

# 2023 ISM + PHSA Education Conference & Expo

## Call for Proposals



Guiding information to help submit a strong proposal

[Click here to start your submission](#)



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# Intent for the Event

The ISM + PHSA Conference & Expo brings together two affinity groups of the [American Public Human Services Association](#) (APHSA), which support the technology and legal areas of government agencies: [Information Technology Solutions Management for Human Services](#) (ISM) and the [Public Human Services Attorneys](#) (PHSA)

**ISM's purpose is to promote IT solutions and best practices that enhance the delivery of human services.** *ISM shares innovative solutions and provides peer-to-peer learning opportunities. In addition, members collaborate with private sector partners to create a modern, responsive human services system.*

**The purpose of PHSA is to advocate for and enact policies and practices that enhance the delivery and quality of human services programs.** *PHSA encourages the discussion of legal matters along with the cordial exchange of experience and knowledge to accelerate learning and generate practical solutions.*

# Intent for the Call for Proposals

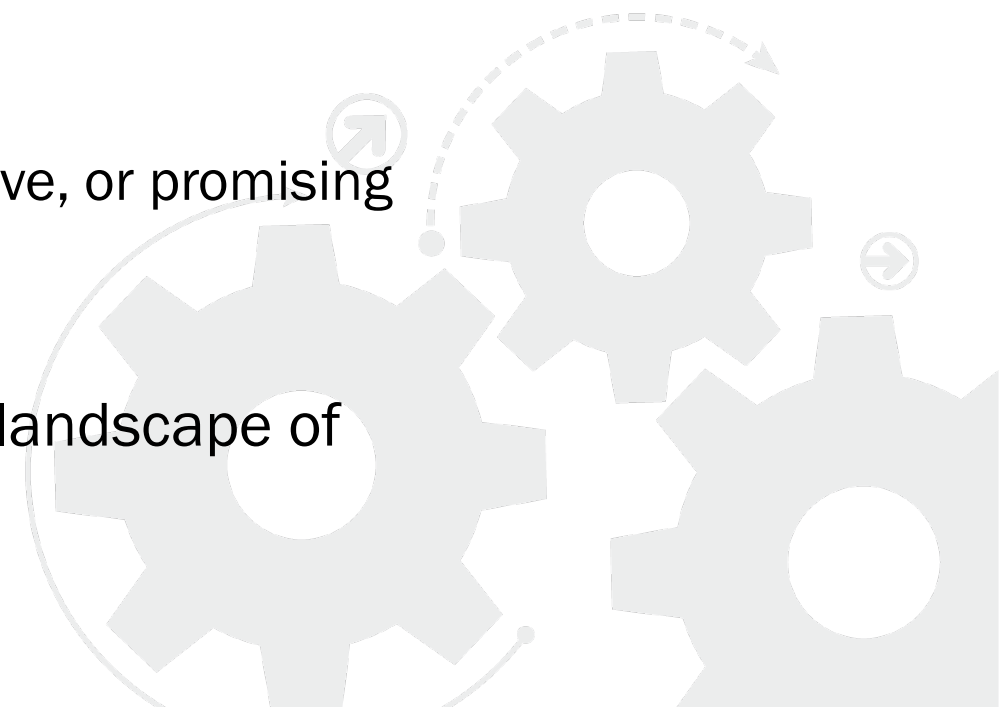
Visit the [ISM Conference & Expo](#) page for up-to-date details and announcements.

We are now accepting proposals for the ISM + PHSAs Education Conference & Expo, being held September 10-13, 2023, at the Gaylord Palms Resort & Convention Center in Kissimmee, Florida with state and local government agencies and allied human-serving organizations (i.e., behavioral health, education, aging, etc.).

We want to encourage submissions for *interactive presentations* that involve the audience and/or engage your panelists in active dialogue with each other about their experiences and ideas.

**APHSA and its members are committed to advancing racial equity. Content addressing how to dismantle structural inequities in our systems and root causes of racial disparities through policy and practice are strongly encouraged.**

- Within the topic categories on **slide 6 and 7**, ISM and PHSA are interested in for proposals that have practical application to advance human services policy priorities for technology solutions and legal priorities.
- The proposal should address the following:
  - Best practices, cross-sector, evidence-based, innovative, or promising practices
  - Important foundational content
- The content being offered should reflect the current landscape of agencies and the communities they serve.





# Technology, Program and Policy Topics

The following slide offers topics of interest to attendees based on survey results, what is taking place in the field, and areas where they are looking to engage in peer-to-peer discussions in technology and program policy areas.

Technology Topics	Your Session Could Include Information on the Below, but Note That This is Not an Exhaustive List
Artificial Intelligence (AI)	Machine learning; bias; Robotic Process Automation (RPA); chatbots supported by ai
Cloud Services	Moving an on-premise application to the cloud; cloud service models (IaaS, PaaS, SaaS) and experiences; Native cloud security monitoring tools; data recovery; back up; cloud services in connection to any other topics listed on this <i>Topics</i> list
Data	Data governance; data privacy; analytics; data literacy; data dictionary tools; data sharing, Equity, Diversity, Inclusion, Belonging (EDIB)
Human Centered Design	Solutions developed putting the end-user at the center (e.g., citizen portals)
Innovation	New and creative solutions agencies are implementing (e.g., block chain, digital wallets)
Integration and Interoperability	Service integration; systems interoperability; how IT teams collaborate with policy teams (e.g., better ways to plan waivers)
Large Scale System Modernization	CCWIS implementation; Family First Services and Prevention Act; Integrated eligibility systems; child support; behavioral health/mental health; child care
Low Code/No Code	Actual implementations of the solution; pro's/con's; efficiencies; skills set needed; training availability for staff
Operational Change Management	Worker shortage; organizational well-being; virtual on-boarding; business operations; statewide caseload sharing; Equity, Diversity, Inclusion & Belonging (EDIB) policies and procedures
Pandemic Response	Lessons learned from COVID-19 which helped to improve communities; resources needed to for work-from-home; supply chain issues affecting resources; population health; disaster recovery
Performance Management	Use of performance metrics to show progress in organization, department, employee or process
Procurement and Contract Management	Processes and policies for management, negotiation, execution, performance, and execution of contracts; processes and policies on risk reduction, cost control, service delivery, and value when selecting vendors
Security	Audit logging; use of federated authentication services for applications; multi-factor authentication; Compliance; monitoring tools (on-prem or cloud); identity and access management; cybersecurity
Social Determinants of Health and Well-Being	Emerging social risks in community, state, and national systems, and solutions designed to identify and create ways to create social and physical environments that promote equity and good health for all–e.g., collaboration with public health; Medicaid

The background features a collage of technical and professional elements. On the left, there's a blue calculator with various function keys like 'AC', 'M+', 'M-', 'Mx', 'Mn', 'Div', 'Ans', and 'Exp'. Below it is a pencil and a ruler. The right side shows architectural or engineering drawings with labels like 'GS', 'GB1', 'GB2', 'GB3', 'GB6', and 'C2'. A large blue gear is positioned in the upper left, and a red gear-shaped lightbulb is in the center, with a horizontal blue line extending from its base across the slide.

# Legal Topics

The following slide offers topics of interest to attendees based on survey results, what is taking place in the field, and areas where they are looking to engage in peer-to-peer discussions.



Legal Topics	Your Session Could Include Information on the Below, but Note That This is Not an Exhaustive List
<b>Addressing Bias in the Legal Profession</b>	Identifying implicit, explicit, and confirmation bias; roles and responsibilities of attorneys in addressing individual and systemic racism in the legal profession
<b>Adult Involuntary Guardianship</b>	Alternatives to guardianship (e.g., supported decision making)
<b>Behavioral Health and Substance Use Disorder</b>	ICF-IID restrictions; developmental disabilities; SAMSA; opioid crisis; interactions with the criminal justice system
<b>Child Welfare / Child Support / Child Care</b>	Agency lawyer/client relationships; foster care litigation/consent decrees; agency and court collaboration in child welfare cases; working with court in child welfare; litigating best interests; child friendly litigation practices; youth attending dependency hearings; non-adversarial litigation in child welfare; training agency child welfare lawyers; recruitment and retention of agency lawyers; child forensic interviewing; ethical issues in child welfare proceedings; legal representation of children and parents by private attorneys
<b>Cyber/Data Security</b>	MOUs vs. and/or with a DSA; handling data breaches; HIPAA
<b>Elder Justice</b>	Adult Protective Services; assessing decision-making capacity and its implications in criminal, civil, and administrative proceedings
<b>Federal Funding</b>	DSH Pool Payments; increased federal match under the Public Health Emergency
<b>HS Workforce and Operations</b>	Supervising attorneys; shift due to pandemic; workforce development, recruitment, and retention; succession planning; trial practice
<b>Justice and Court Involvement</b>	Working with the court system/operations, court collaboration, experience; justice-involved issues; commitment proceedings; effective litigation of quasi adversarial proceedings; the impacts of court and local legal culture on human services cases
<b>Juvenile Justice and Delinquency</b>	Privatizing juvenile justice; racial equity and over representation of Latinx and African American youth; legislation and policy change reform; diversion and alternatives to detention; restorative justice; school to prison pipeline; children perpetrating on children; delinquency and child welfare collaboration; recent best practice developments; therapeutic courts in delinquency cases
<b>Legal Case Management</b>	Case management tools; IT implications; data operability issues
<b>Long Term Care</b>	HBCS regulations; nursing home supplemental payments, trust eligibility determinations; receivership of long-term care facilities
<b>Medicaid and CHIP</b>	MCO regulations; 1115 waivers, state plan amendments; use of promissory notes as a vehicle to shift assets and qualify for Medicaid; IV-E claiming
<b>Prevention Services</b>	The role of agency lawyers in prevention; litigation for failure to act on reports of harm; prevention programs vs. differential response programs
<b>SNAP / TANF – Legal Focus</b>	Legal justifications for income disregards; connection points for child support collection (when customers can be exempted, obligations to inform, etc.); state law changes for program policies; potential state flexibilities in TANF; legal considerations with aligning programs such as SNAP and WIC (data MOUs, differences in eligibility, etc.); public charge; guaranteed income pilots, work requirements, broad based categorical eligibility, or combined application projects

Deliverable	Deadline
Open call for proposals	Monday, January 30, 2023
Close call for proposals	Wednesday, February 22, 2023
Review and selection	March 1 – 24, 2023
Notification to presenters (accepted and declined)	No later than April 15, 2023
Planning committee members work with presenters to ensure content is strong and aligns with conference goals and objectives.	Ongoing process
Speaker, moderator, and facilitator training	Wednesday, July 19, 2023
All materials due to events team	Thursday, August 31, 2023
First day of event	Sunday, September 10, 2023

# What you need to start your submission

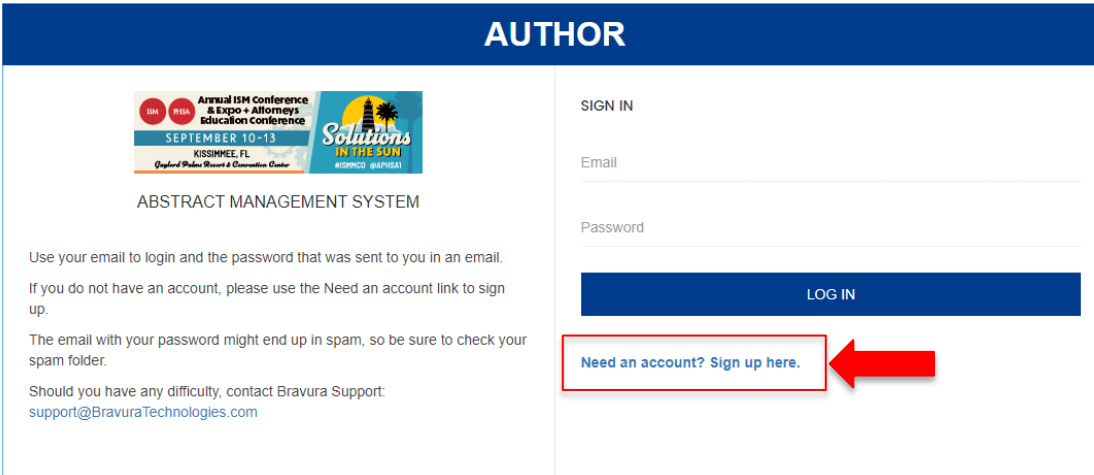
*Gathering this information prior to starting each submission will be helpful*

*All fields in the system marked with a red asterisk (\*) are required*

- Primary presenter's full name, title, organization, email, cell phone, photo, bio
- Co-presenter(s) full name, title, organization, email, cell phone, bio
- Session title—no more than 10 words in title format
- Summary of your session—no more than 350 words
- Up to three (3) learning objectives (e.g., applied learning in an agency)
  - *What will an attendee take away that they can use immediately in their work?*
  - *What will an attendee be able to implement in their organization in the next 6 to 12 months?*
  - *How will the information presented in your session support an attendee in transforming their practice and/or agency?*

# Getting Started: Use this [link to enter](#) the ISM Call for Proposals portal

Once all required fields, in each task, are completed, you will be able to submit your submission. You can save your work and come back to edit, as needed, until **Friday, February 22**.

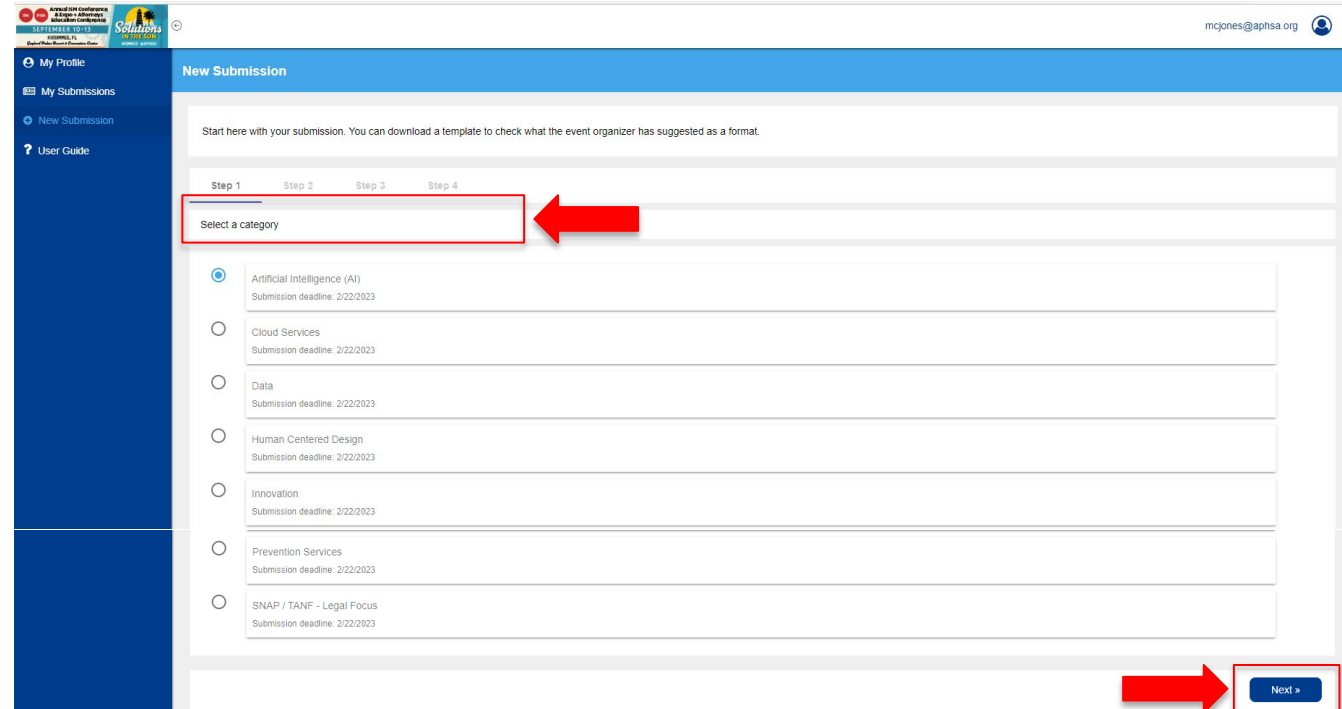


The screenshot shows the 'AUTHOR' login page. It features a header with the title 'AUTHOR' and a navigation menu with 'SIGN IN', 'My Submissions', 'New Submission', and 'User Guide'. The main content area includes a promotional banner for the 'Annual ISM Conference & Expo + Attorneys Education Conference' held in Kissimmee, FL, from September 10-13. Below the banner is the text 'ABSTRACT MANAGEMENT SYSTEM'. The login section contains fields for 'Email' and 'Password', a 'LOG IN' button, and a link that says 'Need an account? Sign up here.' A red box highlights this link, with a red arrow pointing to it from the right.

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- You will receive an email including your username and password.
- Individual emails are required for each presenter.
- You cannot use the same email for all presenters.



The screenshot shows the 'New Submission' page. It has a header with the title 'New Submission' and a navigation menu with 'My Profile', 'My Submissions', 'New Submission', and 'User Guide'. The main content area includes a step indicator with 'Step 1', 'Step 2', 'Step 3', and 'Step 4'. Below the indicator is a dropdown menu labeled 'Select a category' with a red box around it and a red arrow pointing to it from the right. The dropdown menu is open, showing several categories with radio buttons and submission deadlines: 'Artificial Intelligence (AI)', 'Cloud Services', 'Data', 'Human Centered Design', 'Innovation', 'Prevention Services', and 'SNAP / TANF - Legal Focus'. At the bottom right, there is a 'Next >' button with a red box around it and a red arrow pointing to it from the left.

- Follow each step to complete your proposal submission.
- Click “Next” to proceed to the next step.
- You will have the opportunity to return to the previous screen if you need to make any changes.
- **Add Presenters—*do not add* additional presenters unless you know they are confirmed AND have their information. DO NOT PUT IN ANY FAKE INFORMATION.**

# Questions or Need Assistance?

Throughout the submission process, you will find a “Technical Support” button at the top right of the screen for assistance with the submission platform.

Contact the events team at [aphsaconferences@aphsa.org](mailto:aphsaconferences@aphsa.org) for questions on content, deadlines, required materials, etc. This email is being monitored by the team and you should receive a response within one (1) business day, Monday to Friday.

You may reach out directly to a member of the events team, our information is listed below:

- Donna Jarvis-Miller, [djarvis-miller@aphsa.org](mailto:djarvis-miller@aphsa.org)
- Maurine Jones, [mcjones@aphsa.org](mailto:mcjones@aphsa.org)
- Marie Comito, [mcomito@aphsa.org](mailto:mcomito@aphsa.org)

For the information on registration, hotel reservations, and other important updates, please visit the [website](#).