



Performance

Excellence

And

Knowledge



2019 Fall BPRO- POSSESS -VASWP Conference

**The Omni Homestead Resort
7696 Sam Snead Hwy
Hot Springs, Virginia**



P.E.A.K.: Performance, Excellence, and Knowledge
BPRO, POSSESS, VASWP
Fall Conference 2019

Conference at a Glance:

Wednesday, October 23rd, 2019

9:00 am – 5:00 pm Registration
12:00 pm – 1:30 pm Lunch (provided)
1:30 pm – 3:00 pm Benefit Panel
1:30 pm – 2:45 pm Ongoing Workshops
3:00 pm – 3:15 pm Break
3:30 pm – 5:00 pm BPRO Board Meeting
3:30 pm – 5:00 pm POSSESS Business Meeting
3:30 pm – 5:00 pm VASWP Business Meeting

Thursday October 24th, 2019

6:45 am – 8:45 am Breakfast (Buffet)
8:30 am – 9:30 am Ongoing Workshops
9:30 am – 9:45 am Break
9:45 am – 10:45 am Ongoing Workshops
10:45 am – 11:00 am Break
11:00 am – 12:00 pm Ongoing Workshops
12:00 pm – 1:30 pm Lunch (provided)
1:30 pm – 2:30 pm Ongoing Workshops
2:30 pm – 2:45 pm Break
2:45 pm – 3:45 pm Ongoing Workshops
3:45 pm – 4:00 pm Break
4:00 pm – 5:00 pm Ongoing Workshops

Friday October 25th, 2019

6:45 am – 8:45 am Breakfast (Buffet)
8:30 am – 9:30 am Ongoing Workshops
9:30 am – 9:45 am Break
9:45 am – 10:45 am Ongoing Workshops
10:45 am – 11:00 am Break
11:00 am – 12:00 pm Closing Session

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Our Menus

Lunch, Wednesday, October 23rd

Rolls and Butter
Tossed Garden Salad, Ranch & Balsamic Dressings
7 Herb and Lemon Chicken, Wild Rice Pilaf, Roasted Broccoli
S'more Fudge Cake

Breakfast, Thursday, October 24th

Juices
Breakfast Pastries
Scrambled Eggs, Bacon or Sausage, Potatoes
Coffee, Tea

Lunch, Thursday, October 24th

Caesar Salad, Caesar Dressing
Meat Lasagna
Garlic Bread
Roasted Golden Squash, Zucchini, Pickled Onions
Tiramisu

Breakfast, Friday, October 25th

Juices
Breakfast Pastries
Scrambled Eggs, Bacon or Sausage, Potatoes
Coffee, Tea

Words of Welcome:
POSSESS



As the State POSSESS President, I welcome you to our 2019 Fall Conference.

In reflecting on our conference theme, PEAK: Performance, Excellence & Knowledge, it makes me think of our four seasons but especially the trees. Trees have so many functions as do each of us. Their excellence and knowledge is providing us wood for shelter, fruit and nuts for food and even sweet liquid. As far as performance, just watching the leaves sway and dance in the wind and the changing of color is a performance provided to all us. Next comes the falling of the leaves and then new life beginning in the spring with the re-budding. This is similar to what we all do in some way or another in our respective jobs. We tend to sway back and forth with negotiating new policies in every aspect of the different programs within Social Services but we never stop in our efforts in helping to provide families and children with shelter, food and other appropriate services for renewal and to promote independence. Working together as a team ensures all of this happens. Remember there is no “I” in Team.

On behalf of POSSESS, I extend our thank you to Commissioner Storen and the state office for the monetary support provided to ensure our presence at this conference.

As always, don’t forget to extend a big “THANK YOU” to our planners, Darlene Chamberlain (POSSESS), Blair Smith (VASWP) and Tina Caldwell-Eheart (BPRO), for a job well done.

Inspirational Quote: *“There is no such thing in anyone’s life as an unimportant day.”* Alexander Woolcott, Author

Jewell Wolfe, POSSESS President



Words of Wisdom:

Welcome to our 2019 Fall Conference here in beautiful Bath County. Are you reaching your PEAK?

We have an awesome line up of workshops and presenters to help you reach your PEAK.

Dale T. Mortensen said “Every great achievement is but a small peak in the mountain range of contributions.”

For this conference, a SPECIAL THANK YOU to those making a contribution to our conference: Commissioner Duke Storen; Deputy Commissioner, Nanette Bowler; Benefit Programs Director, Toni Blue Washington; 60+presenters of state and regional staff; Tina Caldwell-Eheart; Donna Montgomery; Professional Development Committee; BPRO Executive Board and volunteers/moderators. Because of all the time, talent and teamwork of these individuals I am positive that you will improve on your own Performance, Excellence and Knowledge.

Due to the continued support of Commissioner Storen as well as our BPRO treasury, we awarded over 100 scholarships to Benefit Program Staff. Please make sure you let him know how much we appreciate his support.

Thank you for joining me at my first conference as BPRO President. I look forward to working with each one of you.

Respectfully submitted,
Deana J. Bennett, President



Welcome:

Welcome to the gorgeous Homestead! I hope everyone enjoys their stay at this wonderful hotel and location. The leaves are changing colors and it is magnificent. PEAK season is not only upon us with the leaves, but with learning also. I hope that everyone here learns a great deal this week.

Performance, Excellence and Knowledge is something we all strive for not only during conference season, but throughout the year. Please be sure to thank your conference planners and your presenters throughout the week. Enjoy your stay and share your knowledge when you get back to your agencies.



A. Blair Smith, President

The Networking Suite will be located in Room 1005, Wednesday, October 23rd, 8 pm - 11 pm and Thursday, October 24th, 8 pm - 11 pm. Please note your conference badge must be worn to gain entry into the Networking Suite. You may be turned away if you do not have your badge on your person. You must be age 21 or older to consume alcohol, and you may be asked for proof of age.

Give Back:

This year, BPRO, POSSESS, and VASWP, will be donating to **SafeHome Systems, Inc.** located in Covington, Virginia. **SafeHome Systems** is an advocacy and support agency for victims, survivors and family members of domestic violence, dating violence, and sexual violence. They serve the counties of Bath, Alleghany and Highland, the City of Covington and the towns of Iron Gate and Clifton Forge. Please bring items from their wish list of items needed. They will also accept monetary donations. **Please drop off your donations to the BPRO registration table by 10 am on Friday, October 25th.**

Please visit our vendors in the Grand Ballroom Foyer and Concourse Area



THE CHOICE GROUP

Many thanks to Dominion Energy and Aetna for being partial sponsors for our conference!



Aetna Better Health® of Virginia



Dominion Energy

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Wednesday, October 23rd

9 am – 5:00 pm Registration

Mount Vernon Foyer BPRO
Colonnade POSSESS
Colonnade VASWP

12:00 – 1:15 pm Lunch and Welcome Address

**Grand Ballroom
West**

Ashton N. Harrison, County Administrator, Bath County
Jewell Wolfe, President, POSSESS
Blair Smith, President, VASWP
Deana Bennett, President, BPRO
Nanette Bowler, Deputy Commissioner, Virginia Department of Social Services
Duke Storen, Commissioner, Virginia Department of Social Services

**1:30-2:45 pm New State Computers/ IT (Refresh) – What to do when you don't know what
Stratford to do (POSSESS)**

Presenter: **Sherry Brown**

The VDSS has upgraded from desktops to Laptops and we are excited and want to make the most of them. How to maintain them, trouble shoot, when to place a ticket, setting up your computer, encryptions and program errors. What you need to know!

1:30 – 3:00 pm Benefit Panel (BPRO)

**Grand Ballroom
East**

Toni Washington, Director, Division of Benefit Programs
Mark Golden, TANF Program Manager
Claudia Jackson, SNAP Program Manager
Sherry Sinkler-Crawley, Medical Assistance Program Manager
Energy Assistance Program Manager
Julie Jacobs, Workforce Services Manager

1:30 – 3:00 pm VASWP Executive Board

Appalachian

3:00 – 3:30 pm Break

P.E.A.K.: Performance, Excellence, and Knowledge
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Wednesday, October 23rd (cont.)

3:30 – 5:00 pm **BPRO Board Meeting**
Grand Ballroom
East ****All BPRO members and scholarship recipients are requested to attend.**

3:30 – 5:00 pm **VASWP Board Meeting**
Appalachian

3:30 – 5:00 pm **POSSESS Business Meeting**
Stratford
****All POSSESS members are required to attend.**

Thursday, October 24th

6:45 – 8:15 am **Breakfast Buffet**
Grand Ballroom
West

8:00 – 5:00 pm **Registration**

Mount Vernon Foyer	BPRO
Colonnade	POSSESS
Colonnade	VASWP

8:30 - 9:30 am **Administrative Functions/ Roles- First Impressions are lasting . . . Get it**
Stratford **Right the First Time! (POSSESS)**
Presenter: **Janet Briscoe, Office Supervisor**

This workshop will give you some up to date information regarding handling those important things that may come directly to the front including: de-escalating an upset client, handling difficult clients, trying to figure out what the client needs in order to provide them great service.

Thursday, October 24th (cont.)

8:30 – 9:30 am **Policy Your Way to Success (Part 1) (BPRO)**
Regency East Presenters: **Sherry Sinkler-Crawley and Cindy Olson**

This workshop will provide updates to Medicaid income policy and related VaCMS system changes. **This workshop will be repeated at 8:30 on Friday.**

8:30 – 9:30 am **Climbing to the Top – Part 1: Asset Transfers (BPRO)**
Regency West Presenter: **Sandy Blevins**

Would you like to know more about asset transfers? How's your knowledge of undivided estates? Where do we go from here? Would you like answers to your MAGI LTSS questions? If you could use a refresher, then join us for one, two, or all three workshops and be on your way to reaching your peak performance!

8:30 – 9:30 am **P.E.A.K. Performance for your VIEW Dollars (BPRO)**
Georgian Presenters: **Allison Gregg and Tonia Alexander**

This workshop will help you find creative ways to Perform and Excel in the case management role with your VIEW clients and gain new knowledge in ways to provide supportive services and spend your VIEW dollars.

8:30 – 9:30 am **Let's make this House a H.O.M.E (Housing Opportunities Made Equal)**
Commonwealth (BPRO)
Presenter: **Cynthia Powell**

They say there's no place like H.O.M.E. In SNAP some pay rent some pay none. Some have a light bill that's paid by mom. Let's take a close look into shelter deductions and the standard utility allowance (SUA). This workshop will help you better understand the shared shelter concept, how to divide shelter expenses among multiple households, who is eligible to receive the SUA, how to properly code shelter screens and use wrap-up to double check work for accuracy. Decreasing the amount of errors that occur in these two categories will help reduce the state error rate tremendously and improve accuracy. **This workshop will be repeated on Friday at 8:30.**

8:30 – 9:30 am **What's New with the State's Recruitment Management System**
Lexington **(RMS)" (BPRO)**
Presenter: **Elle Rodriguez**

Detailed description is not available. **This workshop will be repeated at 1:30 today.**

Thursday, October 24th (cont.)

8:30 – 9:30 am **Interim Reports: Be a Superstar at the “Half-Time” Show (BPRO)**
Grand Ballroom Presenter: **Burnette Hendricks**
East

Michael Jackson, Lady Gaga, or the Boss are some of the famous football half-time shows of all time. Well you are about to learn how to be the next Superstar when handling Interim Reports. Grab your jersey, helmet, do not forget the microphone and make your way through processing an Interim report with the upmost quality. Do not fumble the ball and forget to send the “IR-Request for Action”. Join us as we make our way to the end zone and learn what verifications are needed, what is a complete Interim Report, and the timeline of processing. Score a touchdown as we complete an Interim report with complete accuracy and timeliness! **This workshop will be repeated on Friday at 8:30 am.**

8:30 – 9:30 am **Fraud Awareness for Benefit Programs Specialists (BPRO)**
Chesapeake Presenter: **Susan Lloyd**

What will make you more aware of a client who may be intentionally withholding information from you or just not telling you the truth? What kind of red flags will help you? Look at actual referrals and program guidance that will assist you in identifying potential fraud.

8:30 – 9:30 am **Interviewing (Getting All in Their Business!)**
Empire **Effective Tips and Techniques to Interview with Excellence. (BPRO)**
Presenters: **Natalie Jay-Short & Ethelle Woolfolk**

The presentation is designed to take the participants through all the important stages of an interview. The presentation starts with preparation and ends with follow up. Participants will learn what to do and what not to do in an interview whether face to face or over the phone. They will learn the skillset for interviewing and not interrogation. **This workshop will be repeated at 1:30 today.**

9:30 – 9:45 am **Break**

Thursday, October 24th (cont.)

9:45-10:45 am **The Path to Success . . . Continued!** (BPRO)
Chesapeake Presenter: **Kimberly Hudson**

This year's training will focus on all EBT federal and state requirements; including mandatory EBT forms, card processing, and card and training inventory. EBT covers many areas in our agencies - Eligibility, Card Issuance and Fraud-. We recognize that bringing Virginia into compliance with federal and state rules and regulations, will require some changes in daily operations for some localities. Together we can make Virginia number one in EBT. **This workshop will be repeated at 8:30 am Friday.**

9:45-10:45 am **Laser – Division of Finance- Is This Right or Is It Wrong?** (POSSESS)
Stratford Presenter: **Torsheba Givens**

Understanding the Finance Guidelines Manual, Policies and Procedures, Journal Entries, and Budget Line Descriptions – Do you know which line to use? In addition, RMS – Understanding how it relates to LASER...Why is it so important?

9:45 – 10:45 am **Policy Your Way to Success (Part 2)** (BPRO)
Regency East Presenters: **Sherry Sinkler-Crawley and Cindy Olson**

This workshop will provide updates to Medicaid income policy and related VaCMS system changes. (This is a continuation of Part 1.) **This workshop will be repeated at 9:45 on Friday.**

9:45 – 10:45 am **Managed Care** (BPRO)
Regency West Presenter: **Todd Clark**

Please join us for an update on the Medallion program--including Medicaid Expansion information. **This workshop will be repeated at 4 pm today.**

9:45 – 10:45 am **Reaching Your PEAK Performance with CAPER** (BPRO)
Commonwealth Presenter: **Shanika Reed**

Let's take a peek at CAPER. CAPER is the Case and Procedural Error Rate often referred to as negative cases. CAPER includes denials, withdrawals, suspensions and case closures. We will discuss the Quality Control process and review examples of case findings. We will take a look at identified error elements for CAPER, explore the root cause of those errors and provide suggestions on preventive measures in an effort to reach our common goal of reducing the Case and Procedural Error Rate. **This workshop will be repeated at 2:45 today.**

Thursday, October 24th (cont.)

9:45 – 10:45 am **DCSE for Non-DCSE (BPRO)**
Georgian Presenters: **Leslie Montgomery and Cassandra Elliston**

Knowledge is power which leads to performance excellence. This presentation will provide an overview of DCSE. Specific topics included are noncooperation for DCSE by TANF recipients, excess support and how it impacts TANF recipients, the iAPECS/VaCMS interface and the NCP to VIEW pilot for the Virginia TANF Employment and Training Program (VTET). **This workshop will be repeated at 1:30 today.**

9:45 – 10:45 am **A View From the Ledge: Navigating the Peaks and Valleys of Supervision.**
Lexington **Part I: Communication, Conflict Resolution, Leadership, and Critical Thinking**
 (BPRO)
 Presenter: **Shel Bolyard-Douglas**

Supervisors are the vital link between upper management and direct line staff. They play a critical role in every agency or business. But not everyone is cut out to be a supervisor. These two sessions will cover eight key supervisory skills that every supervisor should have in their tool box. Participants may choose to attend either or both of these interactive sessions geared towards the supervisor new to the position or the worker interested in becoming a supervisor. Come with your questions and your sense of humor and we will learn from each other. We always seem to find the interactive discussion even benefits a few of us seasoned supervisors as well. **Part II will be presented at 2:45 today.**

9:45 – 10:45 am **QC Would Like To See You Reach Your Peak (BPRO)**
Grand Ballroom Presenter: **Robin Zuk**
East

Come climb the QC Mountain! Starting in the valley, we will look at ways to prepare ourselves for the climb. On the way up, we will look at situations that have prevented other climbers from making it to the top and will also look at those that have been successful. What are some of the dangers that we encounter along our climb? What are some of the tools that we need to make sure we take with us on each climb? We want to make sure we make it to the peak! **This workshop will be repeated at 2:45 today.**

9:45 – 10:45 am **Case Documentation - A Map to Success (BPRO)**
Empire Presenters: **Melissa Gibson and Melissa Terrell**

We will have a discussion of best practices for case documentation. Where and when should you document? Why do you document? Where do you document? Case documentation should be a precise map of case history. Clear, accurate documentation can prevent errors and assist with efficient and timely processing. **This workshop will be repeated at 4 pm today.**

Thursday, October 24th (cont.)

11:00 – 12 Noon **Making ESP Work for Me! (BPRO)**
Georgian Presenters: **Domonique Goode and Cynthia Adams**

As an Employment Services Worker, are you performing at your maximum P.E.A.K. while working in the ESP module? Join us in this workshop as we will discuss some key Performance, Excellence and Knowledge (P.E.A.K.) concepts to assist you in navigating the ESP module in the VaCMS.

11:00 – 12 Noon **Somewhere Over the Rainbow...to the World of Medical Expenses and**
Commonwealth **Deductions (BPRO)**
Presenter: **Yolanda Marshall**

Prescriptions! Therapy Dogs! Dentures! Oh my! Follow the yellow brick road with us as we adventure through the forest of Medical expenses and deductions. On our journey we will learn about the different allowances, such as the standard medical deductions (SMD) and actual medical expenses elderly and disabled customers can claim. Do not let the flying monkeys get you off track and affect SNAP payment accuracy. It is time to “put on our ruby red slippers” and think outside of the box and learn everything there is to know about allowable medical expenses to share with our customers and help increase their SNAP allotments. Let’s use our “courage” and think about more than just the Medicare premiums. If you have the “heart” to improve food security for our most vulnerable populations, then please join us on our trip to the SNAP Emerald City. We definitely are not in Kansas anymore! **This workshop will be repeated at 9:45 Friday.**

11:00 – 12 Noon **Dominion Energy - How the Energy Assistance (EA) team interacts with**
Lexington **Local DSS Agencies (BPRO)**
Presenters: **Marilyn Coleman, Lisa FaJohn and Elizabeth Rhyne**

This workshop will give an overview of how the Energy Assistance team operates in supporting local DSS agencies in a variety of ways. The team will also discuss how to maximize the assistance to vulnerable customers, along with, providing an overview of Dominion Energy’s non-profit, EnergyShare.

11:00 – 12 Noon **The Do’s of the SNAP Corrective Action Report (BPRO)**
Grand Ballroom Presenter: **Lisa Colandene-Nouri**
East

The SNAP Corrective Action Report (SCAR) assists in determining the best solutions to address emerging error trends, analyze relevant data and develop best practices. We will review the SCAR and the actions that must be completed before the local agency submits the SCAR to their Regional Consultant and the SNAP Corrective Action Coordinator. **This workshop will be repeated today at 4 pm.**

Thursday, October 24th (cont.)

11:00 – 12 Noon **The Program Trackers – Helping You Reach the PEAK of Reports (BPRO)**
Empire Presenters: **Ena Whitaker and Rick Waugh**

How many pending applications do we have? Can I get a detailed list of which workers I have? Can I get the same information for Interims or Renewals? What am I supposed to do with the AppTrack report? This workshop will provide you a general list of some of the most helpful reports to use in your daily work, where to find them, what they can be used for and how to manipulate them to get the most out of them. Then a more detailed focus will be made on two or three of these reports, with some Q&A. **This workshop will be repeated at 4 pm today.**

11:00 – 12 Noon **Rising to the APEX: Upward Mobility of SNAP-ABAWD's toward a Living**
Chesapeake **Wage (BPRO)**
Presenters: **Regina White-Kee and Robert Omwenga**

An introduction to the Office of Workforce Development. SNAP E&T Defined, SNAP E&T Program Components, Description of SNAP E&T Categories, Exemptions, 'The Pledge' and updates, Maximizing 50 percent Reimbursement Grants (50/50) and Leveraging Community Partnerships. **This workshop will be repeated at 2:45 today.**

11:00 - 12 Noon **Introduction to Trauma and Resilience (VASWP)**
Appalachian Presenter: **Meaghan Gordon**

One of the first steps in building trauma and resiliency in informed communities, is assuring an informed foundation for all our human service leaders, professionals, community partners, parents, caregivers, and youth. This training will offer the basic principles of the impact of trauma and the responsibility we all hold in building individual and community resilience.

Noon – 1:15 pm **Lunch**
Grand Ballroom West

1:30 – 2:30 pm **Be At Your Best: PERM (Part 2) (BPRO)**
Regency East Presenters: **Nancy Branch and Chartoya Aremu**

Have you ever wondered how Medicaid payment accuracy is affected by eligibility? Well come gain knowledge of the PERM process in this two part session. Learn how the process has changed with having a federal review contractor and what has remained the same. What actions LDSS can do to enhance their performance in future cycles from information gained PERM FY19. **This is a continuation of Part 1 which was presented at 11:00 today.**

Thursday, October 24th (cont.)

1:30 – 2:30 pm **Climbing to the Top – Part 3: MAGI Adults & LTSS (BPRO)**
Regency West Presenter: **Don McBride**

Would you like to know more about asset transfers? How's your knowledge of undivided estates? Where do we go from here? Would you like answers to your MAGI LTSS questions? If you could use a refresher, then join us for one, two, or all three workshops and be on your way to reaching your peak performance!

1:30 – 2:30 pm **What's New with SNAP – Transmittal #24 (BPRO)**
Commonwealth Presenter: **Celestine Jackson**

Come and discover what's new with SNAP. We will review transmittal #24 in depth which addresses topics such as lottery and gambling winnings, child support income exclusion and disqualifications for certain convicted felons. We will also review all updated forms that correlate to this transmittal. The key to payment accuracy is fully understanding policy and staying well-informed of changes. This allows us to correctly apply policy and accurately determine eligibility to reach our common goal of reducing the Payment Error Rate (PER) as well as the Case and Procedural Error Rate (CAPER). **This workshop will be repeated at 4 pm today.**

1:30 – 2:30 pm **DCSE for Non-DCSE (BPRO)**
Georgian Presenters: **Leslie Montgomery and Cassandra Elliston**

Knowledge is power which leads to performance excellence. This presentation will provide an overview of DCSE. Specific topics included are noncooperation for DCSE by TANF recipients, excess support and how it impacts TANF recipients, the iAPECS/VaCMS interface and the NCP to VIEW pilot for the Virginia TANF Employment and Training Program (VTET). **This workshop was originally presented at 11 am today.**

1:30 – 2:30 pm **What's New with the State's Recruitment Management System (RMS)" (BPRO)**
Lexington Presenters: **Elle Rodriguez**

Detailed description is not available. **This workshop was originally presented at 1:30 today.**

1:30 – 2:30 pm **Summitting Mt. DMIS (BPRO)**
Grand Ballroom Presenters: **Bobbi Hossainian and Monica Moore**
East

Join us for a discussion about the Document Management Imaging System (DMIS) and ImageNow. We will share tips and tricks including solutions to assist you in more effectively using scanning technology. Learn to maximize your available resources and hear the answers to some of the most asked questions from the DMIS User Group. **This workshop will be repeated at 9:45 am on Friday.**

Thursday, October 24th (cont.)

1:30 – 2:30 pm **Interviewing (Getting all in their business!)**
Empire **Effective tips and techniques to interview with excellence. (BPRO)**
Presenters: **Natalie Jay-Short & Ethelle Woolfolk**

The presentation is designed to take the participants through all the important stages of an interview. The presentation starts with preparation and ends with follow up. Participants will learn what to do and what not to do in an interview whether face to face or over the phone. They will learn the skillset for Interviewing and not interrogation. **This workshop was originally presented at 8:30 today.**

1:30 – 2:30 pm **ME Review for BPS (BPRO)**
Chesapeake Presenter: **Diana Clark**

This workshop will discuss what YOU need to do now to help your agency pass the Management Evaluation for the SNAP program with flying colors.

1:30 – 2:30 pm **Improving Business Writing and Record Keeping (POSSESS)**
Stratford Presenter: **Tina Dressler**

We will address enhancing correspondence such as memos, minutes and notes and learn ways to improve business writing. This session will also address how to effectively manage the increasingly comprehensive field of records and information management, by reviewing the 10 filing rules and ways to store and retrieve records effectively.

1:30 – 2:30 pm **Introduction to Trauma and Resilience (VASWP)**
Appalachian Presenter: **Meaghan Gordon**

One of the first steps in building trauma and resiliency in informed communities, is assuring an informed foundation for all our human service leaders, professionals, community partners, parents, caregivers, and youth. This training will offer the basic principles of the impact of trauma and the responsibility we all hold in building individual and community resilience.

Thursday, October 24th (cont.)

2:30 – 2:45 Break

2:45 – 3:45 pm Policy Your Way to Success (Part 1) (BPRO)
Regency East Presenters: Kelly Pauley and Jessica Anecchini

This workshop will provide updates to Medicaid income policy and related VaCMS system changes. **Part 2 of this workshop will be presented at 9:45 Friday.**

2:45 – 3:45 pm Reaching the Summit of Mount MA (Medical Assistance) (BPRO)
Regency West Presenters: Julia Clingempeel and Niani Wynn

This workshop will assist you with finding strong footing in the benefit programs terrain with reaching your P.E.A.K performance in caseload management. We will review the Medicaid Management Reports as essential tools to optimize your work flow and achieve excellence in processing. This guided journey will help you dig in and hold on while making the ascent to the top of Mount MA! **This workshop will be repeated at 8:30 on Friday.**

2:45 – 3:45 pm Reaching Your PEAK Performance with CAPER (BPRO)
Commonwealth Presenter: Shanika Reed

Let's take a peek at CAPER. CAPER is the Case and Procedural Error Rate often referred to as negative cases. CAPER includes denials, withdrawals, suspensions and case closures. We will discuss the Quality Control process and review examples of case findings. We will take a look at identified error elements for CAPER, explore the root cause of those errors and provide suggestions on preventive measures in an effort to reach our common goal of reducing the Case and Procedural Error Rate. **This workshop was originally presented at 9:45 today.**

2:45 – 3:45 pm TANF Benefit Adjustment (BPRO)
Georgian Presenter: Stephanie Purell

Having trouble with TANF payments or over issuances? Then join us at the TANF Benefit Adjustment workshop. We will show you how to reach your P.E.A.K. performance to complete TANF Benefit Adjustments. **This workshop will be repeated at 8:30 Friday.**

Thursday, October 24th (cont.)

2:45 – 3:45 pm **A View From the Ledge: Navigating the Peaks and Valleys of Supervision**
Lexington **Part II: Interpersonal Skills, Time & Priority Management, Diversity &**
 Generational management in the workplace, and Problem Solving/ Crisis
 management. (BPRO)
 Presenter: Shel Bolyard-Douglas

Supervisors are the vital link between upper management and direct line staff. They play a critical role in every agency or business. But not everyone is cut out to be a supervisor. These two sessions will cover eight key supervisory skills that every supervisor should have in their tool box. Participants may choose to attend either or both of these interactive sessions geared towards the supervisor new to the position or the worker interested in becoming a supervisor. Come with your questions and your sense of humor and we will learn from each other. We always seem to find the interactive discussion even benefits a few of us seasoned supervisors as well. **Part I was presented at 9:45 today.**

2:45 – 3:45 pm **QC Would Like To See You Reach Your Peak (BPRO)**
Grand Ballroom **Presenter: Robin Zuk**
East

Come climb the QC Mountain! Starting in the valley, we will look at ways to prepare ourselves for the climb. On the way up, we will look at situations that have prevented other climbers from making it to the top and will also look at those that have been successful. What are some of the dangers that we encounter along our climb? What are some of the tools that we need to make sure we take with us on each climb? We want to make sure we make it to the peak! **This workshop was originally presented at 9:45 today.**

2:45 – 3:45 pm **Pursing Energy Assistance Knowledge (BPRO)**
Empire **Presenters: Angela Ector and Hagen Hicks**

Climb to the summit of Knowledge with your Energy Assistance consultants, while we focus on a mountain range of topics such as Documentation, DMIS and findings during EAP case readings.

2:45 – 3:45 pm **Rising to the APEX: Upward Mobility of SNAP-ABAWD's toward a Living**
Chesapeake **Wage (BPRO)**
 Presenters: Regina White-Kee and Robert Omwenga

An introduction to the Office of Workforce Development. SNAP E&T Defined, SNAP E&T Program Components, Description of SNAP E&T Categories, Exemptions, 'The Pledge' and updates, Maximizing 50 percent Reimbursement Grants (50/50) and Leveraging Community Partnerships. **This workshop was originally presented today at 11:00 am.**

Thursday, October 24th (cont.)

**2:45-3:45 pm Managing Multiple Project, Assignments and Duties- It's Time to Get
Stratford Organized (POSSESS)**
Presenter: **Janet Briscoe**

Do you have an efficient and orderly approach to a task? If it must have a particular purpose, especially a business that requires the action of organizing something, planning, arrangement, coordination, structuring and administering. You must learn to manage your projects; especially when you have several that you must take on involving your job duties and responsibilities.

3:45 – 4:00 pm Break

4:00 – 5:00 pm FFM Updates (BPRO)
Regency East Presenter: Chartoya Aremu

Come get an overview of the Federally Facilitated Marketplace (FFM) and how it works for those requesting Medical Assistance in Virginia. This presentation will review resources available, provide guidance, and handling information received from the FFM. This workshop will help those regardless if their primary focus is intake or ongoing, as the FFM is the star in both realms of case management.

4:00 – 5:00 pm Managed Care (BPRO)
Regency West Presenter: Todd Clark

Please join us for an update on the Medallion program--including Medicaid Expansion information. **This workshop was originally presented at 9:45 today.**

4:00 – 5:00 pm VIEW Roundtable (BPRO)
Georgian Facilitators: Michele Atkinson and Karyn Thornhill

The Virginia Employment Services Program (ESP) continues to advance. Come see what's ascending as we P.E.A.K. for the ESP horizon. This roundtable workshop will provide information on the State's new initiatives as well as listen to your thoughts and ideas in the continued development of these initiatives. Bring your experiences, questions and ideas to this roundtable workshop! **This workshop will be repeated at 9:45 Friday.**

Thursday, October 24th (cont.)

4:00 – 5:00 pm **What’s New with SNAP – Transmittal #24** (BPRO)
Commonwealth Presenter: **Celestine Jackson**

Come and discover what’s new with SNAP. We will review transmittal #24 in depth which addresses topics such as lottery and gambling winnings, child support income exclusion and disqualifications for certain convicted felons. We will also review all updated forms that correlate to this transmittal. The key to payment accuracy is fully understanding policy and staying well-informed of changes. This allows us to correctly apply policy and accurately determine eligibility to reach our common goal of reducing the Payment Error Rate (PER) as well as the Case and Procedural Error Rate (CAPER). **This workshop was originally presented at 1:30 today.**

4:00 – 5:00 pm **The Do’s of the SNAP Corrective Action Report** (BPRO)
Grand Ballroom Presenter: **Lisa Colandene-Nouri**
East

The SNAP Corrective Action Report (SCAR) assists in determining the best solutions to address emerging error trends, analyze relevant data and develop best practices. We will review the SCAR and the actions that must be completed before the local agency submits the SCAR to their Regional Consultant and the SNAP Corrective Action Coordinator. **This workshop was originally presented at 11 am today.**

4:00 – 5:00 pm **The Program Trackers – Helping You Reach the PEAK of Reports** (BPRO)
Chesapeake Presenters: **Ena Whitaker and Rick Waugh**

How many pending applications do we have? Can I get a detailed list of which workers I have? Can I get the same information for Interims or Renewals? What am I supposed to do with the AppTrack report? This workshop will provide you a general list of some of the most helpful reports to use in your daily work, where to find them, what they can be used for and how to manipulate them to get the most out of them. Then a more detailed focus will then be made on two or three of these reports, with some Q&A. **This workshop was originally presented at 11 am today.**

4:00 – 5:00 pm **A PEAK on Rushmore** (BPRO)
Lexington Presenters: **Bonnie Lee and Ruth Ann Belcher**

Climbing to reach a PEAK on Rushmore, one step at a time. Come join us as we equip you to reach a PEAK in successfully entering a case into Rushmore as we continue in Pursuing Excellence and Knowledge. **This workshop will be repeated at 8:30 am on Friday.**

Thursday, October 24th (cont.)

4:00 – 5:00 pm **Case Documentation - A Map to Success (BPRO)**
Empire Presenters: **Melissa Gibson and Melissa Terrell**

We will have a discussion of best practices for case documentation. Where and when should you document? Why do you document? Where do you document? Case documentation should be a precise map of case history. Clear, accurate documentation can prevent errors and assist with efficient and timely processing. **This workshop was originally presented at 9:45 am today.**

4:00 - 5:00pm **Confidentiality – What to Share and What Not to Share? (POSSESS)**
Stratford Presenters: **Dana Boothe and Darlene Chamberlain**

Effective Confidential Communications- Effective and reliable communication to both external and internal audiences is integral to supporting and achieving the agency's goals. Our top priority, at all times, is to maintain transparency, consistency, accuracy and credibility in all of the agency's communication efforts.

Friday, October 25th

6:45 – 8:15 am **Breakfast (Buffet)**
Grand Ballroom
West

8:30 – 9:30 am **Reaching the Summit of Mount MA (Medical Assistance) (BPRO)**
Regency West Presenters: **Julia Clingempeel and Niani Wynn**

This workshop will assist you with finding strong footing in the benefit programs terrain with reaching your P.E.A.K performance in caseload management. We will review the Medicaid Management Reports as essential tools to optimize your work flow and achieve excellence in processing. This guided journey will help you dig in and hold on while making the ascent to the top of Mount MA! **This workshop was originally presented at 2:45 Thursday.**

Friday, October 25th (cont.)

8:30 – 9:30 am **Policy Your Way to Success (Part 1) (BPRO)**
Regency East Presenters: **Cindy Olson and Sherry Sinkler-Crawley**

This workshop will provide updates to Medicaid income policy and related VaCMS system changes. (This is a two part workshop.) **This workshop was originally presented at 8:30 on Thursday.**

8:30 – 9:30 am **Let's Make this House a H.O.M.E (Housing Opportunities Made**
Commonwealth **Equal) (BPRO)**
Presenter: **Cynthia Powell**

They say there's no place like H.O.M.E. In SNAP some pay rent some pay none. Some have a light bill that's paid by mom. Let take a close look into shelter deductions and the standard utility allowance (SUA). This workshop will help you better understand the shared shelter concept, how to divide shelter expenses among multiple households, who is eligible to receive the SUA, how to properly code shelter screens and use wrap-up to double check work for accuracy. Decreasing the amount of errors that occur in these two categories will help reduce the state error rate tremendously and improve accuracy. **This workshop was originally presented on Thursday at 8:30.**

8:30 – 9:30 am **TANF Benefit Adjustment (BPRO)**
Georgian Presenter: **Stephanie Purell**

Having trouble with TANF payments or over issuances? Then join us at the TANF Benefit Adjustment workshop. We will show you how to reach your P.E.A.K. performance to complete TANF Benefit Adjustments. **This workshop was originally presented at 2:45 on Thursday.**

8:30 – 9:30 am **A PEAK on Rushmore (BPRO)**
Tower Presenters: **Bonnie Lee and Ruth Ann Belcher**

Climbing to reach a PEAK on Rushmore, one step at a time. Come join us as we equip you to reach a PEAK in successfully entering a case into Rushmore as we continue in Pursuing Excellence and Knowledge. **This workshop was originally presented at 4 pm Thursday.**

8:30 – 9:30 am **Energy Assistance Q&A (BPRO)**
Empire Presenters: **Catherine Pond and Angela Ector**

Come get your questions answered regarding Energy Assistance. Open forum. Agencies can share best practices and learn from each other as well as have an opportunity to get EAP questions answered from their EAP consultants.

Friday, October 25th (cont.)

8:30 – 9:30 am **Interim Reports: Be a Superstar at the “Half-Time” Show (BPRO)**
Grand Ballroom Presenter: **Burnette Hendricks**
East

Michael Jackson, Lady Gaga, or the Boss are some of the famous football half-time shows of all time. Well you are about to learn how to be the next Superstar when handling Interim Reports. Grab your jerseys, helmet, and do not forget the microphone and make your way through processing an Interim report with the upmost quality. Do not fumble the ball and forget to send the “IR-Request for Action”. Join us as we make our way to the end zone and learn what verifications are needed, what is a complete Interim Report, and the timeline of processing. Score a touchdown as we complete an Interim report with complete accuracy and timeliness! **This workshop was originally presented at 8:30 on Thursday.**

8:30 – 9:30 am **The Path to Success . . . Continued! (BPRO)**
Piedmont Presenter: **Kimberly Hudson**

This year's training will focus on all EBT federal and state requirements; including mandatory EBT forms, card processing, and card and training inventory. EBT covers many areas in our agencies - Eligibility, Card Issuance and Fraud-. We recognize that bringing Virginia into compliance; with federal and state rules and regulations, will require some changes in daily operations for some localities. Together we can make Virginia number one in EBT. **This workshop was originally presented at 11 am Thursday.**

8:30 - 9:30 am **Emergency Response – It happened quickly and I need to know what to do?**
Stratford (POSSESS)
Presenter: **Dwayne Paxton**

When you are working at your desk and you hear a noise in your front lobby, what do you do and whom do you call? We will teach you some things that you can do until help comes your way.

8:30 – 9:30 am **Overview of Title IV-E Quality Assurance Review Process and Outcomes**
Appalachian **Part I (VASWP and BPRO)**
Presenters: **Morgan Nelson and Matt LaFrinere**

In this workshop, participants will engage with presenters regarding a broad array of Title IV-E topics. Facilitators will provide an explanation of the QAA review process regarding both Child Welfare Case Reviews (funding validations) and Title IV-E Ongoing Reviews. During this workshop, presenters will identify common errors found during the review process and provide strategies and best practices utilized by local agencies. The presenters will also be discussing the outcome of the 2019 Federal IV-E Review and the impact of the review moving forward.

Friday, October 25th (cont.)

9:30 – 9:45 am Break

9:45 – 10:45 am Policy Your Way to Success (Part 2) (BPRO)
Regency East Presenters: Kelly Pauley and Jessica Anecchini

This workshop will provide updates to Medicaid income policy and related VaCMS system changes. **(This is a continuation of Part 1 which was presented at 2:45 Thursday.**

9:45 – 10:45 am Policy Your Way to Success (Part 2) (BPRO)
Regency West Presenters: Cindy Olson and Sherry Sinkler-Crawley

This workshop will provide updates to Medicaid income policy and related VaCMS system changes. (This is a continuation of Part 1.) **This workshop was originally presented at 9:45 on Thursday.**

9:45 – 10:45 am Somewhere Over the Rainbow...to the World of Medical Expenses
Commonwealth and Deductions (BPRO)
Presenter: Yolanda Marshall

Prescriptions! Therapy Dogs! Dentures! Oh my! Follow the yellow brick road with us as we adventure through the forest of Medical expenses and deductions. On our journey we will learn about the different allowances, such as the standard medical deductions (SMD) and actual medical expenses elderly and disabled customers can claim. Do not let the flying monkeys get you off track and affect SNAP payment accuracy. It is time to “put on our ruby red slippers” and think outside of the box and learn everything there is to know about allowable medical expenses to share with our customers and help increase their SNAP allotments. Let’s use our “courage” and think about more than just the Medicare premiums. If you have the “heart” to improve food security for our most vulnerable populations, then please join us on our trip to the SNAP Emerald City. We definitely are not in Kansas anymore! **This workshop was originally presented at 11 am Thursday.**

9:45 – 10:45 am VIEW Roundtable (BPRO)
Georgian Facilitators: Michele Atkinson and Karyn Thornhill

The Virginia Employment Services Program (ESP) continues to advance. Come see what’s ascending as we P.E.A.K. for the ESP horizon. This roundtable workshop will provide information on the State’s new initiatives as well as listen to your thoughts and ideas in the continued development of these initiatives. Bring your experiences, questions and ideas to this roundtable workshop! **This workshop was originally presented at 4 pm Thursday.**

Friday, October 25th (cont.)

9:45 – 10:45 am **Overview of Title IV-E Quality Assurance Review Process and Outcomes**
Appalachian **Part II** (VASWP and BPRO)
Presenters: **Morgan Nelson and Matt LaFrinere**

In this workshop, participants will engage with presenters regarding a broad array of Title IV-E topics. Facilitators will provide an explanation of the QAA review process regarding both Child Welfare Case Reviews (funding validations) and Title IV-E Ongoing Reviews. During this workshop, presenters will identify common errors found during the review process and provide strategies and best practices utilized by local agencies. The presenters will also be discussing the outcome of the 2019 Federal IV-E Review and the impact of the review moving forward.

9:45 – 10:45 am **Dominion Energy-How state programs, Fuel and Crisis are processed by the**
Empire **EA team** (BPRO)
Presenters: **Marilyn Coleman, Lisa FaJohn and Elizabeth Ryne**

This workshop will provide an overview of how the Energy Assistance team manages the operational functions of Fuel and Crisis cases for Dominion Energy. The team will review how the Dominion Energy system works with the VDSS system and what is needed to ensure accounts are processed timely and questions easily answered (account numbers vs. case numbers).

9:45 - 10:45 am **Summitting Mt. DMIS** (BPRO)
Piedmont Presenters: **Bobbi Hossainian and Monica Moore**

Join us for a discussion about the Document Management Imaging System (DMIS) and ImageNow. We will share tips and tricks including solutions to assist you in more effectively using scanning technology. Learn to maximize your available resources and hear the answers to some of the most asked questions from the DMIS User Group. **This workshop was originally presented at 1:30 pm on Thursday.**

9:45 - 10:45 am **Toxic Employees - Through the Looking Glass - how to help see the problem**
Stratford **and fix it** (POSSESS)
Presenter: **Ashley Turner**

Toxic Employees – How to recognize toxic behaviors within yourself and fellow employees and strategies for addressing the situation(s).

10:45 – 11:00 am **Break**

11:00 – 12:00 pm **Closing Session – Grand Ballroom West**

Meet Commissioner Duke Storen



Duke Storen serves as the Commissioner of the Department of Social Services where he leads a high performing team of mission-driven professionals in their mission to help people triumph over poverty, abuse, and neglect. The Department of Social Services has responsibility for the Commonwealth's child welfare system; benefit programs and Medical assistance program eligibility; subsidized childcare; workforce programs for TANF, SNAP, and Child Support; refugee assistance programs; licensing of child care and adult living facilities; and child support enforcement.

For nearly 30 years, Duke's academic and professional career has focused keenly on the alleviation of poverty. Working in all sectors, including academia, community-based not-for-profits, state government, and consulting, Duke has dedicated his time and efforts to social policy and programs designed to bring relief to low-income populations.

Duke serves on the Board of Directors of the American Public Human Services Association (APHSA) and is chair of the APHSA Leadership Council. He also serves on the National Governor's Association Core Advisor's Network for Human Services, providing expert guidance to the NGA and Governor's Offices across the nation.

Prior to joining VDSS as Commissioner, Duke served as the Senior Vice President of Government Relations & Program Development at Share Our Strength, a national nonprofit working to end childhood hunger in America through the national No Kid Hungry campaign. Earlier in his career, Duke worked under two administrations at USDA's Food and Nutrition Service, where he led efforts to improve program access to nutrition programs and managed the child nutrition programs as well as jobs in state government in New Jersey and Virginia and for a not-for-profit IT consulting firm helping federal and state governments leverage technology for the delivery of the health and human services.

Duke spent a number of years at Rutgers University as a researcher, graduate student professor, and project director at the John J. Heldrich Center for Workforce Development. Duke also holds a Bachelor of Arts in Social Justice from the College of the Holy Cross and a Master of Arts in Public Policy from Rutgers University.

Duke resides in Fredericksburg, VA with his wife, Barbara and their five children between the ages of 5 and 19. Duke's interests include youth sports, religion, cooking, social action, and human rights.

Nannette M. Bowler, JD

Nannette currently serves as Deputy Commissioner of Human Services for Virginia Department of Social Services. In this capacity she oversees Family Services, Benefit Programs, Child Care, Training and Regional Offices.

Prior to this position she served as Director of the Fairfax County Department of Family Services. In this capacity she directed the operation of this major county department, which has a budget of approximately \$240 million and includes more than 1,700 employees in five divisions: Children, Youth and Families (CYF); Adult and Aging; Self-Sufficiency; the Office for Children; and Office for Women/Domestic and Sexual Violence Services.

Previously, Nannette was Chief Judge of the Family Division for the 8th Judicial Circuit, Ionia County, Michigan, presiding over cases including guardianships of incapacitated and developmentally disabled individuals; mental incompetency hearings; child abuse and neglect cases; juvenile delinquency cases; and adoptions.

As Cabinet member to the Governor, serving as Director of the Michigan Family Independence Agency, Nannette directed 22 programs, including child welfare, juvenile delinquency, and adult protective service; overseeing 10,500 employees, and a four-billion-dollar budget.

She previously served as Executive Director of the Chance at Childhood: Law and Social Work Initiative at Michigan State University which was created to jointly train master-level social workers and law students in child advocacy.

Awards received include:

- ✓ One of seven Americans to receive the Foundation for Improvement of Justice, Inc.'s national award in 1993 for innovative and dedicated work in advancing justice for children and families;
- ✓ National Leadership Award in 2003, awarded by the Institute for Educational Leadership in appreciation of effective contributions to the improvement of American education;
- ✓ Ally in Prevention Award from SCAN of Northern Virginia and its Allies in Prevention Coalition in 2017 in recognition for her exceptional work protecting children and strengthening families.
- ✓ Local and State Outstanding Member Award in 2017 awarded by American Public Human Services Association (APHSA) for contributing to the transformation of health and human services and advancing the mission of APHSA.

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Meet Our Presenters:

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