



## WHAT WE DO...

- **Promote** best practices in Human Services Information technology.
- **Advocate** on behalf of state and local Human Services agencies to federal agencies for improvements to policies, processes and procedures.
- **Share** Health and Human Services innovative IT solutions.
- **Connect** IT professionals and Health and Human Services thought leaders.
- **Analyze** federal legislation to determine the systems impact on state and local processes.
- **Collaborate** with the Human Services Information Technology Advisory Group (HSITAG) to connect state and local governments with private sector vendors.

## ISM ANNUAL CONFERENCE



For over 40 years, the **ISM Conference** has served as the nation's best forum for addressing how technology can be utilized to streamline business processes and improve automated support of Health and Human Services programs. ISM brings together federal, state, local and private sector thought leaders to discuss lessons learned, emerging issues and key trends.

ISM focuses on the major assistance programs and systems including child welfare, TANF, SNAP, child support, child care, and Medicaid.

The conference presents important updates on IT trends and innovations. Speakers represent state and county governments, federal program officials and Congressional staff.

Working collaboratively with the private sector, the ISM Board strives to develop a non-sales, information oriented agenda that addresses topical issues and challenges facing our membership.

### WHO ATTENDS...

- CIOs, CTOs, CEOs and their Deputies
- IT Project Directors, Managers and Staff
- Program and Policy Directors and Staff
- Human Services IT Vendors
- Non-Profit Community Human Service Management and Staff
- Federal Officials

**Join your colleagues at the  
Marriott on the Magnificent Mile for the:**

**2010 ISM Conference**  
**"New Thinking for a New Decade"**  
**August 29 – September 1, 2010**

# ISM

IT Solutions Management for Human Services



ISM is an affiliate of the  
American Public Human Services Association (APHSA)  
1133 Nineteenth St., N.W., Suite 400, Washington, DC 20036  
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An affiliate of the American Public  
Human Services Association

## WHO WE ARE ...







ISM is an association of governmental and private sector Health and Human Services (HHS) IT professionals working at federal, state, and local agencies in the US Territories, Canada, and other countries. We promote the development and enhancement of automated systems that support the mission and vision of HHS programs. We operate as an affiliate of the American Public Human Services Association (APHSA).

## THE BOARD ...

An Executive Committee, comprised of employees of state or local government, elected bi-annually, is responsible for governing ISM.

Ten Regional Representatives and up to three members-at-large are nominated to the ISM Board by the President and approved by the Executive Committee. Members of the ISM Board are key to advocating for change in program models, business processes, technology deployment, and procurement procedures.

### EXECUTIVE COMMITTEE

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## ISM Matters

### WHY ISM MATTERS AND WHY YOU SHOULD JOIN US:

**ISM** has the largest and most diverse membership of any public Human Services Association promoting the intelligent use of IT to improve service delivery to our nation's most vulnerable citizens.

Our membership spans the entire spectrum of human services professionals. Our annual conference has demonstrated the power of collaboration and crossing sharing of ideas for 43 years.

Additionally, ISM's affiliation with APHSA and its other nine affiliates provides an even larger universe of talented resources and networking opportunities to our membership.

Visit us at: [www.aphsa-ism.org](http://www.aphsa-ism.org) and  
ISM-Connect at: [www.linkedin.com](http://www.linkedin.com)