

Please Note:

- OHEP is covering the costs for registrations and hotel sleeping rooms (for eligible agencies) - limited to 2 people per Agency;
- Additional people can register for the conference and the hotel cost at the expense of the Agency.
- All OHEP registrations must be approved by the OHEP office. Final validation will be sent to each attendee.
- For people that are interested in attending the GREAT Workshops scheduled for May 3rd, please refer to the website registration information. The cost is \$190.

OHEP ANNUAL SPRING MEETING AGENDA

May 4th & 5th, 2016

Sheraton Baltimore North Hotel

903 Dulaney Valley Rd

Towson MD



Wednesday, May 4th

7:00 Registration Begins

8:00 – 9:00 Continental Breakfast

9:00 – 9:30 Program Year 2016: A Year in Review

A recap of program accomplishments, updates and challenges during Program Year 2016 and an outlook of what's to come in 2017.

9:30 – 10:00 Managing Change While Managing Program Operations

Review tools being put in place and discuss additional strategies to help local agencies keep up with program changes and enhancements while simultaneously managing program operations.

10:00 – 10:15 Break

10:15 – 11:30 A Recap of Improvements to the OHEP Database

Review of enhancements made to the OHEP database and related updates to program processes related to OHEP technology

11:30 – 1:00 Lunch – Regional Agency Breakouts (Included)

Information sharing among regional OHEP agencies, utilities and partner organizations

1:00 – 2:00 Fraud, Repayment and Administrative Hearing Procedures

Overview of updated procedures regarding fraud investigations, repayment of funds from customers and appeal rights

2:00 – 2:15 Break

2:15 – 2:45 Utility Panel Discussion

News and updates from utility partners across the State

2:45 – 3:15 Partner Agency Panel Discussion

News and updates from partner agencies across the State

3:15 – 4:00 FY 2017 Updates to Program Materials

Review of changes to program forms, notices and the OHEP system for Program Year 2017 launch

4:30 – 6:00 Networking/Happy Hour Event

You may purchase a ticket to the Human Services Awards Dinner which will be held from 6-9 PM. The cost is \$75. Please refer to the website registration information.

Thursday, May 5th

8:00 – 9:00 Continental Breakfast

9:00 – 9:30 Icebreaker Activity

9:30 – 10:00 Updates to Federal Reporting Requirements

Review of changes in federal reporting requirements and how they impact OHEP agencies, utilities and other stakeholders

10:00 – 11:00 IT Modernization: What It Means and How it Can Help You

Review of upcoming changes to integrate OHEP onto a shared human services platform and discussion of features that would further support local agencies

11:00 – 11:15 Break

11:15 – 12:00 Outreach Analysis and Best Practices

Analysis of trends in outreach and participation rates, discussion of State efforts to enhance outreach and review of best practices among local agencies

12:00 – 1:00 Lunch

1:00 – 1:30 Document Scanning & Eligibility Verification Tools

Discussion of procedures, best practices and support available to increase utilization of document scanning and other eligibility verification tools that will support more efficient application processing for local agencies

1:30 – 2:00 What's to Come: Monitoring & Compliance

Review of upcoming monitoring plans, monitoring assessment tools and trends in compliance issues

2:00 – 3:00 A Look Ahead: OHEP Policy Reforms

Review of progress made by OHEP Policy Reforms Advisory Group to finalize reforms to increase customer accountability and offer more comprehensive services to address energy affordability issues, with a target launch date expected for July 1, 2017.

3:00 – 3:30 Awards Ceremony & Wrap-Up