



IT Solutions Management for Human Services

an affiliate of the American Public Human Services Association

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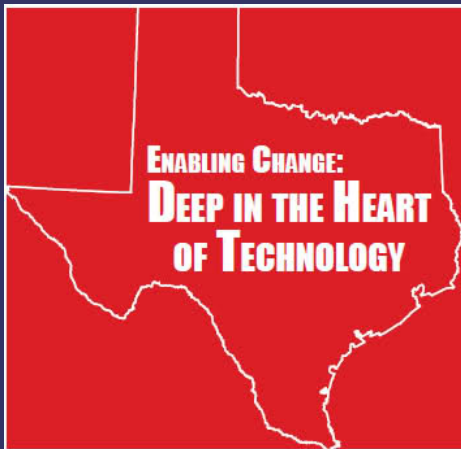
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Austin, TX

Austin was a tiny community on the verdant banks of the (Texas) Colorado River when Mirabeau B. Lamar, president of the Republic, suggested in 1839 that it would make a better capital than swampy and disease-ridden Houston. Early building had to be done under armed guard, while angry Comanche watched from the surrounding hills, but despite its perilous location, the city thrived.

These days it wears its status as state

44th Annual ISM Conference
August 14 through August 17, 2011
Hilton Austin
Austin, Texas



Federal Spotlight

Key federal partners will be at the ISM 2011 conference in full force!

FEATURED FEDERAL PLENARY SESSIONS:

Federal Thought Leaders

With the changes in Congress due to the last elections and recent court rulings, what are the impacts that these will bring to the delivery of services to our most vulnerable citizens? A panel of high-level officials from the Obama Administration will discuss the initiatives that will affect their agencies and how they relate to other agencies that administer health and human service programs.

Federal State Systems Panel

Representatives from Food and Nutrition Services and the Administration for Children and Families, and Centers for Medicare and Medicaid Services that are involved with state systems will be discussing in more

capital lightly. Since the 1960s, this laid-back and progressive city - an anomaly in Texas - has been a haven for artists, musicians, and writers, and many visitors come specifically for the music.



detail the initiatives that will affect their agencies and how they relate to other agencies that administer health and human service programs. Panel: Neva Terry, FNS; Terry Watt, CYF; Rick Friedman, CMS; Joe Bodner, OCSE.

Health Care Reform: Early Innovators
Join CMS representatives and State Early Innovators Grant awardees. Listen and learn about how these early innovators are approaching design and implementation of health insurance exchanges.

Call/Contact Center Technical Assistance Group (CCTAG)

FNS and CCTAG have a wealth of lessons learned to improve access and streamline service through intelligent call centers. The 8 pioneering states of CCTAG who, driven by necessity or vision, started down this road early will share their experiences. FNS will unveil their detailed guidebook on the decision factors in nearly every aspect of call center start up and operations.

Registration is Now Open! Go to the ISM website at www.aphsa-ism.org to register and view track descriptions and draft agenda. Detailed session descriptions will follow.

ISM and the great State of Texas look forward to seeing you and your colleagues at ISM 2011!



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