

Meeting Agenda

Division of Social Services

Economic and Family Services

April 2026 CQI Regional In Person Meetings

Times	Agenda Topics and Workshop Descriptions
9:30 am – 10:00 am	Registration
10:00 am – 10:05 am	Welcome/Introduction
10:05 am – 10:50 am	Work First This presentation provides policy training on newly released/upcoming policy revisions. Policy and functionality changes were made to strengthen process and procedures for obtaining Social Security Numbers for Work First applicants, clarifying language for county transfers at application, and updating language and examples of when family cap is applicable. Participants will also receive general reminders about the importance of data entry and evidence management as related to Federal reporting.
10:55 am – 11:05 am	Break
11:05 am – 11:15 am	EBT Call Center This presentation provides updated information on the role of the EBT Call Center in assisting clients manage their economic benefits on EBT cards. Updated information on how the EBT Call Center provides county support will also be provided.
11:15 am – 11:40 am	Energy This presentation provides policy training on newly policy for the Low-Income Early Assistance Program (LIEAP). Participants will also receive general reminders for the Energy programs as well as reviewing commonly asked questions.
11:40 am – 11:45 am	Q&A
11:45 pm – 12:45 pm	Lunch on your Own
12:45 pm – 3:00 pm	Food and Nutrition Services (FNS) Payment Error Rate Interviewing Training This presentation will focus on strengthening interviewing skills needed to target payment accuracy. Participants will gain knowledge on how and what to ask customers during interviews to aid in ensuring correct allotments are issued. This will be an interactive session which will lead to increased payment accuracy through FNS case reviews, mock interviews, and testing participants knowledge about the DSS – 8207.