

AGENDA AT A GLANCE 2022 ISM Conference October 23-26, 2022 National Harbor, MD <i>(schedule, rooms and titles subject to change)</i>							
Sunday, October 23							
12:00 PM - 6:30 PM	Registration and Information Desk						Foyer, Expo Hall BC
2:45 PM - 3:15 PM	First Time Attendees - Open to All						TBD
3:30 PM - 5:00 PM	State and Local Forum (Open to All State and Local Government Agency Attendees) ISM Business Meeting						Chesapeake DEF
5:00 PM - 6:15 PM	Emerging Leaders Meet Up and Reception (by invite only)						TBD
5:00 PM - 6:15 PM	VIP RECEPTION (by invite only)						TBD
6:30 PM - 8:30 PM	OPENING RECEPTION TECHNOLOGY FOR A CAUSE ACTIVITIES						Expo Hall BC
Monday, October 24							
7:00 AM - 4:30 PM	Registration and Information Desk						Foyer, Expo Hall BC
7:30 AM - 8:15 AM	Continental Breakfast						Expo Hall BC
8:30 AM - 10:30 AM	Opening General Session Tricia Cox, ISM Chair Tracy Wareing Evans, President & CEO, American Public Human Services Association Governor Larry Hogan, State of Maryland 2022 APHSA Emerging Leaders Cohorts Charity Introduction Keynote: Ginger Johnson - <i>A Seat At the Table... Together</i>						Maryland Ballroom
10:15 AM - 4:30 PM	Exhibit Hall Open						Expo Hall BC
10:30 AM - 11:15 AM	Networking Break and Demo Theatre						Expo Hall BC
11:15 AM - 12:15 PM	Breakout #1	Breakout #2	Breakout #3	Breakout #4	Breakout #5		
	Combating Substance Use Disorder Through Coordinated Care and System Interoperability Chesapeake ABC	Getting People the Help They Need, When They Need It Accenture Chesapeake DEF	Leveraging Data to Build Prevention Strategies EY Chesapeake GHI	Incident or Accident, Do Tell Chesapeake JKL	Addressing Bias in Machine Learning Chesapeake 789		
12:30 PM - 1:45 PM	ISM Recognition Awards - Lunch Provided						Maryland Ballroom
1:45 PM - 2:45 PM	Breakout #6	Breakout #7	Breakout #8	Breakout #9	Breakout #10	I3 Area - Innovation, Ideation & Inspiration 2:50 PM - 3:20 PM	Emerging Leaders 1:45 PM - 3:00 PM
	CXM Workshop: Humanizing Digital Experiences Adobe Chesapeake ABC	Beyond Role Play: Modernizing Workforce Development Practices CITI Chesapeake DEF	Data Driven: The New Face of Health & Human Services Oracle Chesapeake GHI	Data Automation to Support Child Care Chesapeake JKL	Achieving Data Security & Analytics with AI Chesapeake 789	<i>Empowerment Session</i> Five Ways to Squash Imposter Syndrome	Ginger Johnson CLOSED SESSION Chesapeake 1-2 Expo Hall BC
2:45 PM - 3:30 PM	Networking Break and Demo Theatre						Expo Hall BC

	Breakout #11	Breakout #12	Breakout #13	Breakout #14	Breakout #15 3:30 PM - 5:45 PM			
3:30 PM - 4:30 PM	Platform Approach to Improve Access, Service, and Speed to Value Salesforce	Data Driven Policy & Outcome : How MD Think Platform is Enabling Agencies to Drive Informed Decision Making Cardinality.ai	Stop, Collaborate, and Listen – Connect Clients to Your Mission Northwoods	Now We're Talking Enhancing the Call Center Experiences through Technology	Championing Women Leaders			
	Chesapeake ABC	Chesapeake DEF	Chesapeake GHI	Chesapeake JKL	National Harbor 6/7			
4:45 PM - 5:45 PM	Vendor / Federal Session (by invite)						Demo Theatre, Expo Hall	
5:30 PM - 6:30 PM	Emerging Leaders Meet Up (by invite only)						Chesapeake 789	
5:30 PM	Open Evening - Enjoy the Harbor and Sponsor Events							
Tuesday, October 25								
7:00 AM - 4:30 PM	Registration and Information Desk						Foyer, Expo Hall BC	
7:30 AM - 8:30 AM	Continental Breakfast						Expo Hall BC	
9:30 AM - 6:00 PM	Exhibit Hall Open						Expo Hall BC	
	Breakout #16	Breakout #17	Breakout #18	Breakout #19	Breakout #20	I3 Area - Innovation, Ideation & Inspiration 9:45 AM - 10:15 AM		
8:45 AM - 9:45 AM	Equity and Research- The Role They Play in Technology Development CGI	My Outsourced Operations Partner is Meeting SLAs, So Why are My Customers Not Satisfied MAXIMUS	Embrace the Benefit Delivery System of Today and the Future Google	Partly Cloudy, Warming Up Though	The Future is Now: Virtual Reality Solutions to Solve Big Problems	<i>Empowerment Session</i> Effective Communications Tactics That Work		
	Chesapeake ABC	Chesapeake DEF	Chesapeake GHI	Chesapeake JKL	Chesapeake 789	I3 Area, Expo Hall		
9:45 AM - 10:30 AM	Networking Break and Demo Theatre						Expo Hall BC	
	General Session							
10:45 AM - 12:00 PM	Welcome <i>The Face of Human Trafficking 2022</i> Nic McKinley, Founder and CEO Deliver Fund; Leslie Adamczyk, Supervisory Special Agency, FBI, Staca Shehan, Vice President, National Center for Missing & Exploited Children, Keisha Head, Social Activist, Lead Case Manager, Salvation Army Moderator: Derrick Anderson, Executive Director, Race Matters for Juvenile Justice							
							Maryland Ballroom	
12:00 PM - 1:30 PM	Lunch on Your Own							
12:00 PM - 1:30 PM	Emerging Leaders Lunch (invite only)						National Harbor 5	
12:00 PM - 1:30 PM	HSITAG Luncheon (invite only, reservations required)						National Harbor 6-7	
12:00 PM - 1:30 PM	State and Local Forum with Federal Partners Lunch (invite only, reservations required)						Maryland Ballroom	
	Breakout #21	Breakout #22	Breakout #23	Breakout #24	Breakout #25	I3 Area - Innovation, Ideation & Inspiration 1:30 PM - 2:00 PM	Emerging Leaders 1:30 PM - 2:45 PM	
1:30 PM - 2:30 PM	Child Support System Modernization using a Low Code Approach IBM	Putting People First: Breaking Paradigms in Health & Human Services Deloitte	COVID and Beyond: Improving the Beneficiary Experience to Address the New Normal Equifax	The Staff Turnover Crisis: The Role of Process and Technology to Sustain Operations	Low-tech Is Not No-Tech: Secrets of Effective Outreach and Engagement to Older Adults	<i>Empowerment Session</i> It's Time to Work on Your Rest Ethic	Leadership Session CLOSED SESSION	
	Chesapeake ABC	Chesapeake DEF	Chesapeake GHI	Chesapeake JKL	Chesapeake789	I3 Area, Expo Hall	Chesapeake 1-2	
2:30 PM - 2:45 PM	Transition							

	Breakout #25	Breakout #26	Breakout #27	Breakout #28			
2:45 PM - 3:45 PM	Are We Succeeding? Intentional System Development	Responding to Critical Need at Unprecedented Speed Microsoft	The Power of Connection: Integrating Your Enterprise KPMG	NEICE: User Feedback Drives Improved ICPC Processes and IT Modernization			
	Chesapeake ABC	Chesapeake DEF	Chesapeake GHI	Chesapeake JKL			
4:00 PM - 6:00 PM	Engagement Event in Expo Hall I ³ Area - Innovation, Ideation & Inspirtation 4:30 PM - 5:30 PM Non-Profit Pitch Event: Local non-profits will pitch their solution to a local social service issue to an esteemed group of thought-leaders Silent Auction for Technology For A Cause closes at 6:00 PM Empowerment Zone Professional Headshots Conversation Starters						
5:30 PM - 6:30 PM	Emerging Leaders Meet Up (by invite only)						Expo Hall BC Chesapeake 789
Wednesday, October 26							
7:15 AM - 7:45 AM	Exhibitor Meeting (Exhibitors and Sponsors Only)						Demo Theatre
7:45 AM - 8:00 AM	Continental Breakfast						Expo Hall BC
7:45 AM - 10:30 AM	Expo Hall Open						Expo Hall BC
8:00 AM - 10:00 AM	Registration and Information Desk						Foyer, Expo Hall BC
	Breakout #29	Breakout #30	Breakout #31	Breakout #32	Emerging Leaders 8:30 AM - 9:45 AM		
8:30 AM - 9:30 AM	Hidden Insights: Uncovering the Story	Emerge and Re-Engage: 3 Strategies to Embrace Your Communities Post-Pandemic Merative	You are the Barrier to Impacting Lives by Not Sharing Enterprise Data: Find Out How Michigan Integrates for Real Impact	Equity in Governance: Creating Accountability and Collaboration	CLOSED SESSION		
	Chesapeake ABC	Chesapeake DEF	Chesapeake GHI	Chesapeake JKL	Chesapeake 1-2		
9:30 AM - 10:30 AM	Networking Break (last chance to visit with vendors) - Hall Closes at 10:30 AM						Expo Hall BC
	General Session						
	Closing Session						
10:30 AM - 12:30 PM	Meet 2023-2024 ISM Officers and Exeuctive Advisory Committee Charity Check Presentation Invite to 2023 ISM Conference & Expo Public Health Emergency Unwinding Impacts & State Experiences Federal Panel						
	Maryland Ballroom						
	See you at next year's Conference - ISM 2023 - Palms Gaylord Resort & Convention Center, Kissimmee, Florida						