



BPRO/POSSESS
Spring Conference
Williamsburg, VA
April 29, 2026-May 1, 2026

From Roots of History to Futures of Hope Conference Agenda

Tuesday, April 28, 2026

- 3:00 PM – 6:00 PM | Early Registration for BPRO & POSSESS
- (Hotel check-in begins at 4:00 PM)

Wednesday, April 29, 2026

- 7:30 AM | Registration Opens
- 8:30 AM | Pre-Conference Workshops
- 10:00 AM | Break (On Your Own)
- 10:15 AM | Pre-Conference Workshops
- 11:45 AM | Lunch (Provided)
- 1:15 PM | Benefit Panel & POSSESS Workshop
- 2:45 PM | Break (Assorted Beverages Only)
- 3:00 PM | BPRO Business Meeting | POSSESS Business Meeting

Thursday, April 30, 2026

- 7:15 AM | Breakfast (Provided)
- 8:30 AM | Workshops
- 10:00 AM | Break (On Your Own)
- 10:15 AM | Workshops
- 11:45 AM | Lunch (Provided)
- 1:15 PM | Workshops
- 2:45 PM | Break (Assorted Beverages Only)
- 3:00 PM | Workshops

Friday, May 1, 2026

- 7:15 AM | Breakfast (Provided)
- 8:00 AM | Raffle Winners Announced
- 8:30 AM | Workshops
- 10:00 AM | Break (On Your Own)
- 10:15 AM | Workshops
- 11:45 AM | Conference Concludes

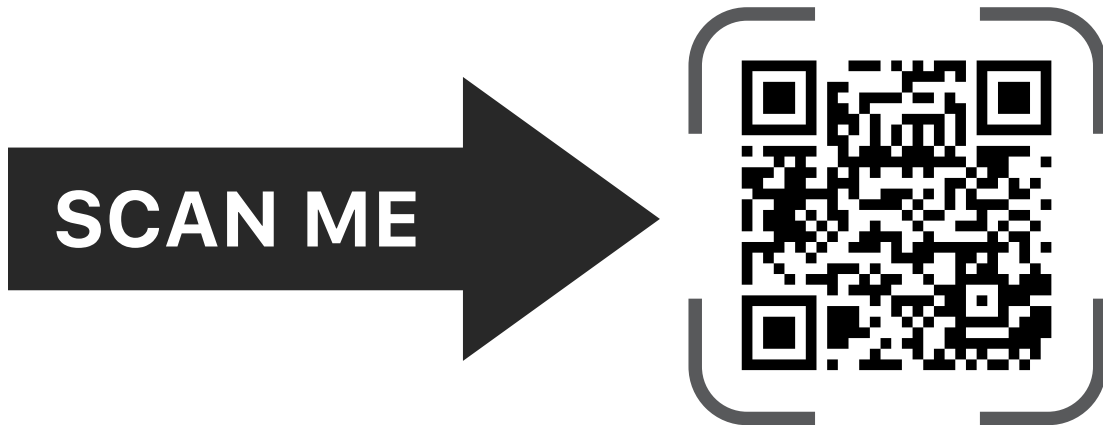


We hope your participation will be a meaningful investment, offering inspiration, insight, and connection that benefit both you and your agency as we honor *From Roots of History* and look ahead to *Futures of Hope* in 2026.

From Roots of History to Futures of Hope Attendance Sign-in

SCAN HERE TO SIGN IN

YOU WILL NEED TO SCAN THE QR CODE
BELOW AT EVERY BPRO WORKSHOP YOU
ATTEND AND ENTER THE SPECIAL CODE
GIVEN BY THE MODERATOR



How do I SIGN IN?

- Open your camera on your cellphone
- Scan the QR code above
- Enter the special code given by the moderator at the workshop you attended.
- **YOU WILL NEED TO SCAN THE QR CODE AT EVERY WORKSHOP YOU ATTEND!**

Signing in by QR code will replace sign in sheets and information will be time-stamped to show your attendance at each workshop.

From Roots of History to Futures of Hope

Workshops at a Glance

Tuesday, April 28, 2026	
3:00-6:00	Early Registration
Wednesday, April 29, 2026 - Registration opens at 7:30 AM	
Pre-Conference Workshops 8:30-10:00	Working with Immigrant Population: A Humanistic Approach (BPRO)
	Cultivating Accuracy: How Strong Review Practices Shape Hopeful SNAP Outcomes (BPRO) <i>This workshop will be repeated on Friday at 10:15</i>
	HR1 (BPRO)
	Rooted in Service, Advancing Through Innovation (POSSESS) <i>This workshop will be repeated on Thursday at 8:30</i>
10:00-10:15	Break (On Your Own)
Pre-Conference Workshops 10:15-11:45	From Conversation to Determination: Elevating SNAP Interview Skills (BPRO)
	From Adversity to Resilience: How PCEs Rewrite the Script on ACEs (POSSESS)
11:45-1:00	Lunch (Provided)
1:15-2:45	Benefit Panel (BPRO)
	Safety Through Teamwork and Services (POSSESS)
2:45-3:00	Break (Assorted Beverages Only)
3:00-5:00	BPRO Business Meeting <i>BPRO Members are required to attend</i>
	POSSESS Business Meeting
END OF DAY ONE	

From Roots of History to Futures of Hope

Workshops at a Glance

Thursday, April 30, 2026	
8:30-10:00	From Roots of Policy to Futures of Care: Medically Needy Spenddown for Families and Children (BPRO)
	Yesterday Begins Our Tomorrow: Timeliness in SNAP Processing (BPRO)
	The Roots and Future of the VIEW Program: A Roundtable Discussion (BPRO)
	Planting Stability: Navigating PIPP from Roots to Renewal (BPRO)
	Read Like A QC (BPRO) <i>This workshop will be repeated at 1:15</i>
	Rooted in Service, Advancing Through Innovation (POSSESS)
10:00-10:15	Break (On Your Own)
10:15-11:45	MA Community Engagement (BPRO)
	2025 Year In Review: SNAP Guidance Modifications (BPRO)
	The Evolution of the TANF Program and Where We Are Headed (BPRO)
	Energy Assistance Program: Flourishing Foundations (BPRO)
	Deep Roots, Clear Paths: Program Updates, Managing Waitlists, and Rollover (BPRO) <i>This workshop will be repeated at 1:15</i>
	Workforce Resources (POSSESS)
11:45-1:00	Lunch (Provided)



From Roots of History to Futures of Hope

Workshops at a Glance

1:15-2:45	Building Accuracy, Growing Trust: Your Role in Shaping SNAP's Future (BPRO) <i>This workshop will be repeated on Friday at 8:30</i>
	Rooted in Reality: A Knowledge Refresh of TANF and VIEW-Q&A Panel (BPRO)
	Read Like A QC (BPRO) <i>Repeat from 8:30-10:00</i>
	Deep Roots, Clear Paths: Program Updates, Managing Waitlists, and Rollover (BPRO) <i>Repeat from 10:15-11:45</i>
	Securities and AI (POSSESS)
2:45-3:00	Break (Assorted Beverages Only)
3:00-4:30	Solid Roots for Better Outcomes: Understanding MES/MMIS and Enrollment (BPRO)
	The Road to Payment Error Reduction (BPRO)
	From Roots to Results: Understanding the Impact of Domestic Violence (BPRO)
	SNAP Front-End Referrals and False Documentation (BPRO) <i>This workshop will be repeated on Friday at 8:30</i>
	Roots of Technology: Bridging the Past to Inspire Future Innovation and Human Integrity (BPRO) <i>This workshop will be repeated on Friday at 8:30</i>
	Ready for Anything: A Practical Preparedness Boost for DSS Workers (POSSESS)
END OF DAY TWO	



From Roots of History to Futures of Hope

Workshops at a Glance

Friday, May 1, 2026

8:30-10:00

Cultivating Auxiliary Grant Knowledge (BPRO)

Building Accuracy, Growing Trust: Your Role in Shaping SNAP's Future (BPRO)
Repeat from Thursday 1:15-2:45

Turning Historically Troublesome Areas into Renewed Hope: TANF Hot Topics (BPRO)

SNAP Front-End Referrals and False Documentation (BPRO)
Repeat from Thursday 3:00-4:30

Roots of Technology: Bridging the Past to Inspire the Future Innovation and Human Ingenuity (BPRO)
Repeat from Thursday 3:00-4:30

Thomas Brothers-Part I (POSSESS)

10:00-10:15

Break (On Your Own)

10:15-11:45

Tracing the Past: The Roots of a Successful Resource Assessment (BPRO)

Exploring Our Roots Today to Enhance Our Future Tomorrow: Digging into Interim Reports and Renewals (BPRO)

Relationship Establishment is the Root of TANF Eligibility (BPRO)

Cultivating Accuracy: How Strong Review Practices Shape Hopeful SNAP Outcomes (BPRO)
Repeat from Tuesday 8:30-10:00

History as Our Foundation, Collaboration as Our Compass: BP User Group (BPRO)

Thomas Brothers- Part II (POSSESS)

END OF CONFERENCE



From Roots of History to Futures of Hope

Menu

Wednesday Lunch

Buffet Style

Chicken Scallopini & Rosemary Roasted Beef Shoulder

Steamed New Potatoes in Garlic Parsley Butter

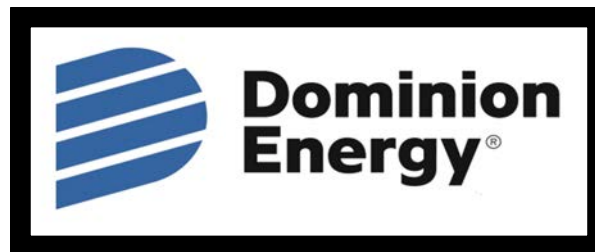
Farmers' Market Vegetables in Herb Butter

Mixed Green Salad (assorted dressings)

Strawberry Cheesecake

Hot Tea, Coffee, Iced Tea, Iced Water

**Afternoon break of assorted beverages only
partially sponsored by:**



Thursday Breakfast

Chilled Orange & Grapefruit Juice

Sliced Seasonal Fruits

Breakfast Potatoes

Scrambled Eggs

Bacon

Freshly-Brewed Royal Cup Coffee, Decaffeinated Coffee

Assorted Mighty Leaf Fine Teas

From Roots of History to Futures of Hope

Menu

Thursday Lunch

Soup & Sandwich Buffet

Chicken Tortilla Soup

Assorted Sandwiches:

Sugar-Cured Ham

Roasted Chicken Caesar Wrap

Mozzarella & Tomato Panini

Chocolate Brownies

Hot Tea, Coffee, Iced Tea, Iced Water

**Afternoon break of assorted beverages only
partially sponsored by:**

The logo for KPMG, featuring the letters 'KPMG' in a bold, blue, sans-serif font. The letters are stylized with vertical lines extending from the top and bottom of the 'K', 'P', and 'M'.

Friday Breakfast

Chilled Orange & Grapefruit Juice

Sliced Seasonal Fruits

Breakfast Potatoes

Scrambled Eggs

Sausage Patties

Freshly-Brewed Royal Cup Coffee, Decaffeinated Coffee

Assorted Mighty Leaf Fine Teas

**RAFFLE DRAWINGS
WILL BE HELD AT 8:00AM
DURING FRIDAY BREAKFAST**

From Roots of History to Futures of Hope
Networking Suite

BPRO/POSSESS
Networking Suite

*Wrap up your day the right way —
unwind, connect, and share a few
laughs with friends old and new!*

April 29 | 7:30-10:00 PM

April 30 | 7:30-9:30 PM

Ages 21+

*Don't forget your conference badge
— it's your ticket in!*

No guests, please.

*All drinks must remain inside the
suite.*

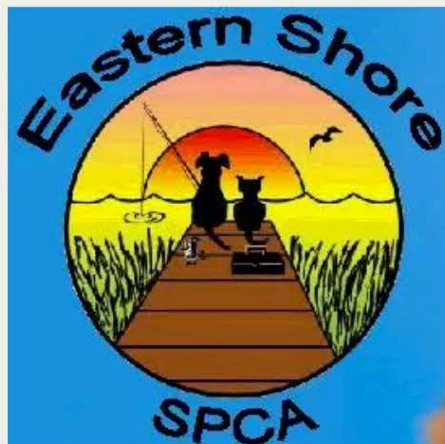
*Come relax, mingle, and make
memories. We'll see you there!*



2026 SPRING CONFERENCE BPRO GIVEBACK

In memory of long time charter member

**Kay
Lewis**



*-to provide a safe haven for
animals in Accomack
and Northampton
Counties on Virginia's
Eastern Shore*

Donations can be made:
-online using QR code
-cash at conference



www.mybpro.org

www.shorespca.com

<https://bpro.betterworld.org/campaigns/2026-spring-conference-bpro-give>

From Roots of History to Futures of Hope

Words of Welcome



Welcome to the BPRO/POSSESS Spring 2026 Conference! We are excited to return to Williamsburg, VA—a location rich in history and especially meaningful this year as our country celebrates the 250th anniversary of the signing of the Declaration of Independence. We have gathered in Williamsburg many times before, and it is truly fitting to come together here once again to reflect on our roots in DSS and reconnect with the fundamentals as we prepare for the changes that will shape our future and the way we serve our communities.

We are deeply grateful to the many individuals who have worked tirelessly, dedicating countless hours to this program. We extend a special thank you to:

- Dannielle Tosh, BPRO Second Vice President and Conference Planning Lead
- Donna Montgomery, BPRO Third Vice President and Incoming Conference Planner
- Blair Smith, BPRO Professional Development Chair, our dedicated members of the Professional Development Committee, whose insights help shape the training our frontline staff value most

It truly takes a village to bring these conferences to life. We offer sincere appreciation to our POSSESS Conference Planner and POSSESS President for their hard work and coordination, as well as to our partners at VDSS—including the VDSS Leadership Team, the Benefit Programs Division, the Local Training and Development Unit, Benefit Programs Managers and Staff, and the Quality Assurance teams. Thank you for your continued support.

We are also extremely thankful for our BPRO Executive Board, who works diligently behind the scenes to support every conference we host.

Throughout this conference, we will focus on returning to our roots and getting back to the basics, especially as we work collectively to reduce our SNAP error rate, navigate the changes introduced by HR1, and continue providing accurate, timely services to the citizens we serve. Our hope is that every attendee leaves with valuable tools, resources, and renewed energy as we move forward into a future built on hope and resilience.

May each of you enjoy the Spring 2026 Conference!

Tonia Alexander
BPRO President



From Roots of History to Futures of Hope

Words of Welcome



As the POSSSESS State President, I would like to welcome you to the 2026 spring conference. I am excited to be back in Williamsburg this time around for the BPRO-POSSSESS conference and hope you enjoy the beautiful hotel and the surrounding historic area.

April is Administrative Professionals Month, and I would like to extend my appreciation and gratitude to all the work the POSSSESS membership does for their local agencies and communities throughout the year. This work is typically more behind the scenes, assisting co-workers, but it is needed for all agencies to function smoothly and better serve our clients and communities.

As my term as State President comes to a close in a few months, I want to take the opportunity to thank the POSSSESS Board of Directors for all of their hard work and dedication during my four years in growing and developing the organization. I could not have been as successful without their assistance, input, and wisdom.

The conference theme this Spring, "From Roots of History to Futures of Hope", is fitting with being in such a historic location in Virginia, while reminding all of us to move forward to the future that has not yet been defined, while remaining optimistic along the way.

"You can't go back and change the beginning, but you can start where you are and change the ending". –
C. S. Lewis

In human services, adversity and challenges are bound to happen to all of us. This quote from C. S. Lewis reminds us that the past is important to learn from, however, not to dwell upon, and move forward into the future, so that you may determine the outcome for the better.

There will be a lot of information in the various workshops being offered this week. I hope that everyone will utilize these opportunities to take the information learned and bring it back to their Agencies to help others in meeting our common goal of better serving our communities.



Janet Briscoe
POSSSESS President

From Roots of History to Futures of Hope

Pre-Conference Workshops

Wednesday, 04/29/26

<p>8:30-10:00 Piedmont A-C Lower Level BPRO</p>	<p>Working with Immigrant Populations Presented by Monique Majeus Working with immigrant populations requires an approach that recognizes their diverse backgrounds, unique challenges, and varied experiences. Effective engagement means understanding the social, cultural, and structural factors that shape their daily lives. In this session, we will discuss strategies and considerations that can help guide meaningful, respectful, and effective work with our immigrant customers.</p>
<p>8:30-10:00 Tidewater Mail Level BPRO</p>	<p>Cultivating Accuracy: How Strong Review Practices Shape Hopeful SNAP Outcomes Presented by Nikole Cox and Diana Clark Payment Error Review Committees play a vital role in understanding where SNAP errors begin and how to prevent them from recurring. This session explores how reviewing cases, identifying root causes, and strengthening internal processes lead to more accurate determinations and better outcomes for the families we serve. Participants will learn how collaborative review practices not only honor the program's history of integrity but also build a more reliable, hopeful future for SNAP service delivery. This workshop will be repeated on Friday at 10:15</p>
<p>8:30-10:00 Colony A-E Main Level BPRO</p>	<p>HR-1 Updates Presented by Sherry Sinkler-Crawley and Sara Cariano VDSS and DMAS will provide an overview of the H.R. 1 provisions that make the most significant impacts on SNAP and Medicaid eligibility requirements and processes.</p>
<p>8:30-10:00 Allegheny ABC Main Level POSSESS</p>	<p>Rooted in Service, Advancing through Innovation Presented by Jennifer Cooper Please join us for a informational session focused on the upcoming EBT Chip Card rollout and what it means for Local Departments of Social Services (LDSS) staff and the customers we serve. This session will provide an overview on new card features, implementation timelines, operational impacts, and customer communication. We will also include important information related to SEBT and EBT manual changes. This workshop will be repeated on Thursday at 8:30</p>
<p>10:00-10:15</p>	<p>Break (On Your Own)</p>



From Roots of History to Futures of Hope

Pre-Conference Workshops

Wednesday, 04/29/26

10:15-11:45
Colony A-E
Main Level
BPRO

From Conversation to Determination: Elevating SNAP Interview Skills

Presented by Guest Presenter

Think interviewing is just asking questions? Think again. In this session, we'll dig into the art and science of SNAP interviewing—from building rapport to using forensic techniques that help you get the full picture. You'll walk away with sharper skills, stronger confidence, and a deeper understanding of how great interviews lead to great decisions.

10:15-11:45
Allegheny ABC
Main Level
POSSESS

From Adversity to Resilience: How PCEs Rewrite the Script on ACEs

Presented by Nicholette Antoniuk (Five18)

A practical, strengths-based introduction to ACEs and PCEs that equips professionals in all roles with tools to understand the impact of trauma and foster safety, connection, and resilience in everyday interactions.

End of Pre-Conference Workshops



**You are
Amazing!**

From Roots of History to Futures of Hope

Conference Begins

Wednesday, April 29, 2026

<p>11:45-1:00 Virginia A-E</p>	<p>Lunch and Welcome Michelle Taliaferro, Benefits Supervisor, Williamsburg Department of Human Services Janet Briscoe, POSSESS President Tonia Alexander, BPRO President Duke Storen, Commissioner, Virginia Department of Social Services Marvin B. Figueroa, Secretary, Health & Human Resources, Office of the Governor</p>
<p>1:15-2:45 Colony A-E Main Level BPRO</p>	<p>Benefit Programs Panel Join the panel for an informative and interactive discussion! Toni Blue, Deputy Secretary, Health & Human Resources, Office of the Governor Angela Morse, Director, Division of Benefit Programs Nikole Cox, Director, Economic Stability and Support Programs Diana Clark, Associate Director Sr., Benefit Programs Irma Blackwell, Medical Assistance Program Manager Mark Golden, Economic Assistance and Employment Programs Manager Denise Surber, Energy Assistance Program Manager J’Noie Parker, Childcare Subsidy Program Manager Sherry Sinkler-Crawley, Assistant Division Director, Eligibility and Enrollment, DMAS</p>
<p>1:15-2:45 Allegheny ABC Main Level POSSESS</p>	<p>Safety Through Teamwork and Services Presented by Denise Kirschbaum and Kathleen Gernon Customer service issues can be managed by addressing the physical environment, sharing information, fostering emotional safety, and using a team approach. We will be discussing ways to improve customer and staff experience by creating a sense of safety and identifying ways to implement this in your work setting. A tool that we will discuss is the CALMS Model of De-Escalation which is a simple framework used in conflict resolution and crisis response to safely calm tense situations. The focus will be to help you regulate yourself, validate the other person, listen carefully, reduce tension, and set respectful boundaries to safely defuse conflict.</p>
<p>2:45-3:00</p>	<p>Break - Assorted Beverages Only - One per person</p>
<p>3:00-5:00 Colony A-E Main Level</p>	<p>BPRO Business Meeting (BPRO Members are required to attend)</p>
<p>3:00-5:00 Allegheny ABC Main Level</p>	<p>POSSESS Business Meeting</p>
<p>End of Day One- Visit our Networking Suite - 7:30PM-10:00PM</p>	

From Roots of History to Futures of Hope

ALL DAY WORKSHOPS

Thursday, April 30, 2026

<p>7:15-8:15 Virginia A-E Lower Level</p>	<p>Buffet Breakfast (Provided)</p>
<p>8:30-10:00 Piedmont ABC Lower Level BPRO</p>	<p>From Roots of Policy to Futures of Care: Medically Needy Spenddown for Families and Children Presented by Melissa Gibson and Michelle Haan</p> <p>Grounded in the roots of Medicaid policy, this workshop provides a focused overview of the Families and Children Medically Needy Spenddown. Geared towards Benefit Program Specialists, this workshop will demonstrate how to correctly establish the Medicaid family or budget unit and determine whose income and resources must be included. Participants will learn the step-by-step process for calculating spenddown liability and be provided a brief overview of allowable deductions.</p>
<p>8:30-10:00 Colony DE Main Level BPRO</p>	<p>Yesterday Begins Our Tomorrow: Timely Processing in SNAP Presented by Ruth Ann Belcher and Latrelle Layton</p> <p>Over the years, SNAP has built strong roots grounded in history and experience. Along the way, we have embraced change, strengthened our processes, and continued to grow. As we look ahead, our future is filled with hope—especially as we focus on achieving and maintaining timely processing. Join us as we reflect on our SNAP journey and celebrate the progress that positions us for continued success in meeting timeliness goals.</p>
<p>8:30-10:00 Tidewater AB Main Level BPRO</p>	<p>The Roots and Future of the VIEW Program: A Roundtable Discussion Presented by Christie Bruce, Regina Arnold and Shea McCracken</p> <p>The Economic Assistance and Employment Unit will be hosting a VIEW Roundtable to examine and converse about the VIEW program from various aspects to include VIEW spending with an emphasis on purchase/accounting procedures and the necessary documentation from the Employment Services perspective, the 12-month transitional period in its entirety and trauma informed case management.</p>
<p>8:30-10:00 Tidewater CD Main Level BPRO</p>	<p>Planting Stability: Navigating PIPP from Roots to Renewal Presented by Angela Ector and Nakisha Owens</p> <p>The PIPP workshop will provide practical insights into managing ongoing caseloads by offering pointers for changes, renewals, and interpreting the Transaction report. Participants will also learn supervisory tips to improve team efficiency and streamline workflows. The workshop will conclude with an interactive Q&A, ensuring you leave equipped with tools and knowledge to support families effectively.</p>



From Roots of History to Futures of Hope

ALL DAY WORKSHOPS

Thursday, April 30, 2026

<p>8:30-10:00 Colony ABC Main Level BPRO</p>	<p>Read Like QC Presented by Joni Hicks</p> <p>This workshop will walk participants through our review process, including recent changes and how analysis is conducted. We'll explain how data is used, how the error rate is determined, and highlight key reports and where agencies can access their results. Participants will also learn practical ways agencies can partner with us to help reduce errors moving forward.</p> <p>This workshop will be repeated at 1:15</p>
<p>8:30-10:00 Allegheny ABC Main Level POSSESS</p>	<p>Rooted in Service, Advancing Through Innovation Presented by Jennifer Cooper</p> <p>Please join us for a informational session focused on the upcoming EBT Chip Card rollout and what it means for Local Departments of Social Services (LDSS) staff and the customers we serve. This session will provide an overview on new card features, implementation timelines, operational impacts, and customer communication. We will also include important information related to SEBT and EBT manual changes.</p> <p>This workshop was originally presented on Wednesday at 8:30</p>
<p>10:00-10:15</p>	<p>Break (On Your Own)</p>
<p>10:15-11:45 Piedmont ABC Lower Level BPRO</p>	<p>MA Community Engagement Presented by Sara Cariano</p> <p>The session will focus on the new Medicaid work and community engagement requirements, including who will be impacted by the requirements, compliance standards, exemptions, the implementation timeline and plans, and remaining questions.</p>
<p>10:15-11:45 Colony DE Main Level BPRO</p>	<p>2025 Year in Review: SNAP Guidance Modifications Presented by Natalie Jay-Short and Monica Moore</p> <p>2025 saw a number of changes to the SNAP program due to mandates from H.R.1 and Virginia leadership. Join us for a high-level overview of the new guidance, as well as system modifications and workarounds put in place to support the policy changes.</p>
<p>10:15-11:45 Tidewater AB Main Level BPRO</p>	<p>The Evolution of the TANF Program and Where We are Headed Presented by Mark Golden and Monique Majeus</p> <p>TANF was established through the Personal Responsibility and Work Opportunity Reconciliation Act of 1996, replacing the Aid to Families with Dependent Children (AFDC) program. Join us as we explore how TANF has evolved over time and where it is headed next, including the program's renewed emphasis on work participation and measurable outcomes Pilot.</p>



From Roots of History to Futures of Hope

ALL DAY WORKSHOPS

Thursday, April 30, 2026

<p>10:15-11:45 Tidewater AB Main Level BPRO</p>	<p>Energy Assistance Program: Flourishing Foundations Presented by Hagen Hicks and Alexandria Patterson Introduces new and seasoned LIHEAP staff to the core principles that keep our program strong and effective. This session blends foundational knowledge with interactive trivia and open discussion, creating a space to learn, reflect, and share insights. Participants will explore the essential building blocks of Energy Assistance while offering their own ideas to help the program continue to grow and flourish.</p>
<p>10:15-11:45 Colony ABC Main Level BPRO</p>	<p>Deep Roots, Clear Paths: Program Updates, Managing Waitlists, and Rollover Presented by Iteisha James-Crenshaw and Katima Thomas-Collins Come explore the latest CCSP updates and learn practical strategies for managing waitlists, rolling over authorizations, and keeping services smooth for families and providers. This workshop will be repeated at 1:15</p>
<p>10:15-11:45 Allegheny ABC Main Level POSSESS</p>	<p>Strengthening the Knowledge of Workforce Services and Referral Practices Together Presented by Cynthia Adams and Ebony Whitted This seminar explores how our historical roots shape today's workforce pathways and tomorrow's opportunities. Attendees will acquire practical strategies to help identify resources that would best serve the client's specific needs based on inquiries from LDSS patrons. Audience members will be empowered to build knowledge about workforce services so they can confidently connect patrons to resources and community partners within their areas.</p>
<p>11:45-1:15 Virginia A-E Lower Level</p>	<p>Buffet Lunch (Provided)</p>



From Roots of History to Futures of Hope

ALL DAY WORKSHOPS

Thursday, April 30, 2026

<p>1:15-2:45 Colony DE Main Level BPRO</p>	<p>Building Accuracy, Growing Trust: Your Role in Shaping SNAP's Future Presented by Deana Bennett and Cathy Pemberton</p> <p>Every decision matters. The Payment Error Rate (PER) is more than a number—it's a reflection of how accurately SNAP benefits are determined and issued, and it impacts program integrity, client trust, and federal accountability. In this interactive workshop, we'll demystify PER: what it measures, why it matters, and how your everyday case actions can raise or lower the error rate. Through real-world examples and hands-on scenarios, you'll learn to spot common mistakes, apply practical strategies to prevent them, and understand how your work shapes the future of SNAP. By the end, you won't just know what PER is—you'll know how to keep it low while ensuring families receive the right benefits at the right time.</p> <p>This workshop will be repeated on Friday at 8:30</p>
<p>1:15-2:45 Tidewater AB Main Level BPRO</p>	<p>Rooted in Reality: A Knowledge Refresh of TANF and VIEW: Q&A Panel Presented by Christie Bruce, Keith Kauhane, Leesha Morales, Regina Arnold and Shea McCracken</p> <p>Does your historic knowledge of TANF and/or VIEW need to be refreshed? If so, please join TANF and VIEW experts in this engaging question and answer panel discussion. The session will begin with some common questions the panel has received and will transition into an open Q&A forum. Participants will get clarity on current eligibility requirements, work-related mandates, and available supportive services. The goal is for attendees to leave with a deeper understanding of the "why" behind guidance.</p>
<p>1:15-2:45 Tidewater CD Main Level BPRO</p>	<p>Read Like QC Presented by Joni Hicks</p> <p>This workshop will walk participants through our review process, including recent changes and how analysis is conducted. We'll explain how data is used, how the error rate is determined, and highlight key reports and where agencies can access their results. Participants will also learn practical ways agencies can partner with us to help reduce errors moving forward.</p> <p>This workshop was originally presented at 8:30</p>
<p>1:15-2:45 Colony ABC Main Level BPRO</p>	<p>Deep Roots, Clear Paths: Program Updates, Managing Waitlists and Rollover Presented by Jessica Simmons and Meredith Lumpkin</p> <p>Come explore the latest CCSP updates and learn practical strategies for managing waitlists, rolling over authorizations, and keeping services smooth for families and providers</p> <p>This workshop was originally presented at 10:15</p>
<p>1:15-2:45 Allegheny ABC Main Level POSSESS</p>	<p>Securities and AI Presented by Barry Davis</p> <p>Examining the role of AI in today's workplace, its growing impact, and how VDSS and LDSS can responsibly and safely harness AI to support innovation, security, and service.</p>



From Roots of History to Futures of Hope

ALL DAY WORKSHOPS

Thursday, April 30, 2026

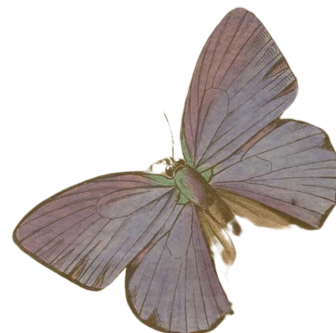
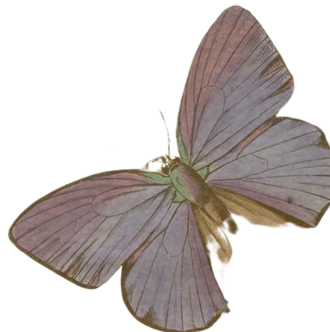
<p>2:45-3:00</p>	<p>Break - Assorted Beverages Only - One Per Person</p>
<p>3:00-4:30 Piedmont ABC Lower Level BPRO</p>	<p>Solid Roots for Better Outcomes: Understanding MES/MMIS and Enrollment Presented by Alexandra Anthony and Katheryn Raymond The Medicaid Enterprise System (MES) and Medicaid Management Information System (MMIS) are the Department of Medical Assistance (DMAS)'s systems for Member enrollment and program administration. While LDSS workers no longer have direct data entry access to MES, a solid understanding of enrollment-related screens is essential. This workshop will help workers that process Medicaid by going over the basics of VaCMS-MMS Transactions and how to use MES screens and features to process eligibility, avoid transaction failures, and maintain Members' access to care.</p>
<p>3:00-4:30 Colony DE Main Level BPRO</p>	<p>The Road to Payment Error Reduction Presented by Jennifer Bazile and Courtney Alston In this workshop, we will discuss the top SNAP payment error areas which include wages and salaries, household composition, shelter deduction and the standard utility allowance. We'll go over common issues in each of these areas and give helpful hints on how to reduce the chance of causing an error.</p>
<p>3:00-4:30 Tidewater AB Main Level BPRO</p>	<p>From Roots to Results: Understanding the Impact of Domestic Violence Presented by Courtenay Schwartz, Cynthia Adams, Keith Kauhane, Leesha Morales and Taylor Ashe This workshop will provide information regarding TANF applicants who are survivors of domestic violence. The goal of this session is to provide you with a review of TANF guidance as it relates to Good Cause, interactions with DCSE, available resources, and advocacy groups to assist you and the survivor navigate the TANF application process. The presenters will include Home Office TANF staff, TANF/VIEW Regional Consultants, DCSE SAVES team leader, and a representative from the statewide domestic violence advocacy group, Action Alliance.</p>
<p>3:00-4:30 Tidewater CD Main Level BPRO</p>	<p>SNAP Front-End Referrals and False Documentation Presented by Luis Maldonado and James Farmer This presentation will provide an overview of the front-end referral process and highlight emerging trends in fraudulent documentation currently being encountered. Participants will gain insight into the evolving tactics used in false documentation and learn how to identify potential red flags during the intake and referral stages. The session will also discuss best practices for addressing suspected fraud while ensuring accurate and efficient case processing. This workshop is designed to help staff strengthen their ability to recognize and respond to fraudulent activity early in the eligibility determination process. This workshop will be repeated on Friday at 8:30</p>



From Roots of History to Futures of Hope

ALL DAY WORKSHOPS
Thursday, April 30, 2026

<p>3:00-4:30 Piedmont ABC Lower Level BPRO</p>	<p>The Roots of Technology: Bridging the Past to Inspire Future Innovation and Human Ingenuity Presented by Henrietta Beyah and Cathey Jackson</p> <p>Information Technology, the new era of Hope from its earliest foundations to the advancements shaping the future. By upholding the history of technological progress, together we can embrace new opportunities for the future we are building.</p> <p>This workshop will be repeated on Friday at 8:30</p>
<p>3:00-4:30 Allegheny ABC Main Level POSSESS</p>	<p>Ready for Anything: A Practical Preparedness Boost for DSS Workers Presented by Danielle Englund (Red Cross)</p> <p>This focused session gives DSS workers clear, usable guidance for being ready for emergencies. We'll cover essential steps for preparing households, how to understand local hazards, building simple readiness plans, and connecting with reliable resources. Participants walk away with tools they can use in their own lives and confidently share with clients and communities, strengthening everyone's ability to handle the unexpected with a bit more calm and clarity.</p>
<p>End of Day Two Visit our Networking Suite 7:30PM-9:30PM</p>	



From Roots of History to Futures of Hope

FINAL DAY WORKSHOPS

Friday, May 1, 2026

<p>7:15-8:15 Virginia A-E Lower Level</p>	<p>Buffet Breakfast (Provided)</p>
<p>8:30-10:00 Virginia D Lower Level BPRO</p>	<p>Cultivating Auxiliary Grant Knowledge Presented by Candace Kelly and Shelley Henley Come and reinforce your AG roots! Topics to include policy overview focusing on common questions, transferring cases, termination of SSI payments and more!</p>
<p>8:30-10:00 Virginia ABC Lower Level</p>	<p>Building Accuracy, Growing Trust: Your Role in Shaping SNAP's Future Presented by Deana Bennett and Cathy Pemberton Every decision matters. The Payment Error Rate (PER) is more than a number—it's a reflection of how accurately SNAP benefits are determined and issued, and it impacts program integrity, client trust, and federal accountability. In this interactive workshop, we'll demystify PER: what it measures, why it matters, and how your everyday case actions can raise or lower the error rate. Through real-world examples and hands-on scenarios, you'll learn to spot common mistakes, apply practical strategies to prevent them, and understand how your work shapes the future of SNAP. By the end, you won't just know what PER is—you'll know how to keep it low while ensuring families receive the right benefits at the right time. This workshop was originally presented on Thursday at 1:15</p>
<p>8:30-10:00 Tidewater AB Main Level BPRO</p>	<p>Turning Historically Troublesome Areas into Renewed Hope: TANF Hot Topics Presented by Christie Bruce TANF Hot Topics is back again for a third installment! Join us as we discuss some areas of TANF guidance and VACMS that can be tricky to navigate. Oh no, APECS returned a Disclosure Prohibited message in SPIDeR, what am I supposed to do now? Your VIEW counterpart keeps sending you information about your client, but you're not quite clear on what actions are required in Data Collection? What about those 18-year-olds who are still enrolled in school, or better yet, a 17-year-old who has their GED? How am I supposed to key that? Get an unexpected outcome and find yourself stumbling through VACMS, looking for the reason your case failed? What screens need to be reviewed, when nothing is pending verification and there's no clear-cut reason for denial? This workshop will answer these questions and more to help attendees avoid errors in historically problematic areas and renew their hope for processing future TANF applications, renewals, and changes.</p>
<p>8:30-10:00 Tidewater CD Main Level BPRO</p>	<p>SNAP Front-End Referrals and False Documentation Presented by Luis Maldonado and James Farmer This presentation will provide an overview of the front-end referral process and highlight emerging trends in fraudulent documentation currently being encountered. Participants will gain insight into the evolving tactics used in false documentation and learn how to identify potential red flags during the intake and referral stages. The session will also discuss best practices for addressing suspected fraud while ensuring accurate and efficient case processing. This workshop is designed to help staff strengthen their ability to recognize and respond to fraudulent activity early in the eligibility determination process. This workshop was originally presented on Thursday at 3:00</p>

From Roots of History to Futures of Hope

FINAL DAY WORKSHOPS

Friday, May 1, 2026

<p>8:30-10:00 Piedmont ABC Lower Level BPRO</p>	<p>The Roots of Technology: Bridging the Past to Inspire Future Innovation and Human Ingenuity Presented by Henrietta Beyah and Cathey Jackson</p> <p>Information Technology, the new era of Hope from its earliest foundations to the advancements shaping the future. By upholding the history of technological progress, together we can embrace new opportunities for the future we are building.</p> <p>This workshop was originally presented on Thursday at 3:00</p>
<p>8:30-10:00 Allegheny ABC Main Level POSSESS</p>	<p>Thomas Brothers - Part 1 Presented by Keith Thomas</p> <p>Supporting LDSS audit readiness with reliable tools for expense tracking, payment requests, case management, and LASER reporting. The system strengthens accuracy, transparency, and accountability, helping agencies maintain compliance while preparing for a more efficient and confident future.</p>
<p>10:00-10:15</p>	<p>Break (On Your Own)</p>
<p>10:15-11:45 Virginia D Lower Level BPRO</p>	<p>Tracking the Past: The Roots of a Successful Resource Assessment Presented by Kathryn Raymond and Melissa Terrell</p> <p>Step back in time as we explore what truly goes into completing a strong Resource Assessment. We'll look at how to choose the correct assessment date and clarify how the process differs for individuals in Nursing Facilities versus those receiving waivers. Together, we'll review the policy and walk through each step of entering a Resource Assessment in VACMS—from requesting the appropriate verifications all the way to determining eligibility.</p>
<p>10:15-11:45 Virginia ABC Lower Level BPRO</p>	<p>Exploring Our Roots Today to Enhance our Future Tomorrow: Digging into Interim Reports and Renewals Presented by Lisa Colandene-Nouri and Ashley Lara</p> <p>Get ready to dig down deep and explore the foundations of SNAP Renewals and Interim Reports. Become an archeologist and discover the historical treasures of SNAP in order to pave the way to accuracy. Together, we will explore policy and procedure for handling an ongoing SNAP caseload with care and confidence. Let's learn to uncover the roots and grow into a bright future of correct cases.</p>
<p>10:15-11:45 Tidewater AB Main Level BPRO</p>	<p>Relationship Establishment is the Root of TANF Eligibility Presented by Shea McCracken</p> <p>This workshop will provide an in-depth exploration of relationship establishment as pertains to the TANF program and will include complicated case scenarios which detail complex family compositions and linkages. Documents used to establish relationships will be part of the discussion along with how relationships are intertwined with the absent parent referrals and the ongoing case management work our program does in conjunction with the Division of Child Support Enforcement.</p>

From Roots of History to Futures of Hope

FINAL DAY WORKSHOPS

Friday, MAY 1, 2026

<p>10:15-11:45 Tidewater CD Main Level BPRO</p>	<p>Cultivating Accuracy: How Strong Review Practices Shape Hopeful SNAP Outcomes Presented by Nikole Cox and Diana Clark</p> <p>Payment Error Review Committees play a vital role in understanding where SNAP errors begin and how to prevent them from recurring. This session explores how reviewing cases, identifying root causes, and strengthening internal processes lead to more accurate determinations and better outcomes for the families we serve. Participants will learn how collaborative review practices not only honor the program’s history of integrity but also build a more reliable, hopeful future for SNAP service delivery.</p> <p>This workshop was originally presented on Wednesday at 8:30 during Pre-con</p>
<p>10:15-11:45 Piedmont ABC Lower Level BPRO</p>	<p>History as Our Foundation, Collaboration as Our Compass: BP User Group Presented by Frank Smith, Raven Sharrieff, Guatam Awatramani, Shyam Kandoi, Venkata Penumatsa, Sruthi Vadde and Benefit Program Representatives.</p> <p>In the spirit of “From Roots of History to Futures of Hope,” this session offers a space for benefit program staff from across the state to come together, reflect on shared experiences, and envision what’s possible for the future of service delivery in Virginia. With representatives from each BP program area (SNAP, TANF, Medicaid, EAP/PIPP, CCSP), BP Business Operations, and Deloitte, the conversation will bring diverse perspectives to the table and support transparent, collective problem-solving. Participants will engage in collaborative discussion, receive updates from each program, and help identify priorities that will guide the months ahead. This gathering strengthens our statewide network and nurtures a hopeful, forward-looking approach to serving communities across the Commonwealth.</p>
<p>10:15-11:45 Allegheny ABC Main Level POSSESS</p>	<p>Thomas Brothers - Part II Presented by Keith Thomas</p> <p>Supporting LDSS audit readiness with reliable tools for expense tracking, payment requests, case management, and LASER reporting. The system strengthens accuracy, transparency, and accountability, helping agencies maintain compliance while preparing for a more efficient and confident future.</p>



***Thank you
for attending.
Safe travels!***

From Roots of History to Futures of Hope

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Virginia Medicaid Plan



From Roots of History to Futures of Hope

Meet the Secretary of Health and Human Resources:



Marvin B. Figueroa **Secretary of Health and Human** **Resources,** **Office of the Governor,** **Commonwealth of Virginia**

Marvin B. Figueroa currently serves as Governor Spanberger's Secretary of Health and Human Resources for the Commonwealth of Virginia. Across both the public and private sectors, he has focused his career on expanding access to affordable care, strengthening programs that support families, and improving how government responds to the needs of communities. His work has consistently centered on the belief that policy should create opportunity and improve people's quality of life.

Figueroa has held several senior leadership positions in the federal government, where he worked to improve health outcomes and modernize public policy. As a senior official at the U.S. Department of Health and Human Services, he worked closely with governors, state agencies, and local leaders to advance national priorities and strengthen essential services. During his time as Health Policy Advisor to Mark Warner, he helped craft and pass the CHRONIC Care Act, which improved care for individuals with complex medical needs and strengthened Medicare's support for people living with chronic conditions. He later went on to serve as a Chief of Staff in the U.S. Senate.

A longtime Virginian, Figueroa also served as Deputy Secretary of Health and Human Resources under Ralph Northam. In that role, he worked with agency leaders, health systems, and community organizations to expand Medicaid, strengthen behavioral health supports, improve social services, and enhance public health operations. His efforts helped improve the Commonwealth's ability to deliver reliable services to residents in both rural and urban communities.

Originally from La Ceiba, Figueroa is a graduate of the University of Virginia Sorensen Political Leaders Program and Lead Virginia. He earned degrees from Vanderbilt University and Harvard University. He currently lives in Richmond and remains deeply committed to serving the Commonwealth he has long called home.

From Roots of History to Futures of Hope

Meet the Deputy Secretary of Health and Human Resources:



Toni Blue
Deputy Secretary of Health and
Human Resources,
Office of the Governor,
Commonwealth of Virginia

Toni Blue serves as the Deputy Secretary of Health and Human Resources for the Commonwealth of Virginia, where she was appointed by Governor Abigail Spanberger to support one of the largest and most complex secretariats in state government, overseeing critical programs that impact the health, safety, and economic stability of millions of Virginians. A nationally recognized leader in human services, Toni brings over two decades of expertise in the policy and practice of public assistance administration. She is deeply committed to removing the barriers that prevent individuals and families from living with dignity and respect.

Toni's career spans the public and private sectors, including over 25 years in Virginia state government. Most recently, she spent four years in the private sector as a national thought leader in human services IT modernization, policy, and practice. Previously, as Senior Director of the Division of Benefit Programs at the Virginia Department of Social Services, she oversaw critical programs including SNAP, TANF, Childcare, Energy Assistance and Medicaid, and was instrumental in leading Virginia's Medicaid Expansion and COVID-19 emergency response.

A 2021 VDSS Leader of the Year, Toni is a fierce advocate for food security, equitable childcare, and reducing healthcare disparities. She holds a Certificate in Lean Six Sigma from Vanderbilt University, is a graduate of the Virginia Executive Institute and received a Bachelor's Degree from Virginia State University. Above all, her proudest role is being mom to her two children, Cameron O'Neal and Kennedy Blue.

From Roots of History to Futures of Hope

Meet the Commissioner:



Duke Storen Commissioner of Human Services, VDSS

Duke Storen serves as Commissioner of the Virginia Department of Social Services (VDSS), leading a statewide human services system dedicated to promoting dignity, strengthening families, and helping Virginians triumph over poverty. In this role, he oversees strategy, policy, and operations across programs that provide food and nutrition assistance, economic stability, health coverage, child and family services, licensing of adult living facilities and child welfare placements, refugee support, and emergency response.

A purpose-driven executive with more than 30 years of experience in health and human services, Duke has held leadership roles at the federal, state, and nonprofit levels. He previously served as VDSS Commissioner under Governor Northam, where he guided the agency through bold transformation, expanded Medicaid to over 500,000 Virginians, and led the Commonwealth's COVID-19 response for social services. His initiatives included Virginia's Roadmap to End Hunger, child welfare transformation, and strategies to help families achieve economic mobility.

Before returning to VDSS, Duke worked in human services technology, building solutions, advising governments and nonprofits on IT modernization, and leading innovation. His career also includes senior roles at the U.S. Department of Agriculture, Share Our Strength's No Kid Hungry campaign, and Rutgers University's Heldrich Center for Workforce Development. He has testified before Congress, advised governors and legislatures, and championed data-driven, person-centered approaches to service delivery.

Duke is recognized nationally for advancing whole-family strategies, leveraging technology to improve outcomes, and building systems that honor human potential. He holds a Master's in Public Policy from Rutgers University and a Bachelor's in Social Justice from the College of the Holy Cross. He has five children ranging in ages from 12 – 26 and resides in Spotsylvania County with his wife, Barbara, and any children who happen to be at home.

From Roots of History to Futures of Hope

Meet our Presenters

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From Roots of History to Futures of Hope

Meet our Presenters, cont...

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From Roots of History to Futures of Hope

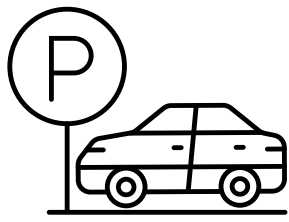
Meet our Presenters, cont...

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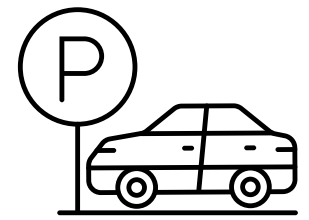
From Roots of History to Futures of Hope

Meet our Presenters, cont...

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From Roots of History to Futures of Hope Parking at Williamsburg



Shuttle Service

BPRO will provide shuttle service between the **Woodlands** and the **Williamsburg Lodge** for attendees staying at The Woodlands on the following days and times:

- **Wednesday, 04/29/26:** 7:00–9:00 a.m. and 4:45–6:45 p.m.
- **Thursday, 04/30/26:** 7:00–9:00 a.m. and 4:45–6:45 p.m.

Shuttle Locations:

• PU (Pick-Up):

The Woodlands Hotel
105 Visitor Center Dr, Williamsburg, VA 23185

• ST (Shuttle Stops):

- Francis Street behind Shields Tavern (just past the corner of Francis & Blair Streets), Williamsburg, VA 23185
- Lot 44 (Art Museum Parking Lot), Colonial Williamsburg

• DO (Drop-Off):

Williamsburg Lodge – Conference Side on South England
310 S England St, Williamsburg, VA 23185



Conference attendees who are overnight guests at the Williamsburg Lodge, the Woodlands and The Griffin have a \$15 per day parking fee charged to each room and will receive a parking pass for their windshield. For those staying at the Woodlands who chose to drive to the Williamsburg Lodge area will not need to pay to park at the Lodge. Your parking pass received from the Woodlands is your parking pass for the Lodge.

DO NOT PAY TO PARK A SECOND TIME.



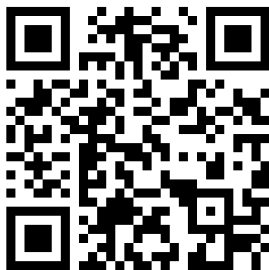
The below applies to those attendees who do not have a hotel room reservation:

Visitors who do not have a hotel reservation at the Williamsburg Lodge, the Woodlands or The Griffin are encouraged to park at the Colonial Williamsburg Visitor Center, where parking is available for \$10 per day, and take advantage of the complimentary bus service (runs 9:00 AM - 9:00 PM) to the Historic Area.

Parking lots in and around the Lodge and the Historic area require the use of the free Passport app but also offer free 30-minute parking in most cases (a Passport app \$0.35 convenience fee may apply). Payment kiosks are also available in most locations. For more information about parking please click this link:

<https://www.colonialwilliamsburg.org/visit/know-before-you-go/parking-buses/>

Please scan the QR code below to download the Passport App.



**Passport Parking
QR Code**

How to Use Passport Parking

Download the App

- Scan the Passport Parking QR code to the left ←
- Download and open the app.

Create an Account

1. Enter your phone number and select Verify.
2. Enter the six-digit code sent to your phone.
3. Create and confirm a four-digit PIN.
4. Accept the Terms & Conditions.

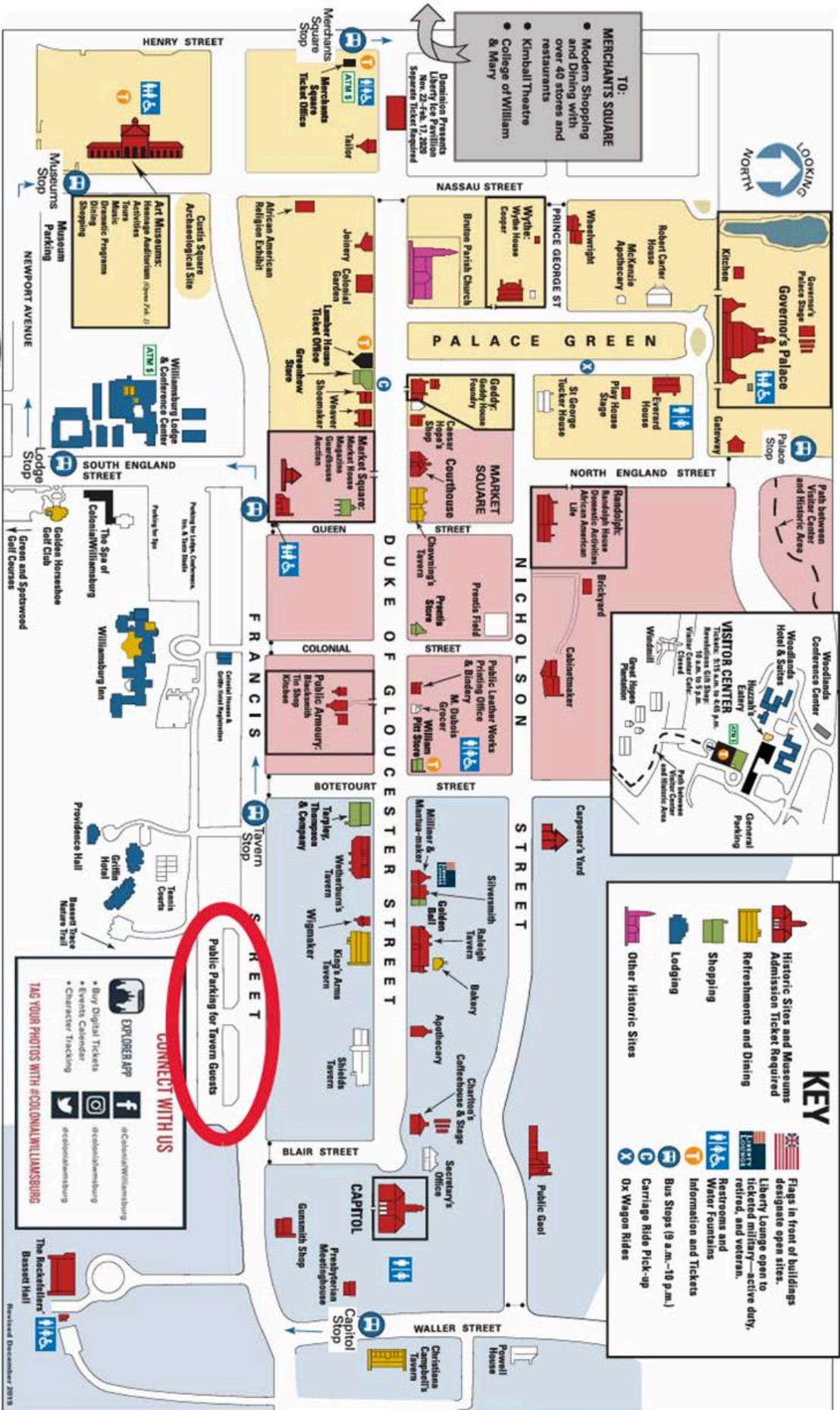
Start Parking

1. Enter the parking lot Zone Number.
2. Select New Session and confirm the zone.
3. Add your vehicle information and save it.
4. Select your vehicle and choose your parking time.
5. Confirm your information.
6. Enter your payment information and save your card.

Tip

Double-check the Zone Number and vehicle information before paying.

From Roots of History to Futures of Hope

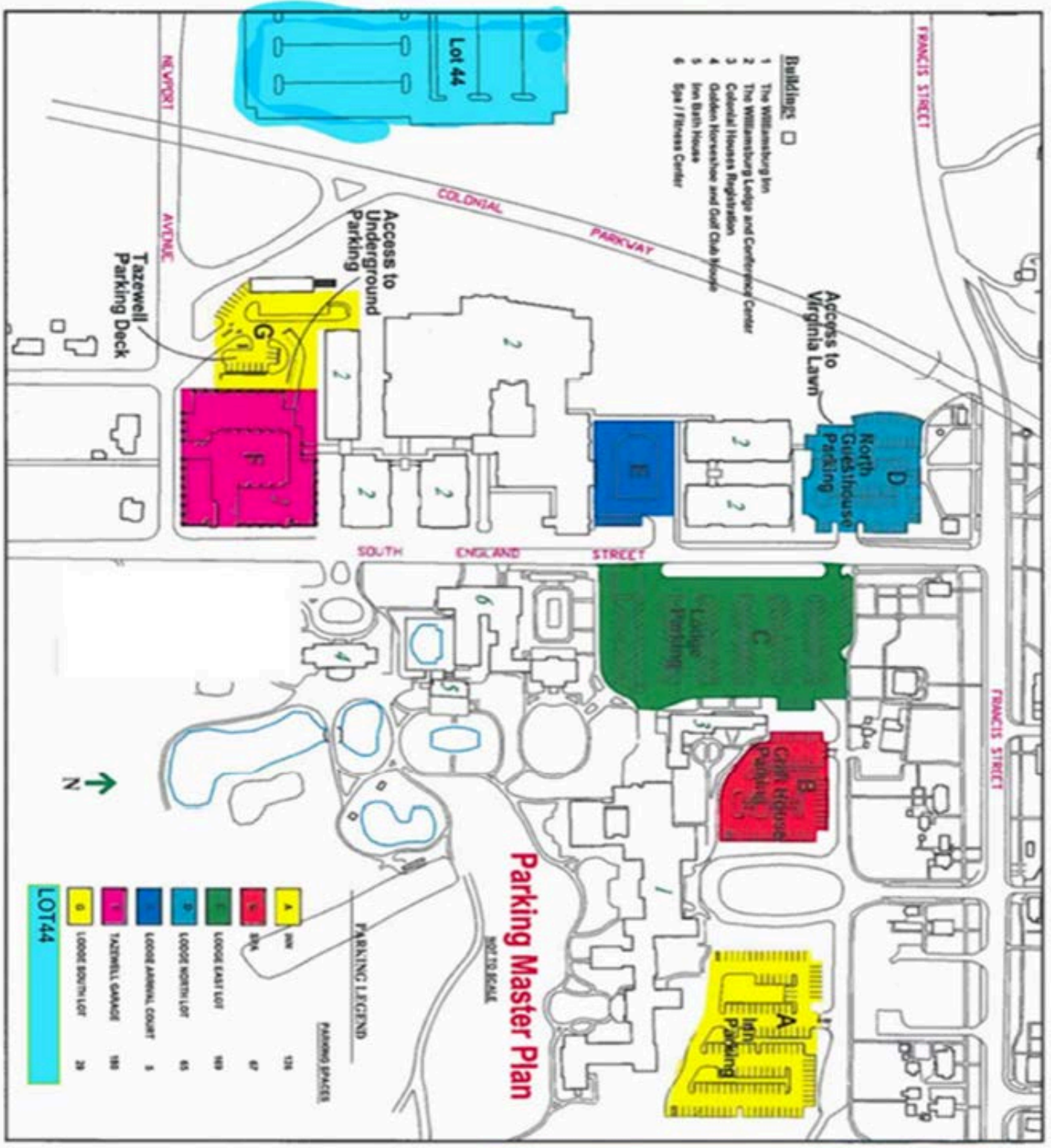


Colonial Williamsburg
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Help us share America's enduring story by making a donation.

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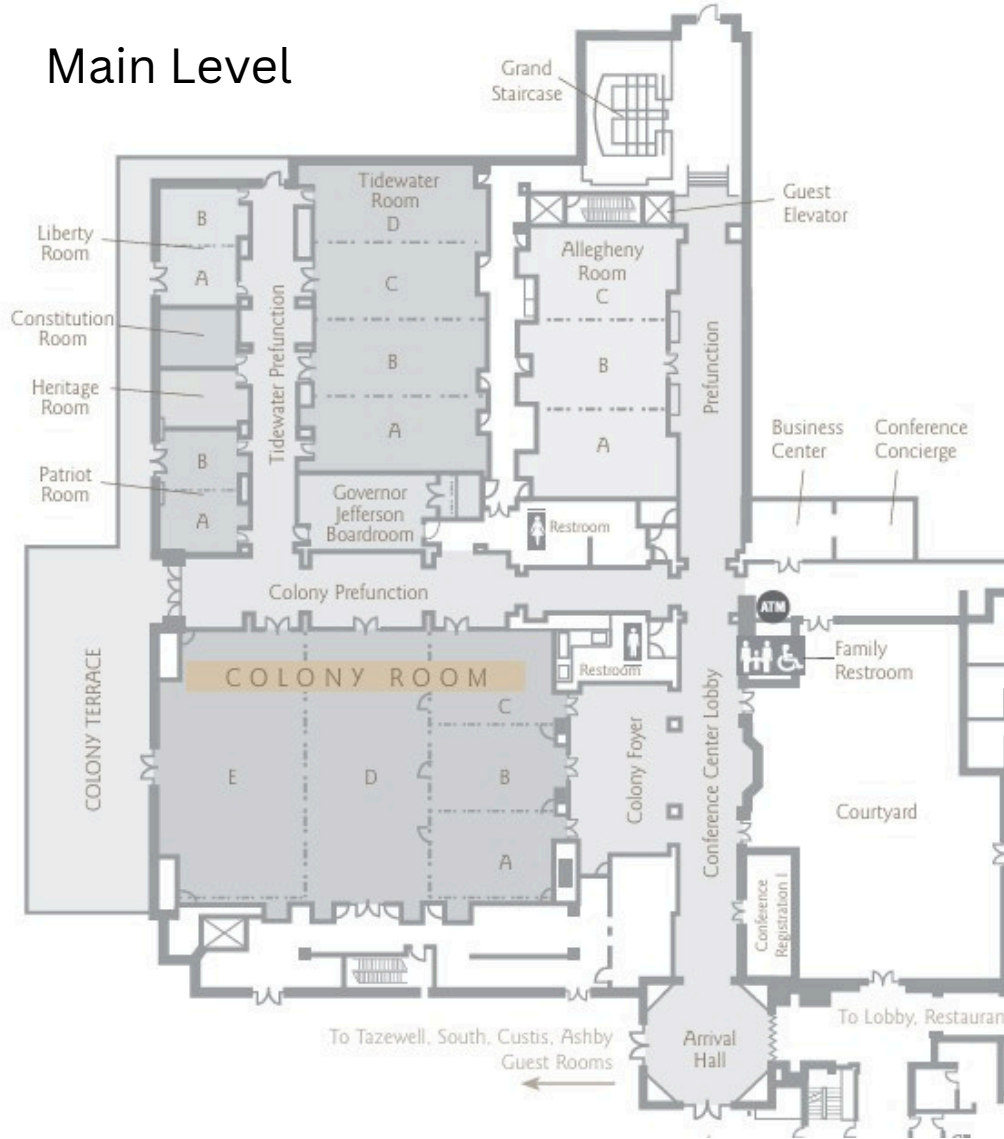
You may park in A, B, C, G, Lot 44, and Tavern Parking Lots.
 You may not park in Lots D, E or F, as these are for in-house guest parking.



TAVERN lot - not shown on map.

From Roots of History to Futures of Hope

Main Level



Lower Level

