



ISM+PHSA Education Conference & Expo

*Theme: Beyond the Horizon: The Future of
Innovation and Compliance in Human Services*

Call For Proposals Guide

February 12, 2024



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Intent for the Event

At the annual ISM + PHSA Education Conference & Expo produced by the [American Public Human Services Association](#) (APHSA), legal and technology leaders from state, county, and federal human services agencies join industry professionals in learning about the latest technology and legal trends. The ISM + PHSA conference is jointly hosted by two APHSA affinity groups focused on the technology and legal components of government human services: the [IT Solutions Management for Human Services \(ISM\) Affinity Group](#) and the [Public Human Services Attorneys \(PHSA\) Affinity Group](#).

This conference showcases innovative approaches to the design and delivery of state, county, and city human services at the intersection of *technology, legal compliance, policy, and practice*. There is also a focus on important *legal topics in the larger realm of human services, with the ability for attendees to obtain all their annual continuing legal education units (CLE), including ethics*. This conference offers unparalleled opportunities for learning, peer networking, experiencing hands-on demonstrations of solutions, and connecting with a wide array of committed partners and organizations all working toward a shared vision: Thriving Communities Built on Human Potential.

Intent for Call for Proposals

The 2024 ISM+PHSA Education Planning Committee is seeking proposals and presentations relevant to current topics and priorities across the broad sector of human services. The content for this conference will be organized around four tracks:

- Innovative Technology
- People-Powered Design
- Cross-Systems Alignment
- Human Services Law & Policy

Tracks are defined on the Page 6.



Types of Sessions

- ❁ **Interactive Session:** A dynamic and engaging format that encourages active participation and dialogue among participants. It involves collaborative activities, discussions, or exercises designed to facilitate the exchange of ideas, experiences, and insights on a specific topic. The goal is to create a vibrant and participatory learning environment that promotes audience interaction and meaningful engagement.
- ❁ **Panel Session:** A structured discussion format in which a group of experts share their diverse perspectives, insights, and expertise on a particular subject. Panel sessions typically involve moderated conversations, Q&A sessions, and audience interactions that offer participants a comprehensive understanding of the topic through multiple viewpoints.
- ❁ **Workshop Session:** A collaborative and interactive session where participants engage in hands-on activities, discussions, and exercises to acquire specific skills, knowledge, or practical insights on a particular subject or theme. Workshops aim to foster active learning and skill development through participant involvement and shared experiences.



Track	Description
Innovative Technology	<p>Engage with the latest technological innovations in the realm of human services. This track explores the world of emergent and disruptive technologies that are revolutionizing the design and delivery of state, county, and city human services. Presentations within this track will spotlight cutting-edge advancements in Artificial Intelligence (AI), Machine Learning (ML), data sharing and analytics, cloud services, cybersecurity, and more. Discover how these technologies are not only enhancing but also reimagining human services to better meet the evolving needs of our society.</p>
People-Powered Design	<p>This track shines a spotlight on co-designed initiatives for improving human services that place community at the heart of the design process. Explore technology solutions that emerge from human-centered design processes. Learn how the collective wisdom of communities and individuals are driving the transformation of human services, making them more inclusive, responsive, and effective.</p>
Cross-Systems Alignment	<p>Explore the power of collaboration and aligned service delivery in the human services sector. This track is dedicated to exploring systems interoperability and operational change management together with promising cross-agency, cross-system, and cross-sector partnerships that break down silos. Learn how these collaborations work towards cohesive government service delivery to those in need, reducing administrative burden at all levels. Join us in fostering a unified approach to human services.</p>
Human Services Law & Policy	<p>Dive into the world of legal, policy, and ethical considerations within the realm of human services. This track explores the complex landscape of legal and regulatory frameworks governing the delivery of essential services across all human services sectors, including Medicaid, child welfare, mental health, intellectual and developmental disabilities, substance use, public health, and corrections. Gain insights into the intersection of human services technology, law, and justice and how these elements intersect to create equitable and accessible systems. Examine the challenges and opportunities in ensuring that human services are just, fair, and inclusive.</p>

Program Areas

Human services program areas that are of interest to our attendees

- Aging
- Behavioral Health
- Child Care
- Child Support
- Child Welfare
- Disability Services
- Emergency Assistance
- Health
- Housing
- Juvenile Justice
- Medicaid
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Tax Credits: Earned Income Tax Credit (EITC), Child Tax Credit (CTC)
- Veteran's Services
- Workforce Supports
- Youth Development Programs

Operational Areas

- ⚙ Business Operations
- ⚙ Design
- ⚙ Evaluation/Data
- ⚙ Innovation
- ⚙ IT
- ⚙ Legal
- ⚙ Policy
- ⚙ Product
- ⚙ Programs



Important Considerations for Proposals



- Using the program and operational areas, ISM+PHSA is interested in proposals that have practical application to advance human services policy and compliance priorities.
- Your submission should address best practices, cross-sector, evidenced-based, innovative, promising practices and important foundational content.
- Content should reflect the current landscape of agencies and they communities being served.
- Proposals from private-sector community must have an agency client, community-based organization, and/or thought leaders.
- Demonstrate how your topic addresses and/or incorporates Equity, Diversity, Inclusion, and Belonging (EDIB). (e.g., content, approach, panel diversity, or impact).
- Does the proposal include or incorporate the perspectives of people with lived experience who have received services from human services?

Timeline of Deliverables

Deliverable	Deadline
Open Call for Proposals	Monday, February 12, 2024
Close Call for Proposals	Thursday, March 21, 2024
Review All Proposals	Friday, March 22 – Wednesday, April 10, 2024
All Notifications Completed By	Wednesday, May 8, 2024
Speaker Training	Thursday, August 8, 2024
Final Presentations Due	Friday, September 13, 2024


Getting Started – Click Here

Gathering this information prior to starting each submission will be helpful

- Primary presenter's full name, title, organization, email, cell phone, bio
- Co-presenters full name, title, organization, email, cell phone, bio
- Session title – no more than 10 words. *Please use title format: e.g., The Fox Jump Up*
- Summary of your session (350 words max)
- Learning Objectives and Outcomes (50 words max, per)
 - What will your audience take away that they can use to guide their work?
 - How will this presentation address or incorporate Equity, Diversity, Inclusion, and Belonging (EDIB)?
 - APHSA and our members value the experiences and voices of people who are directly and personally impacted by social issue(s), community challenge(s), and/or system issues. We believe that human services must be human-centered and community-driven. We invite and encourage presentations to include presenters who bring direct, lived experience as clients of human services or find ways to inform the content of the presentation with the perspectives of those directly affected by the system.

Begin Your Submission

AUTHOR



ABSTRACT MANAGEMENT SYSTEM

Use your email to login and the password that was sent to you in an email.

If you do not have an account, please use the Need an account link to sign up.

The email with your password might end up in spam, so be sure to check your spam folder.

Should you have any difficulty, contact Bravura Support:
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- Once you create an account, you will receive an email including your username and password.
- Individual email addresses are required for each presenter.
- You cannot use the same email address for all presenters.

10th and 11th APHSA Education Conference & Expo
October 6-9, 2024
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mjones@aphsa.org

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- Cross-Systems Alignment
Explore the power of collaboration and aligned service delivery in the human services sector. This track is dedicated to exploring systems interoperability and operational change management together with promising cross-agency, cross-system, and cross-sector partnerships that break down silos. Learn how these collaborations work towards cohesive government service delivery to those in need, reducing administrative burden at all levels. Join us in fostering a unified approach to human services.
Submission deadline: 3/19/2024
- Human Services Law & Policy
Dive into the world of legal, policy, and ethical considerations within the realm of human services. This track explores the complex landscape of legal and regulatory frameworks governing the delivery of essential services across all human services sectors, including Medicaid, child welfare, mental health, intellectual and developmental disabilities, substance use, public health, and corrections. Gain insights into the intersection of human services technology, law, and justice and how these elements intersect to create equitable and accessible systems. Examine the challenges and opportunities in ensuring that human services are just, fair, and inclusive.
Submission deadline: 3/19/2024
- Innovative Technology
Engage with the latest technological innovations in the realm of human services. This track explores the world of emergent and disruptive technologies that are revolutionizing the design and delivery of state, county, and city human services. Presentations within this track will spotlight cutting-edge advancements in Artificial Intelligence (AI), Machine Learning (ML), data sharing and analytics, cloud services, cybersecurity, and more. Discover how these technologies are not only enhancing but also reimagining human services to better meet the evolving needs of our society.
Submission deadline: 3/19/2024
- People-Powered Design
This track shines a spotlight on co-designed initiatives for improving human services that place the community at the heart of the design process. Explore technology solutions that emerge from human-centered design processes. Learn how the collective wisdom of communities and individuals are driving the transformation of human services, making them more inclusive, responsive, and effective.
Submission deadline: 3/19/2024

Next >

- 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 ENTER ANY FAKE INFORMATION.



Begin Your Submission

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 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-Friday.

You may also reach out directly to a member of the Events Team. Our information is listed below:

- Donna Jarvis-Miller, djarvis-miller@aphsa.org
- Maurine Jones, mcjones@aphsa.org
- Marie Comito, mcomito@aphsa.org

You can find important updates on registration, hotel reservations, etc. by [visiting here](#).