

Date: _____

Dear _____

I am requesting approval to attend the APHSA IT Solutions Management for Human Services (ISM) Education Conference & Expo, taking place September 14–17, 2025, at the Reno-Sparks Convention Center in Reno, Nevada.

This conference comes at a critical time for human services IT leadership. As federal structures evolve, budgets tighten, and expectations increase around accountability, modernization, and service delivery, this event offers a timely opportunity to learn from state and local peers who are navigating similar challenges. I have reviewed the agenda and believe the return on investment is significant.

By participating in this conference, I will:

- **Gain strategic insight into national trends and innovation:** The ISM conference includes sessions on automation, digital service delivery, systems modernization, and cross-program integration. Sessions are designed specifically for public sector human services agencies. This year includes focused sessions on CCWIS transformation and SNAP payment accuracy, including strategies to reduce state error rates and avoid financial penalties associated with federal cost sharing.
- **Build meaningful connections with peers and thought leaders:** The agenda includes multiple government-only sessions that promote collaboration among public sector professionals. A state-only roundtable on income verification will provide a forum for creative dialogue, featuring an interactive panel of state and local agencies sharing unique approaches to improving benefit accuracy. These peer discussions help us identify practical solutions that can be adapted to our state's systems and context.
- **Improve procurement strategy and gain actionable tools:** One featured breakout session, open only to state and local government employees, will focus on Agile procurement practices and user-centered design. Attendees will work through real-world procurement challenges, learn how to apply user research to system development, and gain practical strategies to improve procurement outcomes. This session includes a provided lunch and offers a unique opportunity to build procurement capacity and strengthen vendor accountability.
- **Strengthen internal capacity and support long-term system improvement:** The conference also includes innovation labs, e-poster presentations, and curated sessions requested directly by member states. A government-only session with ACF that will focus on accelerating improved outcomes in child welfare through bold changes to the technology ecosystem. These working sessions provide tested tools and ideas that can enhance program delivery, reduce inefficiencies, and improve outcomes for families.

The ISM Conference is designed specifically for those working at the intersection of human services, technology, programs, and operations. The content reflects the real challenges public agencies face and provides direct access to peer-tested solutions that align people, processes, and technology to serve the public effectively.

I am seeking approval for the registration fee and travel expenditures. The full conference registration is \$815 for APHSA members / \$870 for non-members per person. Early registration ends on August 26, 2025. The conference hotel block closes on August 26, 2025. There are two hotels available – the Atlantis and the Peppermill. Blocks fill quickly. There is a limited per diem block at the Atlantis with a total cost per room night of \$272 (inclusive of taxes, resort fee, and tourism fee). The Peppermill is offering a room rate of \$244.95 (including taxes, resort fee, and tourism fee).

Below is a complete breakdown of the estimated conference costs:

Conference Registration	\$
Hotel for 3 nights	\$
Airfare/Mileage	\$
Per Diem	\$
Total	\$

**Conference registration includes two meals and two light networking receptions.*

APHSA has implemented safety measures to ensure the well-being of attendees, including encouraging vaccinations and making masks optional. I am confident that by attending this conference, I can contribute to the ongoing success of our organization.

I will return engaged, energized, and enthusiastic about implementing all the exciting learnings that I have taken in over the four content-packed days!

This is a strategic opportunity to bring back real value to our agency, enhance internal capabilities, and support responsible modernization with integrity and public accountability. I welcome the opportunity to discuss any aspect of the agenda or potential outcomes in more detail. Thank you in advance for considering my request.

Sincerely,

