**Conference at a Glance:**

**Wednesday May 10th, 2017:**

8:00 am Registration begins

9:00 am – 12:00 pm VACMS User Group

10:30 am – 12:00 pm Pre-conference workshops

12:00 pm – 2:30 pm Lunch / Welcome and Opening Session

2:30 pm – 3:00 pm **Break**

3:00 pm – 5:00 pm BPRO Business Meeting

POSSESS Business Meeting

Workshops

**Thursday May 11th, 2017:**

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

9:00 am – 10:30 am Ongoing workshops

10:30 am – 10:45 am **Break**

10:45 am – 12:15 pm Ongoing workshops

12:15 pm – 1:30 pm Lunch (provided)

1:30 pm – 3:00 pm Ongoing workshops

3:00 pm – 3:15 pm **Break**

3:15 pm – 4:45 pm Ongoing Workshops

8:00 pm – 11:00 pm BPRO 25th Anniversary Celebration

**Friday May 12th, 2017:**

9:00 am – 12:15 pm Ongoing workshops

9:00 am – 12:15 pm **BPRO Benefits Panel**

**BPRO, VASWP and POSSESS Hospitality Suite: Please note there will not be a networking suite provided by the organizations this year. Embassy Suites offers a manager’s reception to those individuals who are staying in the hotel nightly. Please network in the reception area to meet, collaborate and socialize with staff from other agencies and state staff during this time.**

**Waves of Change, Oceans of Opportunity**

2017 Spring Conference

POSSESS, BPRO & VASWP

***Words of Welcome:***

**VASWP:**

I would like to welcome everyone back to Hampton! This is not only a gorgeous area, but a magnificent conference facility. Please take the next 3 days to enjoy the wide variety of workshops that have been set up by our Conference Planner, Renee White. While focusing on workshop knowledge, remember to also learn from each other. Lastly, on behalf of the Alliance, I would like to say Happy Anniversary to our BPRO family and friends… 25 years and going strong!

Blair Smith

VASWP President

**POSSESS:**

As the State POSSESS President, I would like to welcome you to the 2017 BPRO/POSSESS/VASWP Spring Conference! On behalf of POSSESS, I want to congratulate BPRO on 25 years. Happy Anniversary!

As most know by now our theme for this conference is “Waves of Change: Oceans of Opportunity.” How appropriate since change is what Social Services has been going through for many months and at times it seems as though we are in the middle of the ocean trying to stay afloat. Hopefully, the conference workshops will afford you with opportunities to obtain the necessary information and training that will enable you to sail through the many changes and get back to “dry land.” As we all know, changes are constantly happening within Social Services and even though they are hard to accept it’s a reality.

As in the past, I again “THANK YOU” for your continued dedication to Social Services.

I hope you enjoy your stay here at the Embassy Suites, Hampton, Virginia. Also, please don’t forget to thank our planners for their hard work in putting this conference together.

Inspirational Quote:***“Man cannot discover new oceans unless he has the courage to lose sight of the shore.” Andre Gide***

Jewell Wolfe, President

POSSESS

**Waves of Change, Oceans of Opportunity**

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***Words of Welcome (cont):***

**BPRO:**

Welcome to Hampton and our 2017 Spring Conference.

As the State BPRO President I would like to welcome everyone to the Spring Conference. This is BPRO’s 25th anniversary and we are very excited to celebrate this milestone with you. We have a lot of events planned to celebrate our anniversary so please save some time to join us for some fun and relaxation as we look back and look ahead.

We have a full three days planned here in Hampton, and I hope you enjoy your stay. The workshops are filled with information regarding state systems, policy, best practices and more that will hopefully allow you to return back to your agency with additional information and training to share. Our Professional Development Committee has once again done a fantastic job pulling together a generous schedule for all participants.

BPRO always has a “give-back” during conference. This year is no different; however we are giving back to one of our own. Petersburg DSS is in need of our support. Due to the economic shortfalls, their department has faced critical shortages that make a difficult job even more difficult. We are asking our members to support Petersburg DSS by donating office supplies to assist Petersburg staff. We have a list of items that they are in need of, so please take a moment to support your fellow Benefit Program Specialist workers and let them know we are here for them.

BPRO was able to award over 150 scholarships to our members thanks to the support of the State; that’s 150 members who had reduced registration cost. The Commissioner and State staff have been very supportive of our organization over the years, if you happen to see any of them, please stop and thank them for their continued support.

Enjoy your time in Hampton, there are plenty of restaurants, shopping malls and other areas to visit while you are here.

***Perfection is not attainable, but if we chase perfection we can catch excellence***

***Vince Lombardi***

Elaine Burgess

BPRO President

**Waves of Change, Oceans of Opportunity**

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**Our Conference Menus:**

***Breaks***

***3:00 PM on Wednesday May 10th***

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

***3:00 PM Thursday May 11th***

***Assorted Fresh Baked Cookies and Brownies***

***Whole Fresh Fruit***

***Assorted Soda and Bottled Water***

***Coffee and specialty tea selections***

***Lunches***

***12 noon Wednesday May 10th Conference room EFG (2nd floor)***

***Plated Lunch of Pan Seared Chicken Breast with Smoked Gouda Mornay***

***House Salad***

***Seasonal Vegetables***

***Chefs choice of starch***

***Rolls***

***Dessert***

***Tea and Coffee***

***12:15 Thursday May 11th Conference room EFG (2nd floor)***

***Smoked Turkey Croissant***

***Kettle Cooked Potato Chips***

***Cavatappi Pasta Salad***

***Dessert***

***Tea and Coffee***

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**Wednesday May 10th, 2017**

**8:00 am – 5:00 pm** **Registration (Conference Foyer 1st floor)**

**Pre-Conference Workshops**

**9:00 – 12 Noon VaCMS Users Group Meeting (B)**

**Conf A & B** Facilitator: **Toni Washington, Assistant Director of**

**Benefit Programs**

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

**10:30 – noon ME Reviews and You (B)**

**Room 106** Presenter: **Robin Zuk, QA Compliance Coordinator**

This workshop will discuss the Management Evaluation process, common errors and how to prevent those mistakes. There will be time for a Q & A during the session.

**10:30 – noon Safety in the Workplace (P)**

**Room 104 – 105** Presenter: **Cpl. C. Wilson, Hampton Police Division, Hampton Virginia Community Relations Unit**

Over 2 million American workers have reported being the victim of some level of violence in their workplace each year. Such acts of violence range from robberies, to assaults, maimings and active shooter situations. Learning and practicing basic safety techniques that can be used at work can sometimes make the difference between going home and becoming a statistic.

**\*\* This workshop will be repeated on Thursday at 9 am**

**Waves of Change, Oceans of Opportunity**

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**Wednesday May 10th, 2017 (cont)**

**Pre-Conference Workshops**

**10:30 - noon Identity Theft (V)**

**Room 104-105** Presenter: **Chris Woodbury, Virginia Credit Union**

Learn how to minimize your risk and what to do if you ever

become a victim.

**12 noon – 2:30 Lunch/ Welcome Address/ Keynote Session**

Welcome:

Letter of Welcome from Hampton Mayor, Donnie Tuck

Margaret Schultze. Deputy Commissioner

Elaine Burgess, President BPRO

Blair Smith, President VASWP

Jewel Wolfe, President POSSESS

**Keynote Address – Dr. John Dyer, President, JD&A, Inc.**

**Implementing an Improvement Strategy: Ingredients for Success and Pitfalls to Avoid**

Total Quality Management, Lean, Six Sigma… What exactly differentiates these improvement methodologies and which is the right approach for your organization? Join IndustryWeek Contributing Editor John Dyer as he shares his 30 years of experience assisting a variety of organizations with their improvement strategies. “There are certain ingredients that are common to all three improvement approaches that must be put into place to have any hope of long term, sustainable improvement,” says John. “We will cover what these ingredients are as well as specific barriers to avoid that will slow or stop your improvement efforts.”

Key Takeaways:

* An understanding of the similarities and differences of Total Quality Management, Lean, and Six Sigma
* A look at what elements must be in place to launch a successful improvement strategy
* The sharing of some humorous examples of what not to do that will help steer participants clear of major pitfalls

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**Wednesday May 10th, 2017 (cont)**

**2:30 – 3:00** **Break**

**1st Floor corridor between rooms 102 and 106**

**3:00 – 5:00 BPRO Business Meeting (B)**

**Conference A & B**

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

**Room 102 - 103**

**3:00 – 5:00 Ticket to Work (V)**

**Virginia’s Ticket to Work program through Social Security**

**Room 104 – 105** Presenter: **David Leon, Ticket to Work Coordinator,**

**Virginia Dept. for Aging and Rehabilitative Services and**

**Susan Hart, Senior Policy Analyst, DMAS**

Learn how the program is a resource to Virginia residents and

how it affects the earned income on their cash and health

benefits. This presentation will include information on eligibility,

as well as, resources available around the state and how it promotes employment and self-sufficiency.

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**Thursday May 11th, 2017**

**9:00 – 10:30 Long Term Care (LTC) & Spenddowns in the VaCMS – Surfing the Waves of VaCMS (B)**

**Conf A**

Presenter:  **Debbie Miller, Medical Assistance Consultant, VDSS**

Processing cases in the VaCMS can be frustrating when the results are not what you anticipated.   This workshop will provide you with information and resources, developed to assist you while processing LTC and spenddown cases in the VaCMS.  Topics to be covered include RCR (retro, cancel, reinstate), how to enter medical expenses for spenddowns and patient pay, and when it is appropriate to send MMIS coverage correction requests.

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

**9:00 – 10:30 How to Stay on Board and Ride the Waves of Changes in SNAP (B)**

**Conf B**

Presenters: **Lisa Colandene-Nouri and Ruth Ann Belcher, SNAP Program Consultants**

Dip your feet in and enhance your knowledge of SNAP Changes.  In this workshop, we will review the policy, processes and procedures for handling changes in SNAP for applications and ongoing cases.  It will include an overview of the guidance on reporting requirements for SNAP households, how workers are to handle reported changes and how to deal with other information regarding changes.  We will also review how to input changes in the VaCMS, and consider QRGs and IBPs related to changes.

**9:00 – 10:30 TANF Tips/Tricks (B)**

**Conf C** Presenters: **Cassandra Elliston and Monique Majeus, TANF/VIEW Consultants, VDSS**

This workshop will include a number of TANF processes in the VaCMS environment including completing BA’s, check handling, and sanctions.  

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**Thursday May 11th, 2017 (cont)**

**9:00 – 10:30 DSS Support Room (B)**

**Conf D** Presenters: **Toni Washington, Assistant Director of Benefit Programs, VDSS, Stephanie Napper, Test Manager, DES,**

**and Sandra Davis**, **Business Analyst, DES**

This workshop will present some of the most common errors

and fixes identified in the VaCMS support room.

**9:00 – 10:30**  **Deming – Red Bead Workshop (B)**

**Room 106** Presenter: **Dr. John Dyer, JD&A, President**

Lean and Six Sigma require a culture that embraces teamwork, leadership, empowerment, and a focus on fixing processes vs. blaming employees.  Join IndustryWeek Contributing Editor John Dyer as he demonstrates Dr. W. Edwards Deming’s famous Red Bead Exercise which will highlight several of the 14 principles required to transform your culture to help facilitate change and improvement.

Key Takeaways:

* Learn the importance culture plays in a successful Lean and Six Sigma implementation
* Gain insight into Dr. Deming’s 14 principles.
* Examine the role data plays in driving good and bad management behaviors.

**9:00 – 10:30 VaCMS Let’s Figure this Out! (P)**

**Room 102/103** Presenter: **Janet Briscoe, Office Supervisor, Frederick DSS**

Now that all benefit programs are in VaCMS, where do you find anything? This workshop will address the impact of SNAP/TANF conversion on administrative functions such as looking up case/client information, finding or reprinting forms, and case association. Also, some new functions in the system will be looked at such as SNAP fraud overpayments, reporting, and VaCMS scheduler. Whether you are a novice or trying to get a refresher, let’s figure VaCMS out!

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**Thursday May 11th, 2017 (cont)**

**9:00 – 10:30** **Safety in the Workplace (P)**

**Room 104/105** Presenter: **Cpl. C. Wilson, Hampton Police Division, Hampton Virginia Community Relations Unit**

Over 2 million American workers have reported being the victim of some level of violence in their workplace each year. Such acts of violence range from robberies, to assaults, maimings and active shooter situations. Learning and practicing basic safety techniques that can be used at work can sometimes make the difference between going home and becoming a statistic.

**9:00 – 10:30 Random Moment Sampling (RMS)- *Everything You Always***

***Wanted to Know* (P)**

**Room 109** Presenters: **Torsheba Givens, RMS Specialist, VDSS Local**

**Reimbursement Unit and Jerry Davis, Manager, VDSS Local**

**Reimbursement Unit**

Join us for an explanation of why we do RMS and how important your role is. Everyone ranging from a worker to a facilitator, and/or coordinator will benefit from understanding how the RMS results are used statewide to impact millions of dollars annually. Topics will range from how VDSS programs are funded, to what happens to a sample after it has been recorded. In addition, learn how the new RmsPLUS system is improving the overall process. There will be a question and answer period following the presentation.

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

**Room 107**

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**Thursday May 11th, 2017 (cont)**

**9:00 – 10:30** **Medicaid Offender Inpatient Hospital Program (B)**

**Room 108** Presenters: **Myra Smith, Medicaid Coordinator, Sr. VA DOC and**

**Angelina Roggiero, Medicaid Coordinator, Healthcare**

**Reimbursement Technician, VA DOC**

This workshop will discuss the history, regulations and overview of the

Medicaid program for offenders, VADOC Medicaid offender criteria, VADOC DSS referral Criteria and VADOC DSS referral challenges.

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

**10:30 – 10:45 Break (on your own)**

**10:45 – 12:15 Deep Dive: MAGI Refresher (B)**

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

Local agencies have been working with MAGI policy for three and a half years so take this opportunity to refresh your knowledge on MAGI household compositions and income. This interactive workshop allows attendees to practice MAGI methodology outside of VaCMS and provides take home resources to share with colleagues.

  (**This workshop will be repeated at 3:15 pm today.)**

**10:45 – 12:15 Navigating through the Troubled Waters of VaCMS (B)**

**Conf B** Presenters: **Elisha Jones, SNAP - Business Operations Consultant, and Yolanda Marshall, SNAP Corrective Action Coordinator, VDSS**

All is going well with the SNAP case until you run the EDG and the eligibility result is incorrect. What should you do next? The goal of this workshop is to help workers successfully troubleshoot and triage cases in VaCMS. Workers will learn how to review the EDG summary to help them resolve issues before certifying and authorizing the case. We will provide guidance on correcting common issues to include the SNAP Work Requirement clock, begin and end dates, and other error prone issues.

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**Thursday May 11th, 2017 (cont)**

**10:45 – 12:15 VaCMS for VIEW Workers (B)**

**Conf C** Presenter: **Nan Foster, TANF/VIEW Consultant, Northern Regional Office, VDSS**

This ‘getting to know you’ workshop, designed especially for VIEW workers, will provide instruction on reviewing eligibility screens in VaCMS to find out client ESP referral status, payment history, case status, and other information on the ‘eligibility side’ of things that will make the VIEW worker’s life easier.

**10:45 – 12: 15 Keeping your Cool - Cooling Assistance and VaCMS**  **(B)**

**Conf D** Presenter: **Brooke (Hagan) Hicks, Energy Assistance Consultant, and Angela Ector, Energy Assistance Consultant**

Fishing for Answers? Swimming in Questions? Sea what Cooling Assistance will be like in VaCMS. Meet your Energy Assistance Regional Consultants and discuss VaCMS and Cooling Assistance. For new or experienced Energy Assistance workers or supervisors.

**10:45 – 12:15 Roanoke City's Lean Journey with Process Improvement (B)**

**Room 106** Presenter: **Connie Carter, Human Services Business Administrator, City of Roanoke**

Come learn how Roanoke City implemented LEAN to make dramatic and award-winning process improvements in their office.

**10:45 – 12:15 Projecting Staffing Needs: A Tool to Assist Local Agencies (B)**

**Room 109** Presenters: **Jeff Price, Director of Research and Planning, and Howard Sanderson, Senior Research Analyst, Office of Children’s Services & VDSS**

This workshop will provide an overview and demonstration of a tool to assist local agencies in projecting their staffing needs called the FTE Estimator. The discussion will include the assumptions, limitations and the usage of the tool.

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**Thursday May 11th, 2017 (cont)**

**10:45 – 12:15 Thomas Brothers’ SOCIAL and INVOICE Programs**

**Shortcuts, Time-Saving Features & Frequently Asked**

**Questions (P)**

**Room 102/103** Presenter: **Keith Thomas, Thomas Brothers Software Corp**

This presentation will allow users to better utilize the software

programs. Demonstrated features will allow users to process their payments and upload their expenditures to LASER and the LEDRS system.

**10:45 – 12:15** **EBT – Riding the Waves of Change (P)**

**Room 104/105** Presenter: **Kim Hudson, EBT/DSNAP Coordinator**

This session goes over the processes and procedures from beginning (the eligibility arm) to end (the issuance arm) focusing on the changes that have taken place through our eligibility modernization process aka VaCMS.

**10:45-12:15** **Navigating through AG Waters (V)**

**Room 108** Presenters: **Tishaun Harris-Ugworji, AG Program Manager and**

**Shelley Henley, AG Program Consultant**

This workshop will give an overview of the new setting, supportive housing as well as address some of the changes in the AG manual.

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**Thursday May 11th, 2017 (cont)**

**10:45 – 12:15 Sustaining-Self Care (V)**

**Room 107** Presenter: **Denise Lucombe, Intern Coordinator and Family**

**Services Supervisor, RDSS**

This workshop will teach the “nuts and bolts” about building a personal

self-care toolbox to enhance resilience of the trauma you encounter

daily at work, reduce stress and improve life satisfaction. Your toolbox

will include practical giveaway items and practical ideas to help you

embrace the better you.

**12:15 – 1:15 Lunch provided in Conference Room EFG (2nd floor)**

**1:30 – 3:00 Long Term Care (LTC) & Spenddowns in the VaCMS – Surfing the Waves of VaCMS (B)**

**Conf A**

Presenter:  **Debbie Miller, Medical Assistance Consultant, VDSS**

Processing cases in the VaCMS can be frustrating when the results are not what you anticipated.   This workshop will provide you with information and resources, developed to assist you while processing LTC and spenddown cases in the VaCMS.  Topics to be covered include RCR (retro, cancel, reinstate), how to enter medical expenses for spenddowns and patient pay, and when it is appropriate to send MMIS coverage correction requests.

**(This workshop is a repeat of the 9 am session from today)**

**1:30 – 3:00 Benefit Adjustment and Claims: Charging towards the Wave of Change (B)**

**Conf B**

Presenters: **Amy Phillips, Benefits Consultant, and Claudia Jackson, SNAP Program Specialist, VDSS**

Hey Bro! Grab your surfboards and get ready to ride the next wave of opportunity into the world of Benefit Adjustments and Claims. Wondering how to process a Benefit Adjustment in VACMS? Not sure where to start with Claims? Grab your board shorts and swimsuits and we’ll take you through a barrel wave to learn about Supplements and Restorations. We’ll then perform a “cutback” into the crest of the wave to walk you through processing a Claim. Don’t worry, the waves may get choppy but you will leave here knowing how to process a Benefit Adjustment and a Claim! Cowabunga Dude!

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**Thursday May 11th, 2017 (cont)**

**1:30 – 3:00**  **Finding VIEW in VaCMS (V)**

**Conf C** Presenter: **Dorrie Thompson, TANF/VIEW Consultant**

How do we provide employment and training services in the VaCMS environment? What’s new? What’s different?We’ll get started with the connection between Client Demographics and the VIEW referral and go from there. You’ll leave with an understanding of the ways you can use VaCMS for client and program success

**1:30 – 3:00 COVLC for Supervisors, What Can It Do For You? (B)**

**Conf D** Presenter: **Brenda Snead, Regional Training Manager**

This workshop will provide an overview of the tools available in the Commonwealth of VA Learning Center which can support your job as a supervisor. Topics will include: enrollment in online and classroom training, reports and more. Changes and improvements in the new 16.3 version will be highlighted.

**1:30 – 3:00 Case Management Tools and Practices with VaCMS (B)**  
**Rooms 104/105** Presenters: **Jennifer Barnes, Benefit Program Supervisor Training and Development, and Patricia Morris, Benefit**

**Program Specialist Training & Development, City of Roanoke**

Come learn some of the latest strategies to help you work smarter, not harder, in VaCMS, while providing great customer service.

**1:30 – 3:00** **Spring Into Data Warehouse! (B)**

**Room 106** Presenter: **Art Ritter, Data Warehouse Team Manager, VDSS**

This workshop will review some of the new features, reports and dashboards that are

being developed for the VDSS community within the Data Warehouse. In addition

the impact of the switch to VaCMS is having on the Data Warehouse will be discussed.

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**Thursday May 11th, 2017 (cont)**

**1:30 – 3:00 DMIS – It’s Essential (P)**

**Room 102/103** Presenter: **Janet Briscoe, Office Supervisor, Frederick Co. DSS**

The Document Management Information System (DMIS) is a critical function within VaCMS for all eligibility cases. This workshop will review the process from start to finish with tips and tricks that have been learned through practice for all three scanning methods for successful document management.

**1:30 – 3:00 Random Moment Sampling (RMS)- *Everything You Always***

***Wanted to Know* (P)**

**Room 109** Presenters: **Torsheba Givens, RMS Specialist, VDSS Local**

**Reimbursement Unit and Jerry Davis, Manager, VDSS Local**

**Reimbursement Unit**

Join us for an explanation of why we do RMS and how important your role is. Everyone ranging from a worker to a facilitator, and/or coordinator will benefit from understanding how the RMS results are used statewide to impact millions of dollars annually. Topics will range from how VDSS programs are funded, to what happens to a sample after it has been recorded. In addition, learn how the new RmsPLUS system is improving the overall process. There will be a question and answer period following the presentation

**(Repeat of workshop from 9 am today)**

**1:30 – 3:00 Identity Theft (V)**

**Room 107** Presenter: **Chris Woodbury, Virginia Credit Union**

Learn how to minimize your risk and what to do if you ever

become a victim.

**(Repeat from workshop presented at 10:30 on Wed)**

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**Thursday May 11th, 2017 (cont)**

**1:30 – 3:00 Making the Right Call (V)**

**Room 108** Presenter: **Otissa Williams, FSW, Richmond City DSS**

Trying to find the right service/provider for families, individuals, youth.  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 Deep Dive: MAGI Refresher (B)**

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

Local agencies have been working with MAGI policy for three and a half years so take this opportunity to refresh your knowledge on MAGI household compositions and income. This interactive workshop allows attendees to practice MAGI methodology outside of VaCMS and provides take home resources to share with colleagues.

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

**3:15 - 4:45 Understanding the Basics of Immigration and the SAVE system (B)**

**Conf B**

**Presenters: Gloria Williams-Brevard, Community Relations Officer, USCIS and Janice Mason, is a Management and Program Analyst with the Department of Homeland Security, USCIS SAVE Program**

**This workshop will discuss the immigration basics, including an overview of immigrant statuses, documents, as well as understanding the results you receive when you inquire into the SAVE system**

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**Thursday May 11th, 2017 (cont)**

**3:15 - 4:45 VIEW/ESP – in VaCMS:**  **(B)**

**Conf C**  Presenter: **Dorrie Thompson, TANF Program Consultant, Eastern Region, VDSS**

How do we provide employment and training services in the VaCMS environment? This workshop will explain how demographic information entered into VaCMS in Client Demographics results in someone being referred to VIEW (or made exempt) and what the VIEW worker does next.

**3:15 - 4:45 Commonwealth Coordinated Care Plus (CCC Plus) An**

**Overview (B)**

**Conf D**

Presenters: **Chris Elliott, Program Analyst, DMAS, and Lynne Vest, Health Plan Program Analyst, DMAS**

Commonwealth Coordinated Care Plus (CCC Plus) is a new statewide required Medicaid managed long term services and supports program that will serve qualified individuals through an integrated delivery model, across the full continuum of care.  In this session, we will provide an overview of the program, populations and services along with time for Q & A.

**3:15 - 4:45 Pearls of Wisdom: The Formula for Becoming a Good Leader (B)**

**Room 106** Presenter: **Shel Bolyard-Douglas, LCSW- Director, Prince George County Social Services**

People spend thousands of dollars on training and books on how to deal with people and be a better manager. It all boils down to a short list of ideas and strategies that you can incorporate into your day to day practice as a supervisor. Bring your sense of humor and join me for this interactive discussion on how you can be the best leader your staff deserve.

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**Thursday May 11th, 2017 (cont)**

**3:15 - 4:45 Medicaid Offender Inpatient Hospital Program (B)**

**Room 108** Presenters: **Myra Smith, Medicaid Coordinator, Sr. VA DOC and**

**Angelina Roggiero, Medicaid Coordinator, Healthcare**

**Reimbursement Technician, VA DOC**

This workshop will discuss the history, regulations and overview of the Medicaid program for offenders, VADOC Medicaid offender criteria, VADOC DSS referral Criteria and VADOC DSS referral challenges.

**(Repeat of workshop presented at 9 am today)**

**3:15 – 4:45 EBT – Riding the Waves of Change (P)**

**Room 104/105** Presenter: **Kim Hudson, EBT/DSNAP Coordinator**

This session goes over the processes and procedures from beginning (the eligibility arm) to end (the issuance arm) focusing on the changes that have taken place through our eligibility modernization process aka VaCMS

**3:15 – 4:45 Thomas Brothers’ SOCIAL and INVOICE Programs**

**Shortcuts, Time-Saving Features & Frequently Asked**

**Questions (P)**

**Room 102/103** Presenter: **Keith Thomas, Thomas Brothers Software Corp**

This presentation will allow users to better utilize the software

programs. Demonstrated features will allow users to process their payments and upload their expenditures to LASER and the LEDRS system.

**(Repeat of workshop presented at 10:45 today)**

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**Thursday May 11th, 2017 (cont)**

**3:15 – 4:45 Work Incentives in Virginia for Medicaid Recipients (V)**

**Room 107** Presenter: **David Leon, Ticket to Work Coordinator, Grants**

**And Special Programs, Dept. of Aging and Rehabilitative Services**

A network of Work Incentive Specialist Advocates has been developed throughout the Commonwealth. There are over 75 professionals around the state to assist your clients with a variety of work incentives. There are 2 important work incentives in Virginia that allow individuals receiving SSI to go to work and maintain critical health benefits while increasing their earnings and moving out of poverty.

**(Repeat of workshop presented at 3:00 Wednesday)**

**3:15 – 4:45 TANF From Beginning to End in VaCMS. (B)**

**Room 109** Presenters: **Cassandra Elliston and Monique Majeus, TANF Program Consultants, VDSS**

This workshop will provide a step-by-step, screen-by-screen review of the TANF application process from intake, to approval, to renewal and everything in between. There will be side excursions to visit less frequently used screens and to visit the ESP queue.

**Friday May 12th, 2017**

**9:00 – 12:00 Benefit Panel (B)**

**Room 106/107** Presenters:

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

**Nikole Cox, SNAP Program Manager**

**Mark Golden, TANF Program Manager**

**Andrea Gregg, Energy Assistance Program Manager**

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

**Waves of Change, Oceans of Opportunity**

2017 Spring Conference

POSSESS, BPRO & VASWP

**Friday May 12th, 2017 (cont)**

**9:00 – 10:45 Elder Abuse (V)**

**Room 108** Presenter: **Courtney O’Hara, Project Manager, Central Virginia Task Force on Domestic Violence 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

**9:00 – 10:30 All in the Family:  The Impact of Fostering, Adoption and Kinship placements on Biological Children (V)**

**Room 102/103** Presenter: **Flora Harris,MSW, Adoption and Family Recruitment Specialist, VDSS-Eastern Region**

Limited research has been conducted on this subject.  However, families and professionals understand this is an important transition for children.  This workshop will provide information and resources to include in your recruitment efforts to assist families.

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 May 19th.

**Meet Our Presenters:**

**Our Keynote Speaker:**

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**John Dyer** is President of the JD&A, Inc. – Process Innovations Company and has 30 years of experience in the field of improving processes. He started his career with General Electric and then worked for Ingersoll-Rand before starting his own consulting company. John has an Electrical Engineering degree from Tennessee Technological University as well as an international Masters of Business from Purdue University and the University of Rouen in France.

John is a Director in the Southeast Region for the Association for Manufacturing Excellence (AME). He is also a Contributing Editor for IndustryWeek magazine with over 25 articles (several have made it into the top 10 most read articles each year) and a judge for the IndustryWeek “Best Plants” annual competition. John also works with Virginia Tech as an instructor in the Continuing and Professional Education center.

John’s IndustryWeek articles can be accessed by going to: [www.industryweek.com/author/john-dyer](http://www.industryweek.com/author/john-dyer)

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**Commissioner Margaret Schultze**

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**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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**Janice Mason**, is a Management and Program Analyst with the Department of Homeland Security, USCIS SAVE Program.  I have been with the SAVE Program for almost five years and in my current position I work with registered federal, state and local SAVE agencies who need to verify immigration status before they can issue a benefit or license. I love reading mysteries and James Patterson is my favorite author.

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**Angelina Roggiero** is the Medicaid Coordinator – Healthcare Reimbursement Technician for the Virginia Department of Corrections (VADOC). Angelina has a background in social services as a Benefit Program Specialist and began with VADOC in 2016. She is the liaison between VADOC and LDSS for the Medicaid Offender Inpatient Hospital Program for incarcerated individuals housed at DOC institutions.

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**Myra Smith** is the Medicaid Coordinator Sr. – Healthcare Reimbursement Specialist for the Virginia Dept of Corrections (VADOC). Employed with VADOC for four years, she was responsible for developing the agency’s Medicaid Offender Impatient Hospital Program policies and procedures. Myra is the VADOC Medicaid program contact for all healthcare providers. Myra has 31 years of healthcare experience including 12 as a DMAS Medicaid Trainer for programs and services.

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**Keith Thomas** graduated from Virginia Tech with a BS in Accounting and served in Operation Desert Storm/Shield. Keith has worked for 3 different local DSS in various financial positions since 1996. He and his brother Kevin have worked with VDSS in developing a user friendly software programs.

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**Gloria Williams-Brevard** is the Community Relations Officer for the Washington District office, US Citizenship and Immigration Services. In that role, she conducts outreach to community and faith-based organizations, advocacy organizations and other stakeholder groups on a range of family, humanitarian, student and customer service-related issues. (703)285-6025 [Gloria.williams-brevard@uscis.dhs.gov](mailto:Gloria.williams-brevard@uscis.dhs.gov),

**Cpl. C. Wilson,** Hampton Police Division, Hampton Virginia Community Relations Unit. Corporal Wilson has been with the Hampton Police Division for sixteen years, serving as a uniformed patrol officer, as well as, K-9 handler. Corporal Wilson is currently assigned to the divisions Community Relations Unit and is the divisions CPTED (Crime Prevention Through Environmental Design) subject matter expert, Neighborhood Watch program coordinator for 103 individual groups and is certified by the state of Virginia as a Crime Prevention Specialist. Corporal Wilson is also a firearms, defensive tactics and active shooter instructor.

**Chris Woodbury** is employed with Virginia Credit Union, which is one of the 70 largest credit unions in the country. Chris currently works in the Membership Development department with a concentration in providing financial services and literacy programs for selected employee groups, state agencies and local governments. [Chris.woodbury@vacu.org](mailto:Chris.woodbury@vacu.org)

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