



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.

### ANCOR Board of Directors

Angela King, *President*  
Chris Sparks, *Past-President*  
Robert Budd, *Vice President*  
Robert Baker, *Secretary-Treasurer*  
Diane Beastrom, *Director*  
Mark Davis, *Director*  
Daryn Demeritt, *Director*  
Than Johnson, *Director*  
Bill Loyd, *Director*  
Sarah Magazine, *Director*  
Heidi Mansir, *Director*  
Julie Manworren, *Director*  
Linda Plourde, *Director*  
Stan Soby, *Director*  
Tony Thomas, *Director*

### ANCOR Foundation Board of Directors

Chris Stevenson, *President*  
Bill Tapp, *Past-President*  
Larry Weishaar, *Vice-President*  
Emily Ennis, *Secretary*  
Ann Moffitt, *Treasurer*  
Bonnie-Jean Brooks, *Director*  
Robert Budd, *Liaison*,  
ANCOR Board of Directors  
Mike Hutcherson, *Director*  
Than Johnson, *Director*  
Lynne Megan, *Director*  
Terry Rogers, *Director*

# 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:

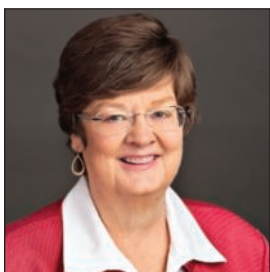
- **Operational strategies** your organization can employ to address the opportunities and challenges encountered as a result of MLTSS expansion.
- **Insight** on the unique value proposition that community providers can offer Managed Care Organizations (MCOs) to address their needs and ensure good outcomes 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

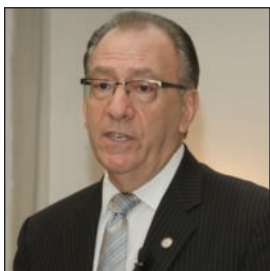


Can't sleep, feeling anxious or otherwise overwhelmed? How is ANCOR addressing the multitude of issues facing us today? How we will face the uncertain future? Through our collective actions and focus! We have already seen some success with our recent advocacy

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:

RELIA**AS** | **LEARNING**

**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

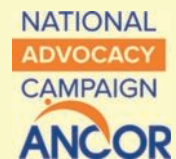
Sponsored by:



**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:

RELIAS | LEARNING

**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-

ployability 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.



**Advocates for Human Potential Inc.****Darrell Berman**

Senior Director of Healthcare Marketing,  
AHP Healthcare Solutions  
978.261.1449  
pstanley@ahpnet.com  
490-B Boston Post Road  
Sudbury, MA 01776  
www.ahpnet.com

For 30 years Advocates for Human Potential, Inc., has worked passionately to improve health systems and business operations through research and evaluation, training and technical assistance, and professional consulting to help organizations and individuals reach their full potential.

**Anthem****Jodi M. Fenner**

Sr. Director, IDD Specialty Products Team  
402.580.5478  
jodi.fenner@anthem.com  
4209 SE 37th Street  
Norman, OK 73071  
www.anthem.com

Anthem is one of the nation's leading health benefits companies. We focus on being a valued health partner and delivering quality products and service that give members access to the supports they need.

**ao Strategies****Ann Cameron Williams**

Owner  
815.281.2545  
williams@aostrategies.org  
245 S. Brockway St  
Palatine, IL 60067  
www.aostrategies.org

ao Strategies is a national consulting and technical, assistance firm specializing in helping disability organizations renew and sustain. Services include leadership development, organizational culture change, revenue generation, staff and board retreats, succession planning, evaluation, program development, and transforming sheltered workshops to HCBS aligned spaces.

**Benefits Consulting Group****Jeff Ramsey**

Owner  
800.766.3150  
jeff.ramsey@bcghr.com  
2901 Corporate Circle  
Flower Mound, TX 75028  
www.BCGHR.com

We offer a funeral benefit solution that helps address the issue of asset protection and the \$2000 Medicaid asset limit. With a Medicaid exempt insurance program, residents can set aside up to \$15,000 for funeral expenses, that are both protected through life insurance and available at the time of need.

**Butler Human Services Furniture****Tyler Hickey**

Market Manager  
804.897.3400  
thickey@butlerhumanservices.com  
413A Branchway Road  
N. Chesterfield, VA 23236  
www.butlerhumanservices.com

Butler Human Services offers a wide range of furnishings for human service organizations such as developmentally disabled programs, supportive housing services, mental health and substance abuse facilities, emergency shelters and fire stations. We work with each client to ensure you receive high quality, durable furnishings at a price that fits your environment and your budget.

**CapGrow Partners LLC****Gold Partner****Dene' Rasch**

National Account Executive  
773.329.4690  
dgorey@capgrowpartners.com  
320 West Ohio Street, Suite 650N  
Chicago, IL 60654  
www.capgrowpartners.com

CapGrow Partners helps organizations provide safe and appropriate housing for the individuals they serve. By assuming all of the real estate-related responsibilities associated with acquiring community-based homes, we enable organizations to focus on improving the lives of those they support. We buy the house; you make it a home.



### **CaraSolva, Inc.**

Kevin Luff  
Vice President Sales  
866.903. 9163  
kevin.luff@carasolva.com  
1517 Easy Rider Lane, Suite 101  
Boulder, CO 80304  
www.carasolva.com

CaraSolva's Caregiver Management Suite creates a checklist of daily health and wellness events (medications, vitals, tasks, nutrition, exercise, doctor appointments, etc.) charting individual and population health trends and alerting when intervention is needed. Event outcomes are documented at the point of care by nurses, caregivers or individual health care consumers.

### **CARF International**

#### **Special Partner**

Pete Hathaway  
Managing Director: Employment and Community Service  
520.325.1044  
phathaway@carf.org  
6951 E. Southpoint Road  
Tucson, AZ 85756  
www.carf.org

Founded in 1966, CARF is an international, nonprofit accreditor of human service providers and networks. A provider earns accreditation by demonstrating conformance to CARF's internationally recognized standards in areas that span the continuum of life. More than 10.2 million persons of all ages are served annually in CARF-accredited programs. [www.carf.org](http://www.carf.org)

### **CQL/The Council on Quality and Leadership**

Seth Petre  
Director of Marketing  
414.614.5495  
spetre@thecouncil.org  
100 West Road, Suite 300  
Towson, MD 21204  
www.c-q-l.org

CQL | The Council on Quality and Leadership is dedicated to the definition, measurement and improvement of personal quality of life. CQL provides training, accreditation, certification and consultation to human service organizations and systems that share our vision of dignity, opportunity and community for all people.

### **Dechoker LLC**

Alan Carver  
Chief Operating Officer  
850.830.5588  
acarver@dechoker.com  
4456 Raceway Drive SW  
Concord, NC 28027  
www.dechoker.com

The Dechoker is a life-saving device which can be used for choking first aid on anyone, regardless of age, illness, disorder or other health-related condition. With a little training, anyone can use a Dechoker to prevent an accidental choking death.

### **Direct Care Innovations (DCI)**

Marisa Balbo  
Solutions Engineer Manager  
480.295.3307  
marisab@dcisoftware.com  
4554 E Inverness Avenue  
Mesa, AZ 85206  
www.dcisoftware.com

Direct Care Innovations provides an innovative software solution that provides businesses with a fully integrated workforce management solution. Our Platform is perfectly suited for healthcare providers and government agencies involved in the Medicaid, Medicare, and Managed Care Markets, but more importantly, can be accessed anywhere via Web and Mobile access.

### **DirectCourse**

Bill Waibel  
Regional Sales Director  
865.692.8486  
b.waibel@elsevier.com  
1600 John F. Kennedy Boulevard  
Philadelphia, PA 19103  
www.directcourseonline.com

DirectCourse online curricula are designed to help the workforce who supports the physical, social, emotional, and employment needs of people with intellectual, developmental, mental health, and physical disabilities.

### **eVero Corporation**

Jeannine Azan  
Business Manager  
516.750.4485  
jeannine@evero.net  
48 S. Service Road, Suite 200  
Melville, NY 11747  
www.evero.com

eVero Corporation provides cutting-edge and easy-to-use technology solutions to the Health and Human Services (HHS) marketplace. Our mission is to understand your organization and provide a customized, integrated case management solution that best fits your workflow.

**Be sure and make the time to visit with exhibitors May 1 & 2 !**

## Foothold Technology

### Gold Partner

Sarah Morrison

Marketing

212.780.1450 ext 8038

[smorrison@footholdtechnology.com](mailto:smorrison@footholdtechnology.com)

36 E. 12th Street, 5th Floor

New York, NY 10003

[www.footholdtechnology.com](http://www.footholdtechnology.com)

Foothold Technology offers a certified electronic record, AWARDS, that helps intellectual and developmental disabilities providers manage services, track data, and generate reports for better outcomes and billing. Originating from three agencies in 2000, AWARDS is ideal for virtually all service types and is fully interoperable with any other federally certified system.

## Furniture Concepts

Karyl Walker

President

216.292.9100

[karyl@furnitureconcepts.com](mailto:karyl@furnitureconcepts.com)

4925 Galaxy Parkway, Suite G

Warrensville Heights, OH 44128

[www.furnitureconcepts.com](http://www.furnitureconcepts.com)

Furniture Concepts provides secure, durable furnishings designed for group living but with the look & feel of home. Choose from beds, limited mobility sofas & chairs, fluid-proof upholstery, chests, wardrobes, fluid-proof mattresses, dining tables & more. Over 25 years of on-time delivery, customer service and satisfaction. Ask about special ANCOR member discounts!



## Health Risk Screening

Hilary Ruffing

Business Development Representative

727.754.9539

[hilary@hrstonline.com](mailto:hilary@hrstonline.com)

25400 US Hwy 19 North, Suite 197

Clearwater, FL 33763

[www.hrstonline.com](http://www.hrstonline.com)

The Health Risk Screening Tool (HRST) is a web-based instrument developed to detect health risks associated with ID/DD and prompt for special attention and prevention. The powerful tool, coupled with our library of webinars, posters and e-learning courses makes us the go-to company for those looking to reduce or prevent health risks.

## Home Delivery Incontinent Supplies Co., Inc.

Anna Deatherage

Contracting & Marketing Manager

314.997.8771 Ext. 5276

[Anna.Deatherage@hdis.com](mailto:Anna.Deatherage@hdis.com)

9385 Dielman Industrial Drive

Olivette, MO 63132

[www.hdis.com](http://www.hdis.com)

Home Delivery Incontinent Supplies, is a one stop solution for bladder control products, gloves, wipes, nutritional products, and aids to daily living. We offer free samples, free shipping, and customized scheduling. Our team works with both the clients and case managers to make the entire process easy. Call 1-866-997-8771 to get started!

## Intelidy Business Technologies

Cindy Kirkland

Vice President

903.258.2060

[ckirkland@intelidy.com](mailto:ckirkland@intelidy.com)

P.O. Box 132098

Tyler, TX 75713

[www.intelidy.com](http://www.intelidy.com)

Intelidy-ProCare™ is an all-in-one cloud-based solution offering workforce and care management, automated credentialing, fraud/misconduct exclusion verifications, and a suite of additional modules to manage data, operations, billing, and more with customizable documentation options. Intelidy delivers cost-effective technology to help businesses improve financial results, meet survey requirements, and deliver quality care.

## Kaleida Systems - eRSP

Patrick Hanna

Sales

866.384.9265

[patrickhanna@kaleidasystems.com](mailto:patrickhanna@kaleidasystems.com)

2530 Plantation Center Drive

Matthews, NC 28105

[www.kaleidasystems.com](http://www.kaleidasystems.com)

eRSP is a cloud-based Agency Management software application. It contains modules for scheduling, billing, payroll, timekeeping, and many reports.

## Life Enrichment Trust

Walter Were

Director of Sales and Marketing

412.820.1015 ext. 648

[WWere@passavant.org](mailto:WWere@passavant.org)

163 Thorn Hill Road

Warrendale, PA 15239

[www.lifeenrichmenttrust.org](http://www.lifeenrichmenttrust.org)

Life Enrichment Trust (LET) offers Supplemental Needs Trusts for Individuals with Disabilities. We protect assets, preserve eligibility and enrich lives. LET has multiple options to protect your assets and avoid spend down. We provide quick turnaround times with disbursement requests so that your money is always available when you need it!





## Mainstay / My25

Jim Vail  
President  
847.845.2815  
jim.vail@emainstay.com  
1001 Green Bay Road, #195  
Winnetka, IL 60093  
www.my25.com

Mainstay's My25 program, utilized by leading providers in 30 states, is the only solution quickly and sustainably facilitating the following critical outcomes: substantial reduction of costs associated with labor, food, PRNs, prescription medications, and acute care needs; elevated choice; and material health and quality-of-life gains for people supported.

## MediSked LLC

### Gold Partner

Linda Nakagawa  
Market Policy Analyst  
866.633.4753 ext. 756  
Linda\_Nakagawa@medisked.com  
850 University Avenue  
Rochester, NY 14607  
www.medisked.com

MediSked LLC is the leading brand in holistic solutions that improves lives, drive efficiencies and generates innovations for human service organizations.

## Medline Industries

### Gold Partner

Shane Dearing  
Vice President, National Accounts  
812.455.2955  
sdearing@medline.com  
14240 Murphy Circle East  
Mundelein, IL 60060  
www.medline.com



Medline stands shoulder to shoulder with caregivers at the point of care and assistance by providing quality medical supplies, education, and programs.

## Mediware Information Systems

Michelle Caldwell  
Event Planner  
480. 831.7800 ext. 14028  
michelle.caldwell@mediware.com  
585 N. Juniper Drive  
Chandler, AZ 85226  
www.mediware.com

Mediware is a leading provider of healthcare software solutions. We specialize in our behavioral health software that streamlines operations for all your practice needs including mental health, substance use, and intellectual/developmental disabilities. AlphaFlex EHR system manages everything from billing to clinical management, scheduling to reporting, and everything in between. Please visit [www.mediware.com](http://www.mediware.com) or call 888.633.4927.

## MITC

### Gold Partner

Laine Rover  
Marketing Coordinator  
301.228.2105 ext. 848  
lainer@mitcsoftware.com  
5300 Westview Drive, Suite 404  
Frederick, MD 21703  
www.mitcsoftware.com

MITC provides solutions that are affordable and modular, enabling agencies to tackle problems within budget, increase productivity, and generate savings. Unlike general purpose systems, MITC provides a complete solution and services to support agencies, including staff & client attendance, web clock, telephone timekeeping, biometrics, staff & client scheduling, human resources, and billing.

## Mutual of America

Renee Shew  
Vice President  
202.340.4744  
renee.shew@mutualofamerica.com  
320 Park Avenue  
New York, NY 10022  
www.mutualofamerica.com



Mutual of America has specialized in providing retirement products and related services to nonprofit organizations and their employees since 1945. We offer a range of services that includes: 401(k), 403(b), Tax Deferred Annuity Plans at the cost-efficiency of a full-service provider: one company to help you meet your investment, employee communications and administrative responsibilities.

## National Alliance for Direct Support Professionals (NADSP)

Tanya Moyer  
Director of Administrative Services  
844.446.2377  
tmoyer@nadsp.org  
1971 Western Avenue, #261  
Albany, NY 12203  
nadsp.org

NADSP offers technical assistance services, membership products and training programs to organizations throughout the United States. Our mission is to elevate the status of direct support professionals by improving practice standards, promoting system reform, and advancing their knowledge, skills and values.

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

## National Leadership Consortium on Developmental Disabilities

**Kristen Loomis**  
Program Coordinator  
302.831.4728  
kloomis@udel.edu  
111 Alison Hall  
Newark, DE 19716  
nicdd.org

The National Leadership Consortium on Developmental Disabilities at the University of Delaware is a partnership of fifteen national developmental disabilities organizations. The Consortium offers intensive week-long leadership institutes designed to meet the specific needs of disability organizations. The goal is to assure the quality and commitment of the next generation of leaders serving people with disabilities.

## Netsmart

**Holly Cowan**  
Events Coordinator  
913.272.2487  
hcowan@ntst.com  
4950 College Boulevard  
Overland Park, KS 66211  
www.NTST.com

Netsmart is healthcare's largest human services and integrated care technology provider. Netsmart technology platforms and expertise are integral to the delivery of outcomes-based services and care to more than 25 million persons nationwide. To learn more about how Netsmart is changing the face of health-care today, visit [www.ntst.com](http://www.ntst.com).

## Odyssey Software

**Boyd Goodner**  
Director of Sales  
501.317.5186  
boyd@tosg.com  
105 Bradford Rd  
Wexford, PA 15090  
www.tosg.com

Odyssey Software has been providing information technology services for the administrative functions of Health and Human Services agencies for over 20 years. Odyssey Software solutions include financial management, HCM and budgeting and planning tools to help you monitor and improve your operational outcomes.

## Office Depot

**Michael Carta**  
Vertical Market Manager  
540.454.9550  
michael.carta@officedepot.com  
6304 Woodside Court  
Columbia, MD 21046  
www.business.officedepot.com



Office Depot is proud to partner in ANCOR'S Shared Resources Purchasing Network and will be promoting opportunities for members to benefit with exclusive savings from the tremendous purchasing power of the ANCOR Network. Featured items on display will include a full line of office products, cleaning and break room supplies as well as print and document solutions.

## Pharmacy Alternatives

**Kathleen Brown, RN, CDDN**  
Director of Development  
847.227.7175  
kathybrown@palrx.com  
9901 Linn Station Road  
Louisville, KY 40223  
www.palrx.com

We are a pharmacy that provides pharmacy services to the I/DD population. We have medication management systems that allow for the greatest amount of independence for individuals living in the community and agencies that provide support for them.

## QBS, Inc.

**Patty Pruden-Lennox**  
COO  
508.316.4223  
pprudlenlennox@qbscompanies.com  
49 Plain Street, Suite 200  
North Attleboro, MA 02760  
www.QBSCompanies.com

QBS Inc., a leading national consulting and behavioral training company, offers Safety-Care™ Behavioral Safety Training. Safety-Care is founded upon principles and procedure of Applied Behavior Analysis and Positive Behavioral Supports, training staff in evidence-based practices toward the prevention, minimization, and management of behavioral challenges.



## Quantum Solutions Corp.

Chris Robb

Director of Business Development  
217.632.3066, Ext. 127  
chris@qscorpio.com  
13936 State Highway 97, PO Box 500  
Petersburg, IL 62675  
www.quantumsolutionscorp.com

Electronic Documentation for I/DD or MH providers large or small. We provide personalized documentation and data collection, custom reporting at the touch of a button, pharmacy integrated med pass management with FlexMAR, and much, much more. From Documentation to Billing; Quality Assurance and Management, Quantum has you covered.

## Relias Learning

Platinum Partner

Joe Perrow

Strategic Alliances Manager  
919.655.7761  
jperrow@reliaslearning.com  
111 Corning Rd, Suite 250  
Cary, NC 27518  
www.reliaslearning.com

Relias Learning offers online training to post-acute care, health and human services, autism and applied behavior analysis, public safety, payers, and intellectual and developmental disabilities organizations. It's our mission to measurably improve the lives of the most vulnerable members of society and those who care for them.



## Rest Assured

Dustin Wright

Executive Director  
877-338-9193 x348  
dwright@restassuredsystem.com  
180 Professional Court  
Lafayette IN 47905  
www.restassuredsystem.com

Rest Assured's patented web-based remote support services uses the latest technology combined with a state-of-the-art support and response center (remote caregivers), to help care providers and families improve the quality of lives of seniors and individuals with intellectual or developmental disabilities.

## Scioto

Gold Partner

Kate McNulty

Director of Strategic Alliances  
614.889.5191  
kmcnulty@scioto.com  
4145 Powell Road  
Powell, OH 43065  
www.scioto.com

Scioto is a national provider of housing solutions for people with disabilities since 1999. Scioto invests in quality housing and related healthcare facilities for people with disabilities. Our solutions include real estate transactions, construction and development and mergers and acquisitions.

## SEFCU Insurance Agency

Special Partner

Michael Hutcherson

Executive Vice President  
518.786.9905, Ext. 2021  
mhutcherson@sefcuinsuranceagency.com  
469 State Street  
Schenectady, NY 12305  
www.sefcuinsurnaceagency.com

SEFCU Insurance Agency - Offering insurance programs tailored to human service organizations and the ANCOR Membership! Our extensive experience serving non-profit organizations has allowed us to provide tailored insurance products, consultative services, and risk management solutions designed to protect the unique risks your agency faces each day. *Property Casualty Insurance ~ Workers Compensation Insurance ~ Employee Benefits*

## Sengistix, LLC

Tim Janssen

Operations Director  
651.695.5817  
tim.j@sengistix.com  
1444 Northland Drive, Suite 150  
Mendota Heights, MN 55120  
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.



PROUD PARTNER



# Shared Resources Purchasing Network (SRPN)

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.

## Sparkrock

Special Partner

Melissa Alvares

Director of Marketing

416.516.0050

malvares@sparkrock.com

122 Judge Road

Toronto, Ontario, Canada M8Z 5

www.sparkrock.com

We provide software to help you serve more people, with less effort, stress and expense. Our software suite includes Finance, HR, Payroll, Scheduling and Case Management in an all-in-one system built on Microsoft technology.

## Sprint

Natalya Kasha

Sprint Discount Program

Account Manager

585.370.0883

natalya.kasha@sprint.com

43 Fairfield Drive

Rochester, NY 14620

www.sprint.com

Members of ANCOR! Enjoy the 26% discount with Sprint for Corporate or Personal needs! Visit ANCOR Shared Resources Purchasing Network to learn more.



## SteadyCare

Pattie Marrin

President

978.968.2800

pmarrin@steadycare.com

P.O. Box 1176

Lynnfield, MA 01960

www.steadycare.com

Attendance & Location Verification System with Alerts - Ideal for day & night shifts. Know people arrived at designated location & time they checked in. Know if they're awake and still there. Get alerts when they don't check in. Manage online. Access via phone, mobile or app. Aids with compliance. Helps promote safety & accountability.

## Stoneridge Partners

Katie Clore

Managing Partner

239.215.6779

katie@stoneridgepartners.com

2001 Lake Point Way

Louisville, KY 40223

www.stoneridgepartners.com

Stoneridge Partners is a mid-market Merger & Acquisition advisory firm focusing on home care and hospices.

## Superior Van & Mobility

Coy Lightfoot

Director of Commercial Sales

502.727.7803

clightfoot@superiorvan.com

1506 Lake Shore Court

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

Vaughne Glennie

VP Operations

520.395.0244

[vglennie@vertess.com](mailto:vglennie@vertess.com)

3849 E Broadway Boulevard, Suite 232

Tucson, AZ 85716

[www.vertess.com](http://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](mailto:jbellomy@vertexsystems.com)

2550 Corporate Exchange Drive, Suite 104

Columbus, OH 43229

[www.vertexsystems.com](http://www.vertexsystems.com)

Vertex Systems provides software solutions for rehabilitation agencies serving people with disabilities. Our Intuition software significantly reduces time spent on case management, service billing, and workforce management by eliminating redundancy, reducing errors, and fostering compliance. With Intuition, agencies can reduce administration costs by up to 50% while increasing top-line revenue by up to 3%.

## Welligent, Inc.

April Burrows

Marketing Manager

757.213.5960 ext. 5953

[aburrows@welligent.com](mailto:aburrows@welligent.com)

5205 Colley Avenue

Norfolk, VA 23508

[www.welligent.com](http://www.welligent.com)

Welligent is a Virginia-based electronic health record company that is both mobile and secure. Wherever you are, Welligent provides scheduling, documentation and medication and caseload management access from your desktop, tablet or smartphone. Welligent provides the software tools needed to manage all programs, services and payors from one highly-configurable system.

## *Congratulations* to our 2017 Direct Support Professionals of the Year!

# ResCare

Learn more about our winners by visiting [www.ResCare.com/DSP-Awards](http://www.ResCare.com/DSP-Awards)



**Debbie Ogden**  
Alaska



**Amanda Meeks-Sinner**  
California



**Adam Candeloro**  
Canada



**Tamika Norwood**  
Georgia



**Rose Harrison**  
Louisiana



**Ricky Hamm**  
North Carolina



**Vonda Dotson**  
South Carolina



**Chasidy Williams**  
Texas



**Chris Thompson**  
West Virginia



# RELIAS || LEARNING



Training new and experienced  
**Direct Support Professionals**  
isn't always straightforward.

## **Best Practices for Training DSPs eBook:**

Learn how to use Focused Learning techniques to increase retention and improve practical applications of skills learned.



Download this eBook at [go.reliaslearning.com/ebook](https://go.reliaslearning.com/ebook)



"Relias has been an exceptional partner. Their support of the National Advocacy Campaign's DSP Recognition Awards is a laudable reflection of their understanding and respect for this remarkable workforce and the people with disabilities they serve."

— Barbara Merrill, ANCOR CEO

[www.reliaslearning.com/ancor](https://www.reliaslearning.com/ancor)



ANCOR and the ANCOR Foundation are bringing you not one, but TWO exciting ways to engage your staff and give them the professional and personal development opportunities they deserve. We are pleased to introduce:

**ANCOR/Relias  
Certificates**



and the

**ANCOR Foundation  
Leadership Academy**



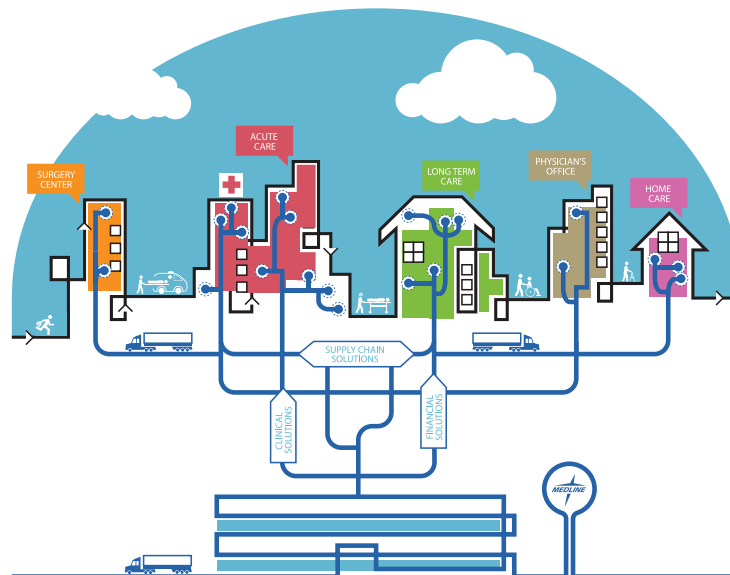
*Learn more about these options and who might benefit from each at our plenary sessions this week!*

*For more information on the ANCOR/Relias Certificate Program, stop by the Relias Booth.  
For more information on the ANCOR Foundation Leadership Academy, stop by the ANCOR Foundation booth.*



Medline salutes  
DSPs for their  
dedication to the  
people they serve.

ADVANCING  
THE **HEALTH OF**  
**HEALTHCARE.**



THE ONLY ONE WHO CAN TRULY SERVE THE  
**CONTINUUM OF CARE.**  
SPECIALISTS IN EVERY SEGMENT. SOLUTIONS ACROSS THEM ALL.

## ***Congratulations DSP of the Year Award Winners!***

For information on finding and keeping great DSPs, check out the  
ANCOR/RTC Direct Support Workforce Toolkit at [www.ancor.org/toolkit](http://www.ancor.org/toolkit)

INSTITUTE on COMMUNITY INTEGRATION | UNIVERSITY OF MINNESOTA



## **Electronic Documentation for I/DD Service Providers**

**Therap congratulates all DSPs for their endless dedication to the people they support**

### **See why more DSP's in more states use Therap**

- ✓ Better communication
- ✓ Professional training
- ✓ Efficient and respectful use of DSP time

### **Therap Applications include**

- Individual Service Plans
- Health Care Reports
- Behavior Tracking
- Medication Administration Records
- Goal Tracking
- Nursing Care Plans
- Daily Notes/Shift Notes
- Risk Management & Assessment Plan
- Incident Report
- Employment History
- Document Storage
- Personal Finance
- Electronic Billing/Claim Tracking

### **Therap Training Academy**



**Self paced on demand  
Courses on Therap Modules**

### **Record data in real time using Therap Mobile Applications for iOS & Android**



- Mobile T-Log
- Mobile MAR
- Mobile ISP Data

(203) 596-7553 [www.TherapServices.net](http://www.TherapServices.net)





the power behind your super powers.

**SUPER-** Software for ANCOR Providers  
and Other Everyday Heroes.  
[footholdtechnology.com](http://footholdtechnology.com)



# CapGrow Partners

[www.capgrowpartners.com](http://www.capgrowpartners.com) | 773.329.7691

We Buy The House, You Make It A Home

*We have been a trusted real estate partner for providers nationwide since 2005*

We Offer:



Purchase/Leases



Sale/Leasebacks



Build-To-Suit/Leases



Existing Landlord Transfers



Home Modification Financing



# A COMPLETE WORKFORCE MANAGEMENT SOLUTION DESIGNED FOR AGENCIES

MITC is an integrated solution for agencies that can no longer afford the costs & risks of using paper or other ineffective systems.

## STAFF SOLUTIONS

- ▶ Time & Attendance
- ▶ Scheduling
- ▶ HR
- ▶ ACA
- ▶ Mileage & Expenses



## CLIENT SOLUTIONS

- ▶ Door Clock
- ▶ Client Timesheets
- ▶ Piece & Production
- ▶ Scheduling
- ▶ Documentation
- ▶ Billing



Learn why hundreds of agencies have chosen MITC.  
Visit [mitcinfo.com/ANCOR17](http://mitcinfo.com/ANCOR17) or call 301.228.2105.

[www.mitcsoftware.com](http://www.mitcsoftware.com)

[info@mitcsoftware.com](mailto:info@mitcsoftware.com)



**There's a feeling you get  
when you talk face-to-face,  
not face-to-website.**

Add more value to your retirement plan with personalized services and support. Call us at 1-866-954-4321.

**MUTUAL OF AMERICA**  
Your Retirement Company®

Mutual of America® and Mutual of America Your Retirement Company® are registered service marks of Mutual of America Life Insurance Company, a registered Broker/Dealer, 320 Park Avenue, New York, NY 10022-6839.



**We salute  
the 2017 DSPs  
of the Year!**



## PURPOSE DRIVEN TECHNOLOGY EXPERTS

**Holistic solutions that drive  
efficiencies and improve lives**

### MEDISKED IS PROUD TO SUPPORT ANCOR AND ITS MEMBERS

MediSked, LLC supports human services organizations nationwide with innovative software solutions and the combined expertise of an experienced, committed team.

We work with stakeholders and partners to provide data analysis, benchmarking, reporting, and recommendations for home and community-based services (HCBS)-specific initiatives.

### LEARN MORE FROM OUR TEAM OF EXPERTS

Contact us at [www.medisked.com/ancor2017](http://www.medisked.com/ancor2017) or (866) 633-4753.











**2017 DSP  
Recognition Week  
September 10 - 16**



**2017 ANCOR  
Leadership Summit  
September 18 - 19**  
The Dupont Hotel  
Washington, DC



**2018 ANCOR  
Annual Conference  
April 15 - 17**  
Sheraton Hotel  
New Orleans, LA

· SAVE THE DATE ·

· SAVE THE DATE ·

· SAVE THE DATE ·



