



Leveraging Innovation in 2017

CNAAT TRAINING SCHEDULE AND SESSION DESCRIPTIONS

September 12-14, 2017

2017 CNAAT TRAINING SCHEDULE AT A GLANCE



Leveraging Innovation in 2017

TUESDAY 9/12					
7:00am-8:00am Registration					
8:00am-9:30am Opening Session: Keynote: Designing Innovative Solutions to Government Challenges					
Break					
9:45am-11:15am	Investigating Direct Certification Match Logic	Been There, Done That! Testing Done Right!	Administrative Review Tools Demo Speed Date	E-Learning: Innovative Training Methods Using Technology	
Break					
11:30am-12:30pm	Why Do I Want to Analyze Data? - Benefits, Practices, and Trends	Statewide Software Systems I - Getting Started	Project Planning - Know Before You Say Go!	Direct Certification (F/RP) Using Medicaid: Climbing to New Heights of Certification	
LUNCH					
1:45pm-2:45pm	Intro to Data Access, Relational Databases & SQL	The Accidental Project Manager	Statewide Software Systems II – Implementation	Thinking Geographically: The Promise and Potential Pitfalls when Incorporating GIS into Child Nutrition Program Systems	Using Technology to Redesign Government Services
Break					
3:00pm-4:00pm	Demo: Maryland- Secrets of Fully Utilizing FFVP Funds Table Talks: ▶ Disaster Preparedness ▶ Incorporating FDPIR into Montana's Direct Certification System ▶ FNS' Model Functional Requirements ▶ USDA Open Discussion: Electronic Signatures, CACFP, and Childcare Licensing				
Break					
4:15pm-5:15pm	USDA Led - State Agency Only Session		USDA Led - Vendor Only Session		

WEDNESDAY 9/13					
Registration					
System Demonstrations					
Break					
Strategies for Integrating SQL-based Data Extracts with Excel Tools	Investigating Direct Certification Match Logic <i>(repeat session)</i>	Administrative Review Data is Going Local: The New FNS-640	Using Web-Based Forms for School Meal Applications and Verification Reporting to Improve Certification Accuracy and the Quality of Administrative Data		
Break					
CACFP Financial Management Tools	Project Readiness Roadmap	Using Technology to Redesign Government Services <i>(repeat session)</i>	Get Schooled! E-Learning Demos for Child Nutrition Programs (Demo I)		
LUNCH					
Stretch Your Capabilities: Leveraging Existing Resources to Meet Your Technology Needs	Going Mobile: Using Apps in CNP	Building Successful Partnerships with Your Vendor	Project Management for the Seasoned Project Manager		
Break					
Demo: Michigan-How the Integration of Tracking and Training in a Monitoring System Reduces Errors and Administrative Burden Table Talks: ▶ Project Management Templates: Sharing the Best ▶ FNS Technology Grants ▶ From Project Inception to Deployment: Montana's Project Management Methodology for IT Projects ▶ Policy and Technology ▶ Measuring Project Success					
Break					
State Agency Collaboration Meeting—State Agencies Only					

THURSDAY 9/14					
Registration					
USDA Updates and Successful State Practice Awards					
Break					
Use of Advanced Excel and Power Business Intelligence Suite as an Analytic Tool for CN Programs	Administrative Review Data is Going Local: The New FNS-640 <i>(repeat session)</i>	Agile Methodology - Overview and State Experiences	My Project is Off Track – Now What?		
Break					
How Do I Analyze Data? A Primer and Excel Tools for Data Analysis	Risk Management: The Known and Unknown	Technical Writing: Creating an Effective Manual	Transforming Government Services in the Digital Age with GSA		
LUNCH					
Extracting Hidden Value from Your Administrative Data: USDA and Data Analytics	Software Systems Procurement - Bridging the Language Gap between Technology and Operations – Lessons Learned	Get Schooled! E-Learning Demos for Child Nutrition Programs (Demo 2)	Managing and Engaging Your Stakeholders	508 Compliance: Best Practice Panel	
Break					
Listening Session					
Training Concludes					

8:00AM - 9:30AM

Opening Session

Sarah Smith-Holmes, Director for the Child Nutrition Program Monitoring and Operational Support Division, will launch the USDA Food and Nutrition Services' (FNS) 2017 Child Nutrition Access and Accountability through Technology (CNAAT) National Training for State agencies administering the Child Nutrition Programs.

Sarah Smith-Holmes, Director

Sarah Smith-Holmes is the Director of the Program Monitoring and Operational Support Division, Child Nutrition Programs (CNP), USDA Food and Nutrition Service (FNS). The Division oversees the compliance of the Child Nutrition Programs including the National School Lunch Program (NSLP), School Breakfast Program (SBP), Child and Adult Care Food Program (CACFP) and the Summer Food Service Program (SFSP) at both the State and local levels; provides support to State partners through the SAE and grant funding activities and has responsibility for State Systems and Direct Certification processes.



Keynote: Designing Innovative Solutions to Government Challenges

Dr. Sydney Heimbrock will tell the story of the Innovation Lab@OPM, which leads the movement to bring human centered design and design-led innovation practices into the US government. The Lab has partnered with USDA's Food and Nutrition Services, OPM's USAJOBS team, and the Department of Veterans Affairs – among many other government organizations – to fundamentally transform – and improve – how Federal employees understand, approach and do their work. The complex challenges we face in the public sector are best addressed through interdisciplinary design, which reconnects employees to our users and stakeholders, enables “small bet” risk taking through rapid prototyping and iteration, and unleashes creativity through innovative problem solving tools. We'll talk about our projects and results, and explore how Federal organizations and employees can join the movement to improve government through design.

Sydney Heimbrock, Ph.D., Executive Director

Dr. Sydney Heimbrock is Deputy Director of OPM's Center for Leadership Development, whose mission is developing visionary leaders to transform government. Dr. Heimbrock is founder and Executive Director of the Innovation Lab@OPM, whose mission is to build design capability across the public sector. As a civic innovation fellow at Stanford's d.school, Dr. Heimbrock launched the Federal Design Institute to continue spreading design through cross-sector collaboration. Dr. Heimbrock also leads the Presidential Management Fellowship Program, the Federal government's premier leadership succession management strategy. Dr. Heimbrock has over 25 years of experience strengthening democratic governance worldwide through public, non-profit and private sector institution-building. She has worked in Central and Eastern Europe, Russia, Ukraine and South Africa supporting fundamental transformation of those countries' governance and workforce systems. Dr. Heimbrock is a published researcher in public management, human capital strategy and comparative politics. She holds degrees from Stanford, Syracuse, London School of Economics and Miami University of Ohio.



New FNS Handbook 901

Brief discussion of this redesigned and valuable resource for State agencies to use when procuring and designing an information system.

Presenter: *State Systems Office*

9:45AM - 11:15AM

Investigating Direct Certification Match Logic

The effectiveness of your data linkage method is a primary component of a successful direct certification system. However, it is often difficult to make changes to your linkage method - whether high performing or low performing - because you are not sure of the questions to ask. In this session, we will investigate match logic and provide you with the tools to begin your considerations. To do so, we'll employ the assistance of staff from the Oregon Department of Education and eScholar to learn about the important questions and answers behind the data linkage methods they utilize. This an intermediate-level session.

Presenters: *Dave Griffith - Oregon Department of Education; Juan Guerrero – eScholar; Annie Marges - Oregon Department of Education; Joe Templin - USDA, Food and Nutrition Service*

Been There, Done That! Testing Done Right!

Join us for a recap to discuss FNS requirements related to SNAP and WIC system testing and pilots, and the principles that are relevant to Child Nutrition Programs. The session provides an overview of functional requirements and includes a facilitated panel discussion composed of State Systems Office experts and state agency representatives to discuss how to do system testing and pilots right.

Presenter/Panelist: *Ric Melendez - USDA, Food and Nutrition Service*

Panelists: *Errol Baker - Innovative Management, LLC; Mitchell Mize - Colorado WIC Program; Eva Shepherd - Nebraska Department of Education*

Administrative Review Tools Demo Speed Date

Are you looking for ways to streamline and automate your Administrative Review (AR) process? Do you want to check out what nifty tools CA, CO, KS, NC, NJ, and PrimeroEdge have developed to simplify the work? Attendees will learn about a variety of AR tools that states are using and also participate in a hands-on demonstration. This session is a treat for NSLP staff and others looking to improve program monitoring.

Demo Leads: *Jaime Aguirre - California Department of Education; David Jang - California Department of Education; Cheryl Johnson - Kansas Department of Education; Kerri Link - Colorado Department of Education; Harib Massu – PrimeroEdge; Arleen Ramos-Szatmary - New Jersey Department of Education; Janet Williams Johnson - North Carolina Department of Public Instruction*

E-Learning: Innovative Training Methods Using Technology

Dealing with regulations, adult learning, SFSP training, professional standards, and the Paperwork Reduction Act can be overwhelming. The demand for training is high for food service staff but time is limited. Join this session to explore how states have utilized technology in innovative ways to reach SFAs and other sponsors to fulfill training requirements and meet the needs of adult learners.

Panelists: *Heather Hauswirth - Colorado Department of Education; Julie Henry - Kansas State Department of Education; Wade Wilder - Texas Department of Agriculture*

11:30AM - 12:30PM

Why Do I Want to Analyze Data? - Benefits, Practices, and Trends

Making good decisions in organizations requires accurate, relevant, and timely data. In this session, participants will gain an understanding of the benefits of analyzing data, informing decisions through data analysis and how state agencies, other government entities, and industry are using data analysis to influence decisions.

Presenter: John Tuley - Texas Department of Agriculture

Statewide Software Systems I - Getting Started

Planning for implementation of a statewide software system involves many areas. Learn how Florida turned to a statewide point-of-service software to address problems with small, error-prone school food authorities and how they tackled the planning, procurement, funding, and project management. Learn from North Dakota about the process of obtaining a statewide student eligibility/verification system, and hear practical observations about using statewide software from an industry perspective. The follow-up session of "Statewide Software Systems II – Implementation" will focus on the implementation of statewide software systems.

Presenters: Lisa Church - Florida Department of Agriculture and Consumer Services; Herman McBride - Florida Department of Agriculture and Consumer Services

Panelists: Linda Schloer - North Dakota Department of Public Instruction; Daniel Todd – PrimeroEdge

Project Planning - Know Before You Say Go!

The go/no-go decision is one of the most critical in business development. Once you have decided to pursue a project, there is usually no turning back. This session will provide information on the USDA Advance Planning Process (APD), used by WIC and SNAP State Agencies to obtain prior approval of and Federal financial participation in automation projects, which can serve as a useful framework for project planning. Hear from 3 agencies within the state of Colorado working on a study to determine if a combined technology system is feasible for their agencies.

Presenters: Nichelle Harris - Colorado Department of Human Services; Tracy Miller - Colorado Department of Public Health and Environment; Jennifer Renegar - USDA, Food and Nutrition Service State Systems Office; Brehan Riley - Colorado Department of Education

Direct Certification (F/RP) Using Medicaid: Climbing to New Heights of Certification

In 2011, FNS first announced demonstration projects to evaluate the effectiveness of conducting direct certification with the Medicaid program. Seventeen states are now part of this initiative, including some states who are now matching reduced price students as well. Join two state representatives to learn about their innovative approaches to this latest form of direct certification. You will hear about their system designs, successes, and lessons learned. Whether you are from a state participating in a demonstration project or curious about how direct certification with Medicaid works, this session will provide useful insights.

Panelists: Kim Loveland - Utah State Board of Education; Eva Shepherd - Nebraska Department of Education

1:45PM - 2:45PM

Introduction to Data Access, Relational Databases and SQL (Structured Query Language)

Gain a basic understanding of modern relational databases, the SQL query language, and strategies for accessing data from your system.

Presenter: John Todd - School and Community Nutrition, Indiana

The Accidental Project Manager

Do you ever find yourself stumbling into the role of Project Manager? If so, you are an Accidental Project Manager! This session will highlight areas of project management that will help you manage and succeed in your project. Valuable tips and resources will be shared.

Presenters: Chrys Kramer - DRT Strategies, Inc.; Janet Williams Johnson - North Carolina Department of Public Instruction

Statewide Software Systems II - Implementation

As a follow-up to "Statewide Software Systems I - Getting Started" session, West Virginia will share their experience with implementing a statewide point of service system for use in all schools. Topics that will be addressed include equipment and staff necessary to run the system, deciding who will be responsible for the installation and maintenance, and what is involved in the training needed by school food service personnel across West Virginia on the daily use of the system. Alaska will discuss how they addressed these issues in working with their widely dispersed schools. You'll hear from both vendors and states about lessons learned from this experience. Attendance at Statewide Software Systems I is helpful, but not required.

Presenter: Travis Legg - West Virginia Department of Education

Panelists: Jo Dawson - Alaska Department of Education and Early Development; Daniel Todd - PrimeroEdge

Thinking Geographically: The Promise and Potential Pitfalls when Incorporating GIS into Child Nutrition Program Systems

Participants will learn about common mapping issues and how to address them when incorporating GIS (Geographic Information Systems) in Child Nutrition Programs. The session will feature live demonstrations of GIS analysis and discussion about how GIS can improve program integrity, staff resources, and communications.

Presenter: Traci Mouw - USDA, Food and Nutrition Service

Panelists: Wendy Crowley – Michigan Department of Education; Peter Jones – Michigan Department of Education

Using Technology to Redesign Government Services

Maximizing online interaction is an important concept to improve customer service in the digital age. Representatives from Code for America, a national non-profit organization that uses the principles and practices of the digital age to improve how government serves the public, will provide an overview of best practices to help health and human service agencies serve the public through digital tools. Case studies will highlight the ways tech industry professionals can work with state and local governments to better serve their communities, such as providing digital on-ramps to CalFresh (SNAP) through schools, while saving administrative costs. Other examples, such as revamping SNAP online applications and mobile applications will be shared.

Presenter: Caitlin Docker – Code for America

3:00PM – 4:00PM

Demo: Maryland-Secrets of Fully Utilizing FFVP Funds

Find out how Maryland successfully manages the Fresh Fruit & Vegetable Program, using automated tools to help ensure that all funding is utilized for the program.

Facilitator: Linda Worrel - Maryland State Department of Education

Table Talk: Disaster Preparedness

Emergencies and disasters can cause disruptions in access to nutritious meals for eligible children. This table talk will discuss data and technology strategies to help prepare for emergency situations and mitigate any disruptions during and after events. Examples include electronic SFSP applications indicating if SFSP sites can operate during an emergency, USDA foods deliveries and inventories to determine which schools and warehouses have which food, routing strategies, and warehouse data.

Facilitator: Traci Moww - USDA, Food and Nutrition Service

Table Talk: Incorporating FDPIR into Montana's Direct Certification System

With a large Native American population, the State of Montana sought to ensure that direct certification benefits were being provided to students participating in the Food Distribution Program on Indian Reservations (FPDIR). Discover how Montana overcame challenges integrating multiple systems to incorporate FPDIR into their direct certification system, using their Direct Certification Improvement grant. Successes include less manual matching required by school districts, improved relationships with Tribal Agencies, and a higher direct certification rate.

Facilitator: Bitsey Draur - Office of Public Instruction, School Nutrition Programs

Table Talk: FNS' Model Functional Requirements

Developing functional requirements for a Point of Sale system or state CNP claims and application system can be a daunting task. Come leverage the Model Functional Requirements that the USDA has formulated for use in obtaining a comprehensive system. This will be an opportunity to provide your input and ask questions about the requirements.

Facilitator: Loren LaCorte - USDA, Food and Nutrition Service

USDA Open Discussion: Electronic Signatures, CACFP, and Childcare Licensing

A discussion will be led on the topics of electronic signatures (how states are utilizing them, challenges and implications) as well as CACFP and child care licensing (obtaining timely updates from your state's childcare licensing system).

Facilitator: John Kirwan - USDA, Food and Nutrition Service

4:15PM – 5:15PM

These two separate sessions are intended for open collaborative discussions to give State Agencies and IT Industry Partners a direct audience with USDA representatives to talk about successes, challenges, and technical assistance specific to their groups.

USDA Led – State Agency Only Session

Collaborative discussions to give State Agencies a direct audience with USDA representatives to talk about successes, challenges, and technical assistance specific to their groups.

Facilitators: Farrah Buff – USDA, Food and Nutrition Service; Loren LaCorte - USDA, Food and Nutrition Service

USDA Led – Vendor Only Session

Collaborative discussions to give IT Industry Partners a direct audience with USDA representatives to talk about successes, challenges, and technical assistance specific to their groups.

Facilitators: Jess Saracino - USDA, Food and Nutrition Service; Joe Templin - USDA, Food and Nutrition Service

8:00AM – 9:30AM

System Demonstrations

ArnArmy Demo - Direct Certification

ArnArmy will demonstrate its direct certification system.

Brighton Training Group Demo

Brighton offers its Bright Track Training & Tracking System to various state agencies administering the CACFP and SFSP programs. Six states are currently using Bright Track in order to automate their CACFP and SFSP online training. Mike will be present to demonstrate examples of interactive compliance training, data dashboard for monitoring the training program and more.

Dynamic Internet Solutions Demo

Dynamic Internet Solutions will demonstrate their SNP, SFSP and AR Reviews software products.

eScholar Demo

eScholar will demonstrate their DirectMatch software product

inTEAM Demo - Interoperable Modules Developed with USDA Funds

inTEAM will demonstrate statewide interoperable modules including “plug-ins” for Administrative Reviews, Menu Planning, Meal Counting/POS, Mobile Applications, and our comprehensive eLearning platform, which were primarily developed with our state partners, including NM, KY, RI, SC and IN. Since USDA funds were used, the plug-ins can be licensed (including source code access) to other states at no cost.

Northrop Grumman

Northrop Grumman will demonstrate its NSLP and CACFP applications (Applications, Claims, and Inspections modules).

Primero Edge

PrimeroEdge will demonstrate the following: Administrative Reviews, Food Distribution, Reimbursement Claims, Contracts/Applications, Student Eligibility, Direct Certification, Online Applications, Online Verification, Menu Planning, Production Records, and Professional Standards Tracking.

State Systems Office Demonstration

Reviewed, Revamped, and Redesigned: The New FNS Handbook 901

What is FNS Handbook 901? Come and learn about this redesigned and valuable resource for State agencies to use when procuring and designing an information system. By meeting with us you will learn more about procurement of systems by State agencies, the Advance Planning Document (APD) process (which is not required for Child Nutrition Programs), as well as gain access to new tools (like the model Test Plan template), see a model Request for Proposal (RFP) template, and more. The Handbook provides users with updated graphics, better flow, more links, and a modern look and feel. The new content mirrors the system development lifecycle, which applies to Child Nutrition information system projects.

Facilitators: Penny Burke - State Systems Office; Jennifer Renegar - State Systems Office

9:45AM - 11:15AM

Strategies for Integrating SQL-based Data Extracts with Excel Tools

Participants will gain an understanding of how to use Excel tools for viewing, organizing, manipulating, and analyzing data. The session will cover how to use Excel for delivering data analysis to non-technical staff.

Presenter: John Todd - School and Community Nutrition, Indiana

Investigating Direct Certification Match Logic (Repeat)

The effectiveness of your data linkage method is a primary component of a successful direct certification system. However, it is often difficult to make changes to your linkage method - whether high performing or low performing - because you are not sure of the questions to ask. In this session, we will investigate match logic and provide you with the tools to begin your considerations. To do so, we'll employ the assistance of staff from the Oregon Department of Education and eScholar to learn about the important questions and answers behind the data linkage methods they utilize. This an intermediate-level session.

Presenters: Dave Griffith - Oregon Department of Education; Juan Guerrero – eScholar; Annie Marges - Oregon Department of Education; Joe Templin - USDA, Food and Nutrition Service

Administrative Review Data is Going Local: The New FNS-640

Stay up to date on how the new FNS-640 report is going local. Highlights of the redeveloped report include the collection of site-level data to gain a better understanding of the causes of program error and improper payments. Hear more about the required data elements, report submission, as well as the experiences and best practices from several state agencies on the process of implementing the report into their current state systems and how state agencies without systems are preparing and completing the report for submission manually.

Presenter: Jess Saracino - USDA, Food and Nutrition Service

Panelists: Cheryl Johnson - Kansas State Department of Education; Talitha Jordan - USDA, Food and Nutrition Service, Child Nutrition Programs; Janet Williams Johnson - North Carolina Department of Public Instruction

Using Web-Based Forms for School Meal Applications and Verification Reporting to Improve Certification Accuracy and the Quality of Administrative Data

Join us for a discussion of USDA's web-based prototype application for school meal benefits and USDA's web-based edits for verification reporting. USDA research finds that honest mistakes based on a misunderstanding of reporting requirements often result in improper program payments and poor quality administrative data. Capturing errors early in the process ensures the user will reduce further errors going forward. These interactive, web-based forms offer an opportunity to guide users in the right direction without reliance on traditional instructions, which users often skip.

Presenter: Janis Johnston – USDA, Food and Nutrition Service

11:30AM - 12:30PM

CACFP Financial Management Tools

State agencies are required to evaluate CACFP Sponsors' fiscal accountability, which can be time consuming and difficult at times. In this session the Texas Department of Agriculture and the North Dakota Department of Public Instruction will demonstrate financial management applications they have developed to assist them in assessing and tracking sponsor salaries and sponsor budgets.

Presenters: Linda Scholer - North Dakota Department of Public Instruction; LaDon Woodson - Texas Department of Agriculture

Project Readiness Roadmap

Would you like a roadmap to help ensure project readiness? State agencies will gain an understanding of what best practices are used to pursue and prepare for implementation of a project. Project phases from initiating to closing will be discussed to provide a roadmap of project readiness activities that should be enacted to help ensure success.

Presenter: Errol Baker - Innovative Management, LLC

Using Technology to Redesign Government Services (Repeat)

Maximizing online interaction is an important concept to improve customer service in the digital age. Representatives from Code for America, a national non-profit organization that uses the principles and practices of the digital age to improve how government serves the public, will provide an overview of best practices to help health and human service agencies serve the public through digital tools. Case studies will highlight the ways tech industry professionals can work with state and local governments to better serve their communities, such as providing digital on-ramps to CalFresh (SNAP) through schools, while saving administrative costs. Other examples, such as revamping SNAP online applications and mobile applications will be shared.

Presenter: Caitlin Docker – Code for America

Get Schooled! E-Learning Demos for Child Nutrition Programs (Demo 1)

Do you want to more effectively train SFAs and staff? This hands-on session will include demonstrations from Texas, Utah, Kansas and inTEAM. Learn about the different ways to approach e-learning to discover what might work best in your state.

Demo Leads: Rachel Beach - inTeam Associates; Kim Coleman - inTeam Associates; Julie Henry - Kansas State Department of Education; Abby Miller - Utah State Board of Education; Wade Wilder - Texas Department of Agriculture

1:45PM - 2:45PM

Stretch Your Capabilities: Leveraging Existing Resources to Meet Your Technology Needs

Learn how states with limited resources can leverage existing technology, data, and free or low-cost online tools. Participants will learn how to identify collaborators when approaching new projects and how to evaluate open source data and tools. Examples, such as the JotForms tool, which uses the cloud for data storage and retrieval and allows for the custom design of forms, will be shared, and there will be time for discussion.

Presenters: *Traci Mouw - USDA, Food and Nutrition Service; Linda Schloer - North Dakota Department of Public Instruction; John Tuley - Texas Department of Agriculture*

Going Mobile: Using Apps in CNP

"Is there an app for that?" As a multi-tasking society that is always on the go, mobile devices make it easy to be productive and stay in "real time." Join us as we explore mobile technology solutions to help Child Nutrition Program providers and state agencies reduce paperwork while increasing accountability.

Presenters: *Scott Alloway - Colyar Technology Solutions; Kimberly Coleman - inTEAM; Jason Jolly - Choosi; Dallas Taras - PrimeroEdge*

Building Successful Partnerships with Your Vendor

Partnership with vendors is integral to state CNP programs. This interactive session will include perspectives from both a vendor and a state agency on strategies to make those partnerships successful.

Presenter: *Janet Williams Johnson - North Carolina Department of Public Instruction*

Panelists: *DeAnndra Chargualaf - Guam Department of Education; Matthew Esner - Colyar Technology Solutions*

Project Management for the Seasoned Project Manager

Success as a project manager is dependent on knowing your work environment. A state government setting has unique aspects and this can bring challenges to managing projects. Join us to share your experiences with state government and learn strategies that experienced project managers can use to be successful.

Presenter: *Brad Blunt - Insight Policy Research*

3:00PM – 4:00PM

Demo: Michigan-How the Integration of Tracking and Training in a Monitoring System Reduces Errors and Administrative Burden

The use of ART grant funds to develop the Michigan Administrative Review System (MARS) has resulted in improved tracking and focused training efforts on high-risk, error-prone LEAs. Further enhancements have included the integration of training modules, a streamlined transparency page to meet reporting requirements, a semi-automated evaluation and monitoring process across all Child Nutrition Programs, and an automated email process that keeps internal and external customer informed at all times.

Facilitators: Joshua Long - Michigan Department of Education; Cheryl Schubel - Michigan Department of Education

Table Talk: Project Management Templates: Sharing the Best

Establishing a good set of project management templates will help guide your projects. Come share your own favorite templates/practices or join us to gain new ones. Favorite sources for project management templates and resources will also be made available.

Facilitator: Brad Blunt - Insight Policy Research

Table Talk: FNS Technology Grants

This table talk offers an opportunity to discuss FNS grant funding that can be used for CNP technology projects, such as Direct Certification Improvement Grants, Administrative Review and Training (ART) Grants, and Child Nutrition Technology Improvement (CNTI) Grants.

Facilitator: Jess Saracino - USDA, Food and Nutrition Service

Table Talk: From Project Inception to Deployment: Montana's Project Management Methodology for IT Projects

Every successful project begins with a good plan. In replacing their legacy Child Nutrition Program System, Montana's Office of Public Instruction developed a comprehensive project management plan to successfully execute the project. Key practices and processes throughout each stage of the project will be discussed in this table talk.

Facilitator: Bitsey Draur - Office of Public Instruction, School Nutrition Programs

Table Talk: Policy and Technology

A number of factors affect communicating policy to IT vendors and this can cause incorrect and unintended policies being de facto in place on the back end unbeknownst to state agency program staff. Let's discuss how to prevent these issues as well as how to use technology to reduce errors and help end users follow existing policy.

Facilitator: Traci Mouw - USDA, Food and Nutrition Service

Table Talk: Measuring Project Success

Set your project up for success by developing appropriate performance and outcome measures based on clearly defined project goals and objectives. This table talk will explore various ways to identify project success criteria and metrics. Participants will share useful criteria and metrics, along with resources to track the project's progress.

Facilitator: Loren LaCorte - USDA, Food and Nutrition Service

WEDNESDAY 9/13

4:15PM – 5:15PM

State Agency Collaboration Meeting—State Agencies Only

State agency representatives will lead this session with their peers to collaborate on current technologies, approaches to resolving challenges, and upcoming initiatives.

Facilitator: Vonda Cooke - Child Nutrition Service, Pennsylvania

8:00AM - 9:30AM

Remarks

Cindy Long, Deputy Administrator

Cindy Long is currently the Deputy Administrator, Child Nutrition Programs, of the Food and Nutrition Service, USDA. Previously serving as the Director of the Child Nutrition Programs Division since February 2008, she began her federal government career in 1988 with the Office of Management and Budget, and joined USDA's Food and Nutrition Service (FNS) in 1991 with the Office of Analysis, Nutrition and Evaluation (OANE) and served in a variety of positions in support of our domestic nutrition assistance programs at FNS since then.

Cindy has a MPA in public policy and economics from Princeton University's Woodrow Wilson School of Public and International Affairs, and a BA in economics from the University of Notre Dame.



USDA Updates

USDA staff will provide a Federal perspective of what's happening in the Child Nutrition Programs. Other Federal program representatives will provide updates and news about activities and changes coming up within the programs and strategic initiatives related to State technology systems.

Successful State Practice Awards

Following the USDA updates, Cindy Long, Deputy Administrator, Child Nutrition Programs will present awards to State agencies selected for their Successful State Practices to improve program access and accountability.

9:45AM - 11:15AM

Use of Advanced Excel and Power Business Intelligence Suite as an Analytic Tool for CN Programs

Discover the magic behind Excel's PowerPivot, which can be used to perform advanced analysis with large datasets, import multiple data sources, and easily join tables. The focus will be on using Child Nutrition Program data to detect key patterns and trends that can then be used to inform decision makers.

Presenter: Brad Blunt - Insight Policy Research

Administrative Review Data is Going Local: The New FNS-640 (Repeat)

Stay up to date on how the new FNS-640 report is going local. Highlights of the redeveloped report include the collection of site-level data to gain a better understanding of the causes of program error and improper payments. Hear more about the required data elements, report submission, as well as the experiences and best practices from several state agencies on the process of implementing the report into their current state systems and how state agencies without systems are preparing and completing the report for submission manually.

Presenter: Jess Saracino - USDA, Food and Nutrition Service

Panelists: Talitha Jordan - USDA, Food and Nutrition Service, Child Nutrition Programs; Janet Williams Johnson - North Carolina Department of Public Instruction; Julie Henry - Kansas Department of Education

Agile Methodology - Overview and State Experiences

Agile is an innovative approach to project management utilized in software development. This method includes short bursts of planning, development, and testing, which requires dedicated teams of business people working with developers. It allows the product to be inspected at intervals and adapt as needed. Many will tout this approach as revolutionary, but there is also a risk to be considered before undertaking an Agile development project. This session will help you understand the basic principles and terms, provide real world experiences from North Dakota, and help you understand how Agile can be useful to you.

Presenter: Mark Barner - USDA, Food and Nutrition Service

Panelists: Linda Scholer - North Dakota Department of Public Instruction; Carol Ventura - Washington Office of Superintendent of Public Instruction

My Project is Off Track – Now What?

A panel will offer insight on how to address challenges that arise during a project and determine what can cause a the project to go off track. Strategies and tactics for mitigating issues and pinpointing roadblocks will be shared to help you enact a plan.

Panelists: DeAnndra Chargualaf - Guam Department of Education; Chyrs Kramer - DRT Strategies, Inc; Joshua Long - Michigan Department of Education; Cheryl Schubel - Michigan Department of Education; Steve Franzkowiak - Dynamic Internet Solutions

11:30AM - 12:30PM

How Do I Analyze Data? A Primer and Excel Tools for Data Analysis

A dynamic discussion will be held of the concepts and approaches needed to analyze data. Also, an overview of in-house developed data analytic tools will be provided which can be shared with other states.

***Presenter:** John Tuley - Texas Department of Agriculture*

Risk Management: The Known and Unknown

Attendees will learn about the meaning of project risk and how best to track risks within the project phases. In addition, state agencies will share their knowledge and firsthand experiences regarding identifying, evaluating, and mitigating project risks.

***Presenter/Panelist:** Errol Baker - Innovative Management, LLC*

***Panelists:** Stephen Carey - Rhode Island Department of Education; Jo Dawson - Alaska Department of Education and Early Development; Lisa Church - Florida Department of Agriculture and Consumer Services*

Technical Writing: Creating an Effective Manual

Writing clear user guides, manuals, and other technical instructional materials is important for state agencies, in order to reduce support calls, increase data quality, and yield increased customer satisfaction. Practical tips, suggestions, and ideas will be given to assist you with formatting, content, and design.

***Presenter:** Andrea Garcia - Insight Policy Research*

Transforming Government Services in the Digital Age with GSA

Speakers will talk about the work of the US General Services Administration's Office of 18F and the Technology Transformation Service, which work with federal agencies to help them successfully deliver efficient, easy-to-use digital services. Speakers will share their approach to providing government services in the digital age and their strategies for successful engagements to help federal agencies and states alike.

***Presenter:** Greg Boom - GSA 18F Outreach; Anna Sebok - GSA 18F Custom Partner Solutions; Greg Walker - GSA Technology Transformation Services, Office of Acquisition*

1:45PM - 2:45PM

Extracting Hidden Value from Your Administrative Data: USDA and Data Analytics

Join USDA staff in discussing ways they are using the data collected from states to solve problems. Explore ways that you can use the information you already have to improve program integrity

Presenter/Panelist: Ed Harper - USDA, Office of Program Integrity

Software Systems Procurement - Bridging the Language Gap between Technology and Operations – Lessons Learned

Join the conversation with three states, each in various stages of implementing statewide menu planning and nutrient analysis software, as they share their experiences and offer insights into language barriers and other challenges that can hinder a successful procurement and project, and how to overcome them.

Presenters: Lisa Church - Florida Department of Agriculture and Consumer Services; Vonda Cook - Child Nutrition Service, Pennsylvania; Angela Olige - Texas Department of Agriculture

Get Schooled! E-Learning Demos for Child Nutrition Programs (Demo 2)

Do you want to more effectively train SFAs and staff? This hands-on session will include demonstrations from Colorado, Missouri, and Texas. Learn about the different ways to approach e-learning to discover what might work best in your state.

Demo Leads: Heather Hauswirth - Colorado Department of Education; Wade Wilder - Texas Department of Agriculture; Karen Wooton - Missouri Department of Elementary and Secondary Education - Food and Nutrition Services

Managing and Engaging Your Stakeholders

This session will address the identification of stakeholders and the value of stakeholder relationships, particularly as it relates to getting stakeholder buy-in. Attendees will also learn about the importance of including the right decision makers and end-users throughout the implementation process to solicit their input to ensuring successful projects.

Presenter: Chrys Kramer - DRT Strategies, Inc.

508 Compliance: Best Practice Panel

Join us for a discussion on 508 compliance. Panel participants will share tools and best practices for the creation of accessible and 508 compliant media.

Presenter/Panelists: Andrea Garcia - Insight Policy Research; Sara Herman - Michigan Department of Education

3:00PM – 4:00PM

Listening Session

FNS wants input from participants on how the National and Regional Offices can support State agencies in their efforts to improve access and accountability in the Child Nutrition Programs through technology solutions. It's a great time to think together about how to move our programs forward with the support of technologies as we begin a new fiscal year. This was a popular session last year, and after this 3-day training, we expect this session to be chock-full of suggestions and ideas.

Facilitators: Farrah Buff - USDA, Food and Nutrition Service; Jess Saracino - USDA, Food and Nutrition Service