

Cambridge, Massachusetts: Training, Evaluation and Accountability  
 NAPIPM 2010 AT A GLANCE  
 31st Annual Conference-August 29<sup>th</sup>-September 1<sup>st</sup> Hyatt Regency Cambridge Hotel

Sunday, August 29, 2010	
1:30-3:00 pm	<b>NAPIPM Annual Business Meeting</b>
3:00-4:00 pm	<b>NAPIPM 2011 Conference Planning Meeting, Madison, WI NSDTA</b>
5:00-7:00 pm	<b>Registration</b>
7:00-8:00 pm	<b>Opening Session</b> Suzanne Connolly-NAPIPM President Ana Pagan-NSDTA President Welcome to Boston APHSAs Welcome
8:15-9:15 p.m.	<b>PRESIDENT'S RECEPTION</b> <i>Light after-dinner fare served – included in registration – cash bar</i>
Monday, August 30, 2010	
7:30 - 4:30	Registration / Vendor Exhibits / State Resource Tables
7:30 - 8:30	Breakfast
8:30 - 9:00	<b>Conference Welcome</b> - Suzanne Connolly, President (PA) and Ana Pagan-NSDTA President <b>Introductions</b> <b>Keynote Speaker: Petra Marquart-The Power of Service</b>
10:00-10:30	<b>Break</b>
10:30-12:00	Concurrent Workshops-4 sessions 1. Call Center Customer Service-Dee Hunt (NC) 2. The Virtual Caseload-Activity Based Case Management-Michelle Parlej (NY) 3. A Guidebook for Building Organizational Effectiveness-Kathy Kelley 4. MEQC Roundtable-Jessica Woodard (CMS)
12:00-1:30	LUNCH ( <i>on your own</i> ) and Training and Quality Assurance Directors Lunch
1:30-3:00	Concurrent Workshops-4 sessions 1. TANF Case Review Process-Katie McCutcheon (PA) 2. GAO Workshop-Gail Harris (GAO) 3. Cultural Competency-Entering a Deaf World-Susan Demers (MA) 4. SNAP-QCS Automation-Jim Cordes and Dan Singer (AcuSys Inc)
3:00-3:30	<b>Break</b>
3:30-5:00	Concurrent Workshops-3 sessions 1. Radical Changes to Process-Blake Shaw 2. Changes to the Error Rate Methodology for CC Improper Payments-Carol Pearson (MD) 3. The Negative Error Rate-Diane Gething or Bill Kluxen (FNS)
5:00-Midnight	Free Time to Explore Cambridge and Boston

Tuesday, August 31, 2010	
7:00-8:00 am	Breakfast
7:30 - 4:30 pm	<b>Registration/Information Desks/Vendor Exhibits</b>
8:00-9:30 am	<b>General Session</b> Suzanne Connolly- NAPIPM President-Conference Update Kevin Kehmna-NAPIPM Board Member-Update on Evening Activities Health Care Reform-Ann Kohler (NASMD)
9:30-10:00	<b>Break</b>
10:00-11:30	Concurrent Workshops-3 sessions 1. Evidence Based Policies and Practices-Melissa Pullin(MA) 2. SNAP Quality Control Updates-Fran Heil, QC Branch Chief, Nancy Baca-Stephan, National Arbitrator and QC Branch Staff (FNS) 3. Strategic Planning-Connie Champnoise (MA)
11:30-1:30	LUNCH ( <i>on your own</i> )
1:30-3:00	Concurrent Workshops-3 sessions 1. Diversity Awareness-Heidi Phi Buckley (MA) Continues at 3:00 2. Detoxifying your Workplace Apples-William Maxwell Continues at 3:00 3. Generational Differences-Jerry Sopko (PA) Continues at 3:00 4. Improving SNAP Quality Control Completion Rates-Marcy Black-Finke, Janet Davis and Dave Young (FNS)
3:00-3:30	<b>Break</b>
3:30-5:00	Concurrent Workshops-4 sessions 1. Diversity Awareness-Continued from 1:30 session 2. Detoxifying your Workplace Apples-Continued from 1:30 session 3. Generational Differences-Continued from 1:30 session 4. Federal Policy Updates-APHSAs
5:30- 10:00 p.m.	<b>Boston-Cheers Evening Out!</b>
Wednesday, September 1, 2010	
7:30-9:15 am	<b>Breakfast and Closing Session</b> <b>Preview: 2011 NAPIPM/NSDTA Conference, Madison, WI</b> Suzanne Connolly NAPIPM President and Ana Pagan NSDTA President NAPIPM Election Results
9:15-9:30	<b>Break</b>
9:30-11:00	<b>Closing Workshop- OMB Updates-Emily Wengrovius (APHSAs)</b>
11:00-12:00	<b>NAPIPM Board Meeting</b>