

CONFERENCE PROGRAM
2014 ANCOR CONFERENCE

BEYOND THE ENVELOPE

MAY 4-6 ■ HILTON MIAMI DOWNTOWN



MAY 5-6 ■ 2014 DSP LEADERSHIP ACADEMY

**ANCOR**

WELCOME TO MIAMI AND TO ANCOR'S 2014 ANNUAL CONFERENCE

As usual, our best ideas come from watching you. And what we see is that you've always pushed the envelope. You looked at the status quo, and said: "We can do better." You rejected institutions. You fought segregation. You've accepted no limits on the ways you can support people with disabilities living the lives they choose. You challenged public perception. You challenged lawmakers and regulators. You challenged yourselves. Time and time again, you've channeled innovation. You've broken through and found a way to give the people you serve the best supports possible. That's what this conference is all about – ANCOR supporting you as you continue to push the edge of the envelope. We'll bring you new ideas, creative strategies, and pioneering solutions. We'll bring you speakers you won't forget. We'll host a town hall meeting unlike any other. And after a long winter, we'll let the sun rejuvenate us and fuel robust discussions about the future and the things you need to keep pushing beyond the envelope.

FOR THOSE OF YOU ATTENDING THE DSP LEADERSHIP ACADEMY, welcome to a day-and-a-half of tools, training, professional development, networking, and powerful sessions that will challenge you to think deeper about your work and prepare you to be leaders in your organizations. We hope you'll embrace this opportunity to enhance your knowledge and skills, meet colleagues from across the country and gain insight and inspiration from those who share your passion in your work.

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Our sincere appreciation to the following ANCOR members for their assistance in planning Beyond the Envelope and the DSP Leadership Academy

Co-Chairs: Mayra Ramos, Mercedes Witowsky

Craig Cloud, Peg Gould, Lori Kress, Heidi Mansir, Joseph Macbeth, Patti Manus, Jennifer May, John Rose

Our thanks also to United Cerebral Palsy of South Florida for their assistance with local arrangements.

NOTE: By participating in the 2014 ANCOR Annual Conference – Beyond the Envelope – and the DSP Leadership Academy, you are authorizing employees and agents of ANCOR to use your name, photograph, voice or other likeness for purposes related to the mission of ANCOR, including but not limited to publicity marketing, websites, other electronic forms or media and promotion of ANCOR and its various programs.

LEADERSHIP MEETINGS - Dates and Time Subject to Change

<p>FRIDAY, MAY 2</p> <p>METRONOME 1 PM-5 PM</p> <p>ANCOR Foundation Board Meeting (followed by dinner)</p>	<p>SUNDAY, MAY 4</p> <p>CONCERTO D 8:00AM-10:15 AM</p> <p>Board of Directors Meeting</p>
<p>SATURDAY, MAY 3</p> <p>CONCERTO A 9:30AM-NOON</p> <p>Government Relations Meeting</p>	<p>DEGAS 9AM-10:15 AM</p> <p>Professional & Organizational Development Meeting</p>
<p>CONCERTO D 12:30PM-6 PM</p> <p>Board of Directors Meeting Room (followed by dinner)</p>	<p>CONCERTO A 10:30AM-NOON</p> <p>Board of Representatives Meeting</p>
	<p>CONCERTO D 1 PM-3:30PM</p> <p>State Association Executives Forum Meeting</p>

OUR APPRECIATION TO THE ANCOR GOLD PARTNERS FOR THEIR SUPPORT:



OUR APPRECIATION TO OUR CONFERENCE SPONSORS FOR THEIR SUPPORT:



Building Capacity Track
What: Strategic, challenging sessions about how to get the most from your team, best practices, and organizational transformation.

What's New Track
What: Innovative approaches to service delivery, technology, and quality of life/health and wellness issues; the latest ideas for providers to consider and adopt.

Next Generation Track
What: Thought-provoking sessions to prepare the next generation of leaders in your organization.

Shaping Policy Track
What: Sessions that tackle the hottest policy and regulatory developments – from managed care trends and the Kansas experience to the hottest HCBS definition of community.

SUNDAY, MAY 4



9:00 AM - 6:00 PM, BALLROOM FOYER Registration

1:00 PM - 4:00 PM, CONCERTO B

Pre-Conference (\$125 pre-registration required) Beyond Facility-Based Work and Day Hab

Serena Lowe, Senior Policy Advisor, U.S. Department of Labor, Office of Disability Employment Policy (ODEP)

Genni Sasnett, Independent Community Support Consultant, Subject Matter Expert, ODEP Employment First State Leadership Mentoring Program

Nancy Gurney, President/CEO, Opportunity Services

In light of the DOJ's ramped up *Olmstead* enforcement in the area of employment and day services, and the new CMS definition of community, many providers are wondering how they can ensure employment opportunities for the people they serve without the risk of losing critical waiver funding. This workshop is all about how providers can successfully transition to a new model of employment supports.

This session will use two provider case studies, hands-on coaching and breakout discussions with subject matter experts in the area of provider transformation.

Participants will come away with:

- An overview of new Federal policy and legal developments that directly impact the delivery of services to individuals with disabilities.
- Information on accessing ODEP technical resources, tools, and innovative strategies.

- A clear idea about how to approach organizational change at all levels.
- Strategies for addressing common barriers and challenges.
- Coaching around professional development/training, message development, and stakeholder engagement for solidifying buy-in of leadership, individuals, families, and communities.

1:00 PM - 4:00 PM, CONCERTO C

Pre-Conference (\$125 pre-registration required) Positioning for Change

Dr. David Jacox, President/CEO, Jacox Solutions

Sean McGuire, CEO, E.D. Bellis

Technology, shifting demographics, Medicaid and Medicare, the Affordable Care Act, and the changing expectations of families and people with disabilities: these things can cripple your organization, or they can provide new opportunities. David Jacox, a manager in the field of residential services for 38 years (including 28 years as President and CEO of multi-state corporations Bethphage and Mosaic) will show you how to seize the opportunities.

CEOs, COOs and upper managers will learn about the increasing responsibility and liability they face, how to strengthen the partnership with their Board, and the importance of seeking out independent opinions. Board members will learn the key questions they should be asking the CEO, auditors, and outside counsel. CFOs will learn new ways to manage financial reporting based on the governance structure.

3:45 PM - 4:30 PM, BALLROOM FOYER
Network with Exhibitors

4:30 PM - 5:00 PM, SYMPHONY III & IV
Welcome: ANCOR State of the Association Address
Dave Toeniskoetter, ANCOR President

5:00 PM - 6:00 PM, SYMPHONY III & IV
Opening Keynote: Beyond the Envelope



Kristen Cox, UT Secretary, Department of Budget and Management, Former MD Director of Office of Disabilities
You won't want to miss the conference opening keynote with Kris Cox, Utah's cabinet level Executive Director of the Governor's Office of Management and Budget. Known as a proven

innovator, boundary smasher, and rejecter of the status quo, Kris Cox will discuss the role we play in transforming the ways in which people with disabilities are supported in the 21st century.

While Secretary of the Maryland Department of Disabilities she was responsible for building the framework for the first cabinet level Department of Disabilities in the country, and is credited with improved outcomes across many Maryland programs for people with disabilities. She is an expert in the field who knows how to protect the bottom line while ensuring quality and improved outcomes for people served.

Kris Cox will present the SUCCESS Framework – a comprehensive set of operational excellence tools and principles at work in Utah. Grounded in fundamentals familiar to high performing organizations, the SUCCESS Framework provides a template for agencies to become better, and more cost efficient.

Plan to be inspired, amused, and motivated as you gain knowledge and tools that will benefit both your agency and the people you serve.

6:00 PM - 6:30 PM, SYMPHONY III & IV
ANCOR Foundation Legacy Leader Awards & President's Award

Bill Tapp, President, ANCOR Foundation

The ANCOR Foundation's Legacy Leader's Circle honors career-long contributions of outstanding champions in our industry. The program also raises funds to support the development of the leaders of the future. Join us for the induction of the latest class of ANCOR Legacy Leaders and leaders in the disability field. The prestigious President's Award will also be presented. This award honors an individual for unique, lifetime achievement in advancing the field of disabilities and disability services.



6:30 PM - 7:15 PM, BALLROOM FOYER
Welcome Reception

This is a great chance to mingle with other conference attendees and exhibitors.

Sponsored in part by:



MONDAY, MAY 5

7:00 AM - 5:45 PM, BALLROOM FOYER

Registration

7:15 AM - 8:00 AM, BALLROOM FOYER

Continental Breakfast with Exhibitors

Sponsored in part by:



8:00 AM - 8:45 AM, SYMPHONY III & IV

Reflections on Moving Beyond the Envelope

Renee Pietrangolo, *CEO, ANCOR*

8:45 AM - 9:00 AM, SYMPHONY III & IV

ANCOR's Lighthouse Leader Program

Diane Beastrom, *CEO, Koinonia*

Learn about the Lighthouse Leader project from Koinonia, one of the newest ANCOR members to join the pilot program. Koinonia CEO Diane Beastrom will share insights from her organization's journey, and their commitment to developing high-performing teams and empowered accountability.

The Lighthouse Leader project, a partnership of ANCOR and FranklinCovey, offers a comprehensive roadmap and training for inspiring change in your organization and establishing the foundation of great leadership based on the popular *7 Habits of Highly Effective People* training. Participants benefit from FranklinCovey's expertise in leadership development, and from a network of ANCOR Lighthouse Leader participants who can share their experiences to facilitate a successful experience. If you're looking for ways to inspire and support leaders within your organization, you won't want to miss this session.

9:00 AM - 9:45 AM, SYMPHONY III & IV

Keynote: Toward a More Powerful Community Voice



Stephen Bennett, *President and CEO, United Cerebral Palsy*

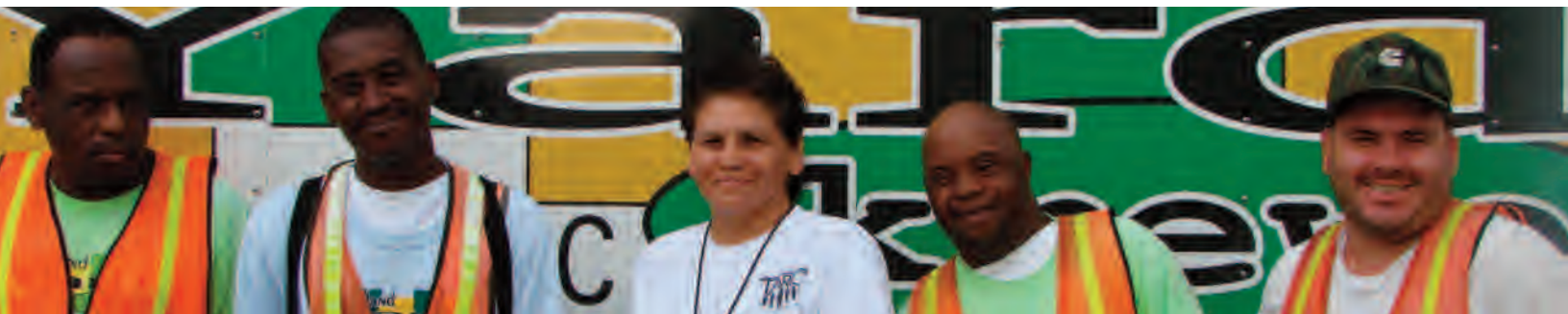
The disability community has lost many of its political champions and lacks political strength. How do we address these issues anew from a more powerful base, and where leaders and constituents actually hear us and engage?

UCP President and CEO Stephen Bennett will share the results of two important research projects that offer surprises and some possible answers. One study found that people with disabilities and their families vote at a greater percentage rate than the general population, and will move their vote over disability issues, but over 80% of people with disabilities do not identify with the issues and do not want to be considered disabled. The words and language we use matters. The second study, still in progress, looks at the language of disabilities – what we say and what people hear. Together, these two projects offer a clear diagnosis and a path to more powerful advocacy for people with disabilities and their families and the providers who support and serve them.

9:45 AM - 10:15 AM, BALLROOM FOYER

Networking Break with Exhibitors

Sponsored by:



10:15 AM - 11:15 AM, SYMPHONY III & IV
Creating Blue Space – Fostering Innovative Support Practices



Hanns Meissner, Ph.D., CEO, Arc of Rensselaer County
Hanns Meissner, author of *Creating Blue Space – Fostering Innovative Support Practices*, offers practical and inspirational insight into transforming services, agencies, communities, and systems in ways that promote real lives for people with developmental disabilities. Meissner explores the

critical questions of evolving services from institutions to individualized support arrangements to offer a deeper understanding of our current service environment and what needs to happen next.

Hear how you can work within your agency to realign roles, relationships, services, and culture to generate valued outcomes by way of co-designed support arrangements.

11:15 AM - 11:30 AM, BALLROOM FOYER
Networking Break with Exhibitors

11:30 AM - 12:15 PM, SYMPHONY III & IV
Welcome to a World Through Google Glass



Adrienne Biddings, Policy Counsel, Google, Inc.
Wilson L. White, Public Policy Manager, Google Glass
Ashley Lasanta, Self-Advocate, Community Access Unlimited

“Ok, Glass: Transform the lives of people with disabilities!”
The Glass is so simple: a wearable computer

masquerading as feather-light glasses complete with ear buds for full audio effect. Glasses with the potential to revolutionize the lives of people with disabilities – a dream that is already coming true for self-advocate Ashley Lasanta. With a simple voice command Glass records, takes pictures, sends messages, and surfs the web. The world at the sound of your voice. With these simple spectacles, the windows to the outside can spring open in ways we can only begin to appreciate. Come see, hear and help us imagine all the ways in which Google Glass can be used to enhance the lives of the people you serve, and see first-hand from one.

12:15 PM - 1:30 PM, SYMPHONY I & II
Luncheon

Network with your peers during this special lunch while learning how ANCOR’s Gold Partners are instrumental in solving provider program challenges resulting in time and money savings. You’ll also have the opportunity to win some fantastic prizes.

1:30 PM - 2:30 PM

BREAKOUT SESSIONS

The Eight Critical Success Factors for Better Non Profit Board Performance
(BUILDING CAPACITY)

CONCERTO C

Jim Gardner, Ph.D., President, J Gardner & Associates LLC.
If you’re interested in increasing board performance, enhancing board/membership partnership, and expanding your organization’s community presence, this presentation is for you. Jim Gardner will walk you through the eight critical challenges that non-profits will confront over the next five years, and will share examples and case studies of organizations that have met those challenges head on and succeeded. You’ll also receive a list of tools and resources you can use to build success in your organization.

Improving the Quality of Outcomes for Consumers and Direct Care Workers/ DSPs through the Agency with Choice Model

(WHAT’S NEW)

CONCERTO D

Wendy Swager, CEO, Soreo

Jeff Coleman, COO, Soreo and President, Resource Strategies

Ray Wallace, CFO, Soreo

Patrick La Voie, President, Contactor Management Services

Daryl Ann Roccaforte, SVP, Contactor Management Services

Soreo is an Arizona based in-home provider with approximately 900 Direct Care Workers. Attendees will learn how Soreo implemented *Agency with Choice* utilizing a web-based, integrated data system that increased efficiencies, improved the quality of outcomes and simultaneously minimized the financial impact of the Affordable Care Act, the loss of the Companionship Exemption, the increase in minimum wage, and enhanced the relationship with MCOs.

MONDAY, MAY 5

Working with their strategic partner, Contractor Management Services, Soreo assists consumers to contract with their selected DSP. The consumer specifies their desired outcomes and the associated standard for quality. The consumer has authority to terminate the contract and the relationship with the DSP. Through *Agency with Choice*, utilizing independent contractors ensures greater choice, satisfaction, and protection for the consumer and DSP.

Join Soreo and CMS as they discuss the benefits of this new model, how to implement, and all its implications.

Empowering Independence through Cultural Competency and Diversity

(NEXT GENERATION)

TENOR

Gerianne Prom, *Vice President Long Term Care, Milwaukee Center for Independence*

Dani Skenadore, *Customer Development Coordinator Long Term Care, Milwaukee Center for Independence*

In Wisconsin, and elsewhere, diversity is the new reality. Providers, support brokers and financial management services that operate within participant-directed programs must embody a deep respect for individual differences in meeting participants where they are. At the same time, the workforce needed to meet the needs of persons served within long-term care programs, self-directed or managed care, is a diverse and culturally competent workforce.

In this session, hear how the Milwaukee Center for Independence's service programs, iLIFE, LLC and other affiliate companies have incorporated diversity initiatives in their mission to benefit participant populations and aid in workforce recruitment and retention. Learn how to assess diversity initiatives within your organization, and gain the tools you'll need to address diversity among the people you serve and your employees.

Managed Care or Mangled Care: National Trends and the Kansas Experience (SHAPING POLICY)

SYMPHONY III & IV

Diane McComb, *Liaison to State Associations, ANCOR*
Lori Feldkamp, *President, InterHab*

Is your state moving at the speed of light, reconfiguring how it funds Medicaid services? Are you ready to take the lead in your state's discussions about the opportunities under the Affordable Care Act? Medicaid programs across the country are under attack by state legislatures and Congress. States are re-designing the way they support Medicaid beneficiaries to provide the right services for the lowest cost -- including supports critical to people with disabilities. Our challenge as providers is to ensure our guiding principles for person-centeredness and self-direction are part of the managed care framework.

Diane McComb, ANCOR's liaison with state associations, and Lori Feldkamp, President of InterHab, Kansas' state association of community organizations supporting people with IDD, will provide an update on how states are funding long-term services and supports for people with disabilities, how these changes are affecting person centeredness and self-direction, and take a deep dive into the Kansas experience as the first state in the country to turn HCBS over to private for-profit managed care companies. You'll also receive resources you can use when working with officials in your state to address managed care proposals.

2:30 PM - 2:45 PM, BALLROOM FOYER Networking Break with Exhibitors

2:45 PM - 4:15 PM, SYMPHONY III & IV Town Hall (Joint session with DSPs)

Elizabeth Vasquez, *Facilitator, Partner, Management Consulting Associates*

Twenty years from now, what will the world of supports and services for people with IDD look like? Where are we headed? And what does it say about what we need to do now? This year's Town Hall will attempt to answer those questions!

We'll set our crystal ball to 2034, and initiate a free flow of discussion. We'll work through facilitated discussions in small groups, and also use a fast and easy web-based technology to tap into the collective experience and insight of those in attendance. By pooling our ideas online, we can work toward a consensus.

Then, we will share the results of similar exercises conducted this year in other ID/DD leadership forums. Together, we will assemble an informed best guess about what the field will look like in 2034 from several different perspectives—with a strong eye toward what we should be doing today to prepare for that future.

4:15 PM - 4:30 PM, BALLROOM FOYER
Networking Break with Exhibitors

Last chance to visit with many of the exhibitors.

4:30 PM - 5:45 PM

Conversations at the Edge of the Envelope

Great conversations are waiting for you! This is your chance to dive into the topics you're most passionate about in moderated small group discussions. It's not about trying to arrive at consensus, or debate for the sake of debate. Rather, it's a way for you and your colleagues from all around the country to consider different aspects of what's happening within the disability arena. By the end of the session, you'll walk away with new ways of thinking about issues and some amazing resource ideas and new contacts. Refreshments will be available.

Sponsored by:



Conversation 1, Symphony III & IV
Where the Rubber Meets the Road: Managing Costs Associated with New Federal Rules

We all know that labor comprises close to 86% of your budget – and that some providers are thinking out of the box about how to manage the increased costs associated with the narrowing of the companionship rule, complying with the ACA employer mandate, the new HCBS rule and, in some states, an increase in minimum wage. Come with an open mind to hear your colleagues share their ideas about how to best manage these fiscal challenges.

Conversation 2, Symphony III & IV
Is there a Silver Lining? Using the New Rule to Build Social Capital and Enhance Your Community Image

Is it true that we are devolving to a system overly reliant on volunteer services to support people with disabilities, or are providers perpetuating isolation and the status quo by not providing opportunities for people to build their own social capital? Is there a business case for building social capital and connecting people to supports in the general community and to what extent will the new HCBS community definition drive this direction?

Conversation 3, Concerto C
CMS Defines HCB Residential Settings: How Are States and Providers Responding?

CMS has said they will “meet states where they are” when approving transition plans for states to come into compliance with the new rule on HCB settings – but how are states responding and what do they think needs to be done to comply? What are entrepreneurial providers doing to stay ahead of the curve? Come to this conversation prepared to share what's happening in your state – and hear how your colleagues in other states are meeting the challenge.

Conversation 4, Concerto D
CMS Defines Non Residential Settings: How Are States and Providers Responding?

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Conversation 5, Symphony III & IV
Are Housing Challenges Driving You Over the Edge?

Are you desperate for affordable housing? Or maybe you've found it? Do you have a secret for working with HUD? Do you have other creative funding streams? Have you partnered with anyone or changed your housing model? Are you considering rural area housing? Housing is the perennial issue, from NIMBYism to affordability to how the new HCBS rule may affect the existing stock of HUD financed homes. Join this conversation to swap stories, share solutions and identify emerging issues.

TUESDAY, MAY 6

7:15 AM - 4:30 PM, BALLROOM FOYER
Registration

7:30 AM - 8:00 AM, BALLROOM FOYER
Continental Breakfast with Preferred Partner Vendors
Sponsored by:



8:00 AM - 8:30 AM, SYMPHONY III & IV
ANCOR Foundation Update & Community Builder Award

Bill Tapp, President, President, ANCOR Foundation
Chris Stevenson, Vice President, ANCOR Foundation
Learn the direction of the ANCOR Foundation's renewed focus.



8:30 AM - 9:15 AM, SYMPHONY III & IV
Keynote: From Promise to Reality: The Obama Administration's Commitment to Raising the Bar for Home and Community-Based Services



Barbara Edwards, Director, Elderly and Disabled Health Group, Center for Medicaid and CHIP Services, CMS

What a difference a president can make – from unprecedented Olmstead enforcement to the new HCBS rule, President Obama's administration is deeply committed

to ensuring that the promise of the Americans with Disabilities Act becomes a reality for people of all abilities. The new definition of home and community-based settings will indeed be a game changer, one that history will record as a turning point for federal disability policy. Will the transition be challenging?

Yes. Can the disability community meet the challenge? Our keynoter is confident we can. ANCOR is pleased to welcome Barbara Edwards as she shares CMS' vision and the opportunity for states and providers to insure that services for people with disabilities are truly home and community-based.

9:15 - 9:45 AM, BALLROOM FOYER
Networking Break with Preferred Partner Exhibitors
Sponsored by:

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9:45 AM - 10:30 AM, SYMPHONY III & IV
A Brand New Day (Joint session with DSPs)
Chris Stevenson, President & CEO, Cedar Lake
Jason Squires, VP of Operations, Cedar Lake



Learn how Cedar Lake launched a bold new culture-building initiative called *A Brand New Day*. This initiative marked the beginning of a new way of thinking, focused on creating a DSPcentric organization to ensure the people they support live exceptional lives. Chris Stevenson, President & CEO of Cedar Lake, believes "If the people supported by Cedar Lake are destined to live quality lives filled with abundant opportunities, we must take care of the people who uphold our standard of excellence. Simply put, if we neglect the caregiver, we neglect those we care for. At Cedar Lake, it's a *Brand New Day* for our direct care staff – but more importantly, it's a *Brand New Day* for the people we serve."

10:30 AM - 11:30 AM, SYMPHONY III & IV

Direct Support Professional Recognition Awards

Chris Sparks, *National Advocacy Campaign Co-Chair*

Daryn Demeritt, *National Advocacy Campaign Co-Chair*

We'll present the national and state recipients of ANCOR's 2014 Direct Support Professional Recognition Awards. Join us in honoring these individuals whose dedication, creativity and generosity have made them the best in their field.



11:30 AM - 1:15 PM

Lunch on Your Own

1:15 PM - 2:15 PM

BREAKOUT SESSIONS

Reducing Health Disparities Among People with Disabilities

(BUILDING CAPACITY)

CONCERTO C

Diane McComb, *Ageing and Disability Lead, Delmarva Foundation*

People with disabilities are more likely to experience delays in gaining access to health care, are less likely to receive routine screenings, are more often overweight and experience other health disparities. Closing this gap will prevent and reduce chronic health conditions, lower medical costs and create a huge advantage in achieving quality of life for people with disabilities.

Diane will discuss her work at the Delmarva Foundation, designated as the Disparities National Coordinating Center for CMS, offering an overview of health disparities in the disability sector. Participants will come away with a wealth of information about best practices and resources, including a toolkit to assist community programs in reducing health disparities.

Discover the Possibilities

(WHATS NEW)

CONCERTO D

Laurie Dale, *Director of IT, Ability Beyond*

Kellie Reedy, *Program Manager, Ability Beyond*

If you think technology applications begin and end at remote monitoring, you need to talk to Laurie Dale. Ability Beyond is using technology to enable greater independence and success for the people they serve, all while lowering costs. Hear how iPod touch helped a man increase his reading and math skills and now has an internship in the IT department, and how FaceTime supports better mentoring. See how Fitbit can improve sleep, control weight, and motivate people in a cost-effective, positive way. Learn about the technology that allows a person with quadriplegia to control the thermostat, lights, door locks and window coverings. You'll also hear about the exciting technology program for young adults. Ability Beyond is spearheading.

Forging Relationships with Providers and Siblings

(NEXT GENERATION)

TENOR

Tom Fish, *Ph.D, Director of Social Work and Family Support Programs, Ohio State University Nisonger Center*

John Hannah, *Advocate, CRSI*

Kathy Rader, *Advocacy Director, CRSI*

The I/DD population is aging, as are their parents, and siblings are stepping into the role of guardians with vigor and a determination to play a vital role in the lives of their brothers and sisters. Developing good relationships with siblings will greatly benefit providers and the people they serve. Tom Fish, Director of Social Work and Family Support Programs at The Ohio State University Nisonger Center, will examine how a sibling's approach may differ from their parents and how providers can interact and engage the siblings to the benefit of people served. You'll come away with a better understanding of the sibling perspective, a review of the latest data on the role of siblings as caregivers, and suggestions on how to reach out to siblings as potential direct support professionals.

TUESDAY, MAY 6

Managed Care Coming? Take Charge!

(SHAPING POLICY)

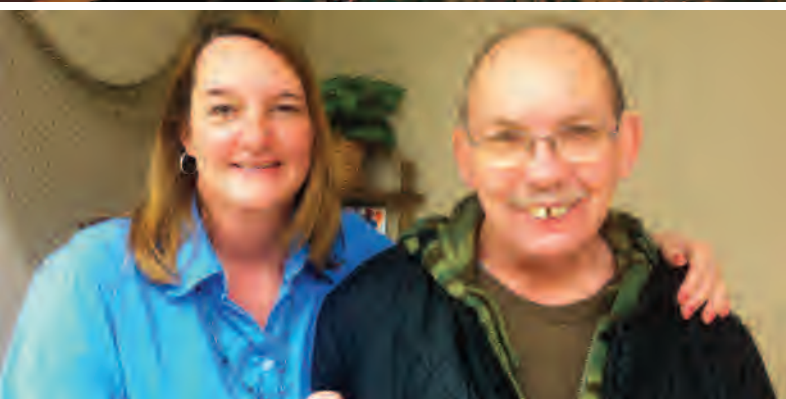
SYMPHONY III & IV

Dennis Felty, *Founding President, Keystone Human Services and President, William Penn Human Services*

Join Dennis Felty and learn how over 50 providers in Pennsylvania chose to be proactive in the face of impending managed care by banding together and creating their own provider driven initiative. Learn the successful strategies behind the creation of the organization, the governing structure, and hoped for outcomes in this progressive, controversial move.

2:15 PM - 2:30 PM, BALLROOM FOYER

Networking Break with Preferred Partner Exhibitors



2:30 PM - 3:30 PM

BREAKOUT SESSIONS

Employment First: It CAN Be Done

(BUILDING CAPACITY)

CONCERTO C

Laura Owens, *Executive Director, APSE*

Rick Hawes, *Director of Employment Services, Berkshire County Arc*

Paul S. Gavrity, *Associate Executive Director, Berkshire County Arc*

Employment First initiatives are changing the landscape, driving organizational change for providers. To comply with this integrated employment imperative, providers must shift staff roles and responsibilities, reallocate resources, change the way services are delivered, and more. Join us for the latest on Employment First and practical strategies you can use to move from facility to community-based employment services.

The Family Imperative: New Ways of Thinking of Services

(WHAT'S NEW)

CONCERTO D

Tony Thomas, *Executive Director, Welcome House, Inc.*

The number of families with adult children with I/DD still living at home is growing, requiring new ideas and strategies for providers hoping to serve them. We can no longer build new group homes and just simply create waiting lists for only a handful of people to get services. Limited resources play a part, but they should not be the driver of our future

How can an organization rethink its mission to help more persons with I/DD living at home and their aging caregivers? How can providers help the whole family, not just the person with I/DD? How can providers help families with young children with I/DD create a plan for living a full and rewarding life?

Come hear a new vision for the future of supports and services. Tony Thomas will guide you through the process of addressing these questions, from thinking strategically about future services, to engaging your board and staff in the shift from "client" to "family."

Great Staff Expectations: Focus on Outcomes (NEXT GENERATION)

TENOR

Jeff Gallagher, *Leadership Development Coordinator, RHA Howell Care Centers, Inc.*

Richard Anderson, *Chief Operations Officer, RHA Howell Care Centers, Inc.*

How do you encourage your direct reports to work towards your desired outcomes? How do you keep up with ever-increasing and changing regulations? Jeff Gallagher, Leadership Development Coordinator, and Richard Anderson, Chief Operations Officer for RHA Howell Care Centers, will lead an interactive and thought-provoking conversation on the challenges of moving your work force to a focus on outcomes. In this presentation and small group discussions, learn how one provider agency is developing management staff, communicating performance expectations, and ensuring managers and direct reports are working toward the common good of the organization and those it supports, and how you can do it too.

The DOL Home Care Rule: Guidance and Updates on Shared Living (SHAPING POLICY)

SYMPHONY III & IV

Alison Barkoff, *Senior Advisor Wage and Hour Division, Dept. of Labor (on detail from Dept. of Justice as Special Counsel on Olmstead Enforcement)*

Jennifer Brand, *Assistant Solicitor, Division of Fair Labor Standards, Officer of the Solicitor, Dept. of Labor*

Michael Hancock, *Assistant Administrator for Policy, Wage and Hour Division, Dept. of Labor*

With the effective date of January 1, 2015 fast approaching, providers must understand the most recent developments in the ongoing implementation of rule changes to the companionship exemption under the Fair Labor Standards Act. Provisions in the rule affect service arrangements including shared living and paid family caregivers. ANCOR has been working with the Department of Labor as it considers guidance to assist providers and states in structuring their programs to balance the needs of people served with those of the workers. This session will highlight the work that has been done since the rule came out and provide the most current guidance available as we move towards the implementation deadline.

3:30 PM - 3:45 PM, BALLROOM FOYER

Networking Break with Preferred Partner Exhibitors

3:45 PM - 4:45 PM

Streamline Staffing at Medicaid Waiver Homes (BUILDING CAPACITY)

CONCERTO C

Rod Braun, *Executive Director, Christian Opportunity Center*

Can your organization operate with a smaller workforce, especially in Medicaid waiver homes? Ron Braun, Executive Director of Christian Opportunity Center, will show you how his organization brought staffing expenditures down by about 76% by instituting a 24-hour work model. Braun will share how this model, especially useful in rural areas, has benefited his organization, his staff and the people they serve.

Takeaways:

- Reduce the number of employees by more than 75% vs. using three 8-hour shifts.
- Avoid Wage & Hour issues by paying employees for their sleep time.
- Improve outcomes for people served by having them work with a team of three full-time direct support professionals.
- Enhance the efficiency of program managers by reducing the number of employees they supervise.

Provider Partnerships with Federally Qualified Health Centers (FQHC) – A Growing Opportunity

(WHATS NEW)

CONCERTO D

Bonnie-Jean Brooks, *CEO, OHI Maine*

Adrian Bishop, *Director, eHealth & Organizational Development, AHP Healthcare Solutions*

Federally Qualified Health Centers (FQHCs) may not be a household word for you yet, but for any organization struggling with funding it should be. Learn how OHI Maine is partnering with a local FQHC, Bucksport Regional Health Center, to expand on existing services, develop new services and maximize resources. This engaging conversation will share the strategic thinking that led to this partnership, background information on FQHCs and resources you can use to begin dialogs with the FQHCs in your state. You'll also have an opportunity to share your experiences and learn ways of using this exciting resource that can offer a path toward new funding, expansion, collaboration and diversification.

TUESDAY, MAY 6

We Can Work It Out: Achieving Harmony In a Multi-Generational Workplace

(Joint session with DSPs)

(NEXT GENERATION)

TENOR

Angie Hart, *Vice President of Quality Enrichment and Assurance, STAR Services*

Baby boomers. Gen Xers. Millennials. Can't we all just get along? Yes, we can. Communication is a critical skill for everyone in your organization, but communicating across generations can be a challenge. In this highly interactive session, Angie Hart will share techniques to break down generational misunderstandings, and build appreciation for the strengths each generation brings to the workplace. You'll learn what other generations value, what motivates them, what their preferred styles of communication are, and how to provide meaningful praise. Learn how to communicate, resolve, and avoid conflicts among the generations in your organization and among the people you serve.

The New HCBS Rule: Guidance and Updates

(SHAPING POLICY)

SYMPHONY III & IV

Katherine Berland, *Director of Government Relations, ANCOR*

Dan Berland, *Director of Federal Policy, National Association of State Directors of Developmental Disabilities Services*

After five years and multiple notice and rulemaking cycles, the Centers for Medicare and Medicaid Services recently released a new rule which includes in it the definition and description of HCBS settings for Medicaid waivers and state plans. The rule has an effective date of March 17, 2014, which means that states are already working to transition settings into compliance. Learn what the rule means to providers, what the timeframe for transition is, and implications for non-residential settings. This session will inform participants about the latest guidance that has come out of CMS and provide the context they need to work with their states on transition planning.



DSP LEADERSHIP ACADEMY

MONDAY, MAY 5



7:15 AM - 5:45 PM, BALLROOM FOYER

Registration

1:30 PM - 1:45 PM, CONCERTO A & B

Welcome DSPs

1:45 PM - 2:30 PM, CONCERTO A & B

Introduction to ANCOR's National Advocacy Campaign

Chris Sparks, *National Advocacy Campaign Co-Chair*

Daryn Demeritt, *National Advocacy Campaign Co-Chair*

2:30 PM - 2:45 PM, BALLROOM FOYER

Break

2:45 PM-4:15 PM, SYMPHONY III & IV

Town Hall (Joint session with conference attendees)

Elizabeth Vasquez, *Facilitator, Partner, Management Consulting Associates*

Twenty years from now, what will the world of supports and services for people with IDD look like?

Where are we headed? And what does it say about what we need to do now?

This year's Town Hall will attempt to answer those questions!

We'll set our crystal ball to 2034, and initiate a free flow of discussion. We'll work through facilitated discussions in small groups, and also use a fast and easy web-based technology to tap into the collective experience and insight of those in attendance. By pooling our ideas online, we can work toward a consensus.

Then, we will share the results of similar exercises conducted this year in other ID/DD leadership forums. Together, we will assemble an informed best guess about what the field will look like in 2034 from several different perspectives—with a strong eye toward what we should be doing today to prepare for that future. This promises to be a valuable session for all the futurists and envelope pushers out there!

4:15 PM-4:30 PM, BALLROOM FOYER

Break

4:30 PM - 5:45 PM, CONCERTO A & B

DSPs Into Action: Influencing Change, Empowering Lives

Barbara Merrill, *Vice President of Public Policy, ANCOR*

The DSP voice is among the most compelling for lawmakers at the state and federal level. Why? Because your perspective matters to your elected representatives! You are a voter. That makes you very important. Equally important is your story, and how you and DSPs across the country transform the lives of people with disabilities. Tap into that power to advocate your profession and the people you support. This session will build your advocacy know-how, and give you a chance to put it directly into action using ANCOR's user-friendly advocacy action center.

DSP LEADERSHIP ACADEMY

TUESDAY, MAY 6



7:30 AM - 8:15 AM, BALLROOM FOYER
Continental Breakfast

8:15 AM - 9:30 AM, ROOM
The NADSP Code of Ethics Encounter



John Raffaele, *Consultant and Code of Ethics Facilitator, NADSP*
John Raffaele, a skilled staff educator and licensed social worker, will share real examples culled from decades of practicing in the field of intellectual disabilities. John will lead you in role-play to act out some real dilemmas and ethical decisions that confront direct support professionals. You will then use the NADSP's Code of ethics to consider ways that ethical practices can be incorporated into daily practice. The beliefs and attitudes that are associated with being an effective human service professional are the cornerstones of this code.

9:30 AM - 9:45 AM, BALLROOM FOYER
Break

9:45 AM - 10:30 AM, SYMPHONY III & IV
A Brand New Day (Joint Session with conference attendees)

Chris Stevenson, *President and CEO, Cedar Lake*

Jason Squires, *VP of Operations, Cedar Lake*

Learn how Cedar Lake launched a bold new culture-building initiative called *A Brand New Day*. This initiative marked a new way of thinking, focused on creating a DSP-centric organization to ensure the people they support live exceptional lives.

Chris Stevenson, President & CEO of Cedar Lake, believes "If the people supported by Cedar Lake are destined to live quality lives filled with abundant opportunities, we must take care of the people who uphold our standard of excellence. Simply put, if we neglect the caregiver, we neglect those we care for. At Cedar Lake, it's *A Brand New Day* for our direct care staff – but more importantly, it's *A Brand New Day* for the people we serve."



10:30 AM - 11:30 AM, SYMPHONY III & IV
Direct Support Professional Recognition Awards Ceremony

Chris Sparks, *National Advocacy Campaign Co-Chair*

Daryn Demeritt, *National Advocacy Campaign Co-Chair*

We'll present the national and state recipients of ANCOR's 2014 Direct Support Professional Recognition Awards. Join us in honoring these individuals whose dedication, creativity and generosity have made them the best in their field.

DSP LEADERSHIP ACADEMY

11:30 AM - 1:00 PM, CONCERTO A & B

Lunch Provided

A great time to network with your peers from around the country!



1:00 PM - 2:15 PM, CONCERTO A & B

The Great Competency Debate



Joseph Macbeth, *Executive Director, NADSP*

The cornerstone of every profession is a standardized set of competencies with which all practitioners carry out their craft. The NADSP Competencies have been adopted by the United States Department of Labor's Long-term Care, Supports, and Services Competency Model and used as the foundation for states as they begin to develop their own competency set for direct support professionals. This session will introduce the national direct support professional competencies in an engaging, thought-provoking and fun manner. The audience will break into small groups and discuss the competencies... and then the fun (and learning) begins.

2:15 PM - 2:30 PM, BALLROOM FOYER

Break

2:30 PM - 3:30 PM, CONCERTO A & B

The Direct Support Professional Dialogue: A Facilitated Discussion about the Direct Support Profession

Joseph Macbeth, *Executive Director, NADSP*

John Raffaele, *Consultant and Code of Ethics Facilitator, NADSP*

Dig deeper into the Code of Ethics and competency themes with a facilitated discussion that investigates how direct support professionals can use ethical practices, professional skills and adept reasoning to assist people with disabilities to have better personal outcomes and enriched lives. Engage in a deeper discussion into how the Code of Ethics and OPWDD Core Competencies will be incorporated in everyday practice. Discuss with fellow DSPs how organizations can create a culture of competence with skilled, ethical and empowered direct support professionals that will lead the way to quality.

3:30 PM - 3:45 PM, BALLROOM FOYER

Break

3:45 PM - 4:30 PM, TENOR

We Can Work It Out: Achieving Harmony In a Multi-Generational Workplace **(joint session with conference attendees)**

Angie Hart, *Vice President of Quality Enrichment and Assurance, Star Services*

Baby boomers. Gen Xers. Millennials. Can't we all just get along? Yes, we can. Communication is a critical skill for everyone in your organization, but communicating across generations can be a challenge.

In this highly interactive session, Angie Hart will share techniques to break down generational misunderstandings, and build appreciation for the strengths each generation brings to the workplace. You'll learn what other generations value, what motivates them, what their preferred styles of communication are, and how to provide meaningful praise. Learn how to communicate, resolve, and avoid conflicts among the generations in your organization, and among the people you serve.

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AAIDD is the definitive membership organization and the authoritative source of information for those in the intellectual disability profession. Our membership is over 5,000 professionals strong, in over 55 countries around the world. AAIDD provides a variety of member benefits, including professional publications, webinars, online courses, and the Supports Intensity Scale, a state-of-the-art assessment tool.

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AbleLink Technologies, a pioneer in the field of cognitive support technology, has received over 65 grant awards for research and development of technologies for individuals with cognitive disabilities. AbleLink's work has resulted in cognitive support technologies that promote self determination and independence at work, home, school and in the community.

AHP Healthcare Solutions

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AHP Healthcare Solutions is a leading management consulting and research organization specializing in the healthcare, behavioral health, and intellectual/developmental disabilities (I/DD) sectors. AHP leverages healthcare reform to meet challenges and create opportunities leading to increased annual recurring revenue for our I/DD clients.

Association of Professional Developmental Disability Administrators

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The Association of Professional Developmental Disabilities Administrators is devoted to the support of administrators of ICF-IID residential programs as well as other individuals with interests in the field of intellectual disabilities and other developmental disabilities. APDDA supports the continuous improvement of a comprehensive array of individualized services designed to enhance the quality of life for persons with IDD.

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Benetech is introducing a new product called ACAtrac, which is a cloud based administrative tool that simplifies the administration and compliance of the "pay or play" component of the Affordable Care Act. It includes data management, testing, analysis and IRS reporting and can accept data imports from most payroll systems.

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The Bethesda Institute seeks to raise the level of excellence in services to people with intellectual and developmental disabilities. The Institute is a leader in the production of cost-effective DVDs to enhance staff development and assist people with intellectual and developmental disabilities in their quest for greater independence.

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CARF is an international, independent, nonprofit accreditor of human services programs of service. Accreditation is provided through a consultative survey process conducted onsite by peer surveyors. The display includes CARF literature, the Employment and Community Services Standards Manual, Promising Practices and information about programs/services.

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DirectCourse is a suite of online curricula, including College of Direct Support, College of Employment Services, College of Personal Assistance and Caregiving, and College of Recovery and Community Inclusion. As a partner of ANCOR, DirectCourse is proud to be a part of the ANCOR 2014 Conference.

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eVer0 Corporation is a leading software and information technology services provider that equips non-profits assisting individuals with developmental disabilities with the right technology tools to provide individual - centered quality care.

Foothold Technology

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Mainstay's My25 programs improve the health, knowledge and self-advocacy of people with I/DD, and everyone who supports them. Designed for providers' residential, day program, HR, development and training departments, My25 delivers critical information and resources in a variety of ways: in-services, webinars, curricula, menus, recipe prep and grocery store scaffolding.

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NADSP envisions a world where people with intellectual and other disabilities live community-based lives of their choosing supported by a highly qualified direct support workforce with the knowledge, skills, and values needed to support them in achieving their life goals.

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Sengistix is responding to the transformation of the health and human services system by bringing new automated sensing technology solutions to caregivers that improves safety, enhances the quality of life, and increases options for greater independence for all vulnerable individuals

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SimplyHome's mission is to provide affordable and dignified options for independent living and aging in place by developing assistive technology that is adapted as individual needs change over time. SimplyHome designs and installs customizable systems and offers related client care for aging and disabled populations.

Solana Enterprise Software

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Special Considerations

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Therap Services

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As the leader in electronic documentation, Therap Services is a web-based solution for the documentation and communication needs of agencies providing support to people with ID/DD. Therap offers a comprehensive alternative to the immense amount of required paperwork generated within an agency, while maintaining the highest levels of security and HIPAA compliance.

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Vertess is a national healthcare M+A and consulting firm with a strong presence in the I/DD, behavioral health and long-term care marketplaces. We primarily represent principals of healthcare businesses and also offer performance-improvement and strategic consulting services to for profit and nonprofit organizations.



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