

EBT Innovation Summit

Start	End	May 11, 2026		
9:00	11:00	Sponsor Set Up <i>(Exhibit space)</i>		
11:00	12:45	Registration and Exhibits <i>(Access venue through Amazon security at any time during this registration period then obtain conference badge at ECC registration area)</i> Lunch on your own		
1:00	1:30	Welcome Opening Remarks- TBD <i>(Merlin Small Conference Room)</i>		
1:30	2:45	Resilience through Uncertainty- How the EBT Community Handles Disruption Moderator: Kelli Darland Panelists: Stephanie Johnson (NGA), Jessie Zins (MN WIC), SNAP TBD <i>Discussion of the impacts of the 2025 shutdown from various stakeholder perspectives.</i> <i>(Merlin Small Conference Room)</i>		
2:45	3:15	Networking Break Sponsored by NGA		
		Merlin Small Conference Room	Training Room 1 (02-219)	Training Room 2 (02-220)
3:15	4	Stronger by Design: How Chip Cards Elevate Benefit Security & Program Integrity Speakers: Hannah Pekarske (FIS, Jamie Topolski (Conduent) <i>Core concepts about how chip cards work.</i>	Foundations: SNAP EBT 101 Speakers: Ellen Thompson (MAXIMUS) <i>Core concepts in SNAP transactions.</i>	Foundations: WIC EBT 101 Speakers: April Jules (BCA) <i>Core concepts in WIC transactions.</i>
4:15	5	Innovations in EBT Theft Prevention: A Cross-Sector Panel on What's Working to Protect Families Speakers: Kira Tebbe (Aspen Institute), Morgan McKinney (Propel), Christopher Jacobson (FIS) <i>Examine approaches to combat fraud within existing systems and using emerging tools.</i>	EBT In Farmers Markets- Updates Speakers: Amy Crone (FAFB) <i>Updates on EBT activities in farmers market settings.</i>	Enhancement of WIC Food Cost Containment Strategies: How Can Agencies Overcome Deficiencies in Retailer Peer Grouping & Price Monitoring Speakers: Art Burger (BCA), Stephanie Johnson (NGA) <i>Explore how changing shopping behavior impacts how WIC looks at vendor management.</i>
5:00	6:30	Networking Reception Sponsored by CDP <i>(Amazon Visitor Landing)</i>		

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Start	End	May 12, 2026		
8:00	9:00	Registration and Exhibits <i>(Access venue through Amazon security at any time during this registration period then obtain conference badge at ECC registration area)</i> Breakfast on your own		
		Merlin Small Conference Room	Training Room 1 (02-219)	Training Room 2 (02-220)
9:00	9:45	Modernizing EBT Systems: Lessons from State-Level Digital Transformation Speakers: Jamie Topolski (Conduent), Julia Thomas (AL), Kelly Andrus (MAG) <i>Implementing chip cards</i>	Procuring with Purpose: Best Practices for Getting What you Want from a New Processor Contract Speakers: Amy Duncan (CDP), Ellen Thompson (MAXIMUS) <i>Insights on RFP structure and content from responders.</i>	Follow the Funds: Demystifying SNAP & WIC Funding Flows from Federal Allocation to Local Impact Speakers: Tim O'Connor (ECC) <i>Understanding the funding lifecycle for programs that deliver benefits through EBT.</i>
9:45	10:15	Networking Break Sponsored by XXXX		
10:15	11:00	SNAP/EBT Online Shopping - Status, Challenges, Opportunities Speakers: Ames Robb (SEMTAC) <i>Update on SNAP Online shopping.</i>	FIS/CDP Customer Meeting-WIC <i>Closed session for FIS/CDP WIC customers to meet with processor</i>	Conduent Customer Meeting-WIC <i>Closed session for Conduent WIC customers to meet with processor</i>
11:15	12:00	Advancing WIC Online Shopping: Considerations and Emerging Solutions Speakers: Lisa Akers, CNHI <i>Update on WIC Online shopping.</i>	FIS/CDP Customer Meeting-SNAP <i>Closed session for FIS SNAP customers to meet with processor</i>	Conduent Customer Meeting-SNAP <i>Closed session for Conduent SNAP customers to meet with processor</i>
12:00	1:15	Lunch Sponsored by Conduent		
1:15	2:30	Redefining the Basket: Emerging SNAP Restrictions & Their Impact on Agencies and Retailers Moderator: William Martinez (FIS), Kelly Andrus (MAG), Daniel Rhody (FIS), Others Pending <i>Discussion about recent SNAP restrictions implementations.</i> <i>(Merlin Small Conference Room)</i>		
2:30	3:00	Networking Break Sponsored by XXXX		
3:00	3:45	Driving Accuracy in SNAP Eligibility and Delivery Speakers: Denise Adaway (Conduent), Ellen Thompson (MAXIMUS) <i>How error rates impact SNAP funding.</i>	Chip Card Information Exchange Speakers: Bradley Wong and Emily Caruso (CA) <i>Collaborative discussion about chip card projects targeted toward answering questions from government representatives.</i>	Evolution of WIC EBT Created New Participant Shopping Behaviors: Has Online Shopping Changed the Shopping Pattern Speakers: April Jules (BCA), Mary Rogness (MN WIC), Kenny Kane (IA WIC) <i>Exploring the emerging patterns in participant prescription redemption data.</i>
4:00	4:30	Conference Closing <i>(Merlin Small Conference Room)</i>		
4:30	5:00	Exhibitor Tear Down		

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Locations

- No color (left column)- Large Conference Room
- Dark teal (center column)- Training Room 1
- Light teal (right column)- Training Room 2

VENUE FLOOR PLAN

