

## 2019 Midwest Partners for Program Improvement Education and Training SNAP Summit Agenda

Tuesday	
10:00 am	Qualifications: Registration and Networking
12:15pm – 1:00 pm	Pre-Race State Meetings <ul style="list-style-type: none"> <li>Illinois Staff</li> <li>Indiana Staff</li> <li>Ohio Staff</li> <li>Michigan Staff</li> <li>Wisconsin Staff</li> <li>Minnesota Staff</li> </ul>
1:00 pm – 2:00 pm	General Session – Welcome from Indiana  National Office Speech (FNS)  Oh SNAP – Video
2:00-3:30	TED-like Talks
3:30-3:45	Networking Pit Stop
3:45-4:30	Alan Shannon (FNS)

Wednesday	
7:30 am – 8:30 am	Ongoing Registration and Breakfast
8:30 am – 10:00 am	Breakout Sessions: <ol style="list-style-type: none"> <li>1. Interviewing Like a Champion</li> <li>2. Re-Start Your Call Handling Techniques</li> <li>3. Training Need a Boost?</li> <li>4. From Start to Finish: QC/Documentation</li> </ol>
10:00 am – 10:30 am	Networking Pit Stop
10:30 am – 12:00 pm	Breakout Sessions: <ol style="list-style-type: none"> <li>5. SNAPARDY 2.0</li> <li>6. SNAP E&amp;T—Maximum Services for ABAWDs w/Minimal Error Rate Impact</li> <li>7. Driving for Awareness: The Communication Styles' Deep Dive</li> <li>8. Keys to Payment Accuracy</li> </ol>
12:00 pm – 1:30 pm	Networking Lunch

Wednesday	
	<ul style="list-style-type: none"> <li>• State Awards Presentation               <ul style="list-style-type: none"> <li>○ Tim English FNS Midwest Regional Administrator</li> </ul> </li> </ul>
1:30 pm – 3:00 pm	Breakout Sessions: <ol style="list-style-type: none"> <li>9. Driving for Awareness: The Communication Styles' Deep Dive</li> <li>10. Re-Start Your Call Handling Techniques</li> <li>11. Keys to Payment Accuracy</li> <li>12. Cautionary CAPERs</li> </ol>
3:00 pm – 3:30 pm	Networking Pit Stop
3:30pm – 5:00 pm	Breakout Sessions— <i>See Description #13, page 11:</i> <ol style="list-style-type: none"> <li>1. QC staff</li> <li>2. Caseworker</li> <li>3. ME staff</li> <li>4. LOA/Supervisor</li> <li>5. State Central Office</li> </ol>
5:30 –	Networking social event at The Slippery Noodle

Thursday	
8:30 am – 9:30 am	General Session <ul style="list-style-type: none"> <li>• Breakfast – Local Agency/County Awards/Raffle</li> </ul>
9:30 am – 10:30 am	General Session <p style="text-align: center;">State specific breakouts – what will we implement?</p> <ul style="list-style-type: none"> <li>• Illinois Staff</li> <li>• Indiana Staff</li> <li>• Ohio Staff</li> <li>• Michigan Staff</li> <li>• Wisconsin Staff</li> <li>• Minnesota Staff</li> </ul>
10:30 am – 10:45 am	Final Pit Stop ( <i>but don't splash and dash!</i> )
10:45 am – 12:00 pm	General Session: Jahi Harvey – wrap up (Melissa Cundari/FNS)

# **Breakout Descriptions**

## **1. Interviewing Like a Champion**

Could your interviewing skills benefit from a tune-up?

Wisconsin FoodShare QC managers will provide tips and maneuvers to assist QC reviewers in getting the most mileage from their interviews. Wisconsin will also share how information obtained during QC reviews has impacted changes to their eligibility interviewing training. Indiana's pit crew will share some of their tools and processes aimed at reenergizing eligibility workers' interviews in a task-based service delivery model.

*Speakers: Stevey Poppe-WI FoodShare Quality Control Supervisor, Jayne Wanless-WI FoodShare Quality Control Section Chief, and John Foster, Deputy Regional Manager, IN Division of Family Resources.*

*Target audience: All participants*

## **2. Re-Start Your Call Handling Techniques**

The implementation of Universal Case Load within the State of Michigan provides a simpler contact solution for customers with a single 1-800 phone number across the State. This customer amenity also brought challenges for State of Michigan eligibility specialists in the form of high inbound call volumes and long customer wait times. This session will give specialists and managers the boost necessary to efficiently process inbound customer calls, decelerate calls from upset/frustrated customers, and get back in alignment with shorter call lengths and reduced worker stress.

*Speaker: Robin Moore, HR Development, Office of Workforce Transformation*

*Target audience: Caseworkers and Local Office Administrators (LOA)/Supervisors*

### **3. Training Need a Boost?**

Fill up your training tanks by attending this workshop. This working session will provide proven training techniques geared at driving the performance of your experienced crew members and teams.

*Speakers: Lori Bona, Minnesota Payment Accuracy Coordinator (and former trainer) and Pam Majkozak, Minnesota SNAP Policy Analyst (and former trainer)*

*Target audience: Supervisors*

### **4. From Start to Finish: QC and Documentation**

Learn about QC reviewers' 32-point inspections and what documentation is needed to positively withstand a quality control review. Hear how to avoid spinouts with acceptable verifications and proper case journaling.

*Speakers: Julie Harvey, Ohio Department of Job and Family Services, Stephanie Uchima, FNS Midwest Regional Office, and Kahla Leggett, FNS Midwest Regional Office.*

*Target audience: All participants*

### **5. SNAPARDY 2.0!**

"I'll take...What is SNAPARDY? for 500, Alex." Watch State staff test their SNAP policy knowledge (and test your own knowledge) as they play this well-known television show game. Will they zoom to the finish, get stuck at a red light or completely stall?

*Facilitated by OH State staff and Steering Committee Members*

*Target audience: All participants*

## **6. SNAP Employment and Training—Maximum Services for ABAWDs with Minimal Impact on the Error Rate**

In 2015 Wisconsin implemented the ABAWD work requirement policy statewide. Wisconsin will explain how the work requirement is managed so it has minimal IMPACT on the QC error rate. This includes how Wisconsin automated the policy, created a communications conduit between the work programs and eligibility staff, and expanded funding to meet the needs of the ABAWD population. Wisconsin will also share some yellow flags to avoid if your state is implementing a similar policy.

*Speakers: Judy Johnson-Management Evaluation Coordinator, Katie Vieira – FoodShare Employment and Training Program and Planning Analyst, and Jayne Wanless - FoodShare Quality Control Section Chief*

*Target audience: E&T, Policy, Management Evaluation, Caseworkers and Local Office Administrators (LOA)/Supervisors*

## **7. Driving for Awareness: The Communication Styles Deep Dive to Increase Engagement**

This session goes 500 miles into understanding each of the four communication styles more comprehensively, including taking an assessment to be certain of your own style. You will learn to deliver messages of all types effectively, efficiently, and in a manner that truly connects with others. A critical and fundamental piece of delivering messages is being dialed into your own communication style and being able to recognize the style of others. Accordingly, you will learn techniques for identifying others' communication styles by the nonverbal, verbal, and vocal cues they give out. The cues and clues are all there—you just need to know what to look for! You will leave with a head start in handling even the stickiest communication issues and personalities.

*Speaker: Janel Anderson, PhD, CEO, Working Conversations, LLC*

*Target audience: All participants*

## **8. Keys to Payment Accuracy**

SNAP payment accuracy remains a priority for the USDA. To assist State and local agencies in your efforts to continually improve and maintain high payment accuracy rates, Federal staff from each of the Food and Nutrition Service regional offices across the Nation have joined g-forces and pulled together facts and tips on what they deem to be ten of the most important “Keys to Payment Accuracy”. Learn about best practices to fuel your payment error rate improvement and land your State in the Winner’s Circle.

*Speaker: Melissa Cundari, FNS Midwest Regional Office*

*Target audience: All participants*

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*Speaker: Melissa Cundari, FNS Midwest Regional Office*

*Target audience: All participants*

## **12. Cautionary CAPERs**

To ensure we do not continue to fall behind the field, we need pay close attention to warning flags. Yellow flag: Slow down and make sure we are taking the correct action. Red flag: Stop and make sure the danger of an error has been eliminated. Black flag: Avoid at all cost so we’ll cross the finish line at the top of the field.

*Speaker: John Hyatt, Illinois SNAP Quality Control Manager*

*Target audience: QC workers, Caseworkers, and Local Office Administrators (LOA)/Supervisors*

### **13. Fourth and Final Lap Breakout Selections (3:30 – 5PM):**

Cross the finish line and join your colleagues in the groups below for facilitated working sessions aimed at identifying challenges, solutions, lessons learned, and implementation plans:

- 1.** QC Staff
- 2.** Caseworker Staff
- 3.** Management Evaluation (ME) Staff
- 4.** Local Office Administrators (LOA)/Managers
- 5.** State Central Office Staff