

2018 ANCOR ANNUAL CONFERENCE

# CONVERGE

IN THE BIG EASY

APRIL 15 - 17, 2018



VISIT THE EXHIBIT EXPO APRIL 15-16

# WELCOME TO THE BIG EASY

2017 was anything but “easy” for providers of services for people with intellectual and developmental disabilities. Medicaid as we know it was in serious danger. Our workforce crisis lingered. We wondered, sometimes aloud, if new leaders would emerge as many of our valued colleagues started counting days to retirement. Who would lead our field in the future? Will there be a future for our field?

2017 was a year that proved that amazing things happen when we get together.

Together we generated over 29,000 emails to Congress, over 17,000 tweets and retweets, and so many phone calls to Save Medicaid that the Congressional switchboard lines were jammed.

We published a Workforce White Paper which compiles the best research and data relevant to our services, and convened a national summit to think through next steps.

Next steps which include giving our workforce opportunities to grow (and show!) their competencies, like ANCOR's Certificates of Achievement and the ANCOR Foundation's Leadership Academy.

In 2017, we debuted the ANCOR Foundation's Included. Supported. Empowered. Campaign to convey the value and importance of community services for people with I/DD and highlight the provider support networks that enable them to succeed.

Why? Because together, we have a stake in building opportunities for people with intellectual and developmental disabilities.

Which is why we themed this year's conference Converge in the Big Easy.

2018 will be anything but easy, but amazing things happen when we get together.

Welcome to New Orleans. We hope you leave the 2018 conference with new ideas, new connections and a renewed commitment to face the future together.

## DSPs are VIPs here!

ANCOR welcomes our Direct Support Professionals (DSP) to the 2018 Annual Conference! ANCOR is keenly aware of the critical role that our Direct Support workforce play in providing quality 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 lieu of a regimented DSP Academy, we invite our DSPs to attend any conference session that fits their areas of interest and expertise. ANCOR's Annual Conference offers a range of presentations, including sessions on direct support services that will be recommended, but not required, for DSP attendees. First time at the ANCOR conference? Don't miss out on the DSP orientation on Sunday at 3:00pm – 3:30pm. Get a head start on your networking!

## CONFERENCE TRACKS

Our breakout sessions fall within these conference tracks:

- **POLICY:** federal policies, regulations, and strategies to influence policy discussions
- **DIRECT SUPPORT SERVICES:** high-quality care services to achieve quality outcomes
- **WORKFORCE:** career development, training, and retention strategies
- **AGENCY OPERATIONS:** efficient operations, performance management, and strategic partnerships
- **INNOVATION:** non-traditional service models and emerging trends

### First-Time Attendees, Welcome! Get Oriented on Sunday, April 15th

On Sunday afternoon, we offer two informal orientations for our newbies and/or solo attendees. Conference veterans will be on hand to answer questions on how to maximize the conference, give you a jumpstart on networking, or answer questions about becoming an active ANCOR member:

#### DSP Attendee orientation:

**Sun, April 15, 3:00pm – 3:30pm, Nottoway/4th Floor**

#### New and/or Solo Attendee orientation:

**Sun, April 15, 4:00pm – 4:30pm, Nottoway/4th Floor**

### Note of Appreciation – POD and Board of Representatives

ANCOR's Professional and Organizational Development (POD) Committee and Board Representatives deserve our sincere appreciation, especially for their support and assistance in planning and volunteering for the new attendee welcome sessions, serving as session monitors and day chairs, and facilitating express talks. ANCOR thanks you!

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NOTE: By participating in any facet of the 2018 ANCOR Conference, Converge in the Big Easy, 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.

## Get Inspired!

### Spotlight on Agency Innovations

We're spotlighting your agency innovations all around the conference. Find out what others are doing and get inspired! Connect with your colleagues and bring the ideas home to your community.

Topics are organized by categories:

- **Direct Support Services**
- **Workforce**
- **Agency Operations**
- **Technology**

## Exhibit Hall is open

### Sunday and Monday

Drop by the exhibit hall to find out about the latest products and services available in the field. Get to know ANCOR's Partners and members of ANCOR Services Corp. Are there any savings you are missing? Don't go home wondering! Exhibit Hall hours are:

**April 15, Sunday 3:30pm – 5:00pm**

**Sunday Reception 6:00pm – 7:30pm**

**April 16, Monday 7:30am – 4:30pm**

## We Listen – Submit an Evaluation!

Tell us about your favorite speakers, session topics, and ideas for next year. Drop off your evaluations at the registration desk for an additional chance to win a prize.

## Leadership Meetings

### APRIL 14

8:00am - 12:00pm Orpheus/8th Fl.

12:00pm - 4:30pm Rhythms I/2nd Fl.

**ANCOR Foundation Board Meeting**

**ANCOR Board of Directors Meeting**

### APRIL 15

8:00am - 10:30am Bayside BC/4th Fl.

10:30am - 12:30pm Bayside A/4th Fl.

10:30am - 12:00pm Oak Alley/4th Fl.

**Government Relations Committee Meeting**

**State Association Executives Meeting**

**ANCOR Board of Representatives Meeting**

### APRIL 16

12:00pm - 1:30pm Ellendale/4th Fl.

**ANCOR Leadership Development**

**Committee Meeting**

## Tweeting from the Conference?

**Don't forget to add #2018Converge to your posts.**

## The ANCOR Foundation welcomes its inaugural class of the Foundation's Leadership Academy!

The Academy supports mid-career professionals to build their areas of expertise and thought-leadership to enhance influence and reputation in the national I/DD community as the next generation of leaders.

## The HeadShot LOUNGE™

Ready for your close up? ANCOR is pleased to introduce The HeadShot Lounge, sponsored by Medline, to conference attendees. Take a few minutes from your day, enjoy complimentary hair, makeup and photo services. Relax in a quiet space and then smile for the camera! A professional photographer is on hand to provide you with the headshot you've been meaning to update and add to your website or resume – it's yours to use however you'd like!

**Sunday, April 15 2:00pm-6:30pm**

**Monday, April 16 8:00am-4:00pm**

Grand Couteau, 5th Floor

Sponsored by:



## What's Your Story?

After you've freshened up at the Head Shot Lounge, walk over to our Story Booth and tell us a little about yourselves. What drew you to this field? What's made you stay? Tell us how you've supported someone to be included in their community and empowered in their lives. A professional videographer is here to capture your story for inclusion in the ANCOR Foundation's Included. Supported. Empowered Campaign, and for you to use at home as well. NOTE: we anticipate space will be limited. Please be sure to sign up for a timeslot to minimize your wait time.

**Monday, April 16 8:00am-5:30pm**

**Tuesday, April 17 8:00am-10:00am**

Muses, 8th Floor

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

PLATINUM PARTNER



GOLD PARTNERS



## Our appreciation to our conference sponsors for their support:



# 2018 Annual Conference

## Timeframe

**POLICY:**  
federal policies, regulations,  
and strategies to influence  
policy discussions

**DIRECT SUPPORT  
SERVICES:**  
high-quality care services to  
achieve quality outcomes

## Monday

### Breakout #1

11:00am - 12:00pm

**Policies, Payment,  
Promotion: Expanding  
Use of Technology in MN**  
Grand Chenier/5th Fl.

**Interdisciplinary  
Team Roles** ★  
Nottoway/4th Fl.

### Breakout #2

1:30pm - 2:30pm

**Interests to Engagement:  
The Next Level of the  
CMS Rule**  
Ballroom A-C/5th Fl.

**The Roots Project:  
A Model for Serving  
Complex MH/IDD** ★  
Nottoway/4th Fl.

### Breakout #3

3:00pm - 4:00pm

**Leveraging IDD Data to  
Maximize Opportunities**  
Ballroom A-C/5th Fl.

**ANCORTalks**  
3:00pm-3:30pm  
Grand Chenier/5th Fl.

## Tuesday

### Breakout #4

8:30am - 9:30am

**ICF Updates**  
Grand Chenier/5th Fl.

**An Organizational  
Journey Toward  
Person-Centeredness**  
Southdown/4th Fl.

### Breakout #5

1:30pm - 2:30pm

**OpenMic ANCORTalks:  
Now it's Your Turn**  
1:30pm-2:00pm  
Grand Couteau/5th Fl.

**Naomi's Story: Scenes  
from *Intelligent Lives*  
Documentary** ★  
Ballroom A-C/5th Fl.



# Breakout Sessions By Track

**WORKFORCE:**  
career development,  
training, and retention  
strategies

**AGENCY OPERATIONS:**  
efficient operations,  
performance management,  
and strategic partnerships

**INNOVATION:**  
non-traditional  
service models and  
emerging trends

## April 16

★ Sessions recommended for DSPs

Benefits Beyond a  
Paycheck

Oak Alley/4th Fl.

Employment First - Data  
Collection Tool

Bayside BC/4th Fl.

Dissecting Value to  
Discover Influence

Ballroom A-C/5th Fl.

The Person-Centered  
Workplace: Empowering  
People, Changing Lives

Grand Chenier/5th Fl.

Relationships as an  
Outcome in Managed  
Care Programs

Bayside BC/4th Fl.

Alternative Housing/  
Person-Centered  
Planning in Action

Oak Alley/4th Fl.

Why Is Training for Front  
Line Supervisors So  
Important? ★

BaysideBC/4th Fl.

The Power of Partnership:  
Collaboration Goes  
A Long Way

Nottoway/4th Fl.

International Services:  
Not for the  
Faint of Heart

Oak Alley/4th Fl.

## April 17

Certificates of  
Achievements in Action-  
One Agency's Experience ★

Grand Couteau/5th Fl.

Lessons from the  
Disability Business  
Acumen Resource  
Center

Ballroom A-C/5th Fl.

Collaborating to Promote  
Competitive Integrated  
Employment

Nottoway/4th Fl.

Inclusive Emergency  
Preparedness for ICFs

Grand Chenier/5th Fl.

Using Data  
to Transform Lives

Nottoway/4th Fl.

# SUNDAY, APRIL 15

**9:00am-6:00pm**

Grand Ballroom Foyer/5th Floor

**Registration Open**

## PRE-CONFERENCE SESSIONS

Separate registration is required.

Space is limited.

**Pre-Conference #1** (\$125.00)

**1:00pm-4:00 pm**

Bayside BC/4th Floor

**Preparing Your Agency  
for NEW Electronic Visit  
Verification Requirements**

**Laura Brackin**, CEO, Brackin and

Associates, LLC

**John Graham**, CEO & Software Architect,

MITC

**Doug Golub**, President, MediSked

**Justin Brockie**, COO, Therap Services

**Sean Murray**, Product Manager, MediSked

**Josh Auer**, Partner, Direct Care Innovations

Electronic visit verification (EVV) is now going to play a significant role for providers of Medicaid waiver services – states are not only encouraged to use it, now new federal law REQUIRES states and providers to use EVV systems in their waiver systems or else incur penalties. The 21st Century Cures Act passed in 2016 was a large overhaul bill impacting the Food and Drug Administration (FDA) and the National Institutes of Health (NIH), but a small section, Section 12006 of the legislation, was added to require states providing Medicaid waiver services to ensure that those services are being provided with real-time electronic verification. The new federal legislation is broad and leaves much of the implementation to be interpreted

by the states which can translate to opportunities for providers, but also expensive, burdensome, and detrimental shifts for service provision. This three-hour deep dive on EVV makes sure providers are prepared for this shift happening now.

**Pre-Conference #2** (\$125.00)

**1:00pm-4:00 pm**

Grand Chenier/4th Floor

**Providers Taking the Lead:  
Exploring Provider-Led  
Integrated Care Approaches**

**Robert Baker**, Vice President,

Keystone Human Services

**George Klauser**, Executive Director,

Altair ACO

**Cindy Mahan**, CEO, Friendship

Community Care

**Edward Matthews**, CEO, ADAP

Community Network

**Shane Spotts**, Anthem, Inc.

**Debby Stehling**, Regional Directors,

Friendship Community Care, Inc.

States are continuing to move toward integrated care within their Medicaid programs. Provider-led approaches are an emerging trend within this movement and I/DD providers are at the forefront. Join us to hear about three of these approaches, including:

• **Keystone Human Services' Adult Community Autism Program**—A pioneer in the movement will share their experience managing a fully integrated, comprehensive system of care for individuals with autism.

• **Altair ACO**—The first social service-initiated Accountable Care Organization, will share their efforts to advance a vision



of a system that coordinates, evaluates, and plans financing for a wide range of services that impact health for individuals with I/DD.

- **Arkansas Organized Care Model**—

Born out of a provider-led legislative effort, hear about their path to advancing an approach that relies on provider-owned partnership organizations to integrate services and supports.

- **New York CCO/HH Model** — New York is working to bring together 750+ IDD providers into Care Coordination Organizations / Health Homes (CCO/HHs) for team-based, holistic, integrated, and conflict-free coordination for over 100K individuals.

## **Pre-Conference #3** (\$125.00)

### **1:00pm-4:00 pm**

Oak Alley/4th Floor

## **Moving In, Moving Up and Moving On: Learning to Lead at Every Career Turn (ANCOR Foundation RLP Leadership Forum)**

**Don Tebbe**, Consultant

Managing your career and taking charge of

your development as a leader is critical for long-term success. Also, successfully moving into and out of roles is the mark of a good leader. This beyond-the-textbook session will provide participants with empowering ideas drawn from research as well as over 1400 interviews with nonprofit executives and well over 100 organizations.

- What leaders actually do.

- Three cornerstones that you must master for career success.

- The five hidden dimensions of every leadership role, regardless of job level, and the building blocks in each.

- Moving in: Four things to set the stage for success in a new leadership role.

- Moving up: Three things you can do to grow and develop your leadership skills (especially if your nonprofit has limited or no training budget).

- Moving on: How to leave a role with minimal impact and set your organization up for future success.

The ANCOR Foundation is committed to supporting the professional growth and development of the men and women who are dedicated to improving the quality of life of people with disabilities.

## **Exhibits Open**

### **3:30pm-5:00pm**

Grand Ballroom DE/Foyer/5th Floor

Prime time to visit with vendors of services and products that your agency needs!



# SUNDAY, APRIL 15

**5:00 pm-5:30pm**

Grand Ballroom, A-C/5th Floor

## Welcome

**Laura Brackin, Ph.D.**, CEO, Brackin



& Associates LLC and  
Community Provider  
Association

On behalf of Louisiana  
providers, Laura will  
welcome us to New  
Orleans!

## State of ANCOR Address

**Angela King**, Board President, ANCOR



ANCOR Board President  
Angela King will officially  
open the ANCOR 2018  
conference with a reflec-  
tion on where we've  
been, what we've accom-  
plished together, and what  
we can achieve as we

converge and move forward together.

**5:30pm-6:00pm**

Grand Ballroom, A-C/5th Floor

## ANCORTalks: The Intersection of Convergence and Inspiration!

This year's theme is all about the power of convergence – why we come together; the collective power we harness, lessons learned from one another; how we inspire each other. That's why we are kicking off this year's prime time with a lightning round of 3 minute talks by 5-7 of your colleagues speaking to the topic of "What Inspires Me". Some of the speakers

will be well known to many ANCOR members, others rising stars. Some will challenge, provoke, make you cheer - the only thing we can guarantee is that we have not censored anyone!



## InterACT NOLA

A great way to  
close out the  
opening session –  
InterACT NOLA,  
an inclusive

theatre and musical group from The ARC of Greater New Orleans, will welcome us to their city by performing two inspiring songs. The group has impressed many with their performances, earning them great reviews as a can't miss act in New Orleans. In one of the greatest music cities in the country, we're fortunate to have them and can't wait for you to experience this one-of-a-kind musical performance!

**6:00pm-7:30 pm**

Grand Ballroom DE/Foyer/5th Floor

## Welcome Reception with Exhibitors

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

Sponsored in part by:



# MONDAY, APRIL 16

**7:30am-5:30pm**

Grand Ballroom Foyer/5th Floor

**Registration Open**

**7:30am-9:15am**

Grand Ballroom DE/5th Floor

**Continental Breakfast  
with Exhibitors**

Sponsored by:



**9:15am-10:00am**

Grand Ballroom A-C/5th Floor

**Welcome, Opening Remarks  
and Monday Morning Plenary:  
Included. Supported.  
Empowered.**

**Barbara Merrill**, CEO, ANCOR



On a national level, 2017 was an incredibly challenging year. But the silver lining that emerged from the repeated threats to Medicaid was that, for the first time ever,

Americans across the country finally figured out what Medicaid is and what it does for people with disabilities. Now the next step is to tell the story of who does it. And how.

That's why the ANCOR Foundation launched a national campaign to tell the



story of how providers are transforming lives and why it is so important to support a healthy and diverse community provider network. Campaign Co-Chairs Chris Stevenson and Robert Budd will join ANCOR CEO Barbara Merrill for a retrospective on lessons learned from the 2017 Medicaid reform debate, steps ANCOR is taking to further build our influence in Washington, and how you can help ensure the success of the ANCOR Foundation's Included. Supported. Empowered campaign.

**10:00am-10:30am**

Grand Ballroom A-C/5th Floor

**KEYNOTE:**

**Whose 'Value' Is It, Anyway?**

**Pritpal S. Tamber**, Co-Founder and CEO,  
Bridging Health & Community



As the burden of sickness has shifted from infectious diseases to lifestyle-related, chronic conditions, the health sector has struggled to respond. In this keynote,

Pritpal S. Tamber, will share how its latest salves, from health-and-social integration to value-based care, fail to grasp a core failing in our approach to health—the lack of true voice for people and communities.

Pritpal S. Tamber is the Co-Founder and CEO of Bridging Health & Community, a Seattle-based nonprofit aiming to transform how we approach health so that it goes beyond health care and public health to include fostering the agency of a com-

# MONDAY, APRIL 16

munity—its collective ability to make purposeful choices. He is the former Physician Editor of **TEDMED** and began his career as an editor at the *British Medical Journal*.

## 10:30am-11:00am

Grand Ballroom DE/Foyer/5th Floor

### Networking Break with Exhibitors

Sponsored by:



## BREAKOUT SESSIONS

### 11:00am-12:00pm

Oak Alley/4th Floor

### Benefits Beyond a Paycheck

**Carrie Arnold**, Chief Human Resources Officer, Sunshine Communities

**Deb Rasmusson**, Chief Program Officer, Sunshine Communities

You've heard of tech companies that keep stocked refrigerators at work or allow pets in the office to attract and keep staff. But are these the benefits that really matter? At this session, find out what benefits are most desirable to employees, and hear first-hand how one nonprofit reduced employee turnover; by getting to understand their workforce better and assessing what the daily instability in the lives of their employees was really costing them. You'll come away from this session learning more about the impact of economic class and daily instability on your organization's

workforce, and how to use this knowledge to support your employees, create a fantastic culture and improve the lives of those you support through innovative programs.

### Conference Track: Workforce

### 11:00am-12:00pm

Bayside BC/4th Floor

### Employment First Provider Transformation & Data Collection

**Ali Sayer**, Vice President, Economic Systems Inc.

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

**Thomas Wilds**, EFSLMP Subject Matter Expert

Provider transformation and data collection are critical elements in Employment First systems-change. For organizations interested in diversifying their services to provide expanded community-based options for individuals with significant disabilities, this session is for you! Come learn about the investments of the Office of Disability Employment Policy (ODEP) which provide community rehabilitation providers with access to high-quality technical assistance, training and ongoing coaching from executives who understand the level of complexity involved, and effective strategies for model conversion from facility-based work or day habilitation centers. The session will also include examples of the simple, cost-effective web-based data collection tools from Alabama, Arkansas, and Tennessee which were

utilized to improve outcomes through the Employment First State Leadership Mentoring Program (EFSLMP).

### **Conference Track: Agency Operations**

**11:00am-12:00pm**

**Nottoway/4th Floor**

## **Interdisciplinary Team Roles in a Comprehensive Mental Health Assessment**

**Robert Fletcher**, Founder and CEO-Emeritus, NADD

It is important to understand the key components of a comprehensive mental health assessment to prevent under-diagnosis, over-diagnosis or misdiagnosis of an individual with IDD who exhibits challenging behaviors. Service coordinators, mental health clinicians, and other team members all have a role in the state of the art assessment and diagnostic practices necessary for an accurate mental health diagnosis. This session will discuss best assessment practices, how to manage a mental health assessment, and the roles of the service coordinator and interdisciplinary team.

### **Conference Track: Direct Support Services**

**11:00am-12:00pm**

**Grand Chenier/5th Floor**

## **Policies, Payment, Promotion: Expanding the Use of Technology in Minnesota**

**Barb Turner**, Senior Director of External Affairs, ARRM

Building an effective regulatory and reimbursement foundation at the state-level is both possible and necessary for expanding

the use of technology in direct care.

Despite a clear and present need for providers and states to expand the use of technology to offer independent living solutions for people with disabilities and to address a national DSP shortage, many states have struggled getting technology initiatives off the ground. Through proactive, and at times, unscripted action as well as strong collaborative relationships between providers and regulators, Minnesota has found a working formula. At the core of these efforts are pragmatic regulatory policies, incentivizing reimbursement models, and a recognition that overcoming the inertia of a 50+ year static service model takes a bit more than passing legislation.

Hear how Minnesota's waiver management and rate setting system has been designed to support and incentivize technology use.

### **Conference Track: Policy**

**11:00am-12:00pm**

**Grand Ballroom A-C/5th Floor**

## **Dissecting Value to Discover Influence**

**Pritpal S. Tamber**, Co-Founder and CEO, Bridging Health & Community

Building on his keynote, Pritpal S. Tamber will look under value-based health care's hood to surface the process and assumptions that have taken it from an idea into operational reality. In so doing, and in collaboration with participants, he'll seek to shine a light on possible strategies and tactics for ANCOR's community to consider in their work to bring a broader appreciation of their work.

### **Conference Track: Innovation**

# MONDAY, APRIL 16

**12:00pm-1:30pm**

**LUNCH on your own**

## **BREAKOUT SESSIONS**

**1:30pm-2:30pm**

**Oak Alley/4th Floor**

### **Alternative Housing/Person Centered Planning in Action**

**Joseph Mengoni**, VP of Residential & Clinical Services, UCP Seguin of Greater Chicago

**Monica Pineda**, Senior Loan Officer,  
MB Financial

**Josef Farkaschek**, Public Works  
Crewmember, Village of North Riverside

Organizations are unable or unwilling to expand residential services to meet the growing demand due to financial instability and need to look for more creative ways to meet this demand. With the new CMS Waiver rules and programs aiming to be more person-centered and controlled, homeownership will become the new service model of the future. Why can't people with disabilities own their own homes? Why doesn't supplemental income from Social Security qualify as earned income? These are some of the questions we faced when trying to meet one individual's goal of owning his own home. Once we found the right mortgage specialist, all these obstacles were knocked down and his dream became a reality. Homeownership can be an alternative way to tackle the nationwide shortage of DSPs with these individuals becoming part of their communities, it's making it easier for natural supports to take over.

**Conference Track: Innovation**

**1:30pm-2:30pm**

**Grand Ballroom A-C/5th Floor**

### **Interests to Engagement: The Next Level of the CMS Rule**

**Laura Brackin**, CEO, Brackin and  
Associates, LLC

**Nancy Robertson**, Consultant, Brackin &  
Associates, LLC

Individuals with a disability need to have meaningful days that ultimately add up to a meaningful life. The problem is that there are many challenges providers face in creating a meaningful day for a person, such as existing staffing ratios, lack of funding, transportation, coordination of groups, facilities/buildings, limited community-based options, and medical complexities, or behavior issues that make community integration somewhat challenging. Many providers hope that some of the challenges will be addressed over the next few years as states transition into compliance with the CMS HCBS rule. However, there are things that providers can do NOW to develop meaningful days for individuals, despite the challenges. The take-away that attendees will receive from this session is greater understanding of how to address current challenges so that they can create meaningful days for individuals. Attendees will receive an easy to use tool that will help them go from "Interests to Engagement."

**Conference Track: Policy**

## 1:30pm-2:30pm

Bayside BC/4th Floor

### Relationships as an Outcome in Managed Care Programs

**Patricia Nobbie**, Disability Policy

Engagement Director, Anthem, Inc.

**Donna Elbrecht**, President/CEO,

Easter Seals Arc of Northeast Indiana.

**Kim Opsahl**, Director of State Partnerships and Special Projects, ANCOR

Identifying outcomes for managed long-term services and supports is an on-going dialogue within the disability community. A key theme from these discussions is finding outcomes that incorporate both health and quality of life. Join us to explore the concept of relationships as an outcome that bridges health and quality of life, as well as an approach to developing effective supports. Specifically, we will:

- Discuss the role of relationships on health and quality of life;
- Explore approaches – like the Life-Course Framework—that promote relationships as a central component in building effective supports;
- Consider the role of business acumen in promoting the value-add of relationships to payers and funders; and
- Share your perspectives on ways to effectively demonstrate development of relationships and measures that can assess their impact on health and quality of life.

### Conference Track: Agency Operations

## 1:30pm-2:30pm

Grand Chenier/5th Floor

### The Person-Centered Workplace: Empowering People, Changing Lives

**Nikki Jones**, Assistant Director of Employee

Development and Engagement, St. Louis Arc

**Chris Devine**, Director of Human

Resources, St. Louis Arc

**Stephanie Scott**, Director of Quality

Enhancement, St. Louis Arc

As our field continues to face a staffing shortage, employee retention is at the forefront of conversations. One way to address this issue is to create a person-centered workplace culture for employees. For the St. Louis Arc, this process was initiated by accreditation and our strategic planning process. There were many questions: how do we brand our culture? How do we involve the people we support in recruiting, hiring, and retaining staff? How do we build a positive relationship with employees so they feel valued? This session will explore how the St. Louis Arc is working to transform its workplace culture. Through person-centered initiatives intentionally implemented by an organization, a culture can be changed and result in a positive experience for everyone.

- Leave with cost-effective ways to promote a person-centered experience
- Understand ways to include people you support
- Explore the utilization of data to track progress of initiatives and success.

### Conference Track: Workforce



# MONDAY, APRIL 16

**1:30pm-2:30pm**

Nottoway/4th Floor

## **The Roots Project: A Model for Serving Complex MH/IDD**

**Che Walker**, Assistant Director of Employee Development and Engagement, St. Louis Arc

**Destree Rudolph**, Project Clinical

Supervisor, Partnerships in Community Living

Provider organizations in Oregon are faced with insufficient funding, tools, and expertise related to serving people with complex behavioral, mental health and IDD. Available tools include the Positive Behavioral Support model, however we have found this to fall short in instances of complex mental health needs. To address this, we have developed a support approach that intermingles classic support ideas with an educational service methodology. We believe that focused behavioral change occurs most successfully when people are supported and taught to manage their own internal stress response. We feel that people are capable of much more than environmental modification and restriction allows, and that the preferred approach is to educate and teach distress tolerance. Our intention is to help people to establish the tools they need to build a better life. The outcome is a more interconnected person, living the life they wish to live, in the least restrictive setting possible.

**Conference Track: Direct Support Services**

**Tweeting from the Conference?**  
**Don't forget to add**  
**#2018Converge to your posts.**

**2:30pm-3:00pm**

Grand Ballroom DE/Foyer/5th Floor

## **Networking Break with Exhibitors**

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## **BREAKOUT SESSIONS**

**3:00pm-3:30pm**

Grand Chenier/5th Floor

## **ANCORTalks: What I Wish I Had Known When...**

Ready to mix up your usual conference lineup? This should do it! Come laugh, cry, feel inspired by, and pick up a tip or two from lightning round, 3 minute talks by your colleagues sharing lessons learned along the way. Like what you hear, want to try it yourself? Check out Tuesday's schedule for the Open Mic ANCORTalks!

**3:00pm-4:00pm**

Nottoway/4th Floor

## **The Power of Partnership: Collaboration Goes A Long Way**

**Rachel Miller**, Senior Project Manager, Client Services Foothold Technology

**Michele Meyer**, Director of Quality Assurance and Compliance, Jewish Service for the Developmentally Disabled

**Alice Siegel**, Senior Vice President, Programs and Services, The Arc of Bergen and Passaic Counties

Managing change can be stressful and difficult. Careful planning, collaboration, and

combined vision can help make it a positive experience. Attend this session to hear the story of a group of eighteen New Jersey agencies who banded together to create a cross-agency collaborative to tackle the shift to a Fee-For-Service model in their state. Based on lessons learned and a shared experience, presenters will share practical and sometimes funny tips on how the transition provided agencies with an opportunity to evaluate operations and improve collaboration among fellow service providers. Presenters will outline how they assembled the team, challenges they faced along the way, how partnership led to better procedures, and how the collaborative created a unified voice to advocate with state partners, and work with its technology partner to improve service delivery. Attendees will walk away with a roadmap for implementing stronger collaborations.

### **Conference Track: Agency Operations**

#### **3:00pm-4:00pm**

**Bayside BC/4th Floor**

#### **Why Is Training for Front Line Supervisors So Important?**

**Claire Benway**, University of Minnesota

ICI/RTC on Community Living

**Barb Kleist**, University of Minnesota ICI/RTC on Community Living

Front Line Supervisors have complex and difficult jobs. They are supervisors of a workforce that is often under trained and has an extremely high turnover rate creating a revolving door of constant vacancies. As a result, supervisors continuously have a group of new employees whom they are responsible to train. They may not see these employees on a regular basis and

may only engage when there is a problem. Many supervisors are promoted because they were good at direct care, often, they feel ill-prepared to be effective supervisors. Organizations struggle to develop and maintain effective training programs for supervisors, resulting in supervisors' feeling that they were promoted into a role with insufficient training and support. Leave this seminar with:

- Tools to assist organizations to better prepare, support, and value FLSs.
- A self-evaluation of their supervisor training program.
- FLS Training Resources.

### **Conference Track: Workforce**

#### **3:00pm-4:00pm**

**Oak Alley/4th Floor**

#### **International Services: Not for the Faint of Heart**

**Charles Hooker**, President and CEO,

Keystone Human Services

**Ludmila Malcoci, Ph.D.**, Regional Director

for KHSI, Central and Eastern Europe; and

Executive Director; Keystone Moldova

**Genevieve Fitzgibbon**, Deputy Director;

Keystone Human Services International

There are many challenges inherent in developing services internationally for people with disabilities. These crucial community supports need to be sustainable and funded for the lifetime of the people served. Coordination and collaboration between government, provider organizations, funders, and people with disabilities, is paramount. The issues of compliance with new laws and regulations tax the organization. In providing global leadership and advocacy in the world of intellectual disability, we all have the opportunity to help shape public policy, and to

# MONDAY, APRIL 16

lead change through innovation and knowledge-sharing. Presenters will share experiences from Russia, India, Azerbaijan, and Moldova.

**Conference Track: Innovation**

**3:00pm-4:00pm**

Grand Ballroom A-C/5th Floor

## **Leveraging IDD Data to Maximize Opportunities**

**Amie Lulinski**, Research and Development Coordinator; Coleman Institute for Cognitive Disabilities

**Laura Vegas**, Director; MCO Business Acumen, NASDDDS

**Katy Stafford-Cunningham**, INARF

Whether through the National Core Indicators project, the Coleman Institute, or other IDD data sources like the University of Minnesota Research and Training Center on Community Living, there is a wide variety of information available regarding

IDD services and supports across the country. This data can be an important tool both in your system advocacy efforts, as well as in your efforts to build and grow your organization. Join us to learn about these various data sources and how they are being used by providers, state associations, and state agency partners.

**Conference Track: Policy**

**4:00pm-4:30pm**

Grand Ballroom DE/Foyer/5th Floor

## **Networking Break with Exhibitors**

This is your last chance to visit with the exhibitors!  
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## 4:30pm-5:15pm

Grand Ballroom A-C/5th Floor

### Plenary: Will the Midterm Elections Impact IDD Providers? Two Insiders Discuss.

**AI Guida**, President & CEO, Guide Consulting

**Rodney Whitlock**, Vice President of Health Policy, ML Strategies

The 2018 midterm elections could bring dramatic changes to the House and/or the Senate or it could keep the status quo. ANCOR lobbyists AI Guida and Rodney Whitlock discuss from both a Republican and Democrat perspective and then answer your questions. AI Guida is the President & CEO of Guide Consulting. He has over thirty years of experience in public health policy and government relations, securing millions of dollars in Medicaid and other healthcare funding throughout his career. Rodney Whitlock is Vice President of Health Policy at ML Strategies. He worked for over twenty years on Capitol

Hill as Acting Director of Health Policy for Senate Finance Committee Chairman Chuck Grassley (R-IA) and staff for Rep. Charlie Norwood (R-GA). During his tenure with the Senate Finance Committee, he shepherded the Medicare and Medicaid extenders of 2010.

## 5:30pm-7:00pm

Gallery/1st Floor

### Monday Night Reception hosted by ANCOR Foundation

Uwind, network and celebrate with us as



you support the ANCOR Foundation and its initiatives. Non-conference attendees can purchase tickets for \$50. (NOTE: registered conference attendees do not need to purchase a guest ticket. Your conference registration includes this reception.)





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# TUESDAY, APRIL 17

**7:45am-4:00pm**

Grand Ballroom Foyer/5th Floor

## Registration

**7:45am-8:30am**

Grand Ballroom DE/5th Floor

## Continental Breakfast

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## BREAKOUT SESSIONS

**8:30am-9:30am**

Grand Ballroom A-C/5th Floor

### Lessons from the Disability Business Acumen Resource Center Learning Collaborative

**Erika Anderson**, Senior Director of Disability Network Business Acumen, NASUAD

**Laura Vegas**, Director, MCO Business Acumen, NASDDDS

**Kim Opsahl**, Director of State Partnerships and Special Projects, ANCOR

In the last year, the Disability Business Acumen Resource Center has facilitated a learning collaborative focused on increasing the capacity of ANCOR members and other disability community based organizations (CBOs) to develop and implement sustainable business practices, as well as to build and implement integrated care approaches. Of the five State Learning Collaborative Teams, three—Missouri, New Hampshire, and New York—are focused on applying these lessons to CBOs serving individual with intellectual and develop-

mental disabilities. Join us to learn about their experiences, and, more importantly, how they can inform your organizations' efforts to build relationships with integrated health care entities, develop and structure community-based networks, engage in strategic business planning to respond to performance-based payment methodologies, and to develop systems and processes to efficiently use resources and demonstrate value.

## Conference Track: Agency Operations

**8:30am-9:30am**

Southdown/4th Floor

### An Organizational Journey Toward Person-Centeredness

**Amanda Faulkner**, Executive Director, Frontier Community Services

**Kim Champney**, Consultant, Champney Consulting

**Lizette Stiehr**, Executive Director, Alaska Association on Developmental Disabilities

As the system has become more complex, the workforce has been stretched to meet needs, and funding has plateaued, it's increasingly common that person-centered means that teams plan for and deliver services with the person in mind, but people themselves are not necessarily making the decision along the way. "You don't know what you don't know" is one of the learning moments experienced by an executive director of an Alaskan service provider organization during an intentional, and at times painful, culture shift toward a more person-directed paradigm. In addition to sharing many "learning moments" made throughout the journey, this session provides a case study that uses John



# TUESDAY, APRIL 17

Kotter's 8-Step Process for Leading Change as a framework for this organization's change process. Participants will experience using Audience Response Technology as a way of engaging stakeholders in the conversation.

**Conference Track: Direct Support Services**

**8:30am-9:30am**

Grand Couteau/5th Floor

## **Certificates of Achievement in Action – One Agency's Experience**

**Melissa Hecht**, IDD Product Manager, Relias

**Precious Myers-Brown**, Regional Director for DC/MD, St. John's Community Services

**Cherie Young**, Staffing and Training Coordinator, St. John's Community Services

This time last year, ANCOR, along with our Platinum Partner Relias, introduced Certificates of Achievement as a cost-effective way for organizations to access online learning in three areas where members said they needed it most. Now, staff can receive certificates to show their learning as: a community inclusion specialist, a behavioral specialist and/or a human resources professional focused on IDD. St. John's Community Services integrated the Certificates of Achievement into their organization's professional development program. Hear first-hand from members of the St. John's team why they chose the certificates to complement their staff training, how they operationalize the idea and maintain momentum, and what outcomes (for staff, the organization and people supported) can be shown from the efforts.

**Conference Track: Workforce**

**8:30am-9:30am**

Nottoway/4th Floor

## **Collaborating to Promote Competitive Integrated Employment: Research, Policy and Practice**

**John Butterworth Ph.D.**, Director of Employment Systems Change and Evaluation, Institute for Community Inclusion

**Rie Kennedy-Lizotte**, Director of Employment Policy, NASDDDS

**Donna Martin**, M.Ed., Executive Director, Community Provider Network of Rhode Island (CPNRI)

Panelists will discuss how federal and state partners work together to identify and promote policies, priorities, and investments in efforts to promote competitive, integrated employment for people with IDD. They will discuss national trends in the employment of people with IDD, and address research and practice in improving employment support services and implementing guidance from CMS and the WIOA. Panelists will also discuss state IDD agency efforts around the country to include characteristics and examples of high-performing employment systems. Finally, they will lead a discussion on ways a national provider association can partner with state entities to promote competitive, integrated employment in their communities.

**Conference Track: Innovation**

**Tweeting from the Conference?**  
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## 8:30am-9:30am

Grand Chenier/5th Floor

### ICF Updates

#### ANCOR Staff

**Melissa Rice**, Health Insurance Specialist,  
Division of Continuing Care Providers, Quality  
Safety and Oversight Group, Centers for  
Medicare & Medicaid Services (invited)

Join a discussion on latest updates and developments related to intermediate care facilities (ICFs). Session will cover the latest trends nationwide, CMS activities, training opportunities, and class action lawsuits

#### Conference Track: Policy

## 9:30am-9:45am

Grand Ballroom Foyer/5th Floor

### Break

## 9:45am-10:15pm

Grand Ballroom A-C/5th Floor

### Disabling Segregation

**Dan Habib**, University of New Hampshire  
Institute on Disability



Dan Habib didn't give much thought to disability—until his son Samuel was born with cerebral palsy. In this eye-opening talk, the disability rights advocate describes

his family's fight to ensure an inclusive education for Samuel, and makes a powerful case for ending the systemic segregation of students with all disabilities. Dan shares how inclusive education is not only preparing Samuel for his adult life in the commu-

nity, but also describes the powerful impact that inclusion has on students without disabilities.

Dan Habib is a filmmaker at the University of New Hampshire's Institute on Disability and creator of award-winning documentary film titles including *Samuel, Who Cares About Kelsey?*, and *Mr. Connolly Has ALS*. In spring 2018, he will release his new documentary, *Intelligent Lives*, which examines our society's narrow perceptions of intelligence. In 2006 and 2008, he was named National Photography Editor of the Year, and served as judge of the Pulitzer Prizes and the Best of Photojournalism. In 2014, Habib was appointed by President Obama to the President's Committee for People with Intellectual Disabilities.

## 10:30am-12:00pm

Grand Ballroom A-C/5th Floor

### Awards Presentation: DSP of the Year Award Recognition and ANCOR Foundation Legacy Leader Awards



Join us in recognizing the contributions and accomplishments of those who have paved the way and those who are blazing a path for the future of quality IDD services for people with disabilities.

# TUESDAY, APRIL 17

Join the ANCOR Foundation in welcoming the 2018 inductees into the Legacy Leaders Circle. These long-term ANCOR members have devoted countless hours of service and leadership to guide ANCOR and the ANCOR Foundation to be leading voices in the IDD and disability field today.

We also are excited to recognize the national and state recipients of the 2018 Direct Support Professional Awards whose exemplary service, dedication, advocacy, and creativity made them the best in their field.

From Alaska to Florida. From Moldova to Canada, come and celebrate the amazing men and women who shape our services and directly impact the lives of thousands of individuals every single day.

## 12:15pm-1:15pm

Armstrong Ballroom/8th Floor

### LUNCH hosted by ANCOR

Join your colleagues for lunch and networking

## BREAKOUT SESSIONS

### 1:30pm-2:00pm

Grand Couteau/5th Floor

### Open Mic ANCORTalks: Now it's YOUR Turn!

Were you inspired by the 3 minute speakers from Sunday night and Monday morning? We'll be giving 5-7 people the floor to speak to the topic of "What I will be taking home from this conference..." We have no idea what to expect, but that's the beauty of open mic – come unwind, grab the mic, and process out loud your conference take-aways!

### 1:30pm-2:30pm

Grand Ballroom A-C/5th Floor

### Naomie's Story: Scenes from the New INTELLIGENT LIVES Documentary

**Dan Habib**, University of New Hampshire Institute on Disability

**Donna Martin**, Executive Director, CPNRI

Approximately 6.5 million Americans are identified as having an intellectual disability, and most live segregated lives based on low expectations. Only 17% of students with intellectual disabilities are included in general education classrooms alongside their non-disabled peers, and as adults, just 15% are employed. Dan Habib will share the story of Naomie Monplaisir, 25, who attended a segregated high school and sheltered workshop in Providence, RI. The trajectory of Naomie's life changed in 2014, when the U.S. Department of Justice lawsuit against Rhode Island resulted in the nation's first statewide settlement to address the rights of people with disabilities to work in the broader community. Naomie's story represents the national push to enable people with disabilities to obtain competitive integrated employment.

**Conference Track: Direct Support Services**

**Tweeting from the Conference?**  
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**#2018Converge to your posts.**

## 1:30pm-2:30pm

Grand Chenier/5th Floor

### Inclusive Emergency Preparedness for ICFs

**Marcie Roth**, CEO, Partnership for Inclusive Disaster Strategies

With the implementation of the CMS Emergency Preparedness Rule in November 2017, there has been renewed focus on ICF emergency preparedness practices and protocols. This session will provide attendees with tools and resources to develop not just compliant emergency preparedness plans but to also think about inclusive plans. Session will include a discussion of the larger issues associated with disability accessibility before, during, and after disasters; identify promising practices and strategies for meeting the CMS requirements to increase the safety of ICF residents, staff, and visitors; and learn about local and national resources to support ICFs to address the requirements.

#### Conference Track: Direct Support Services



## 1:30pm-2:30pm

Nottoway/4th Floor

### Using Data to Transform Lives: Developing a Population Health Profile

**Patricia Lyons, Ph.D.**, LISW-S, Executive Director, CERIIDDD

**Lisa Mathis Ph.D.**, COO, CERIIDDD

**Christene Touvelle**, Assistant Director of Research, CERIIDDD

The lack of epidemiological and actuarial knowledge on individuals with IDD may contribute to poorer health outcomes and inadequate access to health care services (Kerr et al. 2003; Krahn et al. 2006). The Center for Epidemiological Research for Individuals with Intellectual and Developmental Disabilities (CERIIDDD) is a new innovative research organization developed from a state providers organization. CERIIDDD's primary focus is to analyze Medicaid and other data sets to gain a better understanding of the intersection of acute health care, behavioral health care, and long-term services and supports. CERIIDDD studies the social and environmental variables that result in disparities in access and outcomes for individuals with IDD. CERIIDDD's research results influence IDD public policy at the state and national level. Participants will engage in discussion of how CERIIDDD collects and critically evaluates data unique to the IDD population and offers solutions to inform individuals with IDD, policy makers, payers, and providers.

#### Conference Track: Innovation

# TUESDAY, APRIL 17

**2:45pm-3:45pm**

Grand Ballroom A-C/5th Floor

## **State of the States in Intellectual and Developmental Disabilities**

**Amie Lulinski, Ph.D.**, Research and Development Coordinator, Coleman Institute for Cognitive Disabilities

Our colleagues from the Coleman Institute for Cognitive Disabilities at the University of Colorado will share fiscal year 2015 – 2016 data and national trends from the most recent edition of *The State of the States in Intellectual Disabilities* report published in 2017. This project, funded

for over 30-years by the U.S. government, provides a longitudinal view of the services and supports that the IDD field has provided for people with disabilities – highlighting progress we've made and opportunities for even greater impact.

**3:45pm-4:00pm**

Grand Ballroom A-C/5th Floor

## **Closing Remarks**

**Barbara Merrill**, CEO, ANCOR

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



**Tweeting from the Conference?**  
Don't forget to add #2018Converge to your posts.

# EXHIBITORS

Be sure and make the time  
to visit with exhibitors APRIL 15 & 16!

## AHP Healthcare Solutions

### Darrell Berman

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AHP Healthcare Solutions is a leading management consulting and research organization specializing in the health care, behavioral health, and disabilities sectors. We provide payers and provider organizations and associations with the information, management, and business advisory services needed to adapt to the complexities of health care reform and to improve performance in a rapidly changing marketplace.

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## Aym Technologies

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### Tyler Hickey

Market Manager  
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# EXHIBITORS

## CapGrow Partners

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## CaseWorthy, Inc.

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## CQL | The Council on Quality and Leadership

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## CrissCross-MMI

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## Direct Care Innovations (DCI)

### GOLD PARTNER

### Marisa Balbo

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Direct Care Innovations (DCI) is a healthcare technology company that creates business management platforms for providers and agencies in the Medicaid, Medicare, and Managed Care markets. We believe our innovation can create a better future for Direct Care workers and the people they support.

## DirectCourse

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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

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## Foothold Technology

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## Healthy Blue

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## Home Delivery Incontinent Supplies Co., Inc.

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# EXHIBITORS

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Pioneers and leaders in person-centered health, HRS has a host of tools that states and agencies can use to improve the lives of persons with IDD. From the Health Risk Screening Tool to eLearn modules and person centered-thinking training, we're the go-to company for those looking to reduce or prevent health risks.

## IndeTech Solutions, LLC

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IndeTech Solutions LLC is the premier national distributor of the avail solutions product. Product and content experts will be on site to showcase and demonstrate this revolutionary technology. The exhibit will feature case studies, testimonials and live opportunities to demo the avail application.

## InfoMC, Inc.

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

InfoMC provides cloud-based care coordination software designed to support the unique needs of IDD individuals with

the coordination of services and supports. The solution provides tools for a collaborative, individualized, and integrated approach for the comprehensive assessment, service and care planning, and care monitoring of IDD individuals.

## Kaleida Systems - eRSP

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eRSP is a cutting edge, cloud based agency management software application. Providing features such as EVV, automated financials, and client care management, eRSP is the proven solution to streamline operations and provide outstanding return on investment.

## Linke Resources

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## Mainstay, Inc.

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## MassMutual SpecialCare

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## Mediware

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## MITC

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## National Alliance for Direct Support Professionals (NADSP)

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NADSP offers technical assistance services, membership products, train the trainer programs for Frontline Supervisors and on Informed Decision Making as well as additional Direct Support Professional focused training programs throughout the United States and Canada. 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.

## National Datacare Corporation

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## National Leadership Consortium on Developmental Disabilities

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

## Nestidd

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Pharmacy Alternatives specializes in providing pharmacy services to agencies who support individuals with I/DD.

## QBS, Inc.

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Sengistix is a full service remote support technology company. SENS (Secure Environmental Network Support) and SENS Vision products provide a hardware and software based solution, with 24 hours/day x 7 days/week x 365 days/year remote support, caregiver backup, installation, training, and customer support.

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Stoneridge Partners is a healthcare merger and acquisition advisory firm, specializing in the brokerage of home care, hospices and behavioral health. We are a business intermediary; this is our way of saying we work very differently from your typical business broker. By managing the entire process, we allow the client to continue "business as usual" without unnecessary interruptions.

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## University of Minnesota The Institute on Community Integration (ICI)

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We are a federally designated University Center for Excellence in Developmental Disabilities (UCEDD) part of a national network of similar programs in major universities and teaching hospitals across the country. The Institute is home to over 70 projects and 6 Affiliated Centers addressing disability issues across the lifespan.

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VERTESS is an international merger + acquisition firm with a strong track record in behavioral health, intellectual/developmental disabilities and related services. Our managing directors have all launched, built and successfully exited their own healthcare companies, giving us a unique and valuable perspective on your marketplace.

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# NOTES



# NOTES



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## Staff View

- 
- Staff View**
- Calendar for 25 Dec 2017. Staff members and their scheduled shifts are displayed in a grid format.
- | Staff Member  | Sunday         | Monday         | Tuesday      | Wednesday     | Thursday     | Friday         | Saturday       |
|---------------|----------------|----------------|--------------|---------------|--------------|----------------|----------------|
| John Thomas   | Clique Philby  | Adult Dental   |              |               |              |                |                |
| Emma Wilson   | James Thompson | James Thompson |              | Amelia Abbott | Adult Dental |                | Emma Wilson    |
| Anita Thomas  | James Thompson | James Thompson |              | Adult Dental  | Adult Dental | Ellie V. Smith | Kevin Taylor   |
| Alex Davis    |                | Adult Dental   |              |               |              | Jack Smith     | Adult Dental   |
| Mia Cole      |                | Clique Philby  | Adult Dental | Clique Philby |              |                | Ellie V. Smith |
| Kelly Hughes  |                | Adult Dental   |              |               |              | Jack Smith     |                |
| Charles Allen |                |                |              |               |              | Jack Smith     |                |
- Buttons: Back, Done

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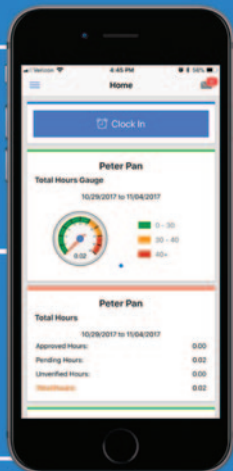
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| 3 Bayside    | 9 Southdown  |
| 4 Edgewood   | 10 Crescent  |
| 5 Estherwood | 11 Ellendale |
| 6 Evergreen  |              |
| 7 Gallier    |              |



### Meeting Space: Fifth Floor

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- 2 Grand Couteau
- 3 Grand Ballroom
- 4 Rampart

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- |            |                       |
|------------|-----------------------|
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| 2 Mid-City | 8 Bacchus             |
| 3 Proteus  | 9 Orpheus             |
| 4 Zulu     | 10 Armstrong Ballroom |
| 5 Rex      | 11 Sheraton Fitness   |
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