

**North Carolina Food and Nutrition Services Manager and Supervisor Meeting  
 North Raleigh Hilton  
 Raleigh, North Carolina  
 May 16-18, 2011**

**TENTATIVE MEETING AGENDA**

**Monday, May 16, 2011**

<b>12:00 pm – 5:00 pm</b>	<b>Registration</b>		<b>Lobby</b>
<b>3:30 pm – 5:00 pm</b>	<b>Opening Session</b>  <b>Welcome and State DSS Updates</b>  <b>Federal Updates, Challenges, Negative Errors</b>	<b>Veronica Barnes</b> <b>USDA Atlanta Regional Office</b>	
<b>5:30 pm – 7:00 pm</b>	<b>Dinner and Award Presentations</b>		

**Tuesday, May 17, 2011**

<b>7:30 am – 5:00 pm</b>	<b>Registration</b>		<b>Lobby</b>
<b>7:30 am – 8:15 am</b>	<b>Breakfast will be provided</b>		
<b>8:30 am – 10:10 am</b>	<b>Welcome and Agenda for the Day</b>  <b>National Statistics and Trends for Negative Errors</b> <b>State Negative Error Trends</b>	<i>David Locklear</i>  <i>Veronica Barnes &amp; Diane Gridley</i>	
<b>10:00 am – 10:15 am</b>	<b>Break</b>		
<b>10:15 am – 11:45am</b>	<b><u>Breakout Sessions</u></b>  <b>Roundtable Discussions</b>  <b>Combating Negative Errors</b>  <b>Identifying Barriers and Solutions</b>	<b>Dean Simpson – Robert Cox</b>  <b>David Locklear – Tonette Bennett</b>  <b>Diane Gridley – Alice Smith</b>	

<b>11:45 pm – 1:00 pm</b>	<b>Lunch will be provided</b> <b>Best Practice Showcase (2-3 Counties)</b>		
<b>1:15 pm – 2:45 pm</b>	<b><u>Breakout Sessions</u></b> <b>Roundtable Discussions</b> <b>County Best Practices</b> <b>Timeliness, Caseload Management, Customer Service, State Support</b>	<b>Dean Simpson – Robert Cox</b> <b>David Locklear – Tonette Bennett</b> <b>Diane Gridley – Alice Smith</b>	
<b>2:45 pm – 3:00 pm</b>	<b>Break</b>		
<b>3:00 pm – 4:30 pm</b>	<b><u>Breakout Sessions (Continued)</u></b> <b>Roundtable Discussions</b> <b>County Best Practices</b> <b>Timeliness, Caseload Management, Customer Service, State Support</b>	<b>Dean Simpson – Robert Cox</b> <b>David Locklear – Tonette Bennett</b> <b>Diane Gridley – Alice Smith</b>	
<b>5:30 pm – 7:00 pm</b>	<b>Dinner will be provided</b>		

**Wednesday, May 18, 2011**

<b>7:30 am – 8:15 am</b>	<b>Breakfast will be provided</b>		
<b>8:30 am – 9:45 am</b>	<b>Lessons Learned – Overview of Meeting</b>		
<b>9:45 am – 10:00 am</b>	<b>Break</b>		
<b>10:00 am – 11:00 am</b>	<b>NCFast Update and Demo</b>	<b>Anthony Velluci and Robin Register</b>	
<b>11:00 am – 11:30 am</b>	<b>Wrap Up and Close</b>		