

SATURDAY,							
TIME	CONTENT						LOCATION
	EXPO HALL MOVE IN						
SUNDAY,							
TIME	CONTENT						LOCATION
8:00 AM - 3:00 PM	EXPO HALL MOVE IN						
12:00 PM - 6:30 PM	Registration Desk   Information Desk						
12:00 PM - 4:30 PM	<b>Professional Development - Pre-Conference Workshops (Additional Fees Apply)</b>						
	Procurement Workshop led by Iasko Consulting	Beyond the Whistle: Developing Leaders Who Communicate, Decide, and Lead with Confidence; Dr. David Walker					
1:00 PM - 4:00 PM	Well-Being Room						
2:30 PM - 3:00 PM	First Time Attendees Meet up ( <i>open to all</i> )						
2:30 PM - 5:30 PM	5K Race Packet Pick Up, underwritten by Vimo						
5:15 PM - 6:15 PM	Platinum and Gold Sponsor Reception ( <i>by invite only</i> )						
5:15 PM - 6:15 PM	Emerging Leaders Meet up ( <i>by invite only</i> )						
6:30 PM - 8:00 PM	Headshot Lounge, underwritten by Adobe						Expo Hall
6:30 PM - 8:30 PM	Opening Reception						Expo Hall
MONDAY,							
TIME	CONTENT						LOCATION
7:00 AM - 4:30 PM	Registration Desk   Information Desk						Foyer
7:00 AM - 4:30 PM	Well-Being Room						
6:00 AM - 7:00 AM	5K Underwritten by Vimo						Riverfront Park, Clock Tower
7:00 AM - 11:00 PM	Speaker Ready Room						
7:30 AM - 8:30 AM	Breakfast for those not attending State and local Forum						Expo Hall
7:45 - 8:45	<b>State and Local Forum</b>						
	<b>State and Local Forum Business Meeting, Election of Officers</b>						
:15	Transition						
9:00 AM - 11:00 AM	<b>MAIN STAGE   OPENING GENERAL SESSION</b>						Main Stage
	Mark Allen, ISM Chair Reggie Bicha, President and CEO, American Public Human Services Association Keynote Speaker: <i>Brant Menswar</i> ISM Awards of Excellence and the Jerry W. Friedman Individual Excellence Award <i>underwritten in part by YOUR COMPANY COULD BE HERE</i>						
11:00 - 11:30	Networking Break						Expo Hall
	Tech-Enabled Innovation	Cross-Systems & Policy-Informed Alignment	Data-Driven & Evidence-Informed Program Delivery	Cross-Systems & Policy-Informed Alignment	Tech-Enabled Innovation	The Possibility Lab 30-Minute Sessions	

11:40 - 12:30	Beyond the Hype: Practical AI at the Texas Workforce Commission	Empowering Child Welfare Innovation Through Technology	Building FOIA Ready AI Governance: Practical Oversight Lessons from Global Practice	Fog Advisory: How HHS Leaders Navigate Through Chaos <i>CGI</i>	Reimagine Human Services Program Engagement with Inclusive Multi-channel Agentic Service Modernization <i>Microsoft</i>	<i>Recipes for Reinvention</i>	
Room	Room	Room	Room	Room	Room	I3 Stage, Expo Hall	
12:30 - 1:45 PM	Lunch on Own						
12:30 - 1:45 PM	Room for Available - Lunch						
12:30 - 1:45 PM	Room for Available - Lunch						
12:30 - 1:45 PM	<i>Deloitte Lunch (by invitation)</i>						
12:30 PM - 4:00 PM	<b>Speaker Ready Room</b>						
1:45 PM - 2:35 PM	<b>Tech-Enabled Innovation</b>	<b>Cross-Systems &amp; Policy-Informed Alignment</b>	<b>Data-Driven &amp; Evidence-Informed Program Delivery</b>	<b>Cross-Systems &amp; Policy-Informed Alignment</b>	<b>Tech-Enabled Innovation</b>	<b>The Possibility Lab 30-Minute Sessions</b>	
	Built to Last: Designing Modular, Scalable Government Technology	DCAS: Leading Integrated Eligibility Modernization with Cloud and AI	A Practical Roadmap from DFPS's Data Governance Transformation	Rewiring Grants for Human Services Impact <i>EY</i>	From Idea to Value: A Human Services Vibe-a-thon <i>Accenture</i>	<i>Getting Intake Decisions Right: AI-Driven Discrepancy Detection</i>	
Room	Room	Room	Room	Room	Room	I3 Stage, Expo Hall	
2:35 PM - 3:10 PM	Networking Break						Expo Hall
3:10 PM - 4:00 PM	<b>Tech-Enabled Innovation</b>	<b>People-Powered &amp; Human-Centered Design</b>	<b>Cross-Systems &amp; Policy-Informed Alignment</b>	<b>Tech-Enabled Innovation</b>	<b>Tech-Enabled Innovation</b>	<b>The Possibility Lab 30-Minute Sessions</b>	<b>Emerging Leaders 3:00 PM - 4:15 PM</b>
	Advancing Technology First: How Tennessee is Modernizing HCBS Through Scalable, Person-Centered	Improving Accessibility: Ohio Self-Service Portal and New Mexico Human Centered Modernization	Bridging Systems and Policy to Deliver KY 1915(i) RISE Initiative	Summitting the Cloud: HHS Agencies are Geared Up for Migration and Modernization with AWS	Unique Approaches to Child Welfare IT Modernization <i>CSG Government Solutions</i>	<i>Automating Policy-To-Code: The Future Of Government Infrastructure</i>	Closed Session Brant Menswar Workshop
Room	Room	Room	Room	Room	Room	I3 Stage, Expo Hall	
4:10 PM - 5:00 PM	<b>Tech-Enabled Innovation</b>	<b>Tech-Enabled Innovation</b>	<b>People-Powered &amp; Human-Centered Design</b>	<b>Data-Driven &amp; Evidence-Informed Program Delivery</b>	<b>Tech-Enabled Innovation</b>	<b>The Possibility Lab 30-Minute Sessions</b>	
	Scaling Automated Regression Testing in Human Services: A Business-Driven Approach to Quality, Efficiency, and Workforce Resilience	Leveraging AI to Improve Outcomes Across Human Services	Engagement at Scale: Coordinating Community Voices	Getting to Yes: Building a Positive Relationship with Compliance	Designing for Impact: How Co Creating with Caseworkers Leads to Meaningful Modernization <i>Cúram by Merative</i>	<i>Citizen Development</i>	

Room	Room	Room	Room	Room	Room	I3 Stage, Expo Hall		
5:15 PM - 6:30 PM	Reception							Expo Hall
5:45 PM - 7:00 PM	Emerging Leaders Ignite Presentations (Closed Session)							Room
7:00 PM - 11:00 PM	Open Events   Deloitte							
<b>TUESDAY,</b>								
<b>TIME</b>	<b>CONTENT</b>						<b>LOCATION</b>	
7:00 AM - 4:30 PM	Registration Desk   Information Desk							Lobby
7:00 AM - 4:30 PM	Well-Being Room							
7:00 AM - 4:30 PM	Speaker Ready Room							
7:30 AM - 8:30 AM	APHSA Policy Briefing for Strategic Industry Partners (by invite, RSVP required)							
7:30 AM - 8:45 AM	Breakfast							Expo Hall
7:30 AM - 6:30 PM	Expo Hall Open							
7:30 AM - 8:30 AM	State and Local Forum - ROUNDTABLE							
	Operations Roundtable (open only to state and local government attendees) Breakfast Included							Conference Theatre
8:30 AM - 9:20 AM	Tech-Enabled Innovation	People-Powered & Human-Centered Design	Cross-Systems & Policy-Informed Alignment	Data-Driven & Evidence-Informed Program Delivery	Data-Driven & Evidence-Informed Program Delivery	The Possibility Lab 30-Minute Sessions		
	Casebot our Eligibility AI Case Assistant	Designing With, Not For: Human-Centered Medicaid & SNAP Transformation	Turning Federal Mandates into Scalable Solutions: HR1 Lessons from Maryland	Using Data-Driven Marketing to Grow Workforce Skilling and Sustainable Employment	From Static Records to Intelligent Insight: Transforming Arizona DCS's Central Registry with AI <i>IBM</i>	Rapid Prototyping		
Room	Room	Room	Room	Room	Room	I3 Stage, Expo Hall		
9:40 AM - 10:30 AM	Tech-Enabled Innovation	People-Powered & Human-Centered Design	Cross-Systems & Policy-Informed Alignment	Data-Driven & Evidence-Informed Program Delivery	Tech-Enabled Innovation	The Possibility Lab 30-Minute Sessions		
	Modernizing Human Services Access with AI and Automation	MISSION FIRST Innovation: Gaining Adoption and Building Trust with Consent-Based Verifications	Stopping Tool Sprawl: Our Colorado Department of Early Childhood Approach	Payment Error Risk Assessment in SNAP: Extensions Beyond Classification Models	HHS Reimagined: Stories of Transformation <i>KPMG</i>	What If States Built Together? A Possibility Lab on Shared Innovation, Code, and Collective		
Room	Room	Room	Room	Room	Room	I3 Stage, Expo Hall		
10:30 AM - 11:15 AM	Networking Break							Expo Hall
	Tech-Enabled Innovation	People-Powered & Human-Centered Design	Cross-Systems & Policy-Informed Alignment	Tech-Enabled Innovation	People-Powered & Human-Centered Design	The Possibility Lab 30-Minute Sessions		

11:15 AM - 12:05 PM	Tough Questions, Practical Solutions	Verification Without Barriers: Exploring Eligibility Through the Customer Journey	Herding Cats: Efficiently Managing Modularity and Multi-Vendor Contracts	Reimagining the Front Door of Human Services <i>RedMane Technology LLC</i>	Aligning People, Process, and Technology with Medicaid Express <i>Vimo</i>	<i>Reimagining Government Disaster Readiness: Lessons From Humanitarian Response</i>	
<b>Room</b>	Room	Room	Room	Room	Room	I3 Stage, Expo Hall	
11:00 AM - 4:00 PM	Headshot Lounge <i>underwritten by Adobe</i>						
12:05 PM - 1:30 PM	<i>Lunch on Own</i>						
12:05 PM - 1:30 PM	Room for Available - Lunch						
12:05 PM - 1:30 PM	HSITAG Lunch (invite only)						
12:05 PM - 1:30 PM	Emerging Leaders Alumni Lunch (invite only)						
12:30 PM - 4:00 PM	<b>Speaker Ready Room</b>						

	<b>Tech-Enabled Innovation</b>	<b>Cross-Systems &amp; Policy-Informed Alignment</b>	<b>Data-Driven &amp; Evidence-Informed Program Delivery</b>	<b>Tech-Enabled Innovation</b>	<b>Tech-Enabled Innovation</b>	<b>The Possibility Lab 30-Minute Sessions</b>	<b>Emerging Leaders 1:30 PM - 3:00 PM Closed Session</b>
<b>1:30 PM - 2:20 PM</b>	From Possibility to Practice: Deploying AI Enabled Knowledge Assistance for AES Staff	We're Modular. . . Now What? Maturing Operational Processes for a Modular Health and Human Services System	Breaking Silos: Identity-Driven Interoperability Across Human Services	Into the Unknown: Tech Innovation for Shifting Terrain <i>Deloitte</i>	From Message to Movement: Driving Community Engagement That Works <i>Adobe</i>	<i>Vibe Coding</i>	Closed Session
<b>Room</b>	Room	Room	Room	Room	Room	I3 Stage, Expo Hall	
<b>2:20 PM - 3:00 PM</b>	Networking Break						Expo Hall
	<b>Tech-Enabled Innovation</b>	<b>Cross-Systems &amp; Policy-Informed Alignment</b>	<b>Data-Driven &amp; Evidence-Informed Program Delivery</b>	<b>Tech-Enabled Innovation</b>	<b>Data-Driven &amp; Evidence-Informed Program Delivery</b>	<b>The Possibility Lab 30-Minute Sessions</b>	<b>Emerging Leaders Closed Session</b>
<b>3:00 PM- 3:50 PM</b>	An Incremental Approach to Child Welfare Digital Transformation: Deploying AI	Advancing Medicaid Innovation: Operationalizing Health-Related Social Needs under a Section 1115 Demonstration	ACCESS Data SAIL: Building Person-Centered Systems Across HHS and Workforce	From Fragmented to Future-Ready: How HHS Agencies Can Build the Data Foundation AI Demands <i>Salesforce</i>	How Practical AI-Powered Solutions Can Help Reduce SNAP Payment Errors <i>MAXIMUS</i>	<i>Digital Identity - Building Trust and Maximizing Efficiency</i>	<i>Emerging Leaders Ignite Presentations</i>
<b>Room</b>	Room	Room	Room	Room	Room	I3 Stage, Expo Hall	
<b>4:00 PM - 5:30 PM</b>	<p align="center"><b>MAIN STAGE   General Session</b>  <i>Host: Mark Allen, Chair, ISM Executive Advisory Committee and Chief Information Officer, Mississippi Department of Human Services</i>                      Emerging Leader Reflection                      Panel - Keynote</p>						<i>Main Stage</i>
<b>5:30 PM - 6:30 PM</b>	<i>Emerging Leaders Ignite Presentations (Closed Session)</i>						
<b>7:00 PM - 11:00 PM</b>	<i>Open Events   Accenture</i>						

WEDNESDAY, SEPTEMBER 30							
TIME	CONTENT						Location
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						
7:30 AM - 9:00 AM	Speaker Ready Room						
7:30 AM - 8:30 AM	Breakfast						Expo Hall
7:30 AM - 12:00 PM	Expo Hall Open						Expo Hall
8:30 AM - 9:20 AM	<b>Breakout</b>	<b>Cross-Systems &amp; Policy-Informed Alignment</b>	<b>Data-Driven &amp; Evidence-Informed Program Delivery</b>	<b>Tech-Enabled Innovation</b>	<b>Data-Driven &amp; Evidence-Informed Program Delivery</b>		<b>Emerging Leaders 8:00 AM - 9:30 AM</b>
	<i>Tech Overload to Human-Centered: A bottom-up Strategy for SNAP Accuracy</i>	<i>Bingo! How States Are Making Proactive Communications Work</i>	<i>Turning Data into Impact: Real-World Innovations Across Human Services Systems</i>	Connected Systems for Driving Permanency: Licensing, Kinship, Closed-Loop Referrals	Modernizing Eligibility: Data-First Verifications in the Face of H.R. 1 Eligibility Changes		<i>Closed Session</i>
<b>Room</b>	Room	Room	Room	Room	Room		
9:30 AM - 10:20 AM	<b>Tech-Enabled Innovation</b>	<b>People-Powered &amp; Human-Centered Design</b>	<b>Cross-Systems &amp; Policy-Informed Alignment</b>	<b>People-Powered &amp; Human-Centered Design</b>	<b>Cross-Systems &amp; Policy-Informed Alignment</b>		
	<i>Double Dare the Mailroom: From Paper Piles to Intelligent Data</i>	<i>From Go-Live to Real Life: Leadership Lessons in Human-Centered Design, Training, and Change Management</i>	<i>Don't Just Digitize the Problem. Design a Better Future</i>	Using AI to Enable Zero Defect Backlog Infosys	The Iowa Model: A New National Standard for State-Led Modernization Google		
<b>Room</b>	Room	Room	Room	Room	Room		
10:30 AM - 11:45 AM	<b>MAIN STAGE   General Session</b> <i>Host: Mark Allen, Chair, ISM Executive Advisory Committee and Chief Information Officer, Mississippi Department of Human Services</i> Announcement of 2026 Location Charity check presentation Closing Keynote Speaker:						
11:45 AM - 1:00 PM	<b>Lunch - on Expo Floor</b>						Expo Hall
	<b>Federal Partners: Cross-Systems &amp; Policy-Informed Alignment</b>						
12:00 PM - 12:45 PM	<b>CMS MES APD Template Alignment with FNS and ACF APD</b>						I3 Stage, Expo Hall
1:00 PM	<b>Expo Floor Closes</b>						
1:00 PM - 3:00 PM	<b>Curated Session 1 in partnership with Gartner</b>						TBD

<b>1:00 PM - 3:00 PM</b>	<b>Curated Session 2 in partnership with Gartner</b>			TBD
<b>3:00 PM</b>	Transition to In Conjunction With (ICW) Meetings			
<b>3:00 PM - 5:00 PM</b>	ICW Registration & Information Desk			
<b>3:00 PM - 6:30 PM</b>	ICW	ICW	ICW	
	HR1 Open Source Tech	Data SAIL Demos - "mini conference"		
<b>Room</b>	1 room	1 main + 1 breakout		
<b>THURSDAY, OCTOBER 1</b>				
<b>8:00 AM - 5:00 PM</b>	ICW	ICW	ICW	
		Data SAIL Demos - "mini conference"		
<b>Room</b>		1 main + 1 breakout		