ISM Education Conference Expo
September 14-17, 2025
RenoSparks Convention Center, Reno NV

Agenda At A Glance
Time, content, and room assignments are subject to change
Version 14

		SATURDAY, SEPTEMBER 13						
TIME	**CONTENT**							**LOCATION**
	EXPO HALL MOVE IN							

		SUNDAY, SEPTEMBER 14	
TIME	**CONTENT**		**LOCATION**
	EXPO HALL MOVE IN		Hall 2
12:00 PM - 6:30 PM	**Registration Desk | Information Desk**		Foyer
1:00 PM - 4:00 PM	Well-Being Room		A15
1:00 PM - 4:00 PM	**Speaker Ready Room**		A14
1:00 PM - 2:15 PM	ISM Planning Committee *(by invite)*		Atlantis, Emerald AB
2:30 PM - 3:00 PM	First Time Attendees Meet up *(open to all)*		C1
3:30 PM - 5:00 PM	State and Local Forum (open to all state and local government attendees)		A4-A5
5:15 PM - 6:15 PM	Platinum and Gold Sponsor Reception *(by invite only)*		A12-A13
5:15 PM - 6:15 PM	Emerging Leaders Meet up *(by invite only)*		D5-D6
6:30 PM - 8:00 PM	Headshot Lounge, underwritten by Adobe		Expo Hall
6:30 PM - 8:30 PM	**Opening Reception**		Expo Hall

MONDAY, SEPTEMBER 15							
TIME	**CONTENT**						**LOCATION**
7:00 AM - 4:30 PM	Registration Desk | Information Desk						Foyer
7:00 AM - 4:30 PM	Well-Being Room						A15
7:00 AM - 11:00 PM	Speaker Ready Room						A14
7:15 AM - 8:15 AM	Tech and Transformation: H.R.1 Implementation Peer Exchange *(by invite, RSVP required)*						C4
7:30 AM - 8:30 AM	Breakfast						Expo Hall
7:30 AM -5:30 PM	Expo Hall Open (Expo Hall closed 9:45 AM - 11:45 AM)						
8:30 AM - 9:30 AM	**Tech-Enabled Innovation**	**People-Powered Design**	**Cross-Systems Alignment**	**Data-Driven Program Delivery**	**Cross-Systems Alignment**	**Data-Driven Program Delivery**	
	Optimizing Multilingual Communication in Oregon	*The Whole Picture: Unified Data, Stronger Care*	*Collaboratively Advocating through Change for a Dignified*	*Data Governance: From Silos to Strategy: Building*	*APHSA Policy and Technology Updates: SNAP and Human Services Programs*	Improving Equity and Efficiency in Benefit Delivery: Illinois' Statewide Processing	
Room	Room C1	Room C2	Room C3	Room D1	Room D2	Room D3	
9:30 AM - 9:45 AM	Transition						
9:45 AM - 11:45 AM	**MAIN STAGE | OPENING GENERAL SESSION** Robert Hobbelman, ISM Chair Reggie Bicha, President and CEO, American Public Human Services Association Keynote Speaker: Steve Pemberton, Author *The Lighthouse Effect* ISM Awards of Excellence and the Jerry W. Friedman Individual Excellence Award						Hall 1
11:30 AM- 4:30 PM	Headshot Lounge, underwritten by Adobe						Expo Hall
11:45 AM - 1:15 PM	Lunch on Own						Food Court Open
11:45 AM - 1:15 PM	HSITAG Lunch (RSVP required, invite only)						A4-A5
11:45 AM - 1:15 PM	Child Welfare and Human Services IT Listening Session with ACF *(invite only, lunch included)*						C4
12:30 PM - 4:00 PM	**Speaker Ready Room**						A14

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1:30 PM - 2:30 PM	**Tech-Enabled Innovation**	**Cross-Systems Alignment**	**Data-Driven Program Delivery**	**Tech-Enabled Innovation**	**Tech-Enabled Innovation**	**Tech-Enabled Innovation**		**Emerging Leaders 1:15 PM - 2:30 PM** *Closed Session*
	Amplifying the Voices of Community and Staff in Technology Solutions	Putting Families First: How Ohio Integrated Benefits for Easier Early Childhood	Leveraging Technology and Collaboration for Community Impact	Advancements and Innovation in Global Health and Social Services (CGI)	Alternatives to Big Bang Implementation: Leveraging Emerging Technology for Incremental System	Leveraging Technology to Modernize Human Services for All Users (Google)		Leading with Strength and Emotional Intelligence
Room	Room C1	Room C2	Room C3	Room D1	Room D2	Room D3		D4-D5
2:30 PM - 3:15 PM	Networking Break							Expo Hall
3:15 PM - 4:15 PM	**Tech-Enabled Innovation**	**Tech-Enabled Innovation**	**Tech-Enabled Innovation**	**Tech-Enabled Innovation**	**Tech-Enabled Innovation**	**Tech-Enabled Innovation**		
	Modernizing a Legacy Child Welfare Systems into a Cloud Native Architecture	Pioneering Payments: EMV Chip Card Implementation	Preventing and Overcoming Systemic Challenges in Foster Care (cardinality.ai)	Don't Let AI Implementations Become a Reno 911 Emergency! (AWS)	Transforming Eligibility Systems: Replace or Renovate? An AI- Powered Debate (Infosys)	Emergency Preparedness: A Real-World Guide for When the ___ Hits the Fan		
Room	Room C1	Room C2	Room C3	Room D1	Room D2	Room D3		
4:30 PM - 5:30 PM	**Tech-Enabled Innovation**	**People-Powered Design**	**Cross-Systems Alignment**	**Tech-Enabled Innovation**	**Tech-Enabled Innovation**	**Tech-Enabled Innovation**		
	Prepare for the Unexpected: Enterprise Investments to Help Reduce Costs	Human Centered Design for a Comprehensive Child Welfare Information System (CCWIS)	Listening to Community to Better Serve Vulnerable Populations	From Vision to Execution: Colorado's Lessons in Building a CCWIS System	Cleared for Takeoff: Your Flight Plan for Navigating the HR1 Act Provision (Deloitte)	Navigating Uncertainty: AI Agents for Resilient Human Services Programs (Salesforce)		
Room	Room C1	Room C2	Room C3	Room D1	Room D2	Room D3		
5:30 PM - 7:00 PM	**Bold Altitudes: Elevating Women Leaders in Human Services**							C4
5:30 PM - 7:00 PM	*Emerging Leaders Ignite Presentations (Closed Session)*							D4-D5
7:00 PM - 11:00 PM	Open Events	Deloitte						

	TUESDAY, SEPTEMBER 16	
TIME	**CONTENT**	**LOCATION**
7:00 AM - 4:30 PM	Registration Desk	Information Desk	Lobby
7:00 AM - 4:30 PM	Well-Being Room	A15
7:00 AM - 4:30 PM	**Speaker Ready Room**	A14
7:30 AM - 8:30 AM	APHSA Policy Brieifing for Strategic Industry Partners (by invite, RSVP required)	D6-D7
7:30 AM - 8:30 AM	Breakfast	Expo Hall
7:30 AM - 6:30 PM	**Expo Hall Open**	
7:30 AM - 8:45 AM	**State and Local Forum - ROUNDTABLE 1**	**State and Local Forum - ROUNDTABLE 2**	**ROUNDTABLE 3**
	CCWIS Roundtable *(open only to state and local government attendees)* *Breakfast Included*	*Programmatic Roundtable* *(open only to state and local government attendees)* *Breakfast Included*	*Creative Approaches to Income Verification* *Breakfast Included*
Room	*C4*	*A4-A5*	*D3*

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Time								
8:45 AM - 9:30 AM	*Networking Break*							Expo Hall
9:45 AM - 10:45 AM	**People-Powered Design**	**Cross-Systems Alignment**	**Data-Driven Program Delivery**	**Cross-Systems Alignment**	**Tech-Enabled Innovation**	**Tech-Enabled Innovation**		
	Delivering Results: Moving Change Across the Finish Line	*No-Wrong-Door with Tennessee OneDHS: Reinventing Customer Service through Interoperability*	*Maximizing Summer EBT Through Data-Driven Strategies*	*Tactics for Implementing Community Pathways (Binti)*	*SNAP and Medicaid: Operating Under "Beautiful" Circumstances (Change and Innovation Agency)*	*Unlocking Potential: How No- Code/Low-Code Platforms are Redefining Government Efficiency in Health and Human Services (EY)*		
Room	Room C1	Room C2	Room C3	Room D1	Room D2	Room D3		
11:00 AM - 12:00 PM	**Tech-Enabled Innovation**	**People-Powered Design**	**Cross-Systems Alignment**	**Tech-Enabled Innovation**	**Tech-Enabled Innovation**	**Tech-Enabled Innovation**		
	ELIGIBOT: How We Built Our Eligibility Chatbot Ourselves	*Fiercely Human Digital Transformation: Co- Creating Minnesota's Provider Hub*	*Partner Palooza – Fostering Collaboration, Building Connections, and Nurturing a 'familia' within the Health and Human Services Ecosystem*	*Child Support Customer Engagement: Empowering Parents (Diona)*	*Transforming Child Safety: Automation with GenAi Saves Millions($$) and Enhances Child Protection (IBM)*	*Transforming Human Services Through AI (Oracle)*		
Room	Room C1	Room C2	Room C3	Room D1	Room D2	Room D3		
11:00 AM - 4:00 PM	Headshot Lounge *underwritten by Adobe*							
12:00 PM - 1:15 PM	*Lunch on Own*							Food Court Open
12:00 PM - 1:15 PM	Emerging Leaders Alumni Lunch (invite only)							D6-D7
12:00 PM - 1:15 PM	*Deloitte Lunch (by invitation)*							C4
12:30 PM - 4:00 PM	**Speaker Ready Room**							A14
1:30 PM - 2:30 PM	**Tech-Enabled Innovation**		**Data-Driven Program Delivery**	**Data-Driven Program Delivery**	**Cross-Systems Alignment**	**Tech-Enabled Innovation**		**Emerging Leaders 1:30 PM - 3:00 PM** *Closed Session*
	Staying the Course: Advancing Equity in Challenging Climates		*Procurement as a Partner: Navigating Complex Procurement Processes to*	*Leveraging Data Solutions and Automation in Response to New Federal Requirements*	*Modern Communications: Advancing Communications Beyond Notices (KPMG)*	*Real World Enhancement to Workforce Development and Child Welfare via AI (Microsoft)*		*Resilience In Leadership: A Fireside Chat*
Room	Room C1		Room C3	Room D1	Room D2	Room D3		D4-D5

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	People-Powered Design	Cross-Systems Alignment	Data-Driven Program Delivery	Data-Driven Program Delivery	Tech-Enabled Innovation	Tech-Enabled Innovation		Emerging Leaders *Closed Session*
2:45 PM - 3:45 PM	*Co-leading CCWIS Design: Power of Social Worker Product Owner and Technologist Program Manager*	*Harnessing Data to Support Thriving Individuals and Families*	*AI in Action: Driving Efficiency in Integrated Eligibility and Child Welfare (Accenture)*	Teaching Social Workers to Manage Data as Well as They Manage Families	*Transforming Care: One County's Journey to Enterprise Case Management: Lessons Learned, Challenges, and Wins*	*Wins and Workarounds: Innovative Approaches to Workforce Challenges (Cúram*		*Emerging Leaders Ignite Presentations*
Room	Room C1	Room C2	Room C3	Room D1	Room D2	Room D3		D4-D5
4:00 PM - 5:30 PM	*MAIN STAGE	General Session* *Host: Mark Allen, Vice Chair, ISM Executive Advisory Committee and Chief Information Officer, Mississippi Department of Human Services Announcement of 2026 Location* *Emerging Leader Reflection* *Keynote Speaker: Tim Gard underwritten in part by Equifax*							*Main Stage*
5:30 PM - 6:30 PM	*Reception: Meet Tim Gard at the Equifax Booth*							*Expo Hall*
5:30 PM - 6:30 PM	*Emerging Leaders Ignite Presentations (Closed Session)*							D4-D5
7:00 PM - 11:00 PM	*Open Events	Accenture*							
	WEDNESDAY, SEPTEMBER 17							
TIME	**CONTENT**							
7:00 AM - 7:30 AM	Exhibitor Meeting (Invitation Only)							
7:30 AM - 10:00 AM	Registration Desk	Information Desk							Foyer
7:30 AM - 12:00 PM	Well-Being Room							A15
7:30 AM - 9:00 AM	Speaker Ready Room							A14
7:30 AM - 8:30 AM	Breakfast							Expo Hall
7:30 AM - 10:30 AM	Expo Hall Open							Expo Hall
	Data-Driven Program Delivery	**Tech-Enabled Innovation**	**Cross-Systems Alignment**	**Tech-Enabled Innovation**	**Cross-Systems Alignment**	**Tech-Enabled Innovation**		**Emerging Leaders** 8:00 AM - 9:30 AM
9:00 AM - 10:00 AM	*Building the Blueprint for Data Quality in Child Welfare*	Transforming Human Services Delivery in 60 Days: A Collaborative Approach in Louisiana	*Collective Impact: Power of Agency Collaboration in an Integrated World*	*Transforming Service Delivery: The Role of RPA and Automation in Streamlining Operations*	*APHSA Update: SNAP ABAWD Work Requirements and Alignment with Medicaid and TANF*	*TN Child Care in Action: From Delays to Real-Time: The C-CARE Revolution*		*What's Next? Life after ISM*
Room	Room C1	Room C2	Room C3	Room D1	Room D2	Room D3		D4-D5
10:00 AM - 10:30 AM	Networking Break							Expo Hall
10:30 AM - 11:30 AM	**Professional Development Session** Interactive Procurement Presentation: Quit Betting on the Past: Why States aren't Getting What They Want **U.S. Digital Response	*Open to All Attendees***							Main Stage
11:45 AM - 1:30 PM	**State and Local Forum: Hands-on RFP Workshop with U. S. Digital Response (open only to any state and local government attendees)** ***Lunch Included***							C4
1:30 PM - 2:00 PM	Transition to In Conjunction With (ICW) Meetings							

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2:00 PM - 3:00 PM	ICW Registration & Information Desk							
2:30 PM - 6:30 PM	ICW	ICW	ICW					
	ISM Post-Conference Procurement Party (by invite)							
Room	Atlantis, Emerald AB							