	AGENDA AT A GLANCE
	2021 ISM Conference | September 26-29, 2021 | Cincinnati, Ohio

Sunday, September 26

Time	Event	Location
8:30 AM - 3:00 PM	APHSA CEO Retreat (by invite only)	Jr Ballroom
12:00 PM - 6:30 PM	Registration and Information Desk	
2:45 PM - 3:15 PM	**First Time Attendees Meet Up** (Open to First-time Attendees)	
3:30 PM - 5:00 PM	**State and Local Forum** (Open to All State and Local Government Agency Attendees)	
5:00 PM - 6:30 PM	**Emerging Leaders Meet Up and Reception (by invite only)**	Jr. Ballroom
5:00 PM - 6:30 PM	**VIP RECEPTION (by invite only)**	Jr. Ballroom
6:30 PM - 8:00 PM	**OPENING RECEPTION**	Exhibit Hall BC

Monday, September 27

7:00 AM - 4:30 PM	Registration and Information Desk					
7:30 AM - 8:15 AM	Continental Breakfast					
8:15 AM - 10:00 AM	**Opening General Session** Director Matt Damshroder, Ohio Department of Job and Family Services Tricia Cox, ISM Chair Tracy Wareing Evans, APHSA President & CEO Keynote: Heather McGhee					Grand Ballroom
9:30 AM - 5:00 PM	Exhibit Hall Open					Exhibit Hall BC
10:00 AM - 11:00 AM	Networking Break and Demo Theatre (2 theatres)					Exhibit Hall BC

11:00 AM - 12:15 PM	**Breakout #1**	**Breakout #2**	**Breakout #3**	**Breakout #4**	**Breakout #5**	**Emerging Leaders 11:00 AM - 12:30 PM**
	AVEnueS: Using Tech to Tackle Implicit Bias in Service Delivery *Accenture*	Covering Your SAAS (and other things) (B)	Systems of Engagement: Meeting Client Needs During the COVID-19 Crisis and Beyond *Diona*	Reducing Inequities through Technology (C)	The "Eyes"of Procurement, Insight, Innovations or Improvements (B)	Heather McGhee
	NMR 206	NMR 208	NMR 201/202	NMR 200	NMR 205	SMR 233

12:30 PM - 2:00 PM	ISM Recognition Awards - Lunch Provided					Grand Ballroom

2:00 PM - 3:15 PM	**Breakout #6**	**Breakout #7**	**Breakout #8**	**Breakout #9:**	**Breakout #10**	**Open Space**
	Creative Information	Courageous Conversations with IT Leadership (Culture, Inclusivity, and Equity) (C)	A Single Enterprise Platform to Bring Services and Citizens Together *Salesforce*	Measure to Control, Control to Improve (B)	Necessity is the Mother of Invention -Improving Foster Youth Engagement through Technology (A)	
	NMR 206	NMR 208	NMR 201/202	NMR 200	NMR 205	

3:15 PM - 4:15 PM	Networking Break and Demo Theatre (2 theatres)					Exhibit Hall BC

4:15 PM- 5:30 PM	**Breakout #11**	**Breakout #12**	**Breakout #13**	**Breakout #14**	**Breakout #15**	
	Adobe	Using Data to Address Inequities (C)	Closing the Great Divide: Using Digital Engagement to Make the HHS Client Journey More Human *Maximus*	Security thru the Pandemic (B)	Pandemic Response - Solutions That Move Us Forward (A)	
	NMR 206	NMR 208	NMR 201/202	NMR 200	NMR 205	

5:30 PM	Open Evening - Enjoy Cincinnati	
5:30 PM - 6:30 PM	**Emerging Leaders Meet Up (by invite only)**	Demo Theatre, Expo Hall

Tuesday, September 28

Time	Event					Location
7:00 AM - 4:30 PM	Registration and Information Desk					
7:30 AM - 8:30 AM	Continental Breakfast					Exhibit Hall BC
9:30 AM - 7:00 PM	Exhibit Hall Open					Exhibit Hall BC

Time	Breakout #16	Breakout #17	Breakout #18	Breakout #19	Breakout #20	Open Space
8:30 AM - 9:45 AM	Fostering a Culture of Innovation in Health and Human Services — *Deloitte*	IT Centralization, Blessing or Curse (A)	Help Employees Optimize Their Time, Collaborate Equally, and Deliver More Impact—Wherever They Are. *Google*	CCWIS Reviews New Approach - A Far Deviation from the SACWIS Reviews of the Past (A)	From Pandemic to Promise: State Innovations in Early Childhood Programs	
	NMR 206	NMR 208	NMR 201/202	NMR 200	NMR 205	

Time	Event	Location
9:45 AM - 10:45 AM	Networking Break and Demo Theatre	

General Session
Welcome
Cross Sector Panel: Ohio's Response: How One State Responded to COVID-19 and Created a Path Forward
Moderator: Mark Wright, CIO, OH Department of Job and Family Services

Time		Location
10:45 AM - 12:00 PM	(General Session above)	Grand Ballroom
12:00 PM - 1:30 PM	Lunch On Your Own	
12:00 PM - 1:30 PM	HSITAG Luncheon (invite only, reservations required)	

Time	Breakout #21	Breakout #22	Breakout #23	Breakout #24	Breakout #25	Emerging Leaders 1:30 PM - 2:45 PM
1:30 PM - 2:45 PM	Opening the Digital Front Door for Equity in Health & Human Services — *KPMG*	NEW York City and NEW Mexico on NEW Ways to Motivate the Workforce (C)	Reimagining Collaboration in the Government of Tomorrow *Microsoft*	Paths to Integrated Service Delivery (A)		Leadership: If I Knew Then What I Know Now
	NMR 206	NMR 208	NMR 201/202	NMR 200	NMR 205	SMR 233

Time	Event	Location
2:45 PM - 3:45 PM	Networking Break and Demo Theatre	Exhibit Hall BC

General Session
Cincinnati School for Creative and Performing Arts (SCPA) (Invited)
Derreck Kayongo, Leadership on Being the Best You (confirmed)

Time		Location
3:45 PM - 5:00 PM	(General Session above)	Grand Ballroom
5:30 PM - 6:30 PM	Emerging Leaders Meet Up (by invite only)	Demo Theatre, Expo Hall
5:30 PM - 7:00 PM	Networking Reception	Exhibit Hall BC

Wednesday, September 29

Time	Event	Location
7:15 AM - 7:45 AM	Exhibitor Meeting (sponsors and exhibitors only)	Demo Theatre
7:45 AM - 8:00 AM	Continental Breakfast in Exhibit Hall	Exhibit Hall BC
7:30 AM - 10:30 AM	Exhibit Hall Open	Exhibit Hall BC
8:00 AM - 10:00 AM	Registration and Information Desk	

Time	Breakout #26	Breakout #27	Breakout #28	Breakout #29	Emerging Leaders 8:15 AM - 9:45 AM	OPEN Space
8:15 AM - 9:30 AM	Your Dream HHS Infrastructure: To Build or Remodel — *IBM*	Taking Care of Our Staff - Transformation, Technology and Training (B)	"Kansas Puts Citizen Services First While Simultaneously Meeting the Pandemic-driven Surge for Social Services" *Oracle*	Partly Cloudy with a Dash of Sunshine (C)		
	NMR 206	NMR 208	NMR 201/202	NMR 200	SMR 233	

Time	Event	Location
9:30 AM - 10:30 AM	Networking Break (last chance to visit with vendors) - Hall Closes at 10:30 AM	Exhibit Hall BC

10:30 AM - 12:30 PM	**Federal Panel** **Charity Recognition** **Emerging Leaders Recognition**
	Grand Ballroom
12:30 PM - 2:00 PM	**State and Local Federal Forum Lunch (State and Local Government Attendees Only)**
	See you at next year's Conference - ISM 2022