

**29th Annual Education Conference
American Association of Food Stamp Directors**

WORKSHOP DESCRIPTIONS

Food Stamp Outreach at Point of Sale. Retail food stores can be very effective sites for food stamp outreach. Hear about the coalitions of motivated agencies and companies that are making it happen.

A Vision for the Future—Food Assistance for Senior Adults. This workshop will highlight outreach and access projects conducted in several states that identified barriers to applying for and using food stamp benefits by older adults and their families. Participants will learn about innovative outreach products that heightened awareness of and access to the Food Stamp Program (FSP) by older adults. Participants will also learn about the barriers older adults perceive that limit their FSP participation, and replicable ways to overcome these barriers.

America's Second Harvest Food Stamp Outreach and Enrollment Pilot Project. America's Second Harvest has brought together a partnership of food bank, state agencies, and FNS to develop a unique approach to enrolling persons in FSP who otherwise would not undertake the application process. Come hear about the ongoing development of this groundbreaking project.

EBT—the Industry Perspective. This panel, representing the EBT Industry Council of the Electronic Funds Transfer Association, will discuss electronic benefit transfer and other card-based payment systems from their point of view. What new features and flexibility are the states asking for in re-bids for their EBT contracts? What developments are contractors working on now to improve their products? Are there new directions envisioned for EBT and other payment services? You may even pick up a cost-saving tip or two on preparing RFPs for EBT services.

EBT Live Update. EBT has rolled out nationwide, but that doesn't mean there's no news to share. Come and let FSP staff bring you up to speed on current issues relating to electronic benefit transfer and what's on the horizon.

Policy Integration. Longstanding rules in Medicaid, TANF, and child care programs, combined with the new simplification options in FSP offer states new opportunities to streamline administration of these programs for households that participate in multiple programs. This workshop will identify ways in which states can simplify and align their program procedures and policies across multiple benefit programs to make it easier for families both to access and retain assistance. For example, some states use information from the food stamp file to automatically renew children's or families' health insurance. Other states have streamlined definitions of income and resources. In many cases, steps states can take to simplify these processes for families also can reduce the workload on state agencies as well as reduce error rates.

Case File Reviews—Are They Worth it? Are you interested in improving your error rate? States participating in this workshop have increased payment accuracy and will share their experiences. With the national average continuing to trend downward, what role do case reviews play and how important are they? Whether the program in your state is state- or county-administered, come and hear what these states have learned about the importance of doing case file reviews.

Improving Food Stamp and Multiprogram Applications. FNS selected Kleimann Communication Group, Inc. (KCG) to provide technical assistance to a number of states in redesigning food stamp applications. Meet the representatives from KCG; learn about how your state can be involved, and participate in a forms redesign activity.

Food Stamp Nutrition Education: How it Can Contribute to a Healthier USA. Staff from the USDA Food and Nutrition Service will talk about the latest policy developments in Food Stamp Nutrition Education (FSNE) as well as discuss how FSP and FSNE can affect the diets and overall health of low-income families that participate in FSP.

Outsourcing in the Food Stamp Program. Outsourcing is being considered for various aspects of FSP. This workshop will examine federal and state perspectives on outsourcing.

E&T—Making it Work. Examine innovative approaches to linking food stamp participants to employment programs and supports. Explore a comprehensive list of services allowable under E&T program rules and alternatives for funding them. Engage in discussion with an FNS E&T expert about services that states can or cannot provide under E&T rules. Learn findings from the APHSA/FRAC recent comparison of state E&T plans. Discover how other states serve food stamp participants by resourceful use of E&T.

Do You Know the Way to PARIS? With recent clarification involving fraud provisions and more efforts in detecting fraud, there is some concern in reaching a middle ground. Can state agencies go too far when pushing for waivers from individuals? Are detection techniques the way to go in preventing fraud? This workshop will look at a state agency's view of the recent FNS fraud guidance and will explore the benefits of the "PARIS Project" (Public Assistance Reporting Information System) that is currently being used by 26 states as well as D.C. and Puerto Rico.

FSP Participation—How to Measure? There are several ways to measure how well FSP reaches the low-income families and individuals it aims to reach. One such measure is used to award state performance bonuses. FNS staff will describe the various measures, assess their appropriateness for different circumstances, discuss issues that affect their timing, interpretation, and confidence, and answer your questions.

Automating Manual Processes. This workshop will provide information on computer systems in Utah and Washington State that automate manual processes and support call center operations and other alternative service delivery models. Utah will present information and demonstrate their eFIND data brokering system—a single web application that provides eligibility workers with intelligent, filtered, well-organized information from many different sources for the purpose of determining eligibility for a variety of public assistance programs.

Washington State will present information and demonstrate their Document Management System (DMS) and Interactive Voice Response (IVR) technology called the Answer Phone. DMS is an application that uses imaging technology and automated document assignments to improve the management of paper documents in the local offices. The Answer Phone is used to provide clients and other customers automated 24/7 access to case specific information through a touch-tone phone.

Application Redesign Techniques. A more in-depth exploration of Food Stamp application redesign techniques presented by Kleimann Communication Group, Inc. (KCG). KCG is providing eight states with application form redesign technical assistance this year, and hopes to add another eight states for next year. Come learn how you can improve your state's form!

What's New with Food Stamp Research—Recent and Upcoming Releases from ERS' Food Assistance and Nutrition Research Program. Get the latest updates from the elderly pilot project demonstrations, studies on FS program interactions with other assistance programs (TANF/SSI), new findings from studies examining local office practices, and an analysis of state certification costs.

How Efficient is Your Debt Management System? When FNS rewrote the FSP longstanding claims regulations, they gave states significant new flexibility to tailor their claims collection processes to meet the goal of creating highly efficient debt management systems. This session will review the new rules, highlight what some states have done with the flexibility, and discuss what barriers have prevented other states from moving forward.