively with the constant change that keeps your head spinning? There is no easy answer but there are things you can do to help yourself and your team. In this opening session we will look at what is possible, what is necessary and what will just never help! Be there while we spring into action as leaders everyone!

### 3:00 – 3:15 **Break on your own**

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Wednesday April 29, 2015 (cont)

**3:15 – 4:45**      **BPRO Business Meeting**  
**(Poplar Hall)**      **All BPRO members required to attend**

**3:15 – 4:45**      **POSSESS Business Meeting**  
**(Monticello)**      **All POSSESS members required to attend**

**3:15 -4:45**      **Motivational Interviewing for VIEW Workers: An Introduction(V)**  
**(Merrimac)**

Presenter: **Linda Dressler**

How does change work? How does someone decide that they want something different for their lives? Where does that motivation come from? What keeps it alive? This workshop will address those questions and more through an introduction to Motivational Interviewing. Learn how you can use your VIEW initial assessment and follow-up interviews to support change.

**4:45**      **Enjoy Norfolk on your own**

## Thursday, April 30, 2015

**7:00 – 9:00**      **Breakfast served in Ballroom**  
Come in and enjoy a simple breakfast to get you started.  
(See menu on page 6)

**8:00-9:00**      **VASWP General Board immediately proceeded by:**  
**9:00-10:30**      **VASWP Business Meeting**  
**(Montpelier)**      **All VASWP Members are required to attend**

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Thursday, April 30, 2015 continued

### **9:00-Noon (Wilton)            It's time for Migration – Lab – Hands-on access to Migration functionality in the training environment (B)**

Facilitators: **Robert Blizzard, Vallarie Gray, Henrietta Beyah, Mary Ellen Roberts, and Kevin Platea**

We will have 8 laptops with the Training Environment set up. This is open to anyone to sign-up and come in for one hour. (9am-noon, 2pm-5pm), 6 hourly sessions  
Each hour a specific test application scenario is projected or placed on display with the expected outcome so that the participants can view the scenario they are to build even though they may try to build something else, they are guided to build to scenario of the hour.

### **9:00 -10:30 (Claremont)        A Day In The ABAWD Garden . . . (B)**

Presenters: **Ruth Ann Belcher and Jim Altice, SNAP Consultants**

As the ground thaws, flowers bloom and trees bud are you ready to get down and get dirty with ABAWDs? The Work Requirement (ABAWDs) was reactivated October 1, 2013; since that time we have had many changes crop up so we want you to come and Spring Into Action after spending a day in our ABAWD Garden workshop.

### **9:00 -10:30 (Brandon)            Is my TANF Case Correct? (B)**

Presenter: **Nan Foster**

What a question! But, just in case you have the occasional doubt, this workshop will address some of the tricky areas of TANF guidance and ADAPT coding. The workshop will allow a focused look at requirements that are unique to TANF or that TANF handles differently from other PA programs. Topics will include relationship, citizenship, earned income and other requirements that are commonly handled incorrectly and show up as mistakes during TANF case monitoring.

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Thursday, April 30, 2015 continued

### 9:00-10:30 (Monticello) **Extended Medicaid Spring Season – Seeds to Sow (B)**

Presenters: **Lynn Brodnax and Jessica Anecchini**

Extended Medicaid policy and procedures will be reviewed, including but not limited to determining when and how to establish eligibility, the process for shifting enrollees from LIFC to Extended Medicaid and follow-up actions necessary for both the agency and customer. Tracking and notification procedures/materials will also be discussed.

**Please note:** This presentation will not cover any actions and/or processes in VaCMS as Extended Medicaid is not determined nor enrolled within the VaCMS at this time.

### 9:00-10:30 (Poplar) **DMIS (Document Management and Imaging Solution) – Live Demo (B)**

Presenters: **Toni Washington, Christopher Coley**

DMIS is here. In this workshop, you will see the scanner; actual documents will be scanned, taken through the DMIS process and viewed within a case.

(This workshop will be repeated at 1:45 pm)

### 9:00-10:30 (Merrimac) **Commonwealth Coordinated Care: Implementation Update (B)**

Presenter: **Sarah Broughton**

The Department of Medical Assistance Services (DMAS) will provide an overview and implementation update on Commonwealth Coordinated Care (CCC), a program designed to blend Medicare and Medicaid services for people who receive both benefits. This presentation will review key information about the CCC program, benefits of joining CCC, and answer some frequently asked questions.

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

**Thursday, April 30, 2015 continued**

**9:00-10:30  
(Eppington)**      **GOT ENERGY? Need a Review Guys? (B)**

Presenters: **Angela Ector, Hagen Hicks, and Catherine Pond**

Need some energy? Come to the Energy Assistance workshop! It's your chance to meet the three Energy Assistance Regional Consultants and hear a review of common case reading errors.

Fuel – Crisis – Cooling – got questions? Need policy clarification? Open Q&A session to get your questions answered! We look forward to seeing you.

**9:00 – 10:30  
(Greenway)**      **Local Reimbursement – Strategies for \$ucce\$\$ (P)**

Presenter: **David M. Morrison – Local Reimbursement Mgr - Division of Finance**

Participants will engage in a discussion on ensuring their locality receives the funding to which it is entitled. We will focus our discussion on fundamental cost principles, the basics of budgets, facility costs, LASER processing, effectively using the Finance Guidelines Manual, and the quarterly Random Moment Sampling process.

(This workshop is a repeat from Wednesday at 10:30)

**9:00-10:30  
(Riverview)**      **Round Table Discussion – Front Office Best Practice (P)**

Presenters: **Kevin Wasilewski – Chief of Business Services for Albemarle Co DSS; Emily Swift – Mgr of the Office of Program Accountability for Albemarle DSS**

We will briefly go over our front desk flow and process as well as discuss customer service measurement tools used at Albemarle DSS. The session will consist of a roundtable discussion on how other agencies handle different aspects of reception in search of ideas or best practices that will help all.

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Thursday, April 30, 2015 continued

### **9:00-10:30 (Westover) Inquiring Minds Want to Know, What Does It Take to Move Forward? (P)**

Presenters: **Donna German & Tonia Baker – Local HR Managers - Division of Human Resources**

Human Resources often see otherwise qualified applicants not referred for interviews. It is disheartening to see this happen over and over again. One of the first things HR will ask applicants, “Did you provide information on your job application that would communicate that you possess the qualifications?” Sadly and unfortunately, common responses include:

“No, but they should know what I do. I work for them.”

“No, but I know I can do the job.”

“No, I didn’t have time. I was trying to get my application in before the deadline. I thought I would provide details during interview.”

“What do you mean? I have years of experience, can’t they see that?”

This session is targeted for inquiring minds...individuals who want to improve their chances in getting job interviews and being offered job opportunities. Really, what does it take to move forward? Join us in a session full of tips and suggestions to help you with your career development journey, job search, and getting your foot in the door.

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

### **10:45 – 12:15 (Claremont) What’s the Buzz on SNAP Program Integrity? (B)**

Presenters: **Claudia Jackson and Sandy Smith**

Learn the latest on SNAP program integrity! In this workshop, we’ll discuss SNAP claims- how to establish and collect, determine delinquency and maneuver in ADAPT-as well as the “hot” program integrity initiatives-Client Integrity Project, multiple card issuances and PARIS matches. And, to ensure it is relevant to you, bring your questions!

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

**Thursday, April 30, 2015 continued**

**10:45 – 12:15 Understanding SSI: Helping a Client Get Started (B)**  
**(Brandon)**

Presenter: **Hazel Bowman Smith**

Supplemental Security Income (SSI) is a Federal income supplement program designed to help aged, blind, and disabled individuals, who have little or no income or resources. This workshop will explore basic eligibility requirements for SSI and the basic SSI application process. Topics addressed will include Social Security's definition of disability, basic SSI eligibility requirements, SSI application forms and how TANF/VIEW staff can assist clients in the process.

**10:45-12:15 The Birds and Bees of MMIS Enrollment (B)**  
**(Monticello)**

Presenter: **Sarah Samick, Enrollment Supervisor, DMAS**

This workshop will be a general overview of MMIS Enrollment and use of functions in the MMIS Member Subsystems, tips and tricks for enrollments correction and help, TPL screens, managed care overview, patient pay entry and where to go for help at DMAS. The presentation will be followed by a 30 minute Q&A session.

**10:45-12:15 Let's Show you the Migratory Route**  
**(Poplar)** **Migration Phase 1- New Functionality (B)**

Presenters: **Stephanie Napper and Monique Majeus**

In this workshop you will be able to see the workflow of Patient Pay, an SSI applicant, and Spend down through screen shots within the presentation.

(This workshop will be repeated at 3:30)

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Thursday, April 30, 2015 continued

### **10:45-12:15 (Merrimac) It's Spring Training, Is Your Team Ready? Preparing for Migration – Best Practices (B)**

Presenter: **Christine Bishop**

Spring training, as in baseball, is essential for a successful team. Spring into Action and get a head start in preparing for a successful migration in August. Attendees will receive a “Scorecard” to rate themselves on their preparedness level. Learn from others on how to be ready for migration with base hits and home runs. Spring training will ensure a winning team!

### **10:45-12:15 (Eppington) Budding Opportunities in Title IV-E Planting the new bulbs of the 2016 Federal Review (B)**

Presenters: **Pat Lewis and Laura Polk**

The work shop will cover the new processes implemented since the 2013 Federal Review. Topics will include common errors identified during new case validations and ongoing reviews, and solutions agencies have implemented. We will discuss highlights of how OASIS and IV-E intersect, as well as best practices for effective collaboration with Finance, Services and Benefits Programs.

### **10:45-12:15 (Greenway) Reclaim Your Energy! “The Natural Way” (P)**

Presenter: **Angela M. Prioleau, Registered Dietitian-Hampton Health Dept-WIC Nutritionist**

Tired often? Constantly drinking energy drinks, sodas and coffee? Want more pep in your step? Learn how to reclaim your energy the “natural way.” Please join me as we focus on the following nutrition/health topics and how they can affect our health/energy level: Choose My Plate, Rethink Your Drink, Vitamins and Minerals, Focus on Fiber, Sleep, and Physical Activity.

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Thursday, April 30<sup>th</sup> continued

### **10:45-12:15 (Montpelier)      Upcoming State and Federal Changes In Child Care (V)**

Presenter: **Debbie Beirne, Child Care Vendor Manager**

The Child Care Subsidy Program will be implementing new state regulations and significant new federal requirements in the near future. This workshop will provide an overview of upcoming Subsidy program changes and the impact of the Child Care and Development Block Grant Act of 2014.

### **10:45-12:15 (Riverview)      Adult Services- What You Can and Cannot Do (V)**

Presenter: **Carey Raleigh**

The presentation will cover APS basics such as policy, population served, goals of APS, rights of adults, characteristics of a valid report, APS statistics, Mandated Reporter information, definitions, and challenges.

### **10:45-12:15 (Westover)      Job Search for the 21<sup>st</sup> Century (V)**

Presenters: **Vicki Krusie (Moderator), Wanda Boulden, Shakir Johnson**

Interested in the latest approaches to a successful job search? Join workforce professionals who will share their knowledge of current trends. Topics will include preparing a winning resume and power interviewing. Networking techniques, online job search sites to include VaWorkConnect.com and use of social media will also be discussed.

### **12:15 – 1:45      Buffet Lunch provided, served in Ballroom (See menu on page 6)**

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Thursday, April 30<sup>th</sup> continued

### 1:45-3:15 (Claremont) **Quality Assurance: “FLONASE” Your Way to a Correct Case! (B)**

Presenter: **Joni Hicks, Quality Assurance Specialist**

Do you seem to be allergic to a correct case? Eyes tearing from timeliness issues, sneezing caused by SNAP deadlines, chronic coughing resulting from ABAWD clocks, inflamed passageways due to Interim Reports? Then the QA workshop will surely be your allergy relief.

**Find out how QA works**

**Learn how to be your own QA**

**Observe QA and CA working together**

**Navigate to a correct case**

**Address the questions you have always wanted answered by QA**

**Study some sampled error cases**

**Engage in delightful conversation with QA**

### 1:45 -3:15 (Brandon) **Getting Child Support: How Can TANF Help? (B)**

Presenters: **Debra Travis and Jessie Saleem**

Obtaining support for a child begins with your interview with the parent applying for TANF and progresses to a referral to DCSE. Are you making referrals, or are you keeping the Attesting Form a little too handy because you aren't sure what questions you need to ask? Would some sure-fire interview tips help you make a good referral that could result in support for a child? This workshop will help you improve your interview skills but will also provide a behind-the-scenes understanding of how DCSE works, the 'locate' resources they have available, the ins and outs of interstate agreements, and more.

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Thursday, April 30<sup>th</sup> continued

### **1:45-3:15 (Monticello) LTC Spring Clean-up (B)**

Presenters: **Cindy Olson and Karen Packer**

It's spring time and also time to brush up on your LTC policy knowledge before we move LTC into VaCMS. In our workshop, we plan to cover 1) the definition of institutionalization, including those who have been pre-screened and approved for LTC services and begin date of services 2) covered group financial requirements, including medically needy 3) special rules for married individuals with a community spouse, including resource assessments, undue hardship and intent to transfer/protected period 4) uncompensated asset transfers and undue hardship. There will be time allowed for Q&A.

### **1:45 – 3:15 (Poplar) DMIS (Document Management and Imaging Solution) Live Demo – (B)**

Presenters: **Toni Washington, Christopher Coley**

Come see how DMIS works. We will have a scanner present. Actual documents will be scanned, taken through the DMIS process and viewed within a case.

(This workshop was originally presented at 9:00 am)

### **1:45-3:15 (Merrimac) Forecasting the Weather VaCMS Supervisor Reports (B)**

Presenter: **Stephen Lee**

Spring weather can be unpredictable. We can receive anything from rain and wind to a last minute snow storm! To be prepared, we stay up to date with the latest weather reports and grab our umbrellas.

Similar to how we follow the weather reports to prepare for spring weather, the VaCMS supervisor reports workshop will prepare you in understanding and monitoring various reports within the VaCMS. These reports will have you prepared for the storms and allow you to enjoy the sunny days ahead.

# Spring Into Action

2015 Spring Conference  
BPRO, POSSESS, VASWP

## Thursday, April 30<sup>th</sup> continued

### **1:45 – 3:15 (Eppington) Leap into LIHEAP Reports (B)**

Presenter: **Denise Surber**

There are several Low-Income Home Energy Assistance Program (LIHEAP) reports available in the Data Warehouse and in the Energy Assistance Program system. We'll discuss how to access the reports and how to use the information they contain for program monitoring and presentations.

### **1:45-3:15 (Greenway) “Getting It Right from the Start – Managing the Front End of the Application Process” (P)**

Presenters: **Michelle Woolfolk & Joyce Sellars – Benefit Programs Trainers – Division of Training & Development**

The Get it Right presentation will demonstrate the strategies designed to help persons responsible for the front end of processing applications. The presentation will expound on the importance of file clearance, and conducting and understanding SPIDER searches. We will highlight the best practices for entering applications in VACMS using Rapid Data Entry and/or Application Screening. The workshop will reveal other VaCMS resources such as online and page help. The Target audience is for LDSS staff responsible for handling the front end processes for Applications.

### **1:45-3:15 (Montpelier) Working Smarter not Harder (How to get the information the first time) (V)**

Presenter: **Denise Lucombe**

This workshop will assist workers to ask the right questions to get the answers and collaborate with families and service providers in order to provide excellent service.

# Spring Into Action

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**Thursday, April 30<sup>th</sup> continued**

**1:45-3:15  
(Riverview)      Understanding and Supporting Caregivers of Older Adults (V)**

Presenter: **Denise Scruggs DC, CDP & CADDCT**

Caring for an aging parent, spouse, domestic partner or friend presents many difficult challenges and can exact a tremendous toll on a caregiver's mental and physical wellbeing. While each caregiver's journey is different, there are common strategies and tools that can make it easier. In this program we will discuss the rewards and challenges of caregiving, tips for preventing family conflict, cultural and ethical differences in caregiving and the unique issues faced when caring for a loved one with dementia. Interventions and resources that support caregivers will also be shared.

This workshop will be repeated on Friday at 9:00

**1:45-3:15  
(Westover)      Solution Focused Brief Counseling: An Employment Services Skills Building Workshop (V)**

Presenter: **Tim Grothaus**

*"Problem Talk creates problems: solution talk creates solutions"* Steve De Shazer. Led by Dr. Tim Grothaus of Old Dominion University, this workshop will provide an overview of Solution Focused Brief Counseling techniques.

Developed by founders Steve De Shazer and Insoo Kim Berg, this problem-solving approach helps clients see potential solutions to specific challenges and goals, while validating what they are doing well.

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## Thursday, April 30<sup>th</sup> continued

**2:00 – 5:00  
(Wilton)      It's time for Migration – Lab – Hands-on access to Migration functionality in the training environment (B)**

Facilitators: **Robert Blizzard, Vallarie Gray, Henrietta Beyah, Mary Ellen Roberts, and Kevin Platea**

We will have 8 laptops with the Training Environment set up. This is open to anyone to sign-up and come in for one hour. (9am-noon, 2pm-5pm), 6 hourly sessions  
Each hour a specific test application scenario is projected or placed on display with the expected outcome so that the participants can view the scenario they are to build even though they may try to build something else, they are guided to build to scenario of the hour.

**3:15 – 3:30      Break on your own**

**3:30 – 5:00  
(Claremont)      Tip Toe Through the Tulips, Make Each Step Count (B)**

Presenters: **Bonnie Lee and Kimberly Hudson, SNAP Consultants**

Sometimes the smallest step in the right direction ends up being the biggest in your processing. Tip Toe with us through the garden and learn the steps for income calculations.

**3:30 – 5:00  
(Brandon)      The Peaceable Garden: Working Harmoniously with Child Care and VIEW (B)**

Presenter: **Joy Patton**

Your heart knows that the VIEW and Child Care programs are crucial to helping individuals on TANF move toward self-sufficiency. But ... can you live with the additional work those programs put on you? If you're having a hard time getting to a "yes" answer, stop by this workshop. Learn about the VIEW and Child Care programs, how they work, what they need from you, and how to interact with them smoothly and efficiently. Take a look at some model relationships and decide if they could work for you.

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**Thursday, April 30<sup>th</sup> continued**

**3:30 – 5:00**  
**(Poplar)**                    **Let's Show you the Migratory Route**  
**Migration Phase 1- New Functionality (B)**

Presenters: **Stephanie Napper and Monique Majeus**

In this workshop you will be able to see the workflow of Patient Pay, an SSI applicant, and Spend down through screen shots within the presentation.

(This workshop was originally presented at 10:45 pm)

**3:30-5:00**  
**(Merrimac)**                    **Queen Bees**  
**Supervising: Fact or Fiction- Is This What I Signed Up For? (B)**

Presenter: **Shel Bolyard-Douglas, Director of Prince George Department of Social Services and 2<sup>nd</sup> Vice President of the Virginia League of Social Service Executives**

The role of a supervisor in a local Department of Social Services has changed over the last decade. Increases in demands, shortages in staff, limited resources, and challenging technology all seem to keep us in a constant state of crisis. Want some tips on putting out fires, coaching and motivating staff? Have some thoughts on how we get out of triaging everything and get back to supervising? This interactive workshop will be geared towards existing supervisors for benefits, services, and administrative staff.

**3:30-5:00**  
**(Eppington)**                    **What Kind of Worker Bees Do You Have?**  
**VACMS Roles (B)**

Presenter: **Matt Teasdale, MBA, CIA, CISA, CISM, CRAM, CRISC, CGEIT, Chief Information Security officer and Director of Risk Management**

Come hear how the roles in VaCMS were created and how the recent changes in these roles impact your work.

# Spring Into Action

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## Thursday, April 30<sup>th</sup> continued

### **3:30-5:00 (Greenway) Inquiring Minds Want to Know, What Does It Take to Move Forward? (P)**

Presenters: **Donna German & Tonia Baker – Local HR Managers - Division of Human Resources**

Human Resources often see otherwise qualified applicants not referred for interviews. It is disheartening to see this happen over and over again. One of the first things HR will ask applicants, “Did you provide information on your job application that would communicate that you possess the qualifications?” Sadly and unfortunately, common responses include:

“No, but they should know what I do. I work for them.”

“No, but I know I can do the job.”

“No, I didn’t have time. I was trying to get my application in before the deadline. I thought I would provide details during interview.”

“What do you mean? I have years of experience, can’t they see that?”

This session is targeted for inquiring minds...individuals who want to improve their chances in getting job interviews and being offered job opportunities. Really, what does it take to move forward? Join us in a session full of tips and suggestions to help you with your career development journey, job search, and getting your foot in the door.

(This is a repeat from 9:00)

### **3:30 – 5:00 (Montpelier) VIEW: Let’s Get Engaged (V)**

Presenter: **Valerie Dunbar**

You only have 1 chance to make the right 1<sup>st</sup> impression on your customers at VIEW orientation. This workshop will help you assess the current way your agency does initial assessments, as well as go over some ideas to motivate your customers, explain the benefits of the program and make your customers leave feeling eager to participate.

# Spring Into Action

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## Thursday, April 30<sup>th</sup> continued

### **3:30-5:00 (Riverview)      Family Reunification: Building Bridges to Strengthen Families**

Presenters: **Madonna Flores & Lekita Sykes**

Research has emerged that confirms stronger relationships between offenders and their families correlates with more successful outcomes. For this reason, more agencies are becoming interested in the roles of family in the reentry process. In this workshop, we will define family, look at the negative effects on incarceration to the entire family unit, and discuss the importance of collaboration amongst community agencies.

### **3:30-5:00 (Westover)      Child Fatalities- what role does Child Protective Services have when a child dies? (V)**

Presenter: **Gail Heath**

This workshop will provide information on the why and how of CPS involvement in a suspicious child death, legislative changes, coordinated prevention efforts and demonstrated successes.

### **3:30-5:00 (Monticello)      Medicaid Appeals**

Presenter: **Nolan Wilson**

This workshop is designed to provide a glimpse into the Department of Medical Assistance Services Client Appeals Unit including the life cycle of an appeal from the notice to final decision. We will also consider the impact of the Affordable Care Act on the Appeals Process.

### **5:00      Norfolk on your own**

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**Friday May 1<sup>st</sup>**

**7:00-9:00**

## **Breakfast**

Come in and enjoy a simple breakfast to get you started  
(See menu on page 6)

## **Fundraiser Drawings**

**9:00 – 10:30  
(Poplar)**

## **Benefit Panel Discussion (B)**

Presenters:

**Angie Beachy**, Director of Change Management

**Nikole Cox**, SNAP Program Manager

**Mark Golden**, TANF Program Manager

**Andrea Gregg**, Energy Program Manager

**Stephanie Sivert**, Medicaid Program Manager

**Please note this discussion will continue at 10:45. Make sure you come back after break.**

**9:00-10:30  
(Monticello)**

## **“Getting It Right from the Start – Managing the Front End of the Application Process” (P)**

Presenters: **Michelle Woolfolk & Joyce Sellars – Benefit Programs Trainers – Division of Training & Development**

The Get it Right presentation will demonstrate the strategies designed to help persons responsible for the front end of processing applications. The presentation will expound on the importance of file clearance, and conducting and understanding SPIDER searches. We will highlight the best practices for entering applications in VACMS using Rapid Data Entry and/or Application Screening. The workshop will reveal other VaCMS resources such as online and page help. The Target audience is for LDSS staff responsible for handling the front end processes for Applications.

(This is a repeat from Thursday at 1:45)

# Spring Into Action

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## Friday May 1<sup>st</sup> Continued

### 9:00-10:30 (Merrimac) **Understanding and Supporting Caregivers of Older Adults (V)**

Presenter: **Denise Scruggs DC, CDP & CADDCT**

Caring for an aging parent, spouse, domestic partner or friend presents many difficult challenges and can exact a tremendous toll on a caregiver's mental and physical wellbeing. While each caregiver's journey is different, there are common strategies and tools that can make it easier. In this program we will discuss the rewards and challenges of caregiving, tips for preventing family conflict, cultural and ethical differences in caregiving and the unique issues faced when caring for a loved one with dementia. Interventions and resources that support caregivers will also be shared.

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

### 10:45-12:15 (Poplar) **Benefit Panel Discussion Continued (B)**

Presenters:

**Angie Beachy**, Director of Change Management

**Nikole Cox**, SNAP Program Manager

**Mark Golden**, TANF Program Manager

**Andrea Gregg**, Energy Program Manager

**Stephanie Sivert**, Medicaid Program Manager

Starts at 9:00 but continues after break.

# Spring Into Action

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## Friday May 1<sup>st</sup> Continued

### 10:45-12:15 (Monticello) **Reclaim Your Energy! “The Natural Way” (P)**

Presenter: **Angela M. Prioleau, Registered Dietitian-Hampton Health Dept-WIC Nutritionist**

Tired often? Constantly drinking energy drinks, sodas and coffee? Want more pep in your step? Learn how to reclaim your energy the “natural way.” Please join me as we focus on the following nutrition/health topics and how they can affect our health/energy level: Choose My Plate, Rethink Your Drink, Vitamins and Minerals, Focus on Fiber, Sleep, and Physical Activity.

This workshop is a repeat from Thursday 10:45

### 10:45-12:15 (Merrimac) **WIA to WIOA: What does it mean for VIEW and SNAPET? (V)**

Presenter: **Faye Palmer**

Want to know the difference between WIA and WIOA beyond the added ‘O’? This workshop will help you understand the changes – including strengthened performance measures – and what they mean to clients and local partners. Learn what the change from a ‘sequence of services’ approach to increased flexibility and emphasis on training means for the kinds of services that will actually be delivered. What incentives are provided by WIOA to serve individuals with low basic skills? How will the new emphasis on adult education and literacy be incorporated into workforce training. The focus of the Act on state strategies for workforce development and the continued emphasis on the provision of one-stop services at the local level will also be discussed.

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**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.**

**NOTE: BPRO members only, please go to: <http://bprova.weebly.com>  
To complete workshop surveys as well as overall conference survey  
now through May 6th.**

## **Memoriam**

### **In Loving Memory of Betty Bazemore**

In November 2014, we lost one of our dedicated members. Betty began her career as a social worker at Spotsylvania County DSS. Throughout her career, she excelled. She served as **President of VASWP 1998-2000**. Her final position was as a social work supervisor. Betty also worked as a part-time trainer for DSS during her 34-year career. Betty was a seasoned social worker who loved helping people. She had a passion for the disabled and elderly. She truly will be missed!

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## Meet your Keynote Speaker:



### **Terrie Glass**

Life is too short to not do work you love. But sometimes in the process of doing our work, we find that the love we once felt for it has long since faded away. If you find yourself in this place or if you just want to feel re-energized for the challenges that present themselves on a daily basis, today's opening keynote will be great for you.

Our speaker has 30 years of experience in leadership, team development and customer service. Through her work as President of Leadership Solutions, she has worked with staff at all organizational levels focusing on how to achieve excellence in "the people parts" of work. She has presented at state and national conferences and does a lot of work in Virginia with human services agencies and teams.

She has survived raising a daughter, prefers ice cream to exercise and is someone who could never win a dance contest.

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## Meet Commissioner Schultze



*Commissioner 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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## Meet your presenters:

**Jim Altice**, SNAP Consultant, Eastern Regional Office,  
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**Jessica Anecchini**, Medical Assistance Consultant,  
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**Tonia Baker**, Local HR Manager, Division of Human Resources

**Angie Beachy**, [angela.beachy@dss.virginia.gov](mailto:angela.beachy@dss.virginia.gov), (804) 726-7365

**Debbie Beirne**, Child Care Vendor Manager

**Ruth Ann Belcher**, SNAP Consultant, Western Regional Office,  
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**Henrietta Beyah**, Customer Support Center Technician,  
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**Christine Bishop**, Program Specialist, Office of Change Management, Division of Benefit Programs, [Christine.R.Bishop@dss.virginia.gov](mailto:Christine.R.Bishop@dss.virginia.gov) (804) 461-9530

**Robert Blizard**, Business Analyst, [robert.blizard@dss.virginia.gov](mailto:robert.blizard@dss.virginia.gov)

**Shel Bolyard-Douglas**, Director of Prince George Social Services and the 2<sup>nd</sup> Vice President of the Virginia League of Social Service Executives, [Shel.Bolyard-Douglas@dss.virginia.gov](mailto:Shel.Bolyard-Douglas@dss.virginia.gov) (804)733-2650

**Hazel Bowman Smith** is the Disability Specialist at Virginia Tech's Institute for Policy and Governance (IPG). As Disability Specialist, Hazel has developed and coordinated a Supplemental Security Income (SSI) Project with five Local Departments of Social Services (LDSS) in the New River Valley, collectively known as the Partners for Self-Sufficiency (PSS). She is a certified Work Incentive Specialist Advocate through Virginia's Medicaid Infrastructure Grant awarded to the Department of Medical Assistance Services by the Centers for Medicare and Medicaid Services (CMS) and the Department of Rehabilitative Services (DRS)

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**Wanda L. Boulden** has been employed with Peninsula Worklink over eleven years and in the field of Workforce Development since 1998. She is employed as a Development Specialist and has served as the Disability Resource Coordinator for the Peninsula. Wanda holds a Bachelor of Science degree in Business Administration from Norfolk State University and will receive her Master of Science degree in Human Resource Management from Strayer University in October 2015.

**Lynn Brodnax**, Medical Assistance Consultant, Eastern Regional Office, [lynn.brodnax@dss.virginia.gov](mailto:lynn.brodnax@dss.virginia.gov) (757) 491-3980

**Sarah Broughton, DMAS**, [CCC@dmass.virginia.gov](mailto:CCC@dmass.virginia.gov)

**Christopher Coley**, IT Specialist [Christopher.coley@dss.virginia.gov](mailto:Christopher.coley@dss.virginia.gov), (804) 726-7828

**Nikole Cox**, SNAP Program Manager

**Valerie Dunbar**, MA, Family Services Specialist-VIEW Program, Chesterfield-Colonial Heights DSS, 804-768-7288, [dunbarv@chesterfield.gov](mailto:dunbarv@chesterfield.gov)

**Angela Ector**, EAP Regional Consultant – Piedmont, Western, [angela.ector@dss.virginia.gov](mailto:angela.ector@dss.virginia.gov) (804)726-7392

**Madonna Flores**, MBA, Family Services Worker III, Prison Reentry Norfolk Department of Human Services

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

**Donna German**, Local HR Manager, Division of Human Resources

**Mark Golden**, TANF Program Manager

**Vallarie Gray**, Business Operations Specialist, [vallarie.gray@dss.virginia.gov](mailto:vallarie.gray@dss.virginia.gov)

**Andrea Gregg**, Energy Program Manager

**Tim Grothaus** is an associate professor and graduate counseling program director in the Department of Counseling and Human Services at Old Dominion University. He received a Ph. D. in counselor education from the College of

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William & Mary in 2004 after serving over 20 years as a school counselor, teacher, therapist, coordinator of a youth leadership development program, and youth minister.

**Gail Heath-Davidson**, CPS Sr. Regional Consultant VDSS

**Hagen Hicks**, EAP Regional Consultant – Northern Region,  
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**Claudia Jackson**, SNAP Program Specialist, [Claudia.jackson@dss.virginia.gov](mailto:Claudia.jackson@dss.virginia.gov), (804)726-7346

**Shakir Johnson** is a business services team member at Peninsula Worklink. He has served as the Project Liaison for the STEP Program and he was responsible for coordination and management of the Re-entry to Education and Employment Program (REEP) in partnership with the VA Department of Juvenile Justice. Mr. Johnson earned his BA in Mass Communications with a concentration in Public Relations from Hampton University.

**Stephanie Larson**, Policy/Planning Specialist,  
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**Stephen Lee**, Deloitte Training and Implementation, [StephenLee@deloitte.com](mailto:StephenLee@deloitte.com)

**Denise Lucombe**, MSW, MA, Family Engagement/TDM Richmond DSS

**Monique Majeus**, FFM Project, [ffm.majeus@dss.virginia.gov](mailto:ffm.majeus@dss.virginia.gov) (804) 726-7453

**David M. Morrison**, Local Reimbursement Manager, Division of Finance

**Stephanie Napper**, EAP Consultant, [Stephanie.napper@dss.virginia.gov](mailto:Stephanie.napper@dss.virginia.gov) (804) 726-7959

**Joy Patton**, TANF/VIEW Consultant, Western Regional Office,  
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**Kevin Platea**, EDSP Technical Program Director

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**Catherine Pond**, EAP Regional Consultant – Central, Eastern,  
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**Angela M. Prioleau** is a Registered Dietitian with 15 years of nutrition education/counseling experience. She has been employed fulltime with the Virginia Dept. of Health and has also worked as a part-time Suffolk Community Nutritionist. She has a passion to promote health/wellness and loves it when people are enjoying healthy living. Angela is also a Chesapeake Master Gardener volunteer. She enjoys cooking, gardening, sewing and reading.

**Carey Raleigh**, Adult Services/Adult Protective Services Program Consultant  
DARS

**Mary Ellen Roberts**, Information Technology Specialist (804) 726-7724

**Jessie Saleem**, Program Administration Specialist II, Newport News District Office, [jessie.saleem@dss.virginia.gov](mailto:jessie.saleem@dss.virginia.gov) 804-757-8320

**Sarah Samick**, Enrollment Supervisor, DMAS, [sarah.samick@dmass.virginia.gov](mailto:sarah.samick@dmass.virginia.gov)  
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**Denise Scruggs** is the Director of the Beard Center on Aging at Lynchburg College and a Certified Alzheimer's Disease & Dementia Care Trainer for the International/National Council of Certified Dementia Practitioners. Denise has over three decades of family caregiving experience, as well as eighteen years of experience working with caregivers in a variety of settings including adult day care, memory care, residential retirement and community settings. Denise has a Bachelor in Social Work and a Master of Science from Virginia Commonwealth University, as well as a Master of Arts from Indiana University of Pennsylvania.

**Joyce Sellars**, Benefit Programs Trainer, Division of Training & Development

**Stephanie Sivert**, Medical Assistance Program Manager

**Sandy Smith**, Fraud Program Manager, [sandy.smith@dss.virginia.gov](mailto:sandy.smith@dss.virginia.gov) (804)726-7679

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**Emily Swift**, Manager of the Office of Program Accountability for Albemarle DSS

**Lekita Sykes**, Sr Reentry Probation Officer Norfolk Probation and Parole

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**Kevin Wasilewski**, Chief of Business Services for Albemarle Co DSS

**Dottie Wells**, Division Director-Strategy Management and Research  
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**Nolan Wilson**, Medicaid Appeals, DMAS

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**Please make sure you visit with our vendors and support your local PDs on the Promenade Floor.**

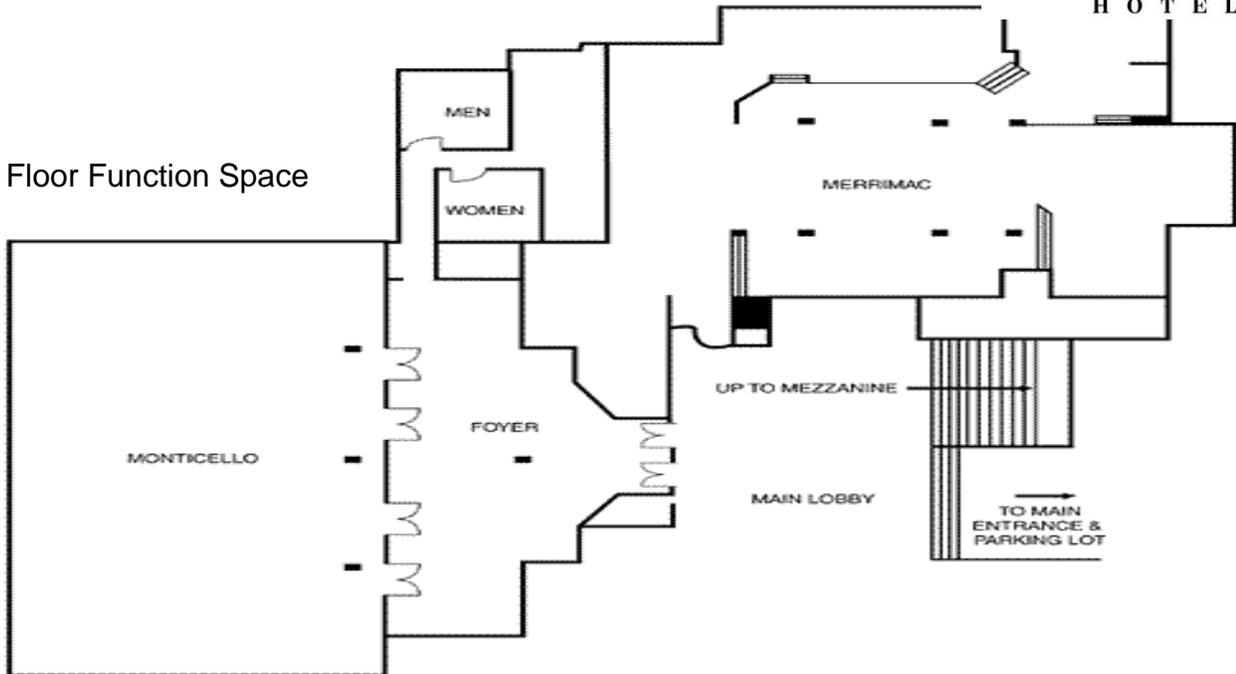
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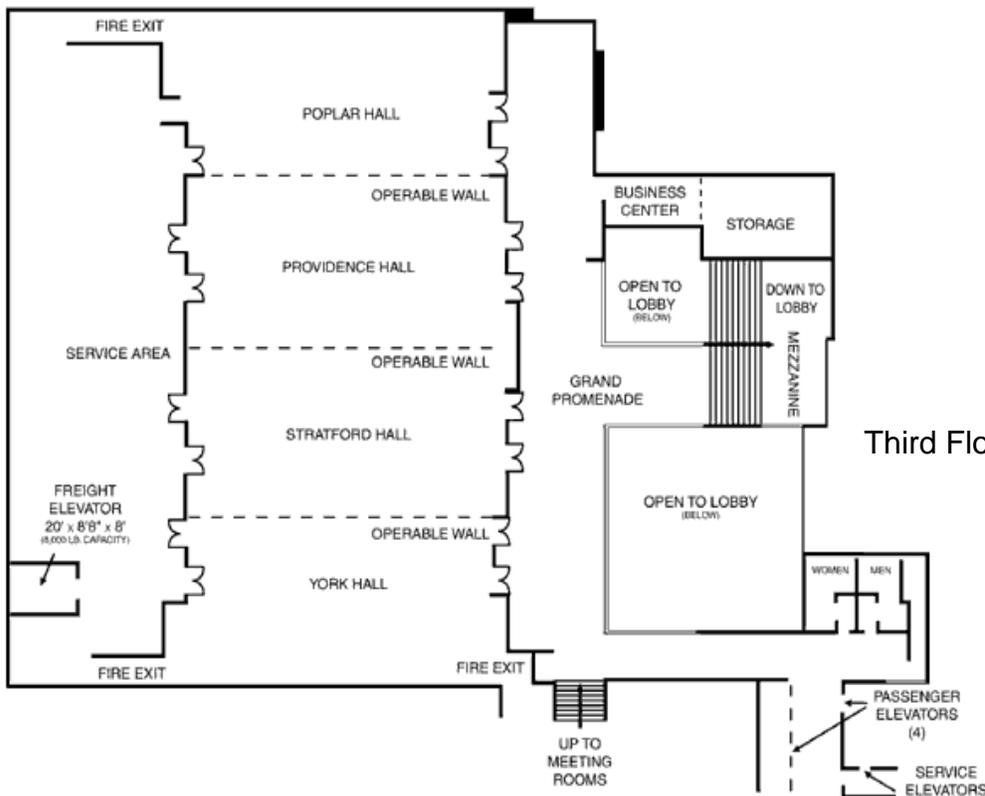


**Sheraton**  
**Norfolk Waterside**  
HOTEL

First Floor Function Space

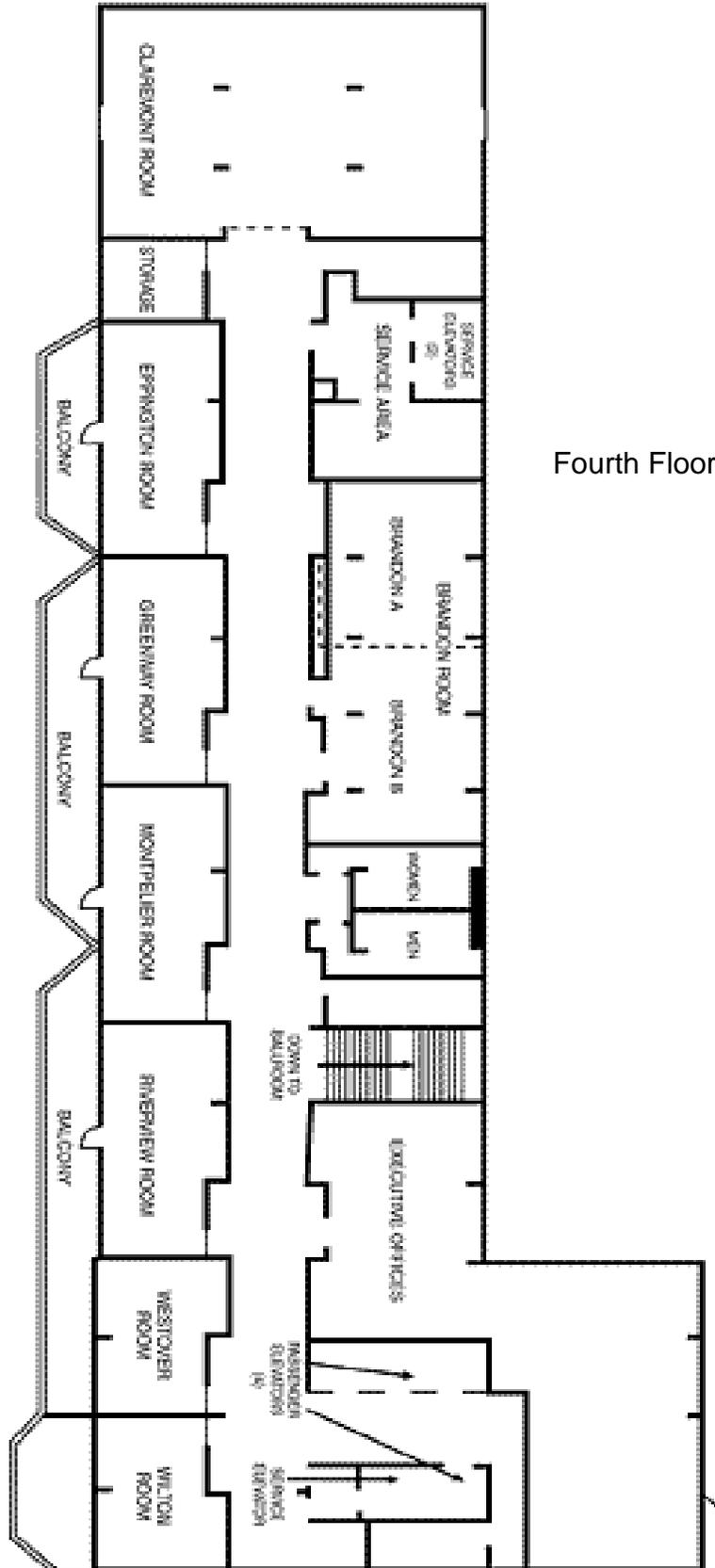


Third Floor Function Space



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Fourth Floor Function Space