

Food Stamp/Supplemental Nutrition Assistance Program (SNAP) Business Process Re-Engineering Symposium

EMBRACE THE CHANGE

July 8, 2010

**9 to 4 – Sacramento State Alumni Center
Sacramento, California**

Organized by CDSS and CWDA

In partnership with the USDA Food and Nutrition Service

8:30 – 9:00

REGISTRATION

9:00 – 9:15

WELCOME

**John Wagner, Director
California Department of Social Services**

ACKNOWLEDGEMENT

**Dennis Stewart, Regional Director
Western Region Office
Food and Nutrition Service**

PANEL #1: STATES

9:15 – 10:00

***Transforming Government: Re-Engineering our Service Delivery Model to Improve
Customer Service***

**Troy Hutson, Assistant Secretary, Economic Services Administration
Babs Roberts, Director, Community Services Division,
Washington State Department of Social and Health Services**

10:00 – 10:15

Questions and Answers

10:15 – 10:30

Break

10:30 – 11:15

Changing the Human Service Delivery System

**Greg Kunz, Deputy Administrator, Division of Welfare
Idaho Department of Health and Welfare**

11:15 – 11:30

Questions and Answers

11:30 – 12:15

Lunch

PANEL #2: COUNTIES

12:15 – 1:15

Improving Efficiency Through Automated Alerts/Reports

**June Hutchison, C-IV County Project Manager
San Bernardino County Human Services**

Eligibility Business Process Re-Engineering and Conversion to a Task-Based Model

**Kim Forrester, Assistant Deputy Director
County of San Diego Health and Human Services**

1:15 – 1:30 *Questions*

1:30 – 1:45 *Break*

1:45 – 2:45 *PANEL #3: COUNTIES*

On-Line Interactive Voice Response

Laura Chavez, Information Systems Supervisor III.
Interfaces and Technical Support/ESD LEADER
Los Angeles Department of Public Social Services

Changing Business Processes to Modernize and Leverage Technology

Jason Britt, Deputy Director
TulareWORKS Division
Tulare County Health and Human Services Agency

*Moving from Case Management to Task Management and
Implementation of the Face-to-Face Waiver*

Sandra Williams, Medi-Cal and General Assistance Manager
Stanislaus County Community Services Agency

2:45 – 3:00 *Questions*

3:00 - 4:00 *PANEL #4: DIRECTORS and NEXT STEPS*

Suzanne Nobles, Director
Yuba County Health and Human Services Department

Philip Browning, Director,
Los Angeles County Department of Public Social Services

Patrick Duterte, Director
Solano County Health and Social Services Department

Christine Applegate, Director
Stanislaus County Community Services Agency

THANKS TO THE PLANNING COMMITTEE

DAVE BAILEY

Food and Nutrition Service

ANASTASIA DODSON

County Welfare Directors Association

KRISTINE DUDLEY

Office of Systems Integration

KIM FORRESTER

San Diego Health and Human Services

KATHY HARWELL

Stanislaus County Community Services Agency

LATANYA LEE

Los Angeles Department of Public Social Services

SUZANNE NOBLES

Yuba County Health and Human Services

Department

LEO O'FARRELL

San Francisco Department of Human Services

MIKE PAPIN

California Department of Social Services

KAREN ROPPONOTTI

C-IV Consortium

HALI REYES

CalWIN Consortium

DEBBIE ROSE

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DENNIS STEWART

Food and Nutrition Service

NANCY SWANSON

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