

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	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 for all government attendees								Aurora Ballroom C
3:30 PM - 5:00 PM	Developments in Federal Funding of Medicaid, CHIP, and Child Welfare (CLE)								Aurora Ballroom D
5:15 PM - 6:15 PM	Emerging Leaders Meet up (by invite only)								TBA
5:15 PM - 6:15 PM	Wellness Level Set Behavioral Health - Wellness (CLE/CEU) Speaker								Aurora Ballroom B
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	Speaker Ready Room								Crest 2
7:30 AM - 8:15 AM	Breakfast								Summit Foyer
8:00 AM - 9:00 AM	Innovative Technology	People Powered Design	Innovative Technology	Cross-System Alignment	People Powered Design	Innovative Technology	Human Services Law & Policy 7:45 AM - 9:15 AM	Human Services Law & Policy 7:45 AM - 9:15 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 Stakeholder Engagement and Implementation</i>	<i>Enhancing Language Access for Refugee, Immigrant, and Indigenous Communities with Limited English Proficiency</i>	<i>How Emerging Technology is Ushering in a New Era of Income Verification</i>	<i>Social Media</i>	<i>Defending Class Action Lawsuits Against Child Welfare 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><b>MAIN STAGE   OPENING GENERAL SESSION</b></p> <p>Michelle Barnes, Executive Director, Colorado Department of Human Services Director Reggie Bicha, President and CEO, American Public Human Services Association Robert Hobbeman, ISM Chair and Karen Barber, PHSA Chair and General Counsel, Vermont Introduction of 2024 APHSA Emerging Leaders Cohorts Keynote: Matt Dunsmoor: Leadership and Culture</p>								Aurora Ballroom A
11:30 AM - 12:45 AM	Lunch for All in Expo Hall								Expo Hall
11:30 AM - 12:45 AM	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 - 12:45 AM	Emerging Leaders Alumni Lunch								Aurora Ballroom D
11:30 AM - 12:45 AM	HSITAG Lunch								Aurora Ballroom B
12:30 PM - 4:00 PM	Speaker Ready Room								Crest 2
	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



<b>1:00 PM - 2:00 PM</b>	<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</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>Fraud, Waste, and Abuse</i>		
<b>Room</b>	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4	Summit 10-11	
<b>2:00 PM - 2:45 PM</b>	Networking Break									<b>Expo Hall</b>
<b>3:00 PM - 4:00 PM</b>	<b>Innovative Technology</b>	<b>Innovative Technology</b>	<b>Cross-System Alignment</b>	<b>Cross-System Alignment</b>	<b>People Powered Design</b>	<b>Innovative Technology</b>	<b>Human Services Law &amp; Policy</b>	<b>Human Services Law &amp; Policy</b>		
	<i>A Human Approach to AI (KPMG)</i>	<i>Charting New Territory: Illinois' Innovative Approach to Enhanced Independent Validation and Verification (IV&amp;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>ADA/Omstead</i>	<i>Data Integration 101 and a Lawyer's Role</i>		
<b>Room</b>	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4		
<b>4:15 PM - 5:15 PM</b>	<b>Innovative Technology</b>	<b>Innovative Technology</b>	<b>Cross-System Alignment</b>	<b>Cross-System Alignment</b>	<b>People Powered Design</b>	<b>Innovative Technology</b>	<b>Human Services Law &amp; Policy</b>	<b>Human Services Law &amp; Policy</b>	<b>Special Session 4:15 - 6:00 PM</b>	
	<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>Developments in Federal Funding of Medicaid, CHIP, and Child Welfare</i>	<i>Driving Customer Action and Public Health Outcomes through Digital Communities and Analytics</i>	<i>SNAP EBT Modernization</i>	<i>The State of Federal Regulatory Authority After Loper Bright and Relentless</i>	<i>NASDDDS (Virtual)</i>	<i>Women in Technology Reception following</i>	
<b>Room</b>	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4	Aurora Ballroom B	
<b>5:15 PM - 6:30 PM</b>	Emerging Leaders Ignite Presentations - Group 1									Summit 10-11
<b>7:00 PM - 11:00 PM</b>	Open Events Deloitte: 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	Speaker Ready Room								Crest 2
7:30 AM - 8:15 AM	Breakfast								TBD
8:00 AM - 9:15 AM	State and Local Forum Part I			State and Local Forum Part II			Human Services Law & Policy 7:45 AM - 9:15 AM	Human Services Law & Policy 7:45 AM - 9:15 AM	
	Roundtable Discussions with Peers			Roundtable Discussions with Peers			Consent Decrees	Housing/Funding Issues	
Room	TBD			TBD			Crest 3	Crest 4	
8:45 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				
	<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>				
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	Innovative Technology		Human Services Law & Policy	Human Services Law & Policy	
	<i>Dare to be BOLD: Creating the agency of the future – and the staff capacity you need (Change &amp; 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>Incorporating a Low-Code/No-Code Platform into Colorado's CCWIS</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	
12:15 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: Sex, Drugs, and Lock and Load Abortion   Drugs   Guns								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		Human Services Law & Policy	Human Services Law & Policy	Emerging Leaders 1:30 PM - 3:00 PM
	<i>From Fragmented to Integrated: Georgia Communicare Improves Foster Care! (cardinality.ai)</i>	<i>Going Solo at Scale (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>Pre Petition Advocacy</i>	<i>Transgender Legal Issues</i>	
Room	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4	Summit 10-11
	Innovative Technology	Innovative Technology	Innovative Technology	People Powered Design	People Powered Design		Human Services Law & Policy	Human Services Law & Policy	



3:00 PM - 4:00 PM	<i>I Think Therefore AI Can!</i> (Oracle)	<i>The Client at the Core: Creating a Human Services CX Center of Excellence</i> (Adobe)	<i>Leveraging AI to Alleviate Workforce Challenges</i> (Redmane Technologies)	<i>Federal OCSS Grant- Advancing Equity in Child Support- Minesota award</i>	<i>Achieving Programmatic Transformation Through Stakeholder-driven Approaches</i>		<i>The Ethan Crumbley Case Impact-Holding Parents Liable for a Child's Actions</i>	APS		
<b>Room</b>	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4		
4:15 PM - 5:15 PM	<b>MAIN STAGE   GENERAL SESSION</b> <i>The Chef Jeff Project</i> <i>How Technology and Culinary Changes the Justice System</i> <i>Jeff Henderson, Founder, The Chef Jeff Project</i>									Aurora Ballroom A
5:15 PM - 6:30 PM	<i>Reception: Meet and Greet</i> <i>Chef Jeff to sign autographs</i>									Expo Hall
5:15 PM - 6:30 PM	<i>Emerging Leaders Ignite Presentations - Group 2</i>									Summit 10-11
7:00 PM - 11:00 PM	<b>Open Events</b> <b>Accenture</b>									
<b>WEDNESDAY, OCTOBER 8</b>										
<b>TIME</b>	<b>CONTENT</b>									<b>LOCATION</b>
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 - 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	<b>Innovative Technology</b>	<b>Cross-System Alignment</b>	<b>People Powered Design</b>	<b>People Powered Design</b>			<b>Human Services Law &amp; Policy</b> 7:45 AM - 9:15 AM	<b>Human Services Law &amp; Policy</b> 7:45 AM - 9:15 AM		
	<i>Partnering for Change: How States and the U.S. Digital Service are Partnering to Improve Benefit Delivery</i>	<i>It Can Be Done, Moving on From A Single Source Vendor for IES. (Multi- vendor model)</i>	<i>Lived Experience: Guiding System Design</i>	<i>Transforming Eligibility Workload Management through a Data-Driven Approach</i>			<i>Strategic Litigation Management: Insights from State Agencies' General Counsel</i>	<i>Tool Kit</i>		
<b>Room</b>	Summit 6	Summit 7	Summit 8	Summit 2	Summit 3	Summit 4	Crest 3	Crest 4		
9:30 AM - 10:15 AM	Networking Break									Expo Hall
10:45 AM - 12:30 PM	<b>MAIN STAGE   CLOSING GENERAL SESSION</b> <i>Includes Lunch</i> Invitation to ISM 2025 and PHSA 2025 Technology for A Cause Check Presentation Introduction of ISM Officers ISM Excellence in Technology Awards Presentations – Four Awards Closing General Session: <b>AI Horizons: Navigating the Impacts and Ethics of AI in Human Services</b> <b>Keynote and Panel Moderator:</b> Michael Rogers, Author and Futurist, Email from the Future: Notes from 2084 Panel: Amy Glasscock, Program Director, Innovation & Emerging Issues, National Association State Chief Information Officers; Federal representative TBD; legal representative TBD; AI Academia Technologist TBD									Aurora Ballroom A



<b>12:30 PM - 1:00 PM</b>	Transition to In Conjunction With (ICW) Meetings							
<b>1:00 PM - 2:00 PM</b>	ICW Registration & Information Desk							In front of ICW Rooms
<b>2:00 PM - 5:30 PM</b>	ICW	ICW	ICW	ICW	ICW	ICW		
	<i>ACCESS 2024 - Joint Convening on Future of Systems</i>	<i>ACCESS 2024 - Joint Convening on Future of Systems</i>	<i>ACCESS 2024 - Joint Convening on Future of Systems</i>	<i>Language Justice Lab</i>	<i>Language Justice Lab</i>	<i>Language Justice Lab</i>		
<b>Room</b>								
<b>THURSDAY, OCTOBER 10</b>								
<b>TIME</b>	<b>CONTENT</b>							<b>LOCATION</b>
<b>8:00 AM - 10:00 AM</b>	ICW Registration & Information Desk							In front of ICW Rooms
<b>8:00 AM - 4:00 PM</b>	ICW	ICW	ICW	ICW	ICW	ICW		
	<i>ACCESS 2024 - Joint Convening on Future of Systems</i>	<i>ACCESS 2024 - Joint Convening on Future of Systems</i>	<i>ACCESS 2024 - Joint Convening on Future of Systems</i>	<i>Language Justice Lab</i>	<i>Language Justice Lab</i>	<i>Language Justice Lab</i>		
<b>Room</b>								