



ELEVATE

2022 ANCOR ANNUAL CONFERENCE

April 11-13 | Miami, FL



2022 ANCOR ANNUAL CONFERENCE  
PROGRAM GUIDE

# GET CONNECTED

Elevate: The 2022 ANCOR Annual Conference is all about helping take your Conference experience to the next level. To help, we've made it easier than ever to stay connected while you're here with us in Miami.

## Get Online

To take advantage of **FREE WiFi** for Conference participants, connect to the HILTON-MEETING network and enter password elevate22 (case-sensitive).



## Get Mobile

**Scan the QR** code or search "ANCOR Events" in the Apple App Store or Google Play Store. Once you've downloaded the app, select "2022 ANCOR Annual Conference" and join the event. When prompted, log in using the same email address you used to register for the Conference.

## Get Social

Document your experience, share lessons with colleagues back home, snap pics of your local eats and more! Use hashtag #elevate22 across all your social media posts and be sure to follow **@TheRealANCOR** on Facebook and Twitter.

## Get Charged Up

Charging stations for all your devices can be found in the Elevate Lounge, located in the Tenor Room on the Ballroom Level.

# WELCOME TO



## 2022 ANCOR ANNUAL CONFERENCE

Dear ANCOR members, partners and friends,

After two very long years, it is so nice to see you! As you know, we attempted to host this Annual Conference—right here in this beautiful venue—in 2020. And 2021. And, well, you know what happened.

We actually decided on the theme of **Elevate** way back in 2019. Back then, we were laser-focused on taking your Conference experience to the next level. That hasn't changed, but elevate has taken on a new meaning for us. In the past two years, we have seen how the ANCOR community continues to rise above, swinging at every curveball thrown our way with grit and determination.

For more than 50 years now, your organization and thousands of others have been elevating community supports and all that's possible for people with intellectual and developmental disabilities when those supports are inclusive and accessible. During the pandemic, this community never stopped lifting up what works for community providers and the people we support. But now—after long last—we're so grateful to be advancing that mission while face-to-face with you.

Over the next three days, you'll connect with hundreds of like-minded professionals who have come together to elevate the stature of our vibrant community of providers and the important services we deliver in every corner of this country. From inspiring keynote speakers to informative pre-conference sessions, and from more than two dozen breakout sessions to two evening receptions, you'll share and shape best practices that elevate outcomes. Along the way, we hope you reconnect with old friends and forge new relationships.

We hope that, by the end of it all, you feel both exhausted and energized, inspired by a truly elevated conference experience. Thank you so very much for being here, and for all you do to make leading this vibrant association the pleasure of a lifetime.

Sincerely,



**Barbara Merrill**  
Chief Executive Officer



**Heidi Mansir**  
President, Board of Directors

# THANK YOU, SPONSORS!

ANCOR extends its deepest gratitude to its Diamond, Platinum and Gold Partners, as well as our Conference Supporters, each of which has played a vital role in elevating your Conference experience. Please join us in thanking them!

## DIAMOND PARTNER

# RELIAS

## PLATINUM PARTNERS



## GOLD PARTNERS



## CONFERENCE SUPPORTERS



# THANK YOU, LEADERS!

Putting together the agenda for ANCOR's Annual Conference is a huge task, so we're immensely grateful for the volunteers who served on the proposal review committee, as well as to ANCOR's Professional & Organizational Development Committee, for their many contributions to this year's program.

## 2022 ANNUAL CONFERENCE PROPOSAL REVIEW COMMITTEE

**Bonnie-Jean Brooks**  
OHI

**Heidi Mansir**  
Uplift, Inc.

**Peg Gould**  
ADAPT Community Network

**Penny Pagliaro**  
Cerebral Palsy Assns. of New York State

**Lori Kress**  
Dungarvin

**Juliette Prioleau Michael**  
RCM of Washington

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## PROFESSIONAL & ORGANIZATIONAL DEVELOPMENT COMMITTEE

**LeAnn Blau**  
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Oregon Resource Association

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**Tiffany Higgins**  
Imagine the Possibilities

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RCM of Washington

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**John Rose**  
NFP

**Heidi Mansir**  
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**Stacy Soria**  
Koinonia

**Jennifer May**  
STAR Services, Inc.

**Tony Thomas**  
Welcome House

**Le'Ann Milinder**  
Aspire Living & Learning

# THANK YOU, LEADERS!

The 2022 ANCOR Annual Conference would not be possible without the support of the ANCOR and ANCOR Foundation Boards of Directors. Thank you, Leaders!

## ANCOR BOARD OF DIRECTORS

**Diane Beastrom**

(Vice President)  
Koinonia

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Welcome House

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Johnson County  
Developmental Supports

**Rita Wiersma**

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**Linda Timmons**

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**Mary Valachovic**

The Arc of Plymouth &  
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**Rita Wiersma**

(President)  
Accord

# CONGRATULATIONS, 2022 ANCOR FOUNDATION AWARD RECIPIENTS!

## 2022 LEGACY LEADERS CIRCLE INDUCTEES

The ANCOR Foundation's Legacy Leaders Circle recognizes long-time ANCOR members that have made significant contributions to the association and its mission of providing high-quality supports to people with I/DD.



**Derrick Dufresne**

President  
Community Resources Associates  
Des Peres, MO



**Kim Opsahl**

Director, Division of Disability &  
Rehabilitative Services  
Indiana Family & Social Services Administration  
Indianapolis, IN



**DiAnna Hoover**

Awarded Posthumously  
Home of Hope  
Vinita, OK



**Terri Williams**

President  
Mains'l Services  
Oceanside, CA

## 2022 COMMUNITY BUILDER AWARD HONOREE

The ANCOR Foundation's Community Builder Award was created in 2004 to recognize exemplary initiatives that are contributing to the inclusion of people supported by ANCOR members.



**Cornerstone General Contractors**  
Bothell, WA

## LEADERSHIP ACADEMY CLASS OF 2022!

The ANCOR Foundation's Leadership Academy nurtures emerging leaders who are building their careers in services and supports for people with disabilities. Join us in congratulating the 2022 Leadership Academy graduates!

### **Mustapha Abdulai**

The Guild for Human Services  
Concord, MA

### **LeAnn Blau**

Hope Haven  
Rock Valley, IA

### **Matthew Carmichael**

The Guild for Human Services  
Concord, MA

### **Nicole Garcia**

Verland  
Sewickley, PA

### **Jessica Harmon**

Group Main Stream, Inc.  
Westbrook, ME

### **Norma Israel**

Sunrise Community  
Miami, FL

### **Shamitra Jackson**

Chimes Virginia  
Fairfax, VA

### **Kelsey Kostohryz**

Lifeworks Services  
Eagan, MN

### **Precious Meyers-Brown**

St. Johns Community Services  
Washington, DC

### **Megan Nachtwey**

Welcome House  
Westlake, OH

### **Penny-Lynn Pagliaro**

Cerebral Palsy Assns. of New York State  
Brewster, NY

### **Sarah Parker**

Community Support Services of Missouri  
Joplin, MO

### **Juliette Prioleau Michael**

RCM of Washington  
Washington, DC

### **Susan Roman**

Uplift, Inc.  
Gardiner, ME

### **Winifred Schiff**

IAC  
New York, NY

### **Erica Smith Buchanan**

CADENCE of Acadiana  
Lafayette, LA

### **Ian Teague**

John F. Murphy Homes  
Auburn, ME

### **Laura Vogel**

Lutheran Social Service of Minnesota  
Moorhead, MN

### **Jennifer Walton**

Accord  
St. Paul, MN

### **Kathleen Wood-Reardon**

FREE, Inc.  
Old Bethpage, NY



# EXPLORE OUR SESSION TRACKS

Most of the 2022 ANCOR Annual Conference sessions cover topics related to one or more of the following five tracks.



## DIVERSITY, EQUITY & INCLUSION

Exploring approaches to more inclusive support and more equitable workplaces



## LEADERSHIP & BUSINESS ACUMEN

Building your capacity to take the lead and run the most effective organization possible



## PERSON-CENTEREDNESS

Centering the people you support in their quest to live a life of their choosing



## QUALITY SERVICES

Supporting your organization to deliver better services to more people



## WORKFORCE SOLUTIONS

Identifying promising practices to meet the challenges of today's direct support workforce crisis

# VISIT THE ELEVATE LOUNGE

## LOCATED IN THE TENOR ROOM!

Located in the Tenor Room, the **Elevate Lounge** is your destination for an elevated ANCOR Annual Conference experience! Throughout the Conference, you'll find special programming, including fun events, a taste of Miami and more. You'll also find the opportunity to relax and recharge (both yourself and your devices).

The Elevate Lounge will be open all day Monday, Tuesday and Wednesday, but you'll want to take note of the can't-miss events listed below!

### SCHEDULE OF EVENTS

**Monday, 11 am-1 pm • PPE & Puppies!**

*Sponsored by SteadyCare, LLC*

**Monday, 7:15-8:45 pm • Dessert + Dominos with Dasher + Crank Ice Cream**

*Sponsored by Scioto*

**Tuesday, 7:45-8:30 am • New Attendee Meet & Greet**

**Tuesday, 11:30 am-1 pm**  
**Self-Direct: Make Your Own Path**

*Oh My Gosh! Brigadeiros sponsored by LRA Consultants*

Movie  
Matinee

**Tuesday, 2-2:30 pm & 3:15-3:45 pm**  
**Pause for Pastelitos & An Unspoken Symphony**

*Sponsored by Jazz Pharmaceuticals*

Offered  
Twice!

**Tuesday, 5:30-6:45 pm • Happy Hour Bourbon Tasting**

*Sponsored by Castle Benefits Consulting Group*

**Wednesday, 7-8 am • Mindful Movement: Yoga for the Workplace**

**Wednesday, 12:15-1:15 pm • Sound Healing with Michelle Berlin**

ANCOR extends its deepest gratitude to our Elevate Lounge Sponsors who have made this unique Conference experience possible, including:



# AGENDA

This agenda gives an overview of key conference activities. For more detailed information, including session descriptions, speaker bios and more, visit the Mobile App.

## SUNDAY, APRIL 10

### **ANCOR Foundation Board of Directors Meeting**

10:30 am-2 pm | Concerto A

### **ANCOR Foundation Leadership Academy Class of 2024 Orientation**

2:30-5 pm | Concerto A

## MONDAY, APRIL 11

### **Elevate Lounge Open**

8 am-9 pm | Tenor Room

### **Government Relations Committee Meeting**

8:45-10:30 am | Concerto A

### **Registration Open**

10 am-5 pm | Overture Foyer

### **Board of Representatives Meeting**

10:45 am-12:45 pm | Concerto C

### **Grassroots Work Group Meeting**

10:45 am-12:45 pm | Soprano

### **State Association Executives Forum Meeting**

10:45 am-12:45 pm | Concerto D

# AGENDA CONTINUED

## MONDAY, APRIL 11 (continued)

### PRE-CONFERENCE SESSIONS

Space is limited and pre-registration is required.

- **Becoming Great Disability Sector Leaders: Leveraging Leadership Strengths**  
1:30-4 pm | Concerto A
- **Self-Directed, Sustainable Supports: Lessons from New York**  
1:30-4 pm | Concerto B
- **Strategic Planning for Strategic Growth: Leading for the Long Term**  
*The 2022 Renee L. Pietrangelo Leadership Forum*  
1:30-4 pm | Concerto C

### Exhibit Hall Open

4:7:30 pm | Overture Foyer & Symphony Ballroom I

### Networking Break with Exhibitors

4-5 pm | Overture Foyer & Symphony Ballroom I

Opening  
Plenary

### We Can Can & We Did Did

5-6:30 pm | Symphony Ballroom IIV

*Sponsored by Sevita*

### Welcome Reception

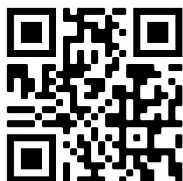
6:30-7:30 pm | Overture Foyer & Symphony Ballroom I

*Sponsored by Direct Care Innovations, Earnest Supply, Mutual of America, Relias and Therap Services*

### ANCOR Disability Champions Political Action Committee Event

7:30-9:30 pm

Attendees interested in participating must complete a short form. To receive more information about this event, scan the QR code or visit [bit.ly/ANCOR-DC-PAC](https://bit.ly/ANCOR-DC-PAC) to access and complete the form.



# AGENDA CONTINUED

## TUESDAY, APRIL 12

### Registration Open

7:30 am-5 pm | Overture Foyer

### Elevate Lounge Open

7:30 am-9 pm | Tenor Room

### Exhibit Hall Open

7:30 am-5 pm | Overture Foyer & Symphony Ballroom I

### Continental Breakfast

7:30-8:30 am | Overture Foyer & Symphony Ballroom I

*Sponsored by Anthem, Inc., Castle Benefits Consulting Group, Foothold Technology, Guardian Pharmacy Services and Sandata Technologies*

### New Attendee Meet & Greet

7:45-8:30 am | Elevate Lounge (Tenor Room)

Plenary  
Session

### Elevating the ANCOR Community: Becoming Catalysts for Change

8:30-10 am | Symphony Ballrooms II-IV

*Sponsored by Nationwide Insurance Company*

### Networking Break with Exhibitors

10-10:30 am | Overture Foyer & Symphony Ballroom I

*Sponsored by Anthem, GoodLife Innovations, IntellectAbility and MediSked*

## CONCURRENT SESSIONS 1

### ICF/IID Solution Swap: Hot Topics for Intermediate Care Facility Providers

10:30-11:30 am | Concerto C | Track: Quality Services



### Motivate Staff & Smash Your Goals by Becoming Data-Driven

10:30-11:30 am | Concerto B | Track: Leadership & Business Acumen



### Strategic Growth During Extraordinary Times

10:30-11:30 am | Picasso | Track: Leadership & Business Acumen



### Training Direct Support Professionals, Supervisors & Organizational Leaders on Diversity, Equity & Inclusion

10:30-11:30 am | Symphony Ballrooms I-IV | Track: DEI



### Using Visual Supports to Promote Independence in the Community

10:30-11:30 am | Concerto A | Track: Person-Centeredness



# AGENDA CONTINUED

## TUESDAY, APRIL 12 (continued)

### Lunch (on your own)

11:30 am-1 pm

### Leadership Development Committee Meeting

11:30 am-1 pm | By invitation only

#### CONCURRENT SESSIONS 2

### An Innovative Service Delivery Model for Medically Fragile Individuals

1-2 pm | Concerto B | Track: Quality Services



### Boosting Your Recruitment through Apprenticeship: The Research & the Reality

1-2 pm | Picasso | Track: Workforce Solutions



### Motivational Interviewing Techniques for More Effective Case Management

1-2 pm | Concerto C | Track: Leadership & Business Acumen



### Pathfinders: A Blueprint for Diversity, Equity & Inclusion in a Human Services Organization

1-2 pm | Concerto A | Track: DEI



### Strategies to Increase Competitive Integrated Employment: Initiatives & Insights from the Office of Disability Employment Policy

1-2 pm | Symphony Ballrooms IHV | Track: Quality Services



### Networking Break with Exhibitors

2-2:30 pm | Overture Foyer & Symphony Ballroom I

*Sponsored by Irwin Siegel Agency, Jazz Pharmaceuticals, MITC and Professional Medical Fulfillment*

Plenary  
Session

### Transforming the Human Services Field Through Appreciative Inquiry

2:30-3:15 pm | Symphony Ballrooms IHV

# AGENDA CONTINUED

## TUESDAY, APRIL 12 (continued)

### Networking Break with Exhibitors

3:15-3:45 pm | Overture Foyer & Symphony Ballroom I

*Sponsored by Pharmacy Alternatives by PharMerica, Relias, SETWorks and StationMD*

### CONCURRENT SESSIONS 3

#### Applied Behavior Analysis for the Non-Behavioral Analyst

3:45-4:45 pm | Concerto C | Track: Quality Services



#### Inclusion & Belonging Collective: Strategies for Engaging Local Employers to Invest in Inclusive Hiring

3:45-4:45 pm | Concerto A | Track: DEI



#### Leading in the Face of Crisis: Getting to 99% Vaccinated

3:45-4:45 pm | Symphony Ballrooms IHV | Track: Leadership & Business Acumen



#### Let's Talk Telehealth: Innovative Solutions to Pressing Health Care Challenges

3:45-4:45 pm | Concerto B | Track: Quality Services



#### Paying for Outcomes: How to Hire High-Performing Managers

3:45-4:45 pm | Picasso | Track: Workforce Solutions



Plenary  
Session

#### Why Puerto Rico Matters: Working to Expand Quality Services

5-5:45 pm | Symphony Ballrooms IHV

*Sponsored by Keystone Human Services*

#### ANCOR Foundation Reception & Auction

6:30-8:30 pm | Pool Terrace (Lobby Level)

*Sponsored by Apteau and Netsmart*

TUESDAY

# AGENDA CONTINUED

## WEDNESDAY, APRIL 13

### Elevate Lounge Open

7 am-2:30 pm | Tenor Room

### Registration Open

7:30 am-3 pm | Overture Foyer

### Continental Breakfast

7:30-8:30 am | Overture Foyer & Symphony Ballroom I

*Sponsored by Jazz Pharmaceuticals, NFP, Scioto, TaskMaster Pro and Vertess*

Plenary  
Session

### From Underestimated to Unstoppable: Solid Strategies for Sustainable Services

8:30-9:30 am | Symphony Ballrooms II-IV

#### CONCURRENT SESSIONS 4

### Caring for Caregivers: Building Resiliency Practices Within Your Organization

9:45-10:45 am | Concerto C | Track: Workforce Solutions



### Centering the Humans in Human Services

9:45-10:45 am | Concerto A | Track: Person-Centeredness



### Improving Access to Dental Care: An Underrated Strategy for Improving the Health of People with I/DD

9:45-10:45 am | Concerto D | Track: Quality Services



### Innovation through Partnership: Remaining Viable in Our Ever-Evolving Landscape

9:45-10:45 am | Concerto B | Track: Leadership & Business Acumen



### Managing Pandemic-Related Health Care Disruption for People with I/DD

9:45-10:45 am | Picasso | Track: Quality Services



### Transitioning from Facility-Based to Community-Based Employment Opportunities

9:45-10:45 am | Symphony Ballrooms II-IV | Track: Person-Centeredness





# AGENDA CONTINUED

## WEDNESDAY, APRIL 13 (continued)

Plenary  
Session

### Leading for Inclusion: Honoring Recipients of the 2022 ANCOR Foundation Awards

11-11:45 am | Symphony Ballrooms IHV

### Lunch (hosted by ANCOR Diamond Partner Relias)

12-1 pm | Symphony Ballrooms IHV

#### CONCURRENT SESSIONS 5

### Bringing Quality Home with Data & New Metrics

1:15-2:15 pm | Concerto B | Track: Quality Services



### Demystifying Private Equity: Answering the Most Frequently Asked Questions

1:15-2:15 pm | Concerto A | Track: Leadership & Business Acumen



### Innovative Ideas in the Era of COVID-19: Doctor House Calls

1:15-2:15 pm | Concerto C | Track: Quality Services



### Nine Elements for Blazing Trails to Person-Centered Services & Supports

1:15-2:15 pm | Concerto D | Track: Person-Centeredness



### Social Circle Sexuality: A Peer Mentoring Approach to Sexual Health & Decision-Making

1:15-2:15 pm | Picasso | Track: Person-Centeredness



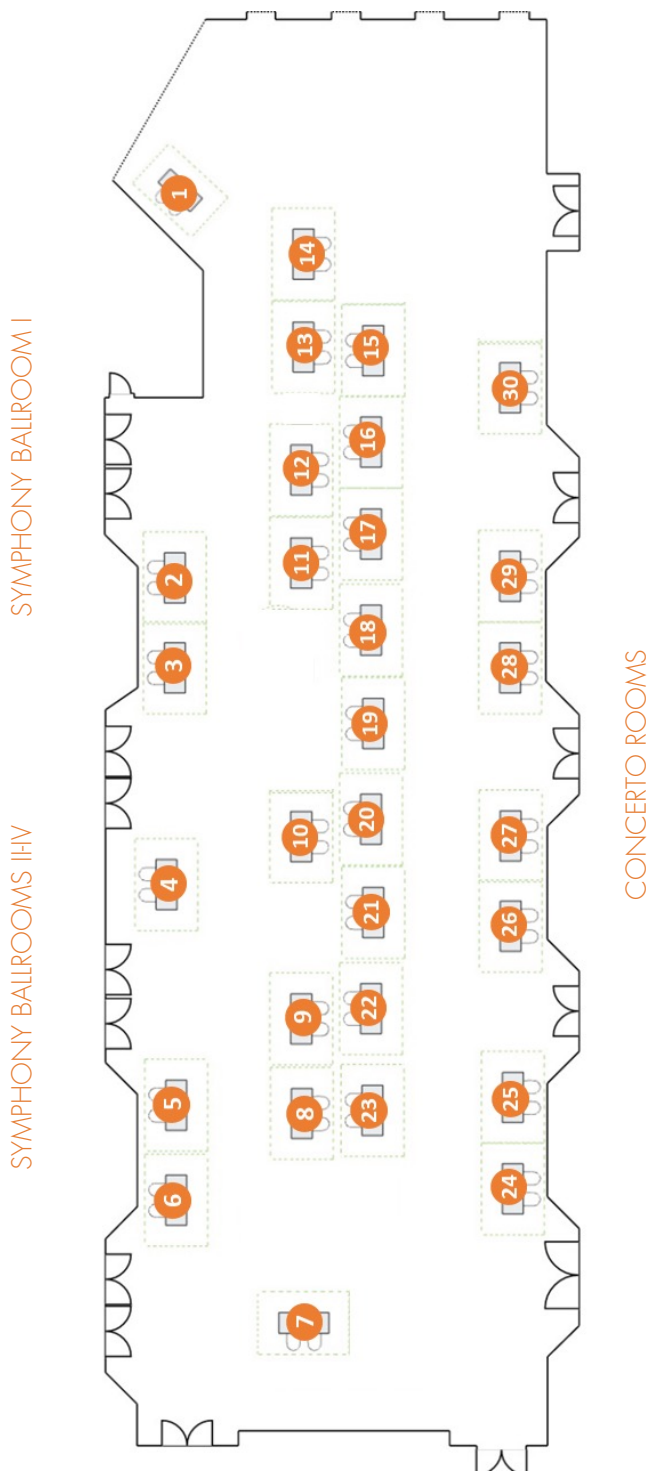
Closing  
Plenary

### Elevating Our Workforce: The 2022 Direct Support Professional of the Year Awards

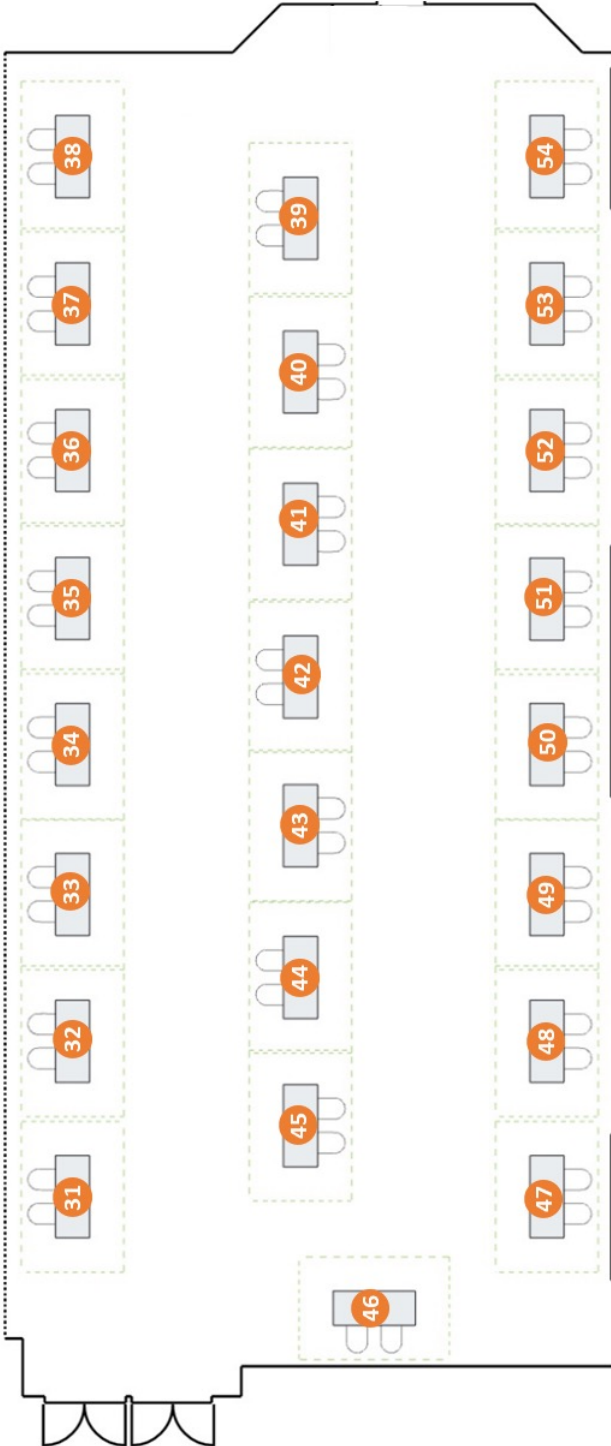
2:30-4:15 pm | Symphony Ballrooms IHV

TUESDAY

# EXHIBIT HALL MAP: OVERTURE FOYER



# EXHIBIT HALL MAP: SYMPHONY BALLROOM I



# EXHIBITORS

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**AbleLink Smart Living Technologies**  
ablelinktech.com

1

**ANCOR Foundation**  
ancorfoundation.org

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**Anthem, Inc.**  
antheminc.com

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**Beacon Specialized Living**  
beaconspecialized.org

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**BKD CPAs & Advisors**  
bkd.com

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**CapGrow Partners**  
capgrowpartners.com

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**CARF International**  
carf.org

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**Castle Benefits Consulting Group**  
castlebenefits.com

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**Community Based Care, LLC**  
cbcare.com

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**Corporation for Independent Living (CIL)**  
cil.org

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**CQL | The Council on Quality & Leadership**  
c-ql.org

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**Direct Care Innovations**  
dcisoftware.com

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**Earnest Supply**  
earnestsupply.com

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**ECP Software**  
ecp123.com

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**eVero Corporation**  
evero.com

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**Foothold Technology**  
footholdtechnology.com

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**GoodLife Innovations, Inc.**  
mygoodlife.org

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**Guardian Pharmacy Services**  
guardianpharmacy.com/  
services/intellectual-  
developmental-disabilities

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**IntellectAbility**  
replacingrisk.com

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**Jazz Pharmaceuticals**  
jazzpharma.com

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**Life's WORC**  
lifesworc.org/service/trustservices

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**LRA Consultants**  
lraconsultants.com

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**Mainstay / My25**  
my25.com

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**MassMutual SpecialCare**  
massmutual.com/lp/specialcare

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**MediSked**  
medisked.com

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**Millin Associates**  
millinmedical.com

# EXHIBITORS CONTINUED

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**MITC**

mitcagencies.com

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**Mutual of America**

mutualofamerica.com

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**National Datacare Corporation**

nationaldatacare.com

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**Nationwide Insurance Company**

nationwide.com

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**Netsmart**

ntst.com

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**NextGenAT, Inc.**

nextgenat.com

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**NFP**

nfp.com

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**Niche Academy**

nicheacademy.com/  
idd-care-providers

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**Pharmacy Alternatives by  
PharMerica**

pharmacyalternatives.com

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**Professional Medical Fulfillment**

choosepmf.com

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**Relias**

relias.com

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**Rest Assured, LLC**

restassuredsystem.com

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**RFP Properties**

rfpproperties.com

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**Sandata Technologies**

sandata.com

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**SETWorks**

set-works.com

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**Sevita**

sevitahealth.com

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**SimplyHome**

simply-home.com

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**SK life science**

sklifescienceinc.com

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**StationMD**

stationmd.com

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**SteadyCare, LLC**

steadycare.com

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**Tarrytown Expocare Pharmacy**

tarrytownexpocare.com

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**TaskMaster Pro (TMP)**

taskmasterpro.com

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**Terrapin Pharmacy, LLC**

terrapinpharmacy.com

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**The Next Step Programs**

tnsprogram.org

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**Therap Services**

therapservices.net

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**Twinsis, LLC**

twinsis-llc.com

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**Unit4**

unit4.com

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**Waypoint Interactive**

waypointinteractive.com

# HILTON MIAMI DOWNTOWN BALLROOM LEVEL



# HILTON MIAMI DOWNTOWN BALLROOM LEVEL





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