

SATURDAY, OCTOBER 5		
TIME	CONTENT	LOCATION
	EXPO HALL MOVE IN	
SUNDAY, OCTOBER 6		
TIME	CONTENT	LOCATION
8:30 AM - 3:00 PM	EXPO HALL MOVE IN	Aurora 1-3
12:00 PM - 5:00 PM	Registration Desk Information Desk	Aurora Registration Desk
1:00 PM - 4:00 PM	Well-Being Room	Crest 1
1:00 PM - 4:00 PM	Speaker Ready Room	Crest 2
2:30 PM - 3:15 PM	First Time Attendees Meet up	
3:30 PM - 5:00 PM	State and Local Forum (open to all state and local government attendees)	Aurora Ballroom B
3:30 PM - 5:00 PM	Developments in Litigation and Federal Funding Issues Relating to Medicaid, CHIP, and Child Welfare (CLE)	Aurora Ballroom D
3:30 PM - 5:00 PM	Deloitte Town Hall (invite only)	Summit 6-7
5:15 PM - 6:15 PM	Emerging Leaders Meet up (by invite only)	Summit 1
5:15 PM - 6:15 PM	<p style="text-align: center;">Building Resilience: The Superpowers You Need to Thrive Debra Austin, JD, PhD, Professor of the Practice, University of Denver Sturm College of Law <i>facilitated by:</i> Behavioral Health - Wellness (CLE/CEU)</p>	Aurora Ballroom C
6:30 PM - 8:00 PM	Headshot Lounge Underwritten by Adobe	Expo Hall
6:30 PM - 8:30 PM	Opening Reception	Expo Hall

MONDAY, OCTOBER 7										
TIME	CONTENT									LOCATION
7:00 AM - 4:30 PM	Registration Desk Information Desk									Aurora Registration Desk
7:00 AM - 4:30 PM	Well-Being Room									Crest 1
7:00 AM - 11:00 PM	Speaker Ready Room									Crest 2
7:30 AM - 7:00 PM	Vendor Meeting Rooms Open									Aurora Expo Hall 1
7:30 AM - 8:30 AM	Breakfast									Summit Foyer
8:00 AM - 9:00 AM <i>Breakfast available in Summit Foyer: 7:30 AM - 8:30 AM</i>	Innovative Technology	People Powered Design	Innovative Technology	Cross-System Alignment	People Powered Design	Innovative Technology	Human Services Law & Policy 8:00 AM - 9:30 AM	Human Services Law & Policy 8:00 AM - 9:30 AM		
	<i>Continuous Innovation and Customer Centric Solutions: Why SaaS is the Answer (CGI)</i>	<i>Leveraging Technology to Overcome Barriers in Family Finding and Engagement (Binti)</i>	<i>Real World Program Improvements Realized via AI (Microsoft)</i>	<i>Don't Just Build it Test it: Scripting Successful Collaborative Partner Engagement and Testing Implementation</i>	<i>Enhancing Language Access for Refugee, Immigrant, and Indigenous Communities with Limited English Proficiency</i>	<i>Ushering In a New Era of Income Verification: Emerging Technologies for Agency Efficiency and Effective Service Delivery</i>	<i>Thoughts on the Page: Developing the Skills Critical to Impactful, Persuasive, and Precise Legal Writing (Part III of the PHSA Build Your Toolkit Series)</i>	<i>Defending Class Action Lawsuits Against Child Welfare and Other Human Services Agencies</i>		
Room	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4		
8:45 AM - 6:00 PM	Expo Hall Open									
9:00 AM - 9:30 AM	Networking Break									Expo Hall
9:45 AM - 11:15 AM	<p align="center">MAIN STAGE OPENING GENERAL SESSION</p> <p align="center">Michelle Barnes, Executive Director, Colorado Department of Human Services Reggie Bicha, President and CEO, American Public Human Services Association Robert Hobbelman, ISM Chair and Director, Innovation and System Support, North Dakota Department of Human Services Karen Barber, PHSA Chair and General Counsel, Vermont Department of Mental Health Introduction of 2024 APHSA Emerging Leaders Cohorts</p> <p align="center">Keynote: Matt Dunsmoor, Founder and Chief Vision Officer, Octopy: Human-Focused Leadership: Prevent Burnout and Increase Employee Wellness</p>									Aurora Ballroom A
11:00 AM - 4:00 PM	Headshot Lounge									Expo Hall
11:30 AM - 1:00 PM	Lunch for All in Expo Hall									Expo Hall
11:30 AM - 1:00 PM	Lights, Camera, Ethics: A Look at the Ohio Rules of Professional Conduct in Cinema and Television (lunch included) (CLE)									Aurora Ballroom A
11:30 AM - 1:00 PM	Emerging Leaders Alumni Lunch (invite only)									Aurora Ballroom D
11:30 AM - 1:00 PM	HSITAG Lunch (RSVP required, invite only)									Aurora Ballroom B
12:30 PM - 4:00 PM	Speaker Ready Room									Crest 2
1:15 PM - 2:15 PM	Innovative Technology	People Powered Design	Cross-System Alignment	Cross-System Alignment	People Powered Design	Innovative Technology	Human Services Law & Policy	Human Services Law & Policy	Emerging Leaders 1:15 PM - 2:30 PM Closed Session	
	<i>Empowered Care, Empowered Workforce: How AI is Transforming HHS from the Inside Out (Google)</i>	<i>Heart of the Matter – Reliable Innovation Serving the Whole Person (Accenture)</i>	<i>Compassionate Refugee Support Case Management in North Dakota (Coresphere)</i>	<i>The Art of the Possible: Tennessee's Multi-Program Transformation</i>	<i>Centering the Power to Change</i>	<i>Counting the Uncountable; AI in Action in Human Services</i>	<i>E-Discovery Challenges Facing State Agencies</i>	<i>Let's Talk About Red Flags: Fraud, Waste & Abuse Trends in Medicaid</i>	<i>Building a Successful Leadership Legacy in Human Services</i>	
Room	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4	Summit 9	
2:15 PM - 3:00 PM	Networking Break									Expo Hall

3:00 PM - 4:00 PM	Innovative Technology	Innovative Technology	Cross-System Alignment	Cross-System Alignment	People Powered Design	Innovative Technology	Human Services Law & Policy (virtual presenter)	Human Services Law & Policy		
	<i>A Human Approach to AI (KPMG)</i>	<i>Charting New Territory: Illinois' Innovative Approach to Enhanced Independent Validation and Verification (IV&V) (Maximus)</i>	<i>Unlocking the Power of Collaboration in Social Service Delivery (IBM)</i>	<i>Using Administrative Data-based Research to Support Cross-Agency Collaboration</i>	<i>Working in Two Worlds – Our Culture, Practice and Data</i>	<i>The New Era of Customer Service in the Southwest / How the Southwest is Improving Customer Service</i>	<i>Focusing on the Whole: Building Community Supports to Wrap around Crisis Stabilization</i>	<i>Data Integration 101 and a Lawyer's Role</i>		
Room	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4		
4:15 PM - 5:15 PM	Innovative Technology	Innovative Technology	Cross-System Alignment	Cross-System Alignment	People Powered Design		Human Services Law & Policy 4:15 PM - 5:45 PM	Human Services Law & Policy 4:15 PM - 5:45 PM	Special Session 4:15 - 6:00 PM	
	<i>Immersive Digital Training for Human Services: Performance Improvements That Lasts (EY)</i>	<i>Riding into the Digital Frontier (Deloitte)</i>	<i>Reimagining Eligibility Operations to Mitigate Staffing Shortages: Dual Innovations in Workforce Capacity</i>	<i>SNAP EBT Modernization</i>	<i>Using Transformational Intelligence Research and Analytics to Improve Public Health Delivery</i>		<i>The State of Federal Regulatory Authority After Loper Bright and Relentless</i>	<i>Good Intentions Gone Bad? Using Olmstead to Eliminate Sub-Minimum Wage Employment in the I/DD Community</i>	<i>The Snowball Effect: Empowering Women Leaders in Human Services (includes Reception)</i>	
Room	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4	Aurora Ballroom B	
5:15 PM - 7:00 PM	<i>Emerging Leaders Ignite Presentations (Closed Session)</i>									Summit 9
5:30 PM - 9:00 PM	PHSA Reception <i>underwritten by Brown & Peisch LLP</i>									Off-site
7:00 PM - 11:00 PM	Open Events Deloitte Networking Event									Pavilion

TUESDAY, OCTOBER 8									
TIME	CONTENT								LOCATION
7:00 AM - 4:30 PM	Registration Desk Information Desk								Aurora Registration Desk
7:00 AM - 4:30 PM	Well-Being Room								Crest 1
7:00 AM - 4:30 PM	Speaker Ready Room								Crest 2
7:30 AM - 7:00 PM	Vendor Meeting Rooms Open								Aurora Expo Hall 1
7:30 AM - 8:30 AM	Breakfast								Summit Foyer
8:00 AM - 9:15 AM <i>Breakfast available in Summit Foyer: 7:30 AM - 8:30 AM</i>	State and Local Forum - CCWIS Roundtable (open to all state and local government attendees)			State and Local Forum - Programmatic Roundtable (open to all state and local government attendees)			Human Services Law & Policy 7:45 AM - 9:15 AM	Human Services Law & Policy 7:45 AM - 9:15 AM	
	CCWIS Roundtable Discussions with Peers Comprehensive Child Welfare Information Systems (CCWIS)			Programs Roundtable Discussions with Peers SNAP, TANF, EBT, Child Support, Child Care and other related programmatic topics			Strategic Impacts: Evaluating the Success of Foster Care Litigation on Child Welfare Outcomes	The Neuro-Intelligent Lawyer	
Room	Summit 2			Summit 3			Crest 3	Crest 4	
8:30 AM - 6:30 PM	Expo Hall Open								
9:15 AM - 10:00 AM	Networking Break								Expo Hall
10:00 AM - 11:00 AM	Innovative Technology	Innovative Technology	Cross-System Alignment	Cross-System Alignment	People Powered Design	People Powered Design	Human Services Law & Policy 9:30 AM - 11:00 AM	Human Services Law & Policy 9:30 AM - 11:00 AM	
	<i>Policy2Code: Using Large Language Models to Translate Human Services Policy into Software Code</i>	<i>Transforming Human Services: The Power of Automation</i>	<i>Reaching People Where They Are: Case Studies and Best Practices in Texting the Public</i>	<i>Federal Agency Collaboration in Support of States</i>	<i>Transforming Michigan Child Support to Be More Human Centered</i>	<i>Neurodivergence: Creating Accessible Environments for All</i>	<i>Everything You've Ever Wanted to Know About Medicaid Housing Benefits</i>	<i>Federal Regulations for APS Programs</i>	
Room	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4	
11:15 AM - 12:15 PM	Innovative Technology	Innovative Technology	Cross-System Alignment	People Powered Design		People Powered Design	Human Services Law & Policy		
	<i>Dare to be BOLD: Creating the future of Eligibility Operations – find the Capacity you need! (Change & Innovation Agency, a Vimo Company)</i>	<i>What's in Your Data? Leveraging AI to Transform Human Services Delivery (Salesforce)</i>	<i>Creating Positive Outcomes for Agencies, Caseworkers, and Individuals through Auto-Renewal Enhancements (Merative)</i>	<i>Delivering a Client-Centered Integrated Benefits Application in Colorado</i>		<i>Renew New Mexico - Driving Customer Action via Digital Communities</i>	<i>Centering Race Equity Across the Data Life Cycle: Data Access Considerations</i>		
Room	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4	
12:00 PM - 5:30 PM	Headshot Lounge								Expo Hall
12:15 PM - 1:30 PM	Lunch for All								Expo Hall
12:15 PM - 1:30 PM	Deloitte Lunch (by invitation)								Aurora Ballroom B
12:15 PM - 1:45 PM	The Wild West: Federal and State Preemptive Issues (lunch included)								Aurora Ballroom A
12:30 PM - 4:00 PM	Speaker Ready Room								Crest 2

1:45 PM - 2:45 PM	Innovative Technology	Innovative Technology	Innovative Technology	Cross-System Alignment	People Powered Design	Cross-System Alignment	Human Services Law & Policy	Human Services Law & Policy	Emerging Leaders 1:30 PM - 3:00 PM Closed Session		
	<i>From Fragmented to Integrated: Georgia Communicare Improves Foster Care! (cardinality.ai)</i>	<i>Going Solo at Scale: Lessons learned from Successful Implementations in Utah and Massachusetts (Amazon)</i>	<i>Automate, Differentiate, and Accelerate: How Technology and Unique Datasets Can Streamline Eligibility Determinations Throughout the Benefit Lifecycle (Equifax)</i>	<i>How Multi-Faceted Innovation Empowers Diverse Voices, Ideas, Learning, and Insights</i>	<i>The Digital Benefits Hub Experience: A Human-Centered Design Cycle Workshop</i>	<i>Transforming Child Welfare: How NEICE's Public-Private Partnership Pioneered a National Technology Solution</i>	<i>PLA and Pre-Petition Representation: Opportunities for Upstream Support and Collaboration</i>	<i>Bridging the Gap: State and Federal Law and Policy around Transgender Individuals Receiving State Services</i>	<i>Humanizing Leadership: Lessons and Reflections from Inspiring Leaders</i>		
Room	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4	Summit 9		
3:00 PM - 4:00 PM	Innovative Technology	Innovative Technology	Innovative Technology	People Powered Design	People Powered Design		Human Services Law & Policy	Human Services Law & Policy	Emerging Leaders Closed Session		
	<i>I Think Therefore AI Can! (Oracle)</i>	<i>The Client at the Core: Creating a Human Services CX Center of Excellence (Adobe)</i>	<i>Leveraging Emerging Technologies to Alleviate Workforce challenges and Improve Outcomes (Redmane Technologies)</i>	<i>Enhancing Diversity, Equity, and Inclusion in Child Support: Insights from a Federal Grant and Minnesota's Data Collection Initiative</i>	<i>Achieving Programmatic Transformation Through Stakeholder-driven Approaches</i>		<i>Welfare-2-Well-Being: Partnerships for People</i>		<i>Ingite Presentations</i>		
Room	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4	Summit 9		
4:15 PM - 5:15 PM	<p>MAIN STAGE GENERAL SESSION Introduction of ISM and PHSA Officers The Chef Jeff Project Jeff Henderson, Founder, The Chef Jeff Project If You Can See It, You Can Be It! Underwritten in part by Binti</p>									Aurora Ballroom A	
5:15 PM - 6:30 PM	Reception: Meet and Greet Chef Jeff to sign autographs - underwritten by Binti									Expo Hall	
5:15 PM - 6:30 PM	Emerging Leaders Ignite Presentations (Closed Session)									Summit 9	
7:00 PM - 11:00 PM	Open Events Accenture									Mountain Pass Sports Bar	

WEDNESDAY, OCTOBER 9										
TIME	CONTENT									LOCATION
7:00 AM - 7:30 AM	Exhibitor Meeting (Invitation Only)									Demo Theatre
7:30 AM - 10:00 AM	Registration Desk Information Desk									Aurora Registration Desk
7:30 AM - 11:00 AM	Vendor Meeting Rooms Open									Aurora Expo Hall 1
7:30 AM - 12:00 PM	Well-Being Room									Crest 1
7:30 AM - 9:00 AM	Speaker Ready Room									Crest 2
7:30 AM - 8:30 AM	Breakfast									Expo Hall
7:30 AM - 10:30 AM	Expo Hall Open									
8:30 AM - 9:30 AM	Innovative Technology	Cross-System Alignment	People Powered Design	People Powered Design			Human Services Law & Policy 9:00 AM - 10:30 AM	Human Services Law & Policy 9:00 AM - 10:30 AM	Emerging Leaders 8:15 AM - 9:30 AM	Expo Hall
	<i>Partnering for Change: How States and the U.S. Digital Service are Partnering to Improve Benefit Delivery</i>	<i>It Can Be Done! Transforming From A Single Source Vendor for Integrated Eligibility System(IES): The Multi-Vendor Model</i>	<i>Lived Experience: Guiding System Design</i>	<i>Public Assistance Program Workload Modeling: Comparing and Contrasting Approaches in State and County Administrated Systems</i>			<i>Strategic Litigation Management: Insights from State Agencies' General Counsel</i>	<i>Preserving the SSI Benefits of Foster Children</i>	<i>Cultivating a Culture of Belonging Through Leadership</i>	
Room	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4	Summit 9	
9:30 AM - 10:15 AM	Networking Break									Expo Hall
10:45 AM - 12:30 PM	<p>MAIN STAGE CLOSING GENERAL SESSION Includes Lunch Invitation to ISM 2025 and PHSA 2025 Technology for A Cause Check Presentation ISM Excellence in Technology Awards Presentations Closing General Session: AI Horizons: Navigating the Impacts and Ethics of AI in Human Services <i>underwritten in part by EY</i></p> <p>Keynote and Panel Moderator: Michael Rogers, Author and Futurist, <i>Email from the Future: Notes from 2084</i></p> <p>Panel: Amy Glasscock, Program Director, Innovation & Emerging Issues, National Association State Chief Information Officers; Sarah Esty, Senior Advisor for Technology and Delivery, Administration for Children and Families, Department of Health and Human Services; Tom Martin, Founder and CEO of LawDroid; Zach Patton, Editorial Director, Government Technology Content Studio, eRepublic</p>									Aurora Ballroom A
12:30 PM - 1:00 PM	Transition to In Conjunction With (ICW) Meetings									
1:00 PM - 2:00 PM	ICW Registration & Information Desk									In front of ICW Rooms
1:30 PM - 5:00 PM	ICW	ICW	ICW	ICW	ICW	ICW				In front of ICW Rooms
	<i>Aligned Customer-Centered Ecosystem of Supports & Services (ACCESS) Design Workshop</i>	<i>Aligned Customer-Centered Ecosystem of Supports & Services (ACCESS) Design Workshop</i>								
Room										
THURSDAY, OCTOBER 10										
TIME	CONTENT									LOCATION
8:00 AM - 10:00 AM	ICW Registration & Information Desk									In front of ICW Rooms
	ICW	ICW	ICW	ICW	ICW	ICW				

8:00 AM - 1:00 PM	Aligned Customer-Centered Ecosystem of Supports & Services (ACCESS) Design Workshop	Aligned Customer-Centered Ecosystem of Supports & Services (ACCESS) Design Workshop							
Room									