



2017 ANCOR Annual Conference

Taking the Helm

Marriott River Center
May 1 – 3, 2017
San Antonio, Texas



VISIT
THE EXHIBIT
EXPO
MAY 1-2

TAKING THE HELM

WELCOME TO SAN ANTONIO!

Hello Texas, it's been a while! Fourteen years to be exact. When ANCOR held its conference along the Riverwalk in 2003, leadership, quality, innovative technology and workforce were all pressing topics, and they still are today. But what a different environment we are in - one that is shifting and evolving as we meet. We are excited to spend the next several days with you and your team thinking through how we can most effectively take the helm and ensure services to people with intellectual and developmental disabilities stay on course toward greater independence and community inclusion.

A sincere thank you to both of our Texas state associations - Providers Alliance for Community Services of Texas (PACSTX) and Private Providers Association of Texas (PPAT) - for being such good hosts. They'll take the stage with ANCOR's Board President Angela King (also a Texas resident!) at our Opening Session.

I also want to thank our exhibitors as well as the sponsors whose generosity helps to bring the amazing lineup of 2017 plenary speakers to you: Neil Romano, Matt Salo and Joe Macbeth. Thank you! And of course, a huge thank you to Relias, our Platinum partner, who has underwritten our DSP Recognition Awards for the 3rd year in a row.

Welcome DSPs! This year's ANCOR Annual Conference offers presentations that fall within six conference tracks, including a Direct Support Services track which is recommended, but not required, for DSP staff. In lieu of a regimented DSP Leadership Academy, we invite our DSPs to attend any conference session that fits their areas of interest and expertise.

Hello to the Direct Support Professionals (DSP) who are joining us at the 2017 Annual Conference! ANCOR is keenly aware of the critical role that our Direct Support workforce play in providing services and supports for people with disabilities to live, work, and thrive in their communities. To support the professional growth of our DSP workforce, ANCOR is pleased to continue to offer a deeply discounted conference rate to enable leadership teams to bring their DSP staff with them to attend the ANCOR Annual Conference.

In his opening plenary, Neil Romano will ask some hard questions and challenge us to think through our own roles and responsibilities in supporting people with IDD...in the hopes of becoming even more effective in our future work. Let's not shy away from that challenge.

We're so glad you're here with us this week, taking the helm with ANCOR, and steering towards a positive future.

NOTE: By participating in any facet of the 2017 ANCOR Conference *Taking the Helm*, you are authorizing employees and agents of ANCOR to use your name, photography, 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.

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LEADERSHIP MEETINGS

April 29

Conf. Suite 530 / 5th Floor 1:30 pm - 5:30pm ANCOR Foundation Board

April 30

Conf. Rm. 17 / 3rd Floor 9:30am - 12:00pm Government Relations Committee
 Conf. Rm. 18 / 3rd Floor 12:30pm - 5:00 pm ANCOR Board of Directors

May 1

Conf. Rm. 18 / 3rd Floor 8:00am - 10:00am ANCOR Board of Directors
 Conf. Rm 9 / 3rd Floor 10:00am - 11:30am International Council
 Conf. Rm 12 / 3rd Floor 10:00am - 12:30pm State Association Executives
 Salon K / 3rd Floor 10:30pm - 12::00pm Board of Representatives

May 2

Rio Vista / 2nd Floor 12:00pm - 1:30pm Leadership Development Committee

Our sincere appreciation to the ANCOR Professional and Organizational Development (POD) committee for their assistance in planning the 2017 Conference, with special thanks to Meg Dexter, Diana Hernandez, and Mayra Ramos.

Our appreciation to the ANCOR Platinum and Gold Partners for their support:



Our appreciation to our conference sponsors for their support:



CONFERENCE TRACKS - Our breakout sessions fall within these six conference tracks:

- **PUBLIC POLICY** includes policy discussions, regulatory developments or impact, and/or advocacy initiatives
- **AGENCY OPERATIONS** organizational culture, human resource management, and/or programs management
- **DIRECT SUPPORT SERVICES** This track is recommended, though not required, for DSPs.
- **COMMUNITY AND HEALTH INTEGRATION/LTSS** models, tools, and/or resources to transition toward integration
- **EMPLOYMENT OF PEOPLE WITH DISABILITIES** includes models and/or resources to support employment of people with disabilities
- **TECHNOLOGY** technology-related initiatives to support operational efficiencies and/or independent living

9:00am – 6:00pm
Foyer / 3rd Floor
Registration Open

PRE-CONFERENCE SESSIONS

Pre-Conference #1
1:00pm – 4:00pm Salon D / 3rd Floor
(pre-registration required, \$125 registration fee, space is limited)

Business Intelligence: The Need, The Journey, The Tools, The Impact

Josh DeZurik, Director of Program Technology, Dungarvin

Jeff Case, National Director of Business Development, Therap Services

With the changes to industry regulations and the growing need for better oversight, IDD organizations are moving toward electronic documentation, resulting in a mountain of data. To manage the influx of data, organizations are looking at business intelligence tools to aggregate, mine, and analyze the data in order to manage and improve services. Implementing electronic documentation and business intelligence tools and processes can often be a difficult and daunting task. Hear how Dungarvin is tackling this challenge by developing low-cost tools that: allowed the agency to see relevant and actionable information quickly and efficiently; meet the needs of diverse audience that includes the COO through front-line supervisors; and comply with quality and legal requirements. Presenters will cover the growing need for business intelligence; the journey a company must undertake to achieve that goal; some of the tools utilized by Dungarvin and Therap; and the impact that these tools can make for both the organization and across the state. The mountain of data is not insurmountable! Sign up for this session to take away tools and practical advice you'll need for the climb.

Pre-Conference #2
1:00pm – 4:00pm
Conference 13-14 / 3rd Floor

(pre-registration required, No Fee, space is limited)

ANCOR Foundation Renee L. Pietrangelo Leadership Forum: Cultivate Your Strengths and Thrive

Carson Dickie, Principal, InStrength Consulting; Gallup Company Strengths Coach

Sponsored by:



The Gallup Company research shows only about 30% of the U.S. workforce is actively engaged in their jobs, hindering productivity and increasing job turnover. Organizations using Strengths management can improve employee engagement to 70% or more. How do you keep yourself, your staff, and your clients effectively engaged? In this session, we'll address:

- **Internal Strength Overcomes External Challenges.** Spend the time to build your people first, then attack your external challenges at full strength.
- **Forget About Being Well-Rounded.** As an individual or organization, identify "what you do well" and focus your efforts there.
- **"How You Do It" is as important as "What You Do".** Two people can be equally effective while approaching a job or task differently. To inspire your people, focus more on results and less on restrictive work processes.
- **You Must Be Distinctive To Be Heard.** To attract money and paying clients, your message must be sharp and pointed to pierce through the wall of noise.
- **Don't Fight Gravity.** Conserve your resources by identifying which circumstances are actionable, and which you cannot change.

ATTENDEE REQUIREMENT:

Attendees **MUST** complete an assessment **PRIOR** to the conference session. Confirmed registrants will receive instructions with instructions to complete the assessment.



Pre-Conference #3

1:00pm – 4:00pm Salon K / 3rd Floor
(pre-registration required, \$125 registration fee,
space is limited)

Innovative Approaches on Workforce Retention and Engagement

Ted Behncke, President, St. Coletta of Wisconsin

Terry Leahy, Chief Operating Officer, Oconomowoc
Residential Programs (ORP)

Kim Ray, Executive Director, Genesee Lake School

Searching for ways to empower and support your workforce in meaningful ways? This intensive workshop will dive into two innovative models designed to address workforce retention and engagement. In February 2016, St. Coletta of Wisconsin's vacancy rate topped 30% and retention rate was 67%. In response, St. Coletta launched the "Moonshot Initiative" -- a competency, career, and compensation effort that filled their team in 90 days and allowed them to maintain a retention rate of over 90% for the following year. Ted Behncke will describe how St. Coletta implemented the initiative, their successes, and surprises along the way. Our second panelists will share how an Employee Stock Ownership Plan (ESOP) turbocharged their workforce engagement. Research studies show that employees in companies with ESOPs are more engaged, have a greater say in their work environment, and enjoy higher pay. Terry Leahy and Kim Ray from Oconomowoc Residential Programs (ORP) will discuss how they implemented ESOP in 2002 and now have 100% employee ownership; today, ORP is one of the largest ESOPs in the human services industry. ORP's 2,400 "co-owners in care" offer a diversified array of services for 1,700 adults and children with disabilities.



Pre-Conference #4

1:00pm – 4:00pm Salon C / 3rd Floor
(pre-registration required, \$125 registration fee,
space is limited)

Managed Long-Term Services and Supports Bootcamp

David Donohue, Senior Vice President, Life Share, Inc.

Lori Feldkamp, President & CEO, Big Lakes Developmental Center, Inc.

Sandra Fizzell Batton, Director of Policy Development,
Providers Alliance for Community Services of TX

Kris Eastman, Vice President of Wavier Services,
Mainstream Living, Inc.

Diane McComb, State Associations Liaison, ANCOR

Pat Dautel Nobbie, Disability Policy Engagement
Director, Anthem

Nanette O'Donnel, Esq., Duane Morris

Lee Rummel, Vice President, Strategic Account
Management, United Healthcare, Community Plan, TX

Valerie Sellers, Executive Director, New Jersey
Association of Community Providers

This three-hour deep dive on Managed Care moves beyond the basics to equip you with information and insight that can readily translate into action. The rapid expansion of Medicaid managed long term services and supports (MLTSS) over the past few years has created both challenges and opportunities in supporting individuals with disabilities. ANCOR is offering this first-of-its-kind Medicaid MLTSS Bootcamp to provide you with knowledge you need to prosper in this changing environment. This Bootcamp brings together industry leaders, managed care partners, and other experts to offer:

- **Operational strategies** your organization can employ to address the opportunities and challenges encountered as a result of MLTSS expansion.
- **Insight** on the unique value proposition that community providers can offer Managed Care Organizations (MCOs) to address their needs and ensure good outcomes for individuals with disabilities.
- **Practical understanding** into establishing contractual relationships with MCOs that mitigate risk and position your agency for success.

3:30pm – 4:30pm Salon E / 3rd Floor Exhibits Open

Exhibits are open Monday and Tuesday. Don't miss your chance to meet with this terrific lineup of vendors offering products and services that your agency needs!

4:30pm – 5:00pm Salon A-B / 3rd Floor WELCOME FROM ANCOR PRESIDENT Angela King President, ANCOR



Can't sleep, feeling anxious or otherwise overwhelmed? How is ANCOR addressing the multitude of issues facing us today? How we will face the uncertain future? Through our collective actions and focus! We have already seen some success with our recent advocacy efforts and have built a solid platform to continue to address our vital issues at the federal level. So rather than a "woe is me" attitude, hear what we are doing to make a difference for our businesses and the individuals we support.

5:00pm – 6:00pm Salon A-B / 3rd Floor Keynote: Are We Really Serving People with Disabilities Effectively? Neil Romano, National Council on Disability, President and CEO of The Romano Group, LLC



Since ADA and IDEA, have we really made any significant progress for people with disabilities, especially those with intellectual and developmental disabilities? We will look at the federal response to disability and determine if it truly works effectively to secure the futures of people with

disabilities and their families. We will touch upon the challenges and opportunities that the disability community faces with a new administration, and suggest ways that we can be proactive in these uncharted times. And finally, we will take an introspective look at how we, as individuals, can multiply our effectiveness when working with people with disabilities.

Mr. Romano, President and CEO of The Romano Group, LLC, is considered one of the nation's leading authorities in the field of media and public advocacy, overseeing some of the most visible and effective public health programs in the United States.

His extensive background includes tenure as Director of Communications for the White House Office of Drug Abuse Policy, working on campaigns such as "Just Say No" and "America Responds to AIDS." A noted producer/director, Romano's film, "Youth Homicide: A Public Health Crisis," earned an Emmy Nomination in the category of Best Director.

Mr. Romano was nominated by President George W. Bush to be the Assistant Secretary of Labor for Disability Employment Policy in 2007. He also served as a member of the President's Committee for People with Intellectual Disabilities (PCPID), The United States Access Board, and The Committee for Purchase from People Who Are Blind or Severely Disabled. He was appointed to the National Council on Disability in 2015 by Senate Majority Leader, Mitch McConnell.

6:00pm – 7:00pm Salon E / 3rd Floor Welcome Reception with Exhibitors

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

Sponsored in part by:



*Tweeting from the Conference?
Don't forget to add #ANCOR2017
to your posts.*

7:30am – 9:00pm

Salon E / 3rd Floor

Continental Breakfast with Exhibitors

Sponsored in part by:



9:00am – 9:30am

Salon A-B / 3rd Floor

Taking the Helm

Barbara Merrill, CEO, ANCOR



Shoal waters, treacherous maelstroms, the perfect storm... nautical references continue to abound! Pop a few Dramamine, buckle up a life jacket or just sit back and enjoy the cruise as ANCOR CEO, Barbara Merrill, shares how ANCOR is leveraging the power of association

to protect and strengthen services for people with intellectual/developmental disabilities.

9:30am – 10:30am

Salon A-B / 3rd Floor

Keynote: In the Eye of the Storm

Matt Salo, Executive Director, National Association of Medicaid Directors (NAMMD)



Matt Salo was named Executive Director of the National Association of Medicaid Directors (NAMMD) in February 2011. The association represents all 56 of the nation's state and territorial Medicaid Directors, and provides them with a strong unified voice in national discussions

as well as a locus for technical assistance and best practices. Matt formerly spent 12 years at the National Governors Association, where he worked

on the Governors' health care and human services reform agendas, and spent the 5 years prior to that as a health policy analyst working for the state Medicaid Directors as part of the American Public Human Services Association.

10:30am – 11:00am

Salon E / 3rd Floor

Networking Break with Exhibitors

Sponsored by:



BREAKOUT SESSIONS

11:00am – 12:00pm

Conference 3-4 / 3rd Floor

DSP For A Day: Bringing the Advocacy into the Community

Andrew Ritter, Jr., Senior Associate, Capital Associates
Shirley Walker, President & CEO, PAR

Pennsylvania Advocacy and Resources for Autism and Intellectual Disability (PAR) developed and implemented a Direct Support Professional (DSP) for a Day grassroots advocacy program and focused it in a way to draw attention to the ongoing workforce crisis. Join this session to learn about the DSP for a Day advocacy efforts in Pennsylvania and the successes of the grassroots program. The presentation will include an overview of the program and its outcomes; critical considerations in developing this type of grassroots advocacy elsewhere; and how to drive engagement.

Conference Track: Public Policy



8:15am – 8:45am, Salon D / 3rd Floor, Morning Meet-and-Greet

For first-time attendees, Grab breakfast, then join some conference veterans to get a jumpstart on your networking; tips on navigating the conference (e.g. exhibitors, conference app etc.); or find out about information networking opportunities – including dinner groups.

11:00am – 12:00pm Salon D / 3rd Floor
Addiction Recovery: Supporting Those with Intellectual Disability & Substance Abuse

Hannah Jurewicz, Senior Director, Dungarvin
Tracey Nichols, Recovery Program Coordinator, Dungarvin

Addiction Recovery for Challenged Individuals: How to Support Those with Addiction, Co-Occurring, Social, and Other Learning Disorders is a breakthrough approach to evidenced-based recovery treatment and support. It offers person-centered, structured, interactive exercises and tools which adapts the principles of recovery in a manner that works for these individuals through daily practice and repetition, without which they will not likely be able to achieve or sustain recovery. It is designed to enhance current recovery-oriented supports, and its curriculum assists those living with Co-occurring disorders, Autism Spectrum Disorder, Intellectual Disabilities, Social Communication, and other learning disorders to acquire the necessary competency of recovery tools in order to achieve and maintain contented sobriety. This program can be facilitated by clinicians, case managers, program directors, direct care staff and other professionals.

Conference Track: Agency Operations

11:00am – 12:00pm
 Conference 1-2 / 3rd Floor
Integrated Health Professionals - A New Career Path

Jennifer Higgins, Ph.D., Staff Research Associate, Association of Developmental Disabilities Providers (ADDP)

This presentation will provide an overview of the new integrated health care model which combines primary and behavioral healthcare in one setting. This presentation will highlight the different professional and allied health positions working in the new integrated care setting. Special emphasis will be placed on allied health and direct service professionals, including the unique employment opportunities integrated healthcare affords them.

Conference Track: Direct Support Services

11:00am – 12:00pm Salon A-B / 3rd Floor
Business Acumen for Disability Community-Based Organizations: ACL Grant Overview and Activities

Erika Anderson, Senior Director of Disability Network Business Acumen, NASUAD
Laura Vegas, Project Director for MCO Business Acumen, NASDDDS
Kim Opsahl, ACL Business Acumen Project Manager, ANCOR

Join us to learn more about ANCOR's involvement in the Administration on Community (ACL) Living's Business Acumen Grant focused on Disability Community-Based Organizations. Following an overview of Grant's goals and purposes, get a sneak peek at the initial results from the grant's environmental scan results and have the opportunity to provide your insight into current needs, challenges, and opportunities. The session will conclude with information on next steps and activities, as well as a review of related ACL Business Acumen activities.

Conference Track: Community and Health Integration / LTSS

11:00am – 12:00pm
 Conference 13-14 / 3rd Floor
Telehealth Mentoring for Family and Professionals Caregivers: Do You ECHO?

Lucy Esralew, Ph.D., Clinical Administrator, CARES & S-COPE, Trinitas Regional Medical Center

Hear how Trinitas Regional Medical Center in New Jersey utilized the Project ECHO telehealth model to enable its interdisciplinary teams to provide a range of mental and behavioral health services to individuals across the state. Project ECHO®, a telementoring and guided practice model developed by the University of New Mexico, tackles the problem of insufficient access to specialty care knowledge through technology that leverages scarce resources and promotes mentoring and knowledge transfer. Participants will hear how Trinitas uses ECHO to bring together provider agency staff, day program staff, families, and case management staff to provide interdisciplinary support for adults with I/DD and co-occurring behavioral and mental health needs. The presenter will share clips, guide participants through interactive exercises, and show attendees two ways

in which ECHO promotes best practice supports for individuals with disabilities.

Conference Track: Technology

11:00am – 12:00pm

Salon C / 3rd Floor

Taking Charge! Empowering Self-Determination with Technology!

Alice Brouhard, RN, Educator/Parent, TechAble LLC

Kara Brouhard, Self-Advocate, Families at the Forefront of Technology

Sponsored by:



Overwhelmed with compliance of HCBS transition plans and meeting person-centered planning goals? Worried about the ongoing shortage of direct care support professionals to meet the needs of people you serve? Interested in using technology to complement services for people with disabilities, but overwhelmed by the options? Alice Brouhard, RN, educator, and parent, will offer insights and suggestions in the use of technology to empower a person with disabilities to lead a self-determined life. Tablet and smartphone technology, mainstream apps, virtual assistants, and access to WiFi can provide substantial assistance with memory/scheduling, day-to-day living, vocational guidance and increased connection to others. Technology usage does not take away from person-to-person contact, rather it can enhance interactions with direct care support staff by enabling them to provide more purposeful interactions for those they serve.

Conference Track: Technology

12:00pm – 1:30pm
LUNCH (on your own)



1:30pm – 2:30pm

Salon A-B / 3rd Floor

ANCOR FOUNDATION presents Clarence J. Sundram, President's Award Recipient, and the 2017 Legacy Leader Award Recipients

Chris Stevenson, ANCOR Foundation President

The President's Award recognizes individuals whose contributions to the disability field uniquely led to leading practices and profound innovation.

Clarence J. Sundram, JD, is a nationally recognized expert addressing abuse and neglect in institutions and community programs for persons with disabilities as well as international efforts to reform mental health services.



As Special Advisor to NY Governor Cuomo, he authored a report that led to sweeping statewide reforms in addressing abuse and neglect of persons in residential care. He also served as Special Master and Court Monitor in class action lawsuits involving the rights of persons with mental disabilities under the Constitution, ADA, and other related laws. He served as the founding Chairman of the NY State Commission on Quality of Care for the Mentally Disabled, and served on the boards of the National Association of Protection and Advocacy Systems as well as Disability Rights International where he supported international efforts to reform mental health services in 13 countries.

ANCOR FOUNDATION Legacy Leader Awards

The ANCOR Foundation is delighted to recognize the 2017 Legacy Leader Award recipients. Collectively, they have served as advocacy champions to advance ANCOR policy priorities; as mentors to their peers; and as service leaders who gave countless hours as members of ANCOR leadership committees to implement ANCOR and ANCOR Foundation initiatives. Join us in welcoming the 2017 recipients into the Legacy Leaders Circle.

2:30pm – 3:00pm Salon E / 3rd Floor
Networking Break with Exhibitors

Sponsored by:



3:00pm – 4:00pm Salon A-B / 3rd Floor
Identifying the True Costs of Service Provision and Moving to a Performance-Based Payment Model

Ken Lovan, Government Relations & IDD Services Consultant, ResCare
Rachel Patterson, Senior Consultant, Health Management Associates
Shane Spotts, Anthem

In December, ANCOR presented an Access and Adequacy Report to the Centers for Medicare and Medicaid (CMS) that recommends measures for CMS to better evaluate access to services for people with intellectual and developmental disabilities. In continuing this work, the panel will discuss the need to better define the parameters needed to establish the true and actual costs of providing disability services. This means shifting from reimbursements based on historical costs to recognizing the current and projected costs, with a special focus on unfunded mandates and solutions to address the workforce crisis. It also includes the need to more effectively identify and utilize supporting data. With the increased consideration of Alternate Payment Models (APMs), providers must develop the ‘outcome/value add/performance’ measures which will be used to determine reimbursements. What are the relevant factors in shifting from a cost based to performance based payment system.

Conference Track: Public Policy

3:00pm – 4:00pm Salon D / 3rd Floor
Out and About: Community Inclusion Models

Bill Loyd, Executive Director, The Arc Montgomery County
Thalia Simpson-Clement, COO, St. John’s Community Services

Still struggling to make the new HCBS standards of full inclusion of your programs a reality? Many operate in buildings that are located in the community but are looking to find ways of getting to the integration and inclusion that CMS is now mandating. Believe it or not, it is possible to achieve a program design that fully utilizes community resources that are inclusive without use of segregated facility based programs. Hear about model conversions that have occurred in urban and rural settings and include supports to persons of all ability levels. Session topics include: description of fully inclusive model and tips for designing one; tools for identifying choice and interests of persons supported; community mapping; staffing the model; financing the model; licensing implications of community based models; practical examples of established models; and actual success stories and examples of pitfalls to avoid.

Conference Track: Agency Operations

3:00pm – 4:00pm
 Conference 1-2 / 3rd Floor
Creating a Culture of Gratitude, Positivity, and Happiness at Work!
Jennifer May, VP of Operations, STAR Services

Creating and fostering a positive workplace culture with engaged employees is simply good business. Unfortunately, our field is currently struggling to recruit and retain talented individuals for our agencies, and staffing shortages can quickly snowball into bigger problems. Managers and leaders become focused on dealing with the daily whirlwind of activities, often at the expense of bigger picture goals and strategies. Focusing attention on workplace culture will reduce turnover costs, dissatisfaction, and burnout, while raising productivity, understanding and satisfaction throughout the agency. This session will focus on recent advances in Positive Psychology and employee engagement, showing that when we focus on the employee experience, everyone wins! Creating a culture of happiness, gratitude and positivity doesn’t cost big money, but it can mean big changes and results. This session will give you specific activities and approaches to take back to your agency to help you, your team, and workplace culture flourish.

Conference Track: Direct Support Services

3:00pm – 4:00pm

Conference 3-4 / 3rd Floor

The Future of the Service Model: Creativity Meets Results

Robert Baker, *Vice President Keystone Service Systems*

Daryn Demeritt, *Senior VP, Government Relations, ResCare*

Sharon Lewis, *Principal, Health Management Associates*

ANCOR is a proud supporter of innovative models that better provide services to people with intellectual and developmental disabilities. This panel will highlight some of the incredible models that ANCOR is excited to share at the national level and would like to see broadened. One of the programs is the Adult Community Autism Program (ACAP) in Pennsylvania, an integrated healthcare program led by providers that has resulted in less than 15% administrative costs and has over 52% of participants now engaged in competitive employment. Hear more about how models like these are changing service provision and foreshadowing the important role of disability service providers for decades to come.

Conference Track: Community and Health Integration / LTSS

3:00pm – 4:00pm

Conference 13-14 / 3rd Floor

Putting Faith to Work: Tapping Congregations to Find Jobs

Bill Gaventa, *Director, Collaborative on Faith and Disability*

Get me to the church and job on time! Tapping Community Congregations to Help People with Disabilities Find Jobs Putting Faith to Work, a two year pilot funded by the Kessler Foundation, involved UCEDD's in four states: four UCEDDs: Tennessee, Kentucky, Minnesota, and Texas/Austin. The core vision was to tap the power of faith communities to rally around individuals in times of need as well as use their social capital, i.e., their networking power, to help individuals with disabilities find jobs. The objectives of this session are to share:

1. Theoretical foundations for the project
2. Results and evaluations
3. Core strategies and lessons learned, the manual

developed for use by others, and ways that providers might utilize them

4. Share skills in the vision and capacity of faith communities to become allies in helping people find jobs and other meaningful roles in community settings.

Conference Track: Employment of People with Disabilities

3:00pm – 4:00pm

Salon C / 3rd Floor

Improving Quality of Health Improves Quality of Life!

Johnathon Crumley, *Senior Director of Operations, HRS, Inc.*

Maghan Bowman, *Services Outcomes & Data Director, Exceptional Persons, Inc. (EPI)*

Serving individuals with I/DD in integrated community settings can be a challenge, especially when it comes to empowering staff to recognize and act on signs of health risks and destabilization. Exceptional Persons, Inc. (EPI) has been using the HRST (Health Risk Screening Tool) since 2015 to help staff identify early signs of health risks and deterioration so that preventive action can be taken. As a result, EPI showed a decrease in HRST Health Care Levels overall which means a higher quality of life for the person and longer life expectancy. This collaboration between EPI and Health Risk Screening, Inc. is improving the quality of life for individuals they support by empowering staff to observe, decide, and take action on areas of identified risks. Come learn how this information could impact you and your agency.

Conference Track: Technology



4:00pm – 4:30pm

Ballroom floor

Networking Break with Exhibitors

NOTE: This is your last break with exhibitors during this conference!

Sponsored by:



4:30pm – 5:00pm

Salon A-B / 3rd Floor

ANCOR AND THE ANCOR Foundation Presents...

Gabrielle Sedor, Chief Operating Officer, ANCOR

You've seen and heard the teasers..ANCOR's COO Gabrielle Sedor, joined by ANCOR and ANCOR Foundation leaders will at long last share what we've been up to. ANCOR and the ANCOR Foundation are embarking on several initiatives designed to boost our collective workforce and advocacy abilities. We can barely contain our excitement, so join us at 4:30 to find out why!

5:00pm – 7:00pm

Rio Vista / 2nd Floor

ANCOR Foundation Auction & Reception

Join the ANCOR Foundation for networking

and fundraising at its auction featuring donated

items from colleagues from around the country.

Proceeds from the auction will be used to further

the Foundation's initiatives, to include its leadership

development and recognition efforts. This won't be

a completely 'silent' auction but a fun and lively time!



7:45am – 4:30pm

Foyer / 3rd Floor

Registration

7:45am – 8:15am

Foyer / 3rd Floor

Continental Breakfast

Sponsored in part by:



8:15am – 8:30am

Salon A-B / 3rd Floor

Welcome and Keynote Speaker Introduction

Chris Stevenson, President, ANCOR Foundation

8:30am – 9:30am

Salon A-B / 3rd Floor

Keynote: Tales from the Road – The Emerging Roles and Changing Expectations of the Direct Support Workforce

Joe Macbeth, Executive Director, The National Alliance for Direct Support Professionals



The focus of this session addresses some of the issues that direct support professionals across the country are telling NADSP about their work, what they need to be successful and offer suggestions that promote the notion that "Quality is defined at the point of

interaction". What are the workforce demographics and projections to fulfill these expectations? Do direct support professionals currently possess the tools, resources and skills to uphold this responsibility?

Joe began his 30-year career in the I/DD field as a Direct Support Professional. Recognized as a national leader in the advocacy and advancement of the direct support profession, he co-authored the series of publications entitled "Voices from the Frontlines"; produced an award winning Realistic Job Preview for community-based organizations; and developed the "Disability Studies Certificate" to assist more

than 500 direct support professionals advance their college education. Macbeth has served on the boards of the ANCOR Foundation, Council on Quality and Leadership (CQL), College of Direct Support and Relias Learning's National Advisory Board. He is also involved with AIEJI, an international organization based in Denmark that promotes the work of social educators.

9:30am – 9:45am

Break

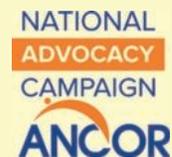
Sponsored by:



9:45am – 11:00am

Salon A-B / 3rd Floor

Direct Support Professional Recognition Awards



We will present the national and state recipients of ANCOR's 2017 Direct Support Professional Recognition Awards. Join us in honoring these individuals whose dedication, creativity and generosity have made them the best in their field. Underwritten by:



11:15am – 12:15pm

Salon H-I / 3rd Floor

Lunch (hosted by ANCOR)

Join your colleagues for lunch and networking.

12:30pm – 1:30pm

Salon A-B / 3rd Floor

ANCOR Government Relations Federal Update

Molly Reynolds, Fellow in Governance Studies, The Brookings Institution (**Special Guest!**)

Esme Grant Grewal, Senior Director of Government Relations, ANCOR

Katherine Berland, Director of Public Policy, ANCOR

Doris Parfaite-Claude, Government Relations Manager, ANCOR

What a year it's been so far! It's only May but so much has happened in the political system in Washington, DC and around the country. Your Government

Relations team will be sharing the latest from the heart of the nation's Capitol, the status of bills to repeal/replace the ACA, all small and large Medicaid reform efforts, the future of what will be involved in CHIP Reauthorization, the HCBS Settings rule, federal oversight and investigations, CMS priorities and more!

We will also be joined by a very special guest, and one of DC's most politically informed experts, who will make sure you have all the details about process and politics and have the inside scoop so that when you return home, you are informed, prepared, and ready to advocate at the right moment!

BREAKOUT SESSIONS

1:45pm – 2:45pm

Conference 3-4 / 3rd Floor

The Future of Intermediate Care Facilities

Than Johnson, CEO, CRSI

Julie Manworren, CEO, Living Well Disability Services

Marilyn Althoff, ED, Hills & Dales

The federal level has been full of change in the past decade with a greater focus on important goals of community integration, competitive integrated employment, and self-directed services. However, ANCOR also represents an important group of providers that offer services to individuals who require 24/7 supports, may lack verbal or other communication skills, and have significant medical needs. With so much focus on community integration, what is the future of intermediate care facilities (ICF)? How have ICFs been changing over the past decade to provide community integration in the best ways they can? What can the federal government do to protect the services for a small but significant population of people with disabilities who require intensive services?

Conference Track: Agency Operations

1:45pm – 2:45pm Salon D / 3rd Floor
Turning around the Workforce Crisis

Karen Lee, Executive Director, SEEC

Lori Sedlezky, Consultant, SEEC

"We are in a workforce crisis" is the message heard in almost every disability meeting, for the past 10

years. But, not all organizations supporting people with I/DD are struggling to hire and maintain high performing staff. Reports by labor agencies often cite turnover rates in provider agencies in excess of 40%. Yet, some organizations in these areas are able to maintain a 15% or below turnover rate. This session will be an opportunity for participants to share their greatest struggles and strategies they are currently using. In addition, the presenters will share a tool box of strategies that can be used to create a new agency paradigm for how they recruit, train and retain high performing staff. If your agency isn't ready for a whole new paradigm, you can take away one or two tools that can assist in bringing your agency's turnover down a few points.

Conference Track: Agency Operations

1:45pm – 2:45pm

Conference 1-2 / 3rd Floor

Achieving Self Direction through Supported Decision-Making Practices

Tina Campanella, CEO, Quality Trust

Lydia Paquette, Executive Director, Maine Association of Community Service Providers

Helping people with disabilities achieve the promise of self-direction can be challenging. Traditional support strategies may not empower people to make decisions about their own lives. Supported decision-making principles and practices provide an alternative that supports people to exercise their legal rights and retain authority in their own lives. The goals of self-direction can be achieved through designing supports that help people exercise choice and participate in our communities as equal citizens. Participants attending this session will hear both from a national and state-specific perspective on methods to: 1) identify strategies for supported decision-making; 2) understand how to incorporate plans for decision-making support into traditional person-centered planning processes; 3) learn how to respond to those who advocate for guardianship with specific examples of how self-determination can enhance the person's autonomy and health and welfare; and 4) know where to find resources to assist in developing individualized strategies for supported decision-making.

Conference Track: Direct Support Services

1:45pm – 2:45pm

Salon A-B / 3rd Floor

A Relationship On the Rocks: Managed Care And I/DD Services

Chris Sparks, Executive Director,
Exceptional Persons, Inc.

Chad VonAhnen, Executive Director,
Johnson County Developmental Supports

Managed Care is a service system promoted by governors and policymakers for its efficiency, potential cost-savings, and ability to deliver successful results. While managed care has been key to successful healthcare delivery, two recent examples of managed care in the I/DD space have left disability service providers in chaos. Kansas and Iowa have been shared nationally as two challenging examples of how to merge I/DD services into an integrated care system. There is potential for managed care systems to work well for I/DD populations, but first, it is important to understand why these migrations did not meet the expectations of service providers or customers. Hear directly from providers on the ground on what is happening and the lessons learned.

Conference Track: Community and Health Integration / LTSS

1:45pm – 2:45pm

Conference 13-14 / 3rd Floor

The Road to Competitive Employment: An Employment First Provider Transformation Story

Nicole Rand, Program Director, *Exceptional Persons, Inc.*

Richard Davis, Policy Advisor, *Office of Disability
Employment Policy (ODEP) at U.S. Department of Labor*

Thomas Wilde, Subject Matter Expert for ODEP, *U.S.
Department of Labor*

If your organization is interested in diversifying services to provide expanded community-based options for people with disabilities, this session is for you! Hear how an Iowa provider made the transition from facility-based to community-based day habilitation, and how they leveraged technical assistance provided by the Office of Disability Employment Policy (ODEP) to guide their efforts. Attendees will learn about the initiatives that the agency implemented; the resources they used; and their outcomes on em-

ployment and community perception. Attendees will also learn about technical assistance, training, tools, and other ODEP resources available to support agencies in their transformation efforts. This session is intended for agencies that want to accelerate their own organization's transformation efforts, and will offer strategies to leverage state-led Employment First initiatives to support their work.

*Conference Track: Employment of People with
Disabilities*

1:45pm – 2:45pm *Salon C / 3rd Floor*

The RixWiki: An Interactive Multimedia Tool for Person-Centered Planning

David O'Hara, COO, *Westchester Institute for Human
Development*

Andy Minnion, Director, *Rix Center, University of East
London*

Izel Obermeyer, Director, *Assistive Technology Program,
Westchester Institute for Human Development*

One of the considerations in creating person-centered plans is how to promote self-advocacy. When these plans address choices about lifestyle, community living options or accessing health care, there is a critical need for effective strategies that promote supported decision-making as a tool for achieving real choice. This presentation will demonstrate the RixWiki multimedia platform and satisfaction surveys which promote the active engagement of individuals with intellectual and developmental disabilities in all aspects of plan development and implementation. This presentation will both demonstrate and provide a hands-on opportunity for participants to create their own wiki, and experience the functionality and ease of using this multimedia tool for self-advocacy and person-centered planning. Participants should bring their smartphone, personal computer or similar device to create their personal multimedia wiki during this session.

Conference Track: Technology

2:45pm – 3:00pm
Break

3:00pm – 4:00pm

Salon A-B / 3rd Floor

Investigations and Audits of Group Homes: Lessons Learned and What's Next?

Bonnie Jean Brooks, *President & CEO, OHI*

Joshua Evans, *VP of Government Relations, INARF*

Esme Grant Grewal, *Senior Director of Government Relations, ANCOR*

Stan Soby, *Vice President, Public Policy & External Affairs, Oak Hill*

In 2013, an investigative report in a local Connecticut newspaper launched a series of national investigations by the federal government. The Courant spotlighted a number of abuse and neglect issues in Connecticut's Medicaid-funded services. The stories were difficult and complex, prompting Senator Murphy to request an investigation by the U.S. Department of Health and Human Services Office of the Inspector General. We have seen a number of states with investigations, and ANCOR has heard from federal employees that there is a plan to expand these efforts to a national initiative. Senator Murphy is also working on a nationwide bill that will impact the oversight of I/DD programs. What are we learning from these investigations and what comes next?

Conference Track: Public Policy



3:00pm – 4:00pm *Salon D / 3rd Floor*
Training for Better Outcomes

Melissa Hecht, *IDD Product Manager, Relias Learning*

We will explore the importance of developing staff training beyond just compliance through the use of adult learning practices. Organizations should develop learning plans that measure skills and competencies before, during and after training. This multi-layered approach to training has been proven to reduce staff turnover and improve outcomes.

Conference Track: Agency Operations

3:00pm – 4:00pm

Conference 1-2 / 3rd Floor

"Being With" People Experiencing Grief and Loss

Mary Anne Tolliver, *Director of Residential Services, St. Louis Arc*

Barbara Williams-Stewart, *Clinical Therapist, St. Louis Arc*

Loss is an unavoidable part of living, and grief is the process that helps us heal from a loss. Historically, it was believed that people with intellectual disabilities lacked the cognitive abilities to feel or express grief-related thoughts and feelings. However, recent research has shown that people with intellectual disabilities should be included in the bereavement process and their everyday losses should be acknowledged. Presenters will dispel these past misconceptions by sharing a post-modern view of grief and its ramifications for people with I/DD. This perspective includes current best practices, grief reactions and important strategies to assist staff, families and self-advocates in understanding loss and change. Through storytelling, examples of successful grief interventions, and learning about partnerships with hospice, participants will leave the session feeling competent and comfortable using the simple techniques of "being with" individuals who are grieving the loss of others or thinking about their own mortality.

Conference Track: Direct Support Service

3:00pm – 4:00pm
Conference 3-4 / 3rd Floor
**Inter-Systems Collaboration:
The Essential Components for
People with IDD/MI**

Dr. Robert Fletcher, Founder/CEO, NADD

Individuals with Intellectual/Developmental Disabilities co-occurring with Mental Illness are the most challenging persons served by the IDD and Mental Health service delivery systems. This presentation will discuss the typical barriers to services for people with Intellectual / Developmental Disabilities co-occurring with Mental Illness. The presenter will outline a set of principles for inter-systems planning that are designed to lay the foundation for mutual trust and understanding among the various stakeholders. A framework to promote effective cross-systems collaboration will be presented. Four planning and practice elements will be addressed (leadership, staff, treatment and training). The presentation will also incorporate information on prevalent rates, cost factors, and the role of managed care organizations. Additionally, Dr. Fletcher will briefly discuss the SAMHSA 2017 funding for six states to address IDD/MI issues. The scope of the work for each of these six states will be outlined.

Conference Track: Community and Health Integration / LTSS

3:00pm – 4:00pm
Conference 13-14 / 3rd Floor
Project SEARCH: Transition That Works
Erin Riehle, MSN, RN, Senior Director, Disability Services and Project SEARCH, Cincinnati Children's Hospital

This session will highlight the Project SEARCH model and the important role that Community Rehabilitation Providers play in implementing, maintaining and sustaining a strong Project SEARCH program. The Project SEARCH model features total workplace immersion. This facilitates the teaching and learning process through continuous feedback and application of new skills. The goal for each young adult is competitive employment upon graduation. This innovative model depends on a unique collaboration of education, employers, and rehabilitation services.

Conference Track: Employment of People with Disabilities

3:00pm – 4:00pm Salon C / 3rd Floor
**Embedding I/DD in the AT
(Assistive Technology) Conversation**

Laurie Dale, Senior Leader, Assistive Technology Solutions, Ability Beyond

Cheryl Pray, Chief Executive Officer, ARRM

Gabrielle Sedor, Chief Operations Officer, ANCOR

Universal design principles have propelled the mainstream tech industry to offer accessible and more affordable products that readily address the needs of people with physical disabilities. However their nascent understanding of the needs of people with cognitive disabilities, like many in the I/DD field, means fewer, more niche, and more expensive tech products for people with I/DD. How can the I/DD community influence the mainstream tech industry to ensure cognitive disabilities is not an afterthought? This panel will share initiatives at the agency, state, and national levels that raise public awareness of how people with I/DD use technology. Ability Beyond's TIP squad is comprised of people with disabilities assessing and training on the use of mainstream technology by people they support. ARRM is building on its technology assessment efforts by launching a public awareness campaign to demonstrate how technology benefits people with I/DD. Finally, ANCOR will share partnerships it's cultivating to advance this collective effort at the national level.

Conference Track: Technology

4:00pm – 4:15pm
Salon A-B / 3rd Floor
Closing Session

Barbara Merrill, ANCOR CEO

Join ANCOR's CEO for a quick wrap-up, as well as an opportunity to take home amazing prizes from our partners and exhibitors.

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www.sengistix.com

Sengistix, LLC is a full service remote support technology company. Sengistix is a leading provider of high quality products and services to meet the unique needs of intellectually and developmentally disabled individuals, and individuals with age related living needs. Sengistix's understanding and experience in the industry has resulted in an innovative approach to meet individual needs.



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Meet directly with some of the vendors who are participants in ANCOR's popular member benefit – Shared Resources Purchasing Network (SRPN). Enjoy the advantages of quality pricing and significant cost savings through this network. SRPN vendors will be easy to identify thanks to the ANCOR Services Corporation logo which will be posted at their exhibit.

SimplyHome, LLC

Kristen Suttles
Marketing Director
828.684.8441
kristen@simply-home.com
113 Pait Drive
Hendersonville, NC 28803
www.simply-home.com

SimplyHomes mission is to provide affordable and dignified options for independent living by developing assistive technology that adapts as individual needs change over time. By communicating with multiple sensors to log activities of daily living, the SimplyHome System proactively alerts caregivers and loved ones of changes in behavioral patterns.

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Special Partner

Melissa Alvares
Director of Marketing
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malvares@sparkrock.com
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Katie Clore
Managing Partner
239.215.6779
katie@stoneridgepartners.com
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Louisville, KY 40223
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Stoneridge Partners is a mid-market Merger & Acquisition advisory firm focusing on home care and hospices.

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Coy Lightfoot
Director of Commercial Sales
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clightfoot@superiorvan.com
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Louisville, KY 40223
www.superiorvan.com

Superior Van and Mobility specializes in the sale and service of both consumer and commercial wheelchair accessible vehicles. We also provide mobility seating options, hand controls, Scooter and Wheelchair Lifts, and a variety of other driving aids, all of which meet Federal Motor Vehicle Safety Standards (FMVSS).

Therap Services LLC

Gold Partner

Jeff Case
National Director of Business Development
816.522.3683
jeff.case@therapservices.net
562 Watertown Avenue, Suite 3
Waterbury, CT 06708
www.therapservices.net

Therap is the national leader in electronic documentation services for individuals with I/DD. Therap's suite of applications includes incident reports, goal tracking, EHR/health tracking, billing, mobile apps and more. Highlighted for this conference is Therap's Business Intelligence dashboards. Please stop by our booth to discuss solutions for your organization.

University of Minnesota Institute on Community Integration Research and Training Center on Community Living

Special Partner

Barbara Kleist
Director of Outreach and Training
612.237.6559
kleiso41@umn.edu
111 Pattee Hall, 150 Pillsbury Dr. S.E.
Minneapolis, MN 55455
www.rtc.umn.edu

The Research and Training Center on Community Living (RTCCL) provides research, evaluation, training, and technical assistance products that support persons with disabilities to live full, productive and integrated lives in their communities. The RTCCL is one of the leading research centers on community living in the United States focusing on the direct support workforce development.

VERTESS

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VP Operations
520.395.0244
vglennie@vertess.com
3849 E Broadway Boulevard, Suite 232
Tucson, AZ 85716
www.vertess.com

VERTESS is a national healthcare merger + acquisition advisory firm with over 75 years of successful executive and transactional experience in the national I/DD market. We also provide consulting services, including value building and strategic planning, to nonprofit and for profit organizations.

Vertex Systems, Inc.

Jamie Bellomy
Regional Manager
614.318.7103
jbellomy@vertexsystems.com
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Columbus, OH 43229
www.vertexsystems.com

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April Burrows
Marketing Manager
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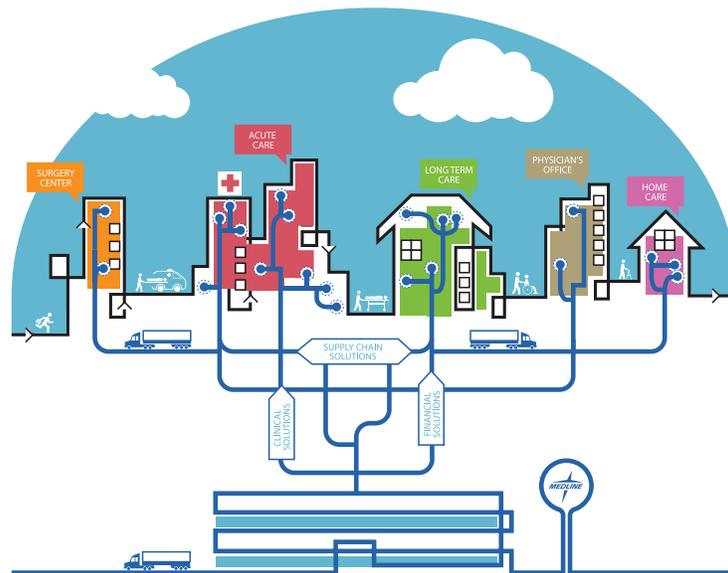
Learn more about these options and who might benefit from each at our plenary sessions this week!

*For more information on the ANCOR/Relias Certificate Program, stop by the Relias Booth.
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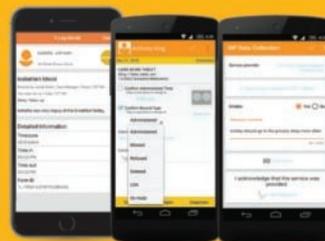
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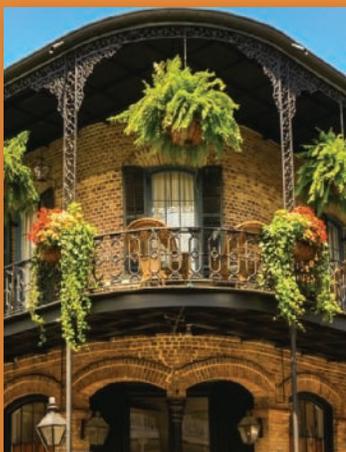
**2017 DSP
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**2017 ANCOR
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