

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
10:00 AM - 1:00 PM	Off Site: Charity Event						
2:45 PM - 3:15 PM	First Time Attendees - Open to All						
3:30 PM - 5:00 PM	State and Local Forum (Open to All State and Local Government Agency Attendees) ISM Business Meeting						
5:00 PM - 6:15 PM	Emerging Leaders Meet Up and Reception (by invite only)						
5:00 PM - 6:15 PM	VIP RECEPTION (by invite only)						
6:30 PM - 8:00 PM	OPENING RECEPTION						
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						
8:30 AM - 10:30 AM	Opening General Session Tricia Cox, ISM Chair Tracy Wareing Evans, APHSA President & CEO (Invited) Governor Larry Hogan, Maryland Meet 2022 APHSA Emerging Leaders Cohorts Charity Introduction Keynote: Ginger Johnson - A Seat At the Table						
10:00 AM - 4:30 PM	Exhibit Hall Open						
10:30 AM - 11:15 AM	Networking Break and Demo Theatre						
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	Getting People the Help They Need, When They Need It Accenture	Leveraging Data to Build Prevention Strategies EY	Incident or Accident, Do Tell	Addressing Bias in Machine Learning		
	Chesapeake ABC	Chesapeake DEF	Chesapeake GHI	Chesapeake JKL	iNOVATION CAFE		
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		Emerging Leaders 1:45 PM - 3:00 PM
	Championing Women Leaders	Beyond Role Play: Modernizing Workforce Development Practices CITI	Data Automation to Support Child Care	Data Driven: The New Face of Health & Human Services Oracle	CXM Workshop: Humanizing Digital Experiences Adobe		Ginger Johnson CLOSED SESSION
	Chesapeake ABC	Chesapeake DEF	Chesapeake GHI	Chesapeake JKL	iNOVATION CAFE		Chesapeake 1-2
2:45 PM - 3:30 PM	Networking Break and Demo Theatre						

	Breakout #11	Breakout #12	Breakout #13	Breakout #14	Breakout #15		
3:30 PM - 4:30 PM	Achieving Data Securing & Analytics with AI	AI: Integration & Interoperability Cardinalility.ai	Stop, Collaborate, and Listen – Connect Clients to Your Mission Northwoods	Platform Approach to Improve Access, Service, and Speed to Value Salesforce	Now We're Talking Enhancing the Call Center Experiences through Technology		
	Chesapeake ABC	Cheapeake DEF	Chesapeake GHI	Chesapeake JKL	iNNOVATION CAFE		
5:30 PM	Open Evening - Enjoy the Harbor						
5:30 PM - 6:30 PM	Emerging Leaders Meet Up (by invite only)						TBD

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							TBD
9:30 AM - 6:00 PM	Exhibit Hall Open							Expo Hall BC
8:45 AM - 9:45 AM	Breakout #16	Breakout #17	Breakout #18	Breakout #19	Breakout #20			
	Researched Based Technology Development CGI	BPO Partner is Meeting SLAs. Why are My Customers dissatisfied? 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	Vendor / Federal Session (by invite)		
	Chesapeake ABC	Cheapeake DEF	Cheapeake GHI	Chesapeake JKL	iNOVATION CAFE	TBD		
9:45 AM - 10:30 AM	Networking Break and Demo Theatre							Expo Hall BC
10:45 AM - 12:00 PM	General Session							
	Welcome <i>The Face of Human Trafficking 2022</i> Deliver Fund, FBI, National Center for Missing & Exploited Children Derrick Anderson, Moderator							Maryland Ballroom
12:00 PM - 1:30 PM	Lunch on Your Own							
12:00 PM - 1:30 PM	Emerging Leaders Lunch (invite only)							TBD
12:00 PM - 1:30 PM	HSITAG Luncheon (invite only, reservations required)							TBD
12:00 PM - 1:30 PM	State and Local Forum with Federal Partners Lunch (invite only, reservations required)							TBD
1:30 PM - 2:30 PM	Breakout #21	Breakout #22	Breakout #23	Breakout #24	Breakout #25		Emerging Leaders 1:30 PM - 2:45 PM	
	The Staff Turnover Crisis: The Role of Process and Technology to Sustain Operations	Child Support System Modernization using a Low Code Approach IBM	COVID and Beyond: Improving the Beneficiary Experience to Address the New Normal Equifax	Mission Matters: Chicken Soup for the HHS Workforce Deloitte	Low-tech Is Not No-Tech: Secrets of Effective Outreach and Engagement to Older Adults		Leadership Session CLOSED SESSION	
	Chesapeake ABC	Cheapeake DEF	Cheapeake GHI	Chesapeake JKL	iNOVATION CAFE		Chesapeake 1-2	
2:30 PM - 2:45 PM	Transition							
2:45 PM - 3:45 PM	Breakout #25	Breakout #26	Breakout #27	Breakout #28				
	Are We Succeeding? Intentional System Development	Responding to Critical Need at Unprecedented Speed Microsoft	The Power of Connection: Integrating Your Enterprise KPMG	Indiana's Modernization Journey: A Tale of Two Systems				
	Chesapeake ABC	Cheapeake DEF	Cheapeake GHI	Chesapeake JKL				
4:00 PM - 6:00 PM	Engagement Event in Expo Hall Innovation Cafe Conversation Starters Speed Dating for Emerging Leaders "Meet the Leaders" Engagement Activities being Designed							
								Expo Hall BC
5:30 PM - 6:30 PM	Emerging Leaders Meet Up (by invite only)							TBD

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
8:30 AM - 9:30 AM	Breakout #29	Breakout #30	Breakout #31	Breakout #32	Emerging Leaders 8:30 AM - 9:45 AM		
	Hidden Data Insights: Uncovering the Story	Emerge and Re-Engage: 3 Strategies to Embrace Your Communities Post-Pandemic Merative	Integrating for Impact: How Michigan is Using Enterprise Data to Improve Lives	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
10:30 AM - 12:30 PM	General Session Closing Session Meet 2023-2024 ISM Officers and Executive 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							