
Optimizing Services with an Eye for Consistency
March 14 and 15, 2023
Savannah, Georgia

Tuesday, March 14

- 8:15 Welcome and Introductions
- 8:45 Visualizing Consistency with Individualized Services
- 9:15 Essential Elements of Policies and Procedures
- 9:45 Break
- 10:00 Panel: Policies and Procedures
- 10:45 Small Group Discussion
- 11:45 Lunch on Your Own
- 1:15 Share Highlights from Discussion Groups
- 1:45 Breakout Groups on Specific Areas (e.g., case management, timeliness, case file review, and staff and consumer safety)
- 2:45 Break
- 3:00 Program Highlights: Program Managers will share new and innovative initiatives
- 4:00 Getting to Know the New OIB-TAC.org
- 4:45 Announcements and Discussion
- 5:00 Adjourn

Wednesday, March 15

- 8:15 Group Photo
- 8:30 Consistency in OIB Programs: A National Perspective
- 9:30 Break
- 9:45 Best Practice: Practical Application, panel discussion
- 10:30 Update on Best Practice Refresh
- 10:45 Breakout Groups: What is One Practical Way Your Program Can Move Toward Consistency
- 11:45 Lunch on Your Own
- 1:15 Share Highlights from Breakout Groups
- 1:45 Consistency Measures, Monitoring, and Planning
- 2:30 Break
- 2:45 Ask the Experts, Q&A session
- 3:15 Use of OIB-TAC Resources and Technical Assistance, Panel
- 4:00 Reflections: What Will You Take Home to Your Program?
- 4:45 Wrap-up and Evaluation
- 5:00 Adjourn

