2019 ANCOR ANNUAL CONFERENCE GUIDE



#BetterOutcomes 19







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used to register for the Conference.



Get Social

Document your experience, share lessons with colleagues back home, snap pics of your local eats and more! Use hashtag #BetterOutcomes I 9 across all your social media posts and be sure to follow @TheRealANCOR on Facebook and Twitter:



Get Charged

Charging stations for all your devices can be found near Registration on Lower Level 1.

WELCOME

to the 2019 ANCOR Annual Conference!

We are so glad you've joined us for ANCOR's 2019 Annual Conference! Each year, one of the events we most look forward to is ANCOR's Annual Conference. This isn't surprising—after all, we love ANCOR's members. But more than that, we cherish the opportunity to showcase the diverse range of ways our vibrant community of providers is making a difference for the individuals and families they support.

ANCOR members do it all. You're at the leading edge when it comes to residential services. You're finding innovative ways to connect individuals with meaningful work opportunities. You're ahead of the curve when it comes to community integration. You're blazing trails for Direct Support Professionals as they create fulfilling careers despite a complex web of challenges. And, along the way, you're inspiring communities from coast to coast in our collective quest to recognize and value the rich contributions made every day by people of all abilities.

Though we're all going in different directions—seizing new opportunities, putting out new fires, writing and rewriting the playbook on I/DD supports and services in America—we're all driving toward the same vision: better outcomes for more people.

It's this collective drive of ANCOR's membership that inspires us the most. The audacity to believe that stronger communities are possible when we invest in better outcomes for more individuals—and the unwavering commitment to making it all possible—energizes us all. What a privilege it is to have the largest gathering of this committed community all in one place for three days of sharing experiences and strengthening relationships.

If you can't tell, we're glad you're here. Thank you for building bridges with us—here in Portland and in every other corner of the country.

Sincerely,







Robert Budd, President

WELCOME

to Beautiful Portland, Oregon!

Dear 2019 ANCOR Conference Participants,

It is with great pleasure that I welcome you to the 2019 ANCOR Annual Conference.

Whether you are here as a community provider, an association leader, an advocate, a corporate partner or a Direct Support Professional, I hope you will take full advantage of three robust days of learning, networking and collaboration, as you work to support people with intellectual and



developmental disabilities to fully participate in their communities. Thank you for the invaluable work you do.

I hope you will have a great time in Portland. Enjoy our green and walkable streets; our forests, parks and river. Explore our unique neighborhoods and take advantage of our local craft beers, produce and excellent restaurants. And while you are here, we hope you will visit the mountains, coast and waterfalls that are all just a few hours away by car.

I offer my warmest welcome to you and hope that your experience in the City of Roses is enriching!

Sincerely,

Mayor Ted Wheeler City of Portland

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STORY ROOM

We know the critical role DSPs play in helping people with I/DD thrive. *Included. Supported. Empowered.* exists to ensure the rest of the world knows, too.

Ready to share your story?



Stop by the *Included*. Supported. Empowered. Story Room, located in the Hawthorne Room on the 2nd Floor!

Tuesday: 8am-1pm & 2-5pm Wednesday: 8am-12pm



Together we have a stake in building opportunities for people with intellectual and developmental disabilities.

THANK YOU, LEADERS!

ANCOR's Annual Conference would not be possible absent the significant commitment made by members of ANCOR's Professional & Organizational Development Committee, the ANCOR Board of Directors and the ANCOR Foundation Board of Trustees. We extend our deepest gratitude to these leaders!

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At a Glance

SUNDAY, MAY 5

ANCOR Foundation
Board of Trustees Meeting
12-4 pm | Pearl Room, 2nd Floor

MONDAY, MAY 6

Registration Open
9 am-6 pm | Lower Level 1

Government Relations
Committee Meeting
8:30-10:30 am | Mt. Hood Room,
2nd Floor

State Association Executives
Forum Meeting
10:45 am-12:45 pm | Pearl Room,
2nd Floor

Board of Representatives Meeting 10:45 am-12:45 pm | Meadowlark/Douglas Fir Rooms, 3rd Floor

Grassroots Work Group Meeting 10:45 am-12:45 pm | Eugene Room, Lower Level 1

Pre-Conference Sessions I-5 pm | Various (see pp. 19-20)

Exhibits Open 4-7:30 pm | Ballroom Salons A-D & Foyer, Lower Level I Plenary: Changing Perspectives, Moving Mountains 5-6:30 pm | Ballroom Salons E-F, Lower Level I

Welcome Reception with Exhibitors 6:30-7:30 pm | Ballroom Salons A-D & Foyer, Lower Level I

TUESDAY, MAY 7

Continental Breakfast with Exhibitors 7-8:30 am | Ballroom Salons A-D & Foyer, Lower Level I

ANCOR Exhibits Open
7 am-5 pm | Ballroom Salons A-D
& Foyer, Lower Level 1

Registration Open 7 am-5 pm | Lower Level 1

New Attendee Meet & Greet 7:30-8 am | Medford Room, Lower Level I

The HeadShot LOUNGE™ Open 8 am-2 pm, 2:30-5 pm | Suite 1619, 16th Floor

Included. Supported. Empowered.
Story Room Open
8 am-I pm, 2-5 pm | Hawthorne
Room, 2nd Floor

Plenary Session: Looking Back, Looking Ahead 8:30-10 am | Ballroom Salons E-F, Lower Level I

Networking Break with Exhibitors 10-10:30 am | Ballroom Salons A-D & Foyer, Lower Level 1

Concurrent Sessions I

10:30-11:30 am | Various (see pp. 24-27)

Lunch on Your Own

11:30 am-1 pm

Concurrent Sessions 2

I-2 pm | Various (see pp. 28-30)

Networking Break with Exhibitors

2-2:30 pm | Ballroom Salons A-D & Foyer, Lower Level 1

Plenary Session: Straight from the Source

2:30-3:15 pm | Ballroom Salons E-F, Lower Level I

Networking Break with Exhibitors

3:15-3:45 pm | Ballroom Salons A-D & Foyer, Lower Level I

Concurrent Sessions 3

3:45-4:45 pm | Various (see pp. 32-33)

Plenary Session: What's New, Now & Next

5-5:45 pm | Ballroom Salons E-F, Lower Level I

ANCOR Foundation Reception: An Evening on the Willamette Star

6:30-8:30 pm | Visit Registration for Information

WEDNESDAY, MAY 8

Registration Open 7:30 am-4 pm | Lower Level I

Continental Breakfast 7:45-8:30 am | Ballroom Salons A-D

& Foyer, Lower Level I

2nd Floor

Included. Supported. Empowered. Story Room Open 8 am-I2 pm | Hawthorne Room,

The HeadShot LOUNGE™ Open 8 am-12 pm | Suite 1619, 16th Floor

Plenary: Leading Legacies 8:30-9:30 am | Ballroom Salons E-F, Lower Level I

Concurrent Sessions 4 9:45-10:45 am | Various (see pp. 37-38)

Plenary: Set Down the Stethoscope II-II:45 am | Ballroom Salons E-F, Lower Level I

Lunch & Included. Supported. Empowered. Update 12-1 pm | Ballroom Salons E-F, Lower Level 1

Concurrent Sessions 5 1:15-2:15 pm | Various (see pp. 39-41)

Plenary: DSP of the Year Awards Presentation 2:30-4 pm | Ballroom Salons E-F, Lower Level I

THURSDAY, MAY 9

ANCOR Board of Directors Meeting 8 am-5 pm | Pearl Room, 2nd Floor

CAN'T MISS PROGRAMMING

The HeadShot LOUNGE™

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Need to upgrade your online presence? In the market to look fabulous? Stop by The HeadShot LOUNGE™, sponsored by Anthem, located in Presidential Suite 1619 (on the 16th floor) to get professional headshots FREE of charge! The HeadShot LOUNGE™ artists will do your makeup, and you'll receive your new headshots electronically within a few days.

The HeadShot LOUNGE™ Hours TUES 8 am-2 pm 2:30-5 pm WED 8 am-12 pm

New Attendee Meet & Greet

Is this your first time at the ANCOR Annual Conference? Are you looking to get the most out of your Conference experience but don't know where to start? Don't sweat it! Join us for the New Attendee Meet & Greet on Tuesday, May 7 from 7:30-8 am in the Medford Room, located on Lower Level I. During this informal session, seasoned veterans will walk you through what to expect, answer your questions and offer tips for how to make the most of your experience. This orientation is also a great place to meet other new Conference-goers—it might just be where you forge a lifelong connection with a new colleague!

ANCOR Exhibitors

This year's ANCOR Annual Conference includes nearly 50 of the nation's leading vendors of products and services that enable I/DD providers to create better outcomes. Stop by the ANCOR Exhibitors in Ballroom Salons A-D and the adjacent Foyer on Lower Level I to find out about the products and services you won't believe you ever lived without!

Exhibits are open Monday from 4-7:30 pm and Tuesday from 7 am-5 pm.

Included. Supported. Empowered. Story Room

Attention self-advocates, family members and Direct Support Professionals: it's time to share your story! The *Included. Supported. Empowered.* Story Room, located on the 2nd Floor in the Hawthorne Room, is your opportunity to show the world all that is possible when individuals with disabilities have the support they need to thrive in the community. Take 20 minutes to lend your voice to our collective effort to show what it truly means to be included, supported and empowered!

Included. Supported. Empowered. Story Room Hours

TUES 8 am-1 pm

2-5 pm

WED 8 am-12 pm

Leadership Meeting Schedule

Sunday, May 5

ANCOR Foundation Trustees Pearl Room, 2nd Floor | 12-4 pm

Monday, May 6

Government Relations Committee
Mt. Hood Room, 2nd Floor | 8:30-10:30 am

State Association Executives Forum Pearl Room, 2nd Floor | 10:45 am-12:45 pm

Board of Representatives Meadowlark/Douglas Fir Rooms, 3rd Floor 10:45 am-12:45 pm

Grassroots Work Group Eugene Room, Lower Level 1 10:45 am-12:45 pm

Thursday, May 9

ANCOR Board of Directors
Pearl Room, 2nd Floor | 8 am-5 pm

ANCOR Film Festival

ANCOR is proud to feature two new documentaries at this year's Conference: Hearts of Glass and Invaluable: The Profession of Direct Support. Drop by the Medford Room on Lower Level I on Tuesday to catch a showing!

Hearts of Glass Showings: 10:30 am**, 2:30 pm, 5 pm

Invaluable: The Profession of Direct Support Showings:

I pm**, 4 pm, 6:30 pm

** Showing will be followed by discussion and Q&A with the film's creator(s).



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Direct Services

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Leadership Leadership-skills building sessions



Technology

Technology that enables independent living and/or more efficient agency operations



Workforce

Career development, training, and recruitment and retention strategies

BREAKOUT SESSIONS BY TRACK





DIRECT SERVICES

Community-Based Dementia-Capable Housing

CONCURRENT SESSIONS I 10:30-11:30 am

The Intersection **Between Outcomes** & Fiscal Health Mt. Hood Room, 2nd Floor

Pearl Room, 2nd Floor ANCOR Film Festival: Hearts of Glass

Medford Rm., Lower Level 1

CONCURRENT **SESSIONS 2** I-2 am

I/DD Health Care: Then, Now & Next Columbia Room, Lobby Level

Focusing Services on Competitive Employment Pearl Room, 2nd Floor

CONCURRENT **SESSIONS 3**

3:45 -4:45 pm

Understanding Barriers to Self-Directed Services and Supports

> College-to-Career Partnerships | Pearl Room, 2nd Floor

Ownership to Resolve **Mobility Issues** Pearl Room, 2nd Floor

Individual Car

Mt. Hood Room, 2nd Floor

CONCURRENT **SESSIONS 4** 9:45-10:45 am

How HIPAA Impacts Everyday Operations Laurelhurst/Belmont Rooms,

2nd Floor

Business Tools for Competitive Edge Columbia Room, Lobby Level

Siblings of People with Special Needs Mt. Hood Room, 2nd Floor

CONCURRENT **SESSIONS 5**

1:15-2:15 am

HCBS Outcome Measurement Mt. Hood Room. 2nd Floor

Challenges and the Future of ICF/IIDs

Laurelhurst/Belmont Rooms. 2nd Floor

HCBS Business Acumen Collaboratives Columbia Room, Lobby Level

EDNESDAY

TUESDAY





WORKFORCE

The Art of Servant Leadership

Meadowlark/Douglas Fir Rooms, 3rd Floor

Changing Lives & Achieving Independence Through Technology Columbia Room, Lobby Level

Moving Mountains Awardee: St. Coletta of Wisconsin

Ballroom Salons E-F. Lower Level 1

Leadership Decision-Making

Meadowlark/Douglas Fir Rooms, 3rd Floor

(Note:This extended Breakout Session runs from 1-5 pm.)

Technology-Leveraged Service Models for Independent Living Mt. Hood Room, 2nd Floor

Telemedicine: A Simple, **Proven Technology** Columbia Room, Lobby Level The Next Generation of I/DD Services

> Ballroom Salons E-F, Lower Level 1

ANCOR Film Festival: Invaluable Medford Rm., Lower Level 1

Recruiting, Retaining & Engaging DSPs

Ballroom Salons E-F. Lower Level 1

Investment in Leadership: The Road to Improved Organizations Meadowlark/Douglas Fir

Rooms, 3rd Floor

Employee Engagement Strategies Pearl Room, 2nd Floor

SUNDAY, MAY 5

ANCOR Foundation Board of Trustees Meeting

Pearl Room, 2nd Floor | 12-4 pm | Leadership Meeting

MONDAY, MAY 6

Registration Open

Lower Level I | 9 am-6 pm

Government Relations Committee Meeting

Mt. Hood Room, 2nd Floor | 8:30-10:30 am | Leadership Meeting

State Association Executives Forum Meeting

Pearl Room, 2nd Floor | 10:45 am-12:45 pm | Leadership Meeting

Board of Representatives Meeting

Meadowlark/Douglas Fir Rooms, 3rd Floor | 10:45 am-12:45 pm | Leadership Meeting

Grassroots Work Group Meeting

Eugene Room, Lower Level 1 | 10:45 am-12:45 pm | Leadership Meeting

Congratulations

to our 2019 award-winning Direct Support Professionals!





Lafawndra Allen Texas



Danielle Hay Canada



Donnitta Otte Wisconsin



Shane Whitaker North Carolina



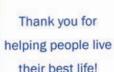
Jacquelyn Evans Alaska



Phillip Kibbat Florida



Tanya Scherer Michigan



PRE-CONFERENCE SESSIONS

Leadership Decision-Making

Mt. Hood Room, 2nd Floor | 1-5 pm | Pre-Conference (space is limited; requires pre-registration)



Drawing on cutting-edge research in psychology, behavioral economics and neuroscience, this four-hour course will teach you evidence-based strategies to improve decision-making, both for yourself and others in your organization. The course includes interactive exercises and real-time feedback, giving you personalized insights into your own decision-making. Topics include how to communicate risk effectively, escalation of commitment and more. The session will feature strategies for successfully implementing data-driven decision processes to optimize organizational performance. By the end of the session, participants will have a deep understanding of how to structure decision environments and choice processes to reduce bias and increase accuracy. Lectures and exercises will be supplemented by in-session discussions to ensure insights are immediately actionable.

Facilitator

Charles Dorison, John F. Kennedy School of Government, Harvard University

Lessons from Hacienda: Preventing Sexual Assault, Abuse, Neglect and Misappropriation of Funds



Columbia Room, Lobby Level | 1:30-4:30 pm | Pre-Conference (space is limited; requires pre-registration)

In this era of #MeToo, the chronic issue of sexual violence against people with disabilities is finally getting public attention, more recently accelerated by the widely reported and horrific sex crime perpetrated against an individual living in an Intermediate Care Facility in Arizona. This Pre-Conference Session is focused on solutions and prevention strategies—including the specific recommendations advanced by the Arizona DD Council, increased monitoring by protection and advocacy agencies and two state-of-the-art training curricula to promote healthy relations and prevent abuse.

Speakers

Julie Atkinson, Center for Human Development, University of Alaska Anchorage Brenna Doyle, Oak Hill Katie Hanley, Oak Hill Erica McFadden, Arizona Developmental Disabilities Planning Council Crystal Perry, National Disability Rights Network

Paying for Outcomes, Defining Value: Getting Beyond the Value-Based Payments Hype



Ballroom Salons G-H, Lower Level 1 | 1:30-4:30 pm | Pre-Conference (space is limited; requires pre-registration)

Value-based payments are all the rage—these alternative payment models have even drawn the attention of new private equity investors to the I/DD market. But, is there any

there, there? What do you need to know to ensure your organization is best positioned to take advantage of potential opportunities—or to further disruption?

This Pre-Conference Session will get you up to speed on the value-based payments basics, including developments in the behavioral health market for I/DD, their implications for providers, and latest trends in consolidation and M&A. You'll hear from payors about their most current thinking, and from organizations that are currently measuring quality outcomes. This engaging discussion will equip you with what you need to be a leading voice in I/DD service delivery when debates about value-based payments inevitably come to your state.

Speakers

Brian Bruenderman, Stoneridge Partners Nick Eisenberg, Anthem Angela Rapp Kennedy, CQL: The Council on Quality & Leadership Josh Rubin, Health Management Associates Ryan Shannahan, Centers for Medicare & Medicaid Services Patricia Walker, Anthem

ANCOR Exhibits Open

Ballroom Salons A-D & Foyer, Lower Level I | 4-7:30 pm | Networking Opportunity

Opening Plenary: Changing Perspectives, Moving Mountains



Ballroom Salons E-F, Lower Level 1 | 5-6:30 pm | Plenary Session

As the official kickoff to the 2019 Annual Conference, this opening plenary session will start with welcoming remarks and the State of ANCOR address from Board of Directors President Robert Budd.

Then, Conference participants will enjoy a keynote address from Rick Guidotti, author of Positive Exposure. Positive Exposure is an innovative arts, advocacy and education organization that utilizes the visual arts to celebrate human diversity, inclusive of ethnicity, religion, age, ability, learning style, gender identity, gender expression and sexual orientation.

Following the opening keynote address, ANCOR will join with NADSP and the Research & Training Center at the University of Minnesota to announce the recipients of the 2019 Moving Mountains awards. You won't want to miss the opportunity to hear about these inspiring agencies who are making strides in our collective effort to invest in a sustainable DSP workforce!

Speakers

Robert Budd, FREE, Inc. Rick Guidotti, Positive Exposure Amy Hewitt, Institute on Community Integration, University of Minnesota Desiree Loucks Baer, National Alliance for Direct Support Professionals Barbara Merrill, ANCOR

Welcome Reception with Exhibitors

Ballroom Salons A-D & Foyer, Lower Level 1 | 6:30-7:30 pm | Special Event, Networking Opportunity

Whether you're a seasoned ANCOR veteran or this is your first Annual Conference experience, you'll find that ANCOR is home to some of the most incredible people you'll meet. That's why the opening night welcome reception is the perfect place to catch up with old friends, forge some new connections and mingle with the dozens of exhibitors who are true partners by our side as we work to deliver better outcomes for more people. We hope you'll join us!

This networking reception is brought to you by Anthem and the ANCOR Services Corporation.





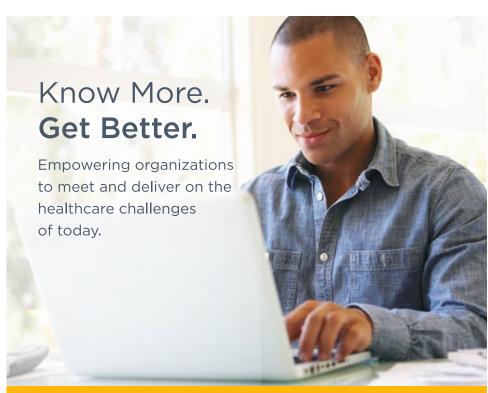












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TUESDAY, MAY 7

Continental Breakfast with Exhibitors

Ballroom Salons A-D & Foyer, Lower Level I | 7-8:30 am | Networking Opportunity This breakfast is brought to you by MITC, Scioto Properties & Solana.



ANCOR Exhibits Open

Ballroom Salons A-D & Foyer, Lower Level 1 | 7 am-5 pm | Networking Opportunity

Registration Open

Lower Level I | 7 am-5 pm

New Attendee Meet & Greet

Medford Room, Lower Level 1 | 7:30-8 am | Networking Opportunity

The HeadShot LOUNGE™ Open

Presidential Suite 1619, 16th Floor | 8 am-2 pm | Special Event

Included. Supported. Empowered. Story Room Open

Hawthorne Room, 2nd Floor | 8 am-12 pm | Special Event

Looking Back, Looking Ahead: The Future of I/DD Services and How We Got Here



Ballroom Salons E-F, Lower Level I | 8:30-10 am | Plenary Session

To kick off the first full day of the ANCOR Annual Conference, ANCOR CEO Barbara Merrill will deliver her annual State of the Association address, during which we'll reflect on the part year's triumphs and tribulations.

Then, Conference participants will enjoy a keynote address delivered by Poppy Crum entitled **Optimizing Human Performance Through Technology**. Dr. Crum is a visionary futurist and neuroscientist whose work sits at the intersection of technology advancement and human evolution. Highly regarded in both the technology sector and academic circles, she is an Adjunct Professor in Computer Research at Stanford University and the Chief Scientist at Dolby Laboratories, a leading global innovator and developer of audio, imaging and voice technologies. Dr. Crum's presentation will focus on how personalized technology and artificial intelligence have the potential to reshape and redefine the human experience for individuals with I/DD.

Speakers

Poppy Crum, Stanford University & Dolby Laboratories Barbara Merrill ANCOR

Networking Break with Exhibitors

Ballroom Salons A-D & Foyer, Lower Level 1 | 10-10:30 am | Networking Opportunity This networking break is brought to you by MediSked, Medline & Mutual of America.



CONCURRENT SESSIONS I

2019 Moving Mountains Awardee: St. Coletta of Wisconsin's Moonshot Initiative



Ballroom Salons E-F, Lower Level I | 10:30-11:30 am | Concurrent Session

The Moving Mountains Award recognizes organizations using leading practices in direct support workforce development that result in improved outcomes for people with disabilities. St. Coletta of Wisconsin is the 2019 Moving Mountains Award recipient in recognition of its Moonshot Initiative, which is centered on fair wages, competency-based merit increases and career advancement opportunities through clearly defined career pathways. During this session, the team from St. Coletta will discuss the program design, its accomplishments and lessons learned since the Moonshot Initiative was launched in late 2015.

Speakers

Ted Behncke, St. Coletta of Wisconsin Elizabeth Brzeski, St. Coletta of Wisconsin Art Young, St. Coletta of Wisconsin

ANCOR Film Festival: Hearts of Glass – A Community Story of Innovation and Employment



Medford Room, Lower Level I | 10:30-11:30 am | Concurrent Session

Join us for a screening of the new feature documentary, *Hearts of Glass*. The film follows the tumultuous first 15 months of operation of Vertical Harvest, a multi-story, state-of-the-art hydroponic greenhouse that provides meaningful employment for people with disabilities. *Hearts of Glass* weaves the story of Vertical Harvest's launch with the personal journeys of employees with I/DD. After the screening, Jennifer Tennican, the film's director and producer, will be on hand to answer viewers' questions.

Speaker

Jennifer Tennican, Jen Ten Productions





Meadowlark/Douglas Fir Rooms, 3rd Floor | 10:30-11:30 am | Concurrent Session

The 2019 workforce is comprised of four generations of people. Each generation has their own unique ways of thinking, behaving and communicating. This poses a great challenge for today's leaders. This session will demonstrate how a Servant Leadership style translates across all generations. Using stories, reflection and a Q&A format, we will identify key Servant Leadership principles that will provide leaders with tools and resources to enhance employee engagement and productivity.

Speaker

Steve Hendricks, Scioto Properties

Changing Lives and Achieving Independence through Enabling Technology



Columbia Room, Lobby Level | 10:30-11:30 am | Concurrent Session

Provider agencies for adults with I/DD are providing more support with fewer financial resources and a shortage of DSPs. Core Services of Northeast Tennessee realized an opportunity to create a more effective service model that was person-centered and promoted independence, when an opportunity arose to partner with the Tennessee Department of Intellectual/Developmental Disabilities on an enabling technology project. Witnessing first-hand how technology can change lives, Core Services will share its journey of choosing candidates, identifying outcomes and selecting the right technology vendor. In addition to happy people, agency benefits have included reduced overtime costs and turnover rates, which has enabled cost savings to be reinvested into employee salaries and henefits

Speakers

Susan Arwood, Core Services of Northeast Tennessee Nick Filarelli, Core Services of Northeast Tennessee



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Community-Based Dementia-Capable Housing for Adults with Intellectual Disabilities



Pearl Room, 2nd Floor | 10:30-11:30 am | Concurrent Session

Housing is at a premium in many urban areas, and individuals with I/DD are either unable to afford housing, or what they can afford is not sufficiently designed to meet their mobility or accessibility needs. Creating housing that is affordable and accessible for individuals with I/DD and dementia is imperative to help maintain quality of life. This presentation will discuss a partnership between two organizations that provided housing for individuals with I/DD and dementia. During the session, presenters will address collaborations with builders and other stakeholders, affordability for tenants, design process and implementation, ongoing training and staff support, and data on current trends and future needs facing individuals with I/DD and dementia.

Speakers

Janel Bowers, Friends of JCDS Heather Brown, Johnson County Developmental Supports Matthew Janicki, National Task Group on Intellectual Disabilities and Dementia Practice

The Intersection Between Outcomes and Fiscal Health: A Case Study from New York



Mt. Hood Room, 2nd Floor | 10:30-11:30 am | Concurrent Session

As the I/DD industry throughout the country moves toward managed care, providers need to be concerned about their current financial position and the impact managed care will have. A key piece of the puzzle is the extensive roles played by administrative staff, and often, it's easy for administrative staff to overlook their impact on fiscal health. Since the first consequence of an agency's poor fiscal health is reduced client services, monitoring and understanding fiscal health shouldn't be the sole purview of the Finance Department. This session will offer ways for administrative staff to benchmark themselves and evaluate overall fiscal health by monitoring emerging trends and addressing signs of risk.

Speakers

Bryant Macaraeg, BKD CPAs & Advisors Brian O'Reilly, BKD CPAs & Advisors

Lunch

On Your Own | 11:30 am-1 pm

CONCURRENT SESSIONS 2

Leadership Decision-Making

Meadowlark/Douglas Fir Rooms, 3rd Floor | 1-5 pm | Concurrent Session (NOTE:This is an extended breakout session.)



This encore presentation of Monday's Pre-Conference Session will draw on cutting-edge research in psychology, behavioral economics and neuroscience to teach you evidence-based strategies to improve decision-making, both for yourself and others in your organization. The course includes interactive exercises and real-time feedback, giving you personalized insights into your own decision-making. Topics include how to communicate risk effectively, escalation of commitment and more. The session will feature strategies for successfully implementing data-driven decision processes to optimize organizational performance. By the end of the session, participants will have a deep understanding of how to structure decision environments and choice processes to reduce bias and increase accuracy. Lectures and exercises will be supplemented by in-session discussions to ensure insights are immediately actionable.

Facilitator

Charles Dorison, John F. Kennedy School of Government, Harvard University

ANCOR Film Festival: Invaluable—The Profession of Direct Support



Medford Room, Lower Level I | I-2 pm | Concurrent Session

The direct support workforce has been in crisis for over 30 years, with stagnant wages, high turnover and vacancy rates, little recognition and understanding of this work by our communities, and no professional recognition by the U.S. Department of Labor. This session will explore the DSP workforce through a new documentary film produced by the University of Minnesota's Research and Training Center on Community Living. DSPs who participate will glean strategies for framing their stories to advocate for livable wages and speak up on behalf of this invaluable profession.

Speakers

Barbara Kleist, Research & Training Institute, University of Minnesota Jerry Smith, Institute on Community Integration, University of Minnesota

Focusing Services on Competitive Integrated Employment: A Research-Based Approach



Pearl Room, 2nd Floor | I-2 pm | Concurrent Session

Service providers recognize the value of supporting individuals to become employed in the workforce, but too often struggle to transform this vision into reality. During this session, participants will learn about a research-based approach to organizational transformation that enables service providers to significantly expand their capacity to support individuals in successful employment in the community. Based on experiences working with ten service providers from across the United States, numerous lessons learned will be shared, and session-goers will leave with a variety of practical strategies they can use in enhancing their own organization's efforts to support employment success.

Speakers

John Butterworth, Institute for Community Inclusion, University of Massachusetts Boston David Hoff, Institute for Community Inclusion, University of Massachusetts Boston

The Graduates: The Next Generation Shaping the Future of I/DD Services



Ballroom Salons E-F, Lower Level 1 | 1-2 pm | Concurrent Session

Organizations must have a strong bench. This session will feature a conversation with emerging leaders who graduated from The Training Collaborative for Innovative Leadership, a nationally accredited project in New York City that has been recognized for its innovative approach to building emerging and talented leadership. Graduates of the program have excelled in agency leadership roles and have demonstrated creativity in offering solutions and getting results at their agencies and in their disciplines. Participants in this session will hear the next generation's perspectives about our current system of supports, the challenges they see on the horizon, solutions they have implemented at their agencies and their vision for the future.

Speakers

Jeisson Cardona, ADAPT Community Network Katherine Contreras, ADAPT Community Network Ed Matthews, ADAPT Community Network

I/DD Health Care: Then, Now & Next





Health care for people with I/DD has changed greatly over the past 120 years, and ongoing evolutions continue to have a significant impact on the quality of life of individuals of all abilities. This session will provide historical context on health care for people with I/DD, beginning with the medical model in the early 1900s and progressing through the changes that began in the Kennedy era. Then, presenters will discuss current approaches to community-oriented health care across the country, including specialty clinics and consultative programs. Finally, this session will conclude with a charge for the future of I/DD health care—a charge that includes increased research, improved training of health care providers, the development of an I/DD medical specialty board and a move toward integrated health care.

Speakers

Craig Escude, Health Risk Screening, Inc. Matt Holder, AADMD & Special Olympics

Technology-Leveraged Service Models that Redefine What's Possible for Independent Living



Mt. Hood Room, 2nd Floor | 1-2 pm | Concurrent Session

New technologies emerge daily that redefine what's possible for improving lives and will soon change how services will be delivered—empowering people to affordably live better lives. This paradigm shift has been made possible by cutting-edge and rapidly advancing technologies, but requires ever-present technical help for providers to assess program and customer needs, revise or redesign services, create pivot plans, lead change management and manage ever-evolving innovations. As the presenters in this session will discuss, to meet the expectations of us all, new technologies must be carefully woven into the fabric of the next generation of services and be fully grounded in human relationships.

Speakers

Michael Strouse, GoodLife Innovations, Inc. Megan Todd, GoodLife Innovations, Inc. Lauren Vohland, GoodLife Innovations, Inc.

Networking Break with Exhibitors

Ballroom Salons A-D & Foyer, Lower Level I | 2-2:30 pm | Networking Opportunity This networking break is brought to you by DCI, HRST & SETWorks.







Included. Supported. Empowered. Story Room Open

Hawthorne Room, 2nd Floor | 2-5 pm | Special Event

The HeadShot LOUNGE™ Open

Presidential Suite 1619, 16th Floor | 2:30-5 pm | Special Event

Straight from the Source: Administration Priorities on the Horizon



Ballroom Salons E-F, Lower Level 1 | 2:30-3:15 pm | Plenary Session

One of ANCOR's key commitments is to keep members apprised of what's happening in and around Washington when it comes to federal policies that impact I/DD supports and services. As part of that commitment, participants in this Plenary Session will hear from Michael Kravitz, Acting Assistant Administrator for the Office of Planning, Performance, Evaluation and Communication in the Wage & Hour Division of the U.S. Department of Labor. Kravitz will share updates on how the Division is approaching wage and overtime rules and regulations, and give ANCOR members the opportunity to hear straight from the source about what's on the horizon.

Speaker

Michael Kravitz, Wage & Hour Division, U.S. Department of Labor

Networking Break with Exhibitors

Ballroom Salons A-D & Foyer, Lower Level I | 3:15-3:45 pm | Networking Opportunity This networking break is brought to you by Foothold Technology. Goodlife Innovations & Therap







CONCURRENT SESSIONS 3

A Lean System Applied: Recruiting, Retaining and Engaging Direct Support Professionals



Ballroom Salons E-F, Lower Level I | 3:45-4:45 pm | Concurrent Session

Recruitment, retention and ongoing support of DSPs are essential to the overall health of I/DD programming. Lean, a model for continuous improvement, can be applied to address DSP workforce stability. The lean model prioritizes quality service, listening to the people doing the work and using metrics to drive toward the right outcomes. Participants in this session will walk away with foundational knowledge of lean principles and ideas for applying lean thinking to complex challenges.

Speakers

Michelle Kidwell, Albertina Kerr Aimee Reichert, Albertina Kerr

Individual Car Ownership as a Means to Resolve Mobility Issues



Pearl Room, 2nd Floor | 3:45-4:45 pm | Concurrent Session

The Community Rule and job participation present mobility challenges to providers. Among the many solutions is individual car ownership. The car is an underutilized resource for individuals with intellectual and developmental disabilities, and providers can use car ownership to support individuals' ability to maintain a vehicle and use it to participate in jobs, day programs and other opportunities in the community. Participants in this session will learn how individual car ownership can reduce the costs of maintaining a fleet of vehicles-while simultaneously helping providers comply with the Community Rule-all while creating more opportunities for individuals to be part of their communities.

Speaker

Thomas Tirney, Arlington Heritage Group

Telemedicine: A Simple, Proven Technology You Aren't Using. Why Not?



Columbia Room, Lobby Level | 3:45-4:45 pm | Concurrent Session

A seemingly complex series of issues has prevented the I/DD community from widely adopting telemedicine as a solution for individuals' health needs. Given resource constraints and individuals' unique medical needs, along with the opportunities presented by telemedicine, one has to wonder why this simple and readily available tool has been overlooked. Participants in this session can expect to be challenged about current ways of thinking about meeting consumer medical needs, informed about real-life uses and results of telemedicine, inspired by stories of lives and communities improved by telemedicine, and educated about current trends in health care IT.

Speakers

Eric Dodd,TMP Julie Hall-Barrow, Children's Health

Understanding Barriers to Self-Directed Services and Supports: The Provider Perspective



Mt. Hood Room, 2nd Floor | 3:45-4:45 pm | Concurrent Session

To be fully responsive to people with disabilities, many service providers are working to shift their operations and services to provide individualized, self-directed supports. However, the national movement toward self-directed services has been slow, utilized by fewer than 15% of people with disabilities today. This session will share findings from the Optum Spark! Initiative's national survey of service providers to offer insight into the barriers agencies face while making the transition to self-directed services. The session will highlight concrete organizational and state-level strategies associated with agencies' capacity to provide self-directed services and offer participants ideas to implement in their own organizations.

Speakers

Caitlin Bailey, National Leadership Consortium on Developmental Disabilities Cory Gilden, National Leadership Consortium on Developmental Disabilities Michael Hammond, Optum

What's New, Now and Next for ANCOR's **Government Relations**



Ballroom Salons E-F, Lower Level 1 | 5-5:45 pm | Plenary Session

Even as ANCOR continues to expand the services it offers to members, federal advocacy remains at the heart of why members come together in this growing community. While you use your voice in your state and local community to advance I/DD services, ANCOR's government relations work aims to ensure a federal policy landscape that facilitates your ability to deliver better outcomes for more people. To keep you in the know, this session feature a facilitated conversation between ANCOR's Government Relations leaders and staff members. Participants in this session will walk away with a clear sense of where things stand with the association's policy priorities and concrete steps they can take to amplify our collective advocacy efforts.

Speakers

Daryn Demeritt, BrightSpring Health Services Josh Evans, IARF Esmé Grewal, ANCOR Julie Manworren, Living Well Disability Services

ANCOR Foundation Reception: An Evening on the Willamette Star

6:30-8:30 pm | Networking Opportunity, Special Event

Boarding is at 6:15 pm at the Riverplace Marina, located at 1510 SW Harbor Way (a 5-minute walk from the Marriott Downtown Waterfront Hotel). The boat will depart at 6:30 pm.

We're taking over the Willamette Star for the evening. The Willamette Star is a 98' custombuilt yacht with a complete on-board galley, full-service bar and two climate-controlled decks, perfect for cruising around Portland on the Willamette River. Come enjoy the finest river cruise dining experience in the Northwest, participate in the ANCOR Foundation auction (a perennial favorite!) and go to sleep knowing you've contributed to the important work of the Foundation, including its Leadership Academy and the Included. Supported. Empowered. campaign.

Space is limited. Tickets for this reception are \$100 and not included in the cost of your Conference registration. Stop by the ANCOR Foundation booth on Lower Level 1 for more details.

The ANCOR Foundation Reception is sponsored by Nationwide.

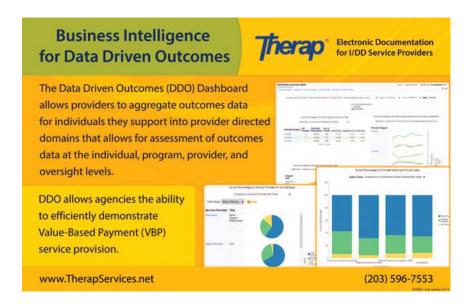




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WEDNESDAY, MAY 8

Registration Open

Lower Level I | 7:30 am-4 pm

Continental Breakfast

Ballroom Salons A-D & Foyer, Lower Level 1 | 7:45-8:30 am | Networking Opportunity This breakfast is brought to you by the ANCOR Services Corporation, StationMD & TMP.







Included. Supported. Empowered. Story Room Open Hawthorne Room, 2nd Floor | 8 am-12 pm | Special Event

The HeadShot LOUNGE™ Open

Presidential Suite 1619, 16th Floor | 8 am-12 pm | Special Event





Leading Legacies: Inspiring the Next Generation of Innovation

Ballroom Salons E-F, Lower Level I | 8:30-9:30 am | Plenary Session

Past meets present in this inspiring Plenary Session. We'll start by looking back at the pioneers of ANCOR's past by honoring 2019's inductees into the Legacy Leaders Circle, which recognizes visionary figures that have left an indelible mark on the association. Attendees will then hear from another visionary leader from beyond our membership in "Since You Didn't Ask ..." As she prepares for her retirement, Mary Lee Fay, Executive Director of NASDDDS, will offer reflections on her incredible career and advice for the future of our field.

Keynote speaker Vikki Wachino, former director of the federal Medicaid program, will focus our attention on our field's future. As ANCOR members know well, Medicaid and other payers are innovating new payment approaches to incentivize quality, efficiency and coordination. What do these new "value-based" models mean for services for people with I/DD, and how do they differ from fee-for-service? Can providers, individuals with I/DD and families play a leadership role in developing payment innovations? If so, how?

Speakers

Mary Lee Fay, NASDDDS Chris Stevenson, Cedar Lake Vikki Wachino, Viaduct Consulting, LLC

CONCURRENT SESSIONS 4

Collaboration at its Finest: College-to-Career Partnerships for Success



Pearl Room, 2nd Floor | 9:45-10:45 am | Concurrent Session

The College-to-Career program (C2C) at Long Beach City College is an innovative postsecondary program for adults with developmental disabilities served by Harbor Regional Center. In C2C, five organizations formed a public-private partnership to provide educational coaching, affordable student housing, independent living and supported employment services to enable students with developmental disabilities to succeed in a non-modified college setting as they work to earn certificates and degrees. In this session, presenters from three of the five organizations will discuss the model and its impact to guide participants in designing their own C2C models.

Speakers

Steve Goclowski, California MENTOR Shauna Hagemann, Long Beach City College Antoinette Perez, Harbor Regional Center

Investment in Leadership: The Road to Improved Organizations



Meadowlark/Douglas Fir Rooms, 3rd Floor | 9:45-10:45 am | Concurrent Session

What if you could reduce burnout and retain your best employees? Even better, what if you could challenge and develop your best employees to have them leading effective teams and build a dynamic, comprehensive organization culture? Development of your leaders, supervisors and managers touches every corner of your organization with a positive impact. In this session, participants will consider leadership development and how it requires not only introducing leadership skills, but also promoting a culture where knowledge is shared, frequent feedback is valued and taking risks is encouraged. Insights from Pathlight's Leadership Institute will demonstrate how to make leadership development a priority to result in a stronger, more dynamic agency culture.

Speakers

Ruth Banta, Pathlight Peter McLean, Pathlight

It's About Privacy: A Tour Through How HIPAA Impacts Everyday Operations, Including EVV



Laurelhurst/Belmont Rooms, 2nd Floor | 9:45-10:45 am | Concurrent Session

This session will focus on the basic aspects of HIPAA that impact—and trip up—providers each and every day, including mobile devices, free email services, consents, breach reporting and more. Learn how HIPAA intersects with the EVV requirements under the 21st Century CURES Act and how to ensure your organization stays in compliance.

Speaker

Gary Jones, Jones Law Firm & Midwest Compliance Solutions

Siblings of People with Special Needs: Unique Concerns & Opportunities



Mt. Hood Room, 2nd Floor | 9:45-10:45 am | Concurrent Session

In the US, 56.7 million people have a disability, most of whom have typically developing siblings. These siblings will be in the lives of family members with special needs longer than anyone else. Throughout their lives, siblings share many concerns that parents experience, and face issues that are uniquely theirs. Despite the important roles siblings play in the lives of their brothers and sisters with special needs, even the most family-friendly agencies often overlook them. Provided with information and support, siblings can help their brothers and sisters lead dignified lives from childhood through their senior years. This session will educate providers on sibling experiences and offer effective strategies for providing truly family-centered care.

Speaker

Emily Holl, The Sibling Support Project



Survival of the Fittest: Business Tools for Competitive Edge

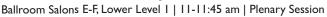
Columbia Room, Lobby Level | 9:45-10:45 am | Concurrent Session

Most nonprofits have not been exposed to the models for-profit businesses use to understand markets and competition. As a result, they don't always see the ways changing land-scapes are affecting their work, making it difficult to make mid-course corrections and easy to fall victim to missteps. Participants in this session will glean two valuable tools—the Port 5 Forces model and the Voice of the Customer—to help them conduct focused environmental scans and evaluate how best to position themselves for success.

Speaker

Mariana Baldini, KenCrest

Set Down the Stethoscope. The Heart of Health is Social.





When supporting people's health, services typically center on physical, mental and medical factors, even though medical care only accounts for 10-15% of health-related outcomes. What about the remaining 85-90%? The rest can be attributed to the social determinants of health, the impact of which is monumental. Focusing on social determinants of health can positively impact allocation of resources, strategic directives, specific supports and personal quality of life. During this Plenary Session, participants will learn all about social factors that improve health, including data that demonstrate success and the effect of agency supports. Additionally, participants will leave this session with a tool to automate organizational analysis.

Speakers

Mary Kay Rizzolo, CQL: The Council on Quality & Leadership Linda Timmons, Mosaic

Lunch & Included. Supported. Empowered. Update Ballroom Salons E-F, Lower Level 1 | 12-1 pm

After you've enjoyed lunch, Included. Supported. Empowered. Co-Chair Chris Stevenson will share highlights and milestones from the campaign this year. What have we been doing? Where are we headed next? Sit back and enjoy your dessert with this visual timeline.



CONCURRENT SESSIONS 5

Bridging the Gap: HCBS Outcome Measurement Mt. Hood Room, 2nd Floor | 1:15-2:15 pm | Concurrent Session



As focus intensifies on value-based purchasing and other alternative payment models, what tools are available for providers, states and managed care entities to measure quality outcomes? What are the most useful metrics? Are they applicable at the provider level? Which tools are available for providers to benchmark their performance against others? These questions and more prompted the University of Minnesota's Institute on Community Inclusion to establish the Center on Outcome Measurement. Participate in this session to hear from panelists about measurement tools and how they can be adapted in your agency's context.

Speakers

Mary Lee Fay, NASDDDS

Amy Hewitt, Institute on Community Integration, University of Minnesota Angela Rapp Kennedy, CQL: The Council on Quality & Leadership

Challenges and the Future of ICF/IDDs

Laurelhurst/Belmont Rooms, 2nd Floor | 1:15-2:15 pm | Concurrent Session



As more state-operated Intermediate Care Facilities (ICF) close or downsize, community providers are increasingly expected to fill newly created voids by providing specialized supports and close supervision for individuals with complex medical and mental health needs, intense behavioral challenges and forensic concerns that were previously under the purview of ICFs. Faced with challenges related to inadequate funding, a workforce in crisis, barriers to technological advancements and increased pressure to facilitate relationship-building for people in their communities, what can community providers do to tailor their service offerings to individuals' diverse needs? What is the role of ICFs in this changing environment? And what does the future hold? This session will explore these questions and more.

Speaker

Mark Diorio, Consultant to ANCOR Than Johnson, Champaign Residential Services, Inc.

Employee Engagement Strategies: From Vision to Execution



Pearl Room, 2nd Floor | 1:15-2:15 pm | Concurrent Session

Research from SHRM shows employee engagement can promote retention of talent, foster customer loyalty, and improve organizational performance and stakeholder value, which is why business executives identify enhancing employee engagement as one of their top five global business strategies. This session will profile two strategies for promoting and enhancing employee engagement. Focused on its DSP workforce, Bethesda established its DSP Leadership Team to offer agency leaders with recommendations about recruitment and retention strategies, methods to improve job satisfaction, and ways to promote collaborative relationships between DSPs, corporate staff and regional staff. To meet its strategic objectives, Woods Services created an employee engagement and development program that embraces and promotes personal and professional growth of all employees and includes career paths, educational assistance, mentoring and enhanced employee benefits.

Speakers

Kristen Erway Farry, Woods Services Mark Hagen, Bethesda Lutheran Communities Tine Hansen-Turton, Woods Services

Lessons Learned from the HCBS Business Acumen Learning Collaboratives



Columbia Room, Lobby Level | 1:15-2:15 pm | Concurrent Session

This session will provide participants insights from two learning collaboratives convened as part of the HCBS Business Acumen grant. The first collaborative, the Business Acumen Learning Collaborative, was comprised of teams from five states that identified individual goals for system or organizational change. The second collaborative, the Business Development Learning Collaborative, comprised of teams from three states that worked through an organizational preparedness process for entering the environment of integrated care systems. In this session, participants in the learning collaboratives will share their insights on how to maximize returns on their organization's investments and how to foster operational sustainability.

Speakers

George Klauser, Altair ACO Donna Martin, ANCOR Wendy Witcig, Missouri Department of Mental Health

Bridges to Excellence: 2019 Direct Support Professional of the Year Awards Presentation



Ballroom Salons E-F, Lower Level I | 2:30-4 pm | Plenary Session

Each year, ANCOR honors some of the nation's leading Direct Support Professionals and celebrates the significant impact they have on the individuals they support and in the communities where they work. This year, we've selected 54 award recipients from nearly 350 nominations. To say that we've been blown away by the accomplishments of this year's cohort of DSP of the Year award recipients would be an understatement! From reuniting individuals with long-lost family members to helping navigate significant health challenges and everything in between, these DSPs really are doing it all. Join us in celebrating these outstanding professionals during the closing plenary session of this year's ANCOR Annual Conference—you won't want to miss it!

The DSP of the Year awards are proudly underwritten by Relias.



Speakers

Ravi Dahiya, YAI Natasha Fisher, Relias Esmé Grewal, ANCOR Barbara Merrill, ANCOR

THURSDAY, MAY 9

ANCOR Board of Directors Meeting

Pearl Room, 2nd Floor | 8 am-5 pm | Leadership Meeting





PLENARY SPEAKERS

Robert Budd

Robert Budd is President of the ANCOR Board of Directors and CEO of nonprofit Family Residences & Essential Enterprise, Inc. (FREE), located on Long Island, New York. FREE, Inc., is a network of agencies comprised of several unique entities. Robert also serves as the co-chair of the ANCOR Foundation's *Included. Supported. Empowered.* campaign. He was inducted into the Legacy Leaders Circle in 2018.



Poppy Crum

Dr. Poppy Crum is a visionary futurist and neuroscientist whose work sits at the intersection of technology advancement and human evolution. Highly regarded in both the technology sector and academic circles, she is an Adjunct Professor in Computer Research at Stanford University and the Chief Scientist at Dolby Laboratories, a leading global innovator and developer of audio, imaging, and voice technologies. An advocate for the kind of technology that learns more about us as we use it, Dr. Crum works to bridge the gap between rapidly evolving technology and insightful, more effective human interaction.



Ravi Dahiya

Ravi Dahiya serves as Chief Program Officer for New York-based YAI. He rejoined the organization in 2016 after a decade of service at IRI, where he was most recently Associate Executive Director for Program Operations & Quality Improvement. He currently sits on the board of the New York Alliance and serves on its policy committee, and he co-chairs the information technology committee for the InterAgency Council of Developmental Disabilities Agencies. He has worked with people with disabilities for more than 25 years in the US and abroad.



Daryn Demeritt

Daryn Demeritt has been with BrightSpring Health Services since 2008, leading the company's national regulatory and legislative advocacy initiatives. In Washington, DC, Demeritt began what has now been over 15 years of work in human services public policy, working on national initiatives with UCP, ANCOR, BrightSpring and various corporate clients.



Josh Evans

Josh Evans became President & CEO of IARF in 2018 after nearly 15 years working to advance the budget and policy priorities of the association through the Illinois General Assembly. During his tenure as Vice President of Government Relations & Operations, Legislative Director and Legislative Liaison, Josh led IARF efforts to pass several initiatives into law, managed grassroots advocacy campaigns to protect funding for community-based services and supports, and represented IARF on many broad-based coalition efforts. Josh now serves as co-chair of ANCOR's Government Relations Committee and as a member of the ANCOR Board of Directors.



Natasha Fisher

Natasha Fisher is Director of Product Management for Relias and a member of the ANCOR Foundation Board of Trustees. She has over 15 years' experience working with people with intellectual and developmental disabilities, serving in a variety of roles including Direct Care, Service Coordination, QA and Administration. Natasha has served on Provider Advisory Boards, worked in Self-Advocate Committee startup, and has direct experience with CARF and CQL Accreditation processes. Natasha is passionate about creating products that improve the lives of people with disabilities and those who support them.



Esmé Grewal

As ANCOR's Vice President of Government Relations, Esmé Grewal works with the Government Relations Committee and ANCOR GR team on all legislative and policy priorities and leads the organization's relationships with Congress and the Administration. Prior to this role, Esmé served as the Director of Public Policy for the National Association of Councils on Developmental Disabilities and has held past appointments with the American Bar Association's Commission on Mental and Physical Disability Law and the American Branch of International Law Association's Disability Committee. She is a proud sibling to a brother and sister with developmental disabilities.



Rick Guidotti

Rick Guidotti, an award-winning photographer, has spent the past twenty years collaborating internationally with nonprofit organizations, hospitals, medical schools, educational institutions, advocacy groups and communities to promote a more inclusive and compassionate world where ALL differences are understood and celebrated. Guidotti's work has been published in newspapers, magazines and journals as diverse as Elle, GQ, People, the American Journal of Medical Genetics, The Lancet, Spirituality and Health, the Washington Post, New York Times, Atlantic Monthly and LIFE Magazine.



Amy Hewitt

Dr. Amy Hewitt has dedicated a 30+ year career to improving community inclusion and quality of life for children and adults with disabilities and their families. As Director of the Institute on Community Integration at the University of Minnesota, she directs research, evaluation and demonstration projects on community long-term services and supports for people with I/DD. Dr. Hewitt has published numerous journal articles, curricula, technical reports and books, and has served on various boards including AAIDD, AUCD and Arc Minnesota.

Michael Kravitz

Michael Kravitz is currently Acting Assistant Administrator for the U.S. Department of Labor's Wage and Hour Division. In this position, he oversees strategic planning, research and evaluation, performance management, data management and data analytics, business process improvement efforts, communications and stakeholder liaison efforts. He also serves as Director of Communications; in that role, he oversees the external and internal messaging for the agency, including outreach, partnerships and media activities. After practicing law for the State of Maryland, Michael began his federal service as a Wage and Hour Investigator in the Baltimore District Office and later as a Legislative Analyst.



Desiree Loucks Baer

Desiree Loucks Baer is the Assistant Executive Director for the National Alliance for Direct Support Professionals. Previously, she served as Director of Program and Member Services for NYSACRA where, among her many contributions to support DSP professional development, she served on a workgroup that developed DSP and Frontline Supervisor Core Competencies.



Julie Manworren

Julie Manworren is President and CEO of Living Well Disability Services, a nonprofit disability services organization primarily supporting adults with intellectual and developmental disabilities. She is a member of the ANCOR Board of Directors, the Community Advisory Board of the University of Minnesota's Institute on Community Integration, and the State of Minnesota's Human Services Performance Improvement Committee. She has a Bachelor's in Social Work from Texas Christian University and a Master of Social Work from the University of Iowa.



Barbara Merrill

A seasoned disability and association professional, Barbara Merrill was selected to serve as ANCOR's Chief Executive Officer in 2014 after having previously served as ANCOR's Vice President for Public Policy. She has been involved in disability issues since 1992 as an advocate, state legislator and attorney for people with disabilities and the providers who serve them. Prior to joining ANCOR, Merrill was the Director of Government Relations for The MENTOR Network. A native of the state of Maine, she brings over 20 years of experience working with associations.



Mary Kay Rizzolo

Dr. Mary Kay Rizzolo is the CEO of CQL:The Council on Quality and Leadership. Past roles include Associate Director of the Illinois UCEDD, Clinical Associate Professor (UIC), member of the State of the States in Developmental Disabilities project for two decades, and a frontline supervisor at a large ICF/DD.



Chris Stevenson

Chris Stevenson, President & CEO of Cedar Lake, has over 20 years' experience in nonprofit management. Chris and his senior team pride themselves in building an organizational culture that continually re-evaluates and strengthens Cedar Lake's mission, vision and core values while creating ways to sustain and ignite employees' passion about their work. Chris is currently serving as President of the ANCOR Foundation Board of Trustees and as Co-Chair of the Included. Supported. Empowered. campaign. Chris received his MBA from Sullivan University in Louisville and his Certificate in Fund Raising Management from Indiana University's Center on Philanthropy.



Linda Timmons

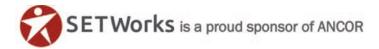
Linda Timmons has served as the President and Chief Executive Officer of Mosaic since July of 2008. Previously, Linda joined Bethphage in 1986 and has held various positions including social worker, Executive Director, President and CEO of Bethphage Mission West, and Senior Vice President of Operations. Linda holds a master's in human services from St. Edward's University in Austin, Texas.



Vikki Wachino

Vikki Wachino is principal of Viaduct Consulting, LLC, a boutique consulting firm that advises mission-driven organizations on health care policy, strategy and operations for people with complex health and social needs. She previously served as Deputy Administrator and Director of the Center for Medicaid and CHIP Services at the Center for Medicare & Medicaid Services, where she was responsible for all policy and operations for the Medicaid and Children's Health Insurance Programs, which serve more than 70 million people. Vikki has also served in leadership roles at the Kaiser Commission on Medicaid and the Uninsured, the Center on Budget and Policy Priorities, NORC at the University of Chicago and the U.S. Office of Management and Budget. She is a graduate of Harvard's Kennedy School of Government and Mount Holyoke College.







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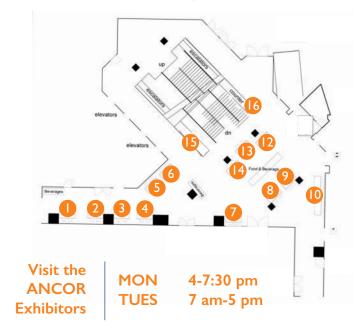
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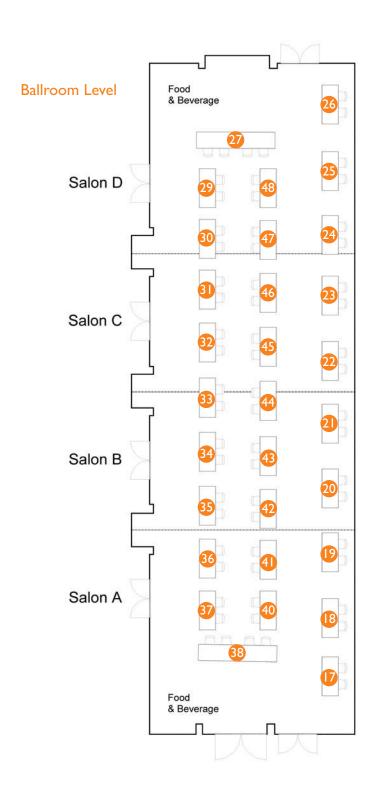
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Lower Level I Foyer





47 AbleLink Smart Living Technologies

ablelinktech.com

Rich Herold

Customer Experience Director rich@ablelinktech.com

AbleLink is the nation's foremost expert in the development of accessible software for individuals with cognitive disabilities. AbleLink researchers have conducted over 70 federal projects, including current participation in the U.S. Department of Transportation's ATTRI program. Core products include WayFinder, ATLAS and Smart Living Suites for desktop and mobile use.

AmeriHealth Caritas

amerihealthcaritas.com

Barinder Hear

Manager, National Strategic Alliances bhear@amerihealthcaritas.com

AmeriHealth Caritas is one of the nation's leaders in health care solutions for those most in need. Headquartered in Philadelphia, AmeriHealth Caritas is a mission-driven organization with more than 35 years of experience serving lowincome and chronically ill populations. AmeriHealth Caritas is part of the Independence Health Group in partnership with Blue Cross Blue Shield of Michigan.

16 Anthem, Inc. * anthem.com

Jodi Fenner

LTSS Specialty Team jodi.fenner@anthem.com

Anthem is working to transform health care with trusted and caring solutions. Our health plan companies deliver quality products and services that give their members access to the care they need.



Arlington Heritage Group

arlingtonheritagegroup.com

Thomas Tirney

President

tgtirney@ahgtrusts.com

Arlington Heritage Group has been a trust administrator serving providers that care for individuals with special needs for over 30 years. We are proud of our reputation to meet the most challenging requests from our clients. Today we work with over 100 nonprofit and residential agencies nationwide.

3 Butler Human Services Furniture

butlerhumanservices.com

Tyler Hickey

Market Manager

thickey@butlerhumanservices.com

Butler manufactures and sells durable and attractive furniture to organizations who support individuals with intellectual and developmental disabilities. Stop by our booth to see what we have to offer.

36 CapGrow Partners

capgrowpartners.com

Aline Leclair

Business Development Associate aleclair@capgrowpartners.com

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

46 CaraSolva

carasolva.com

Kevin Luff

Vice President of Sales Operations kevin.luff@carasolva.com

CaraSolva provides cloud based services for eMAR and Point of Care.

32 CARF International

CARF International is proud to carry the ANCOR Special Partner designation. carf.org

Pete Hathaway

Managing Director, Employment & Community Services phathaway@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.

20 Core Solutions, Inc.

coresolutionsinc.com

Emily Forgash

Marketing Communications Director eforgash@coresolutionsinc.com

Core Solutions, Inc. (Core) is a trusted EHR vendor that uses technology and data to support provider organizations who are committed to improving whole person care and quality of life for all people touched by the extraordinary challenges of behavioral health and other human conditions.

48 COL: The Council on Quality and Leadership

CQL is proud to carry the ANCOR Special Partner designation. c-q-l.org

Seth Petre

Director of Marketing spetre@thecouncil.org

Since 1969, CQL:The Council on Quality and Leadership has been dedicated to the definition, measurement and improvement of personal quality of life. CQL offers accreditation, training, certification and data analysis services to agencies that share our vision of dignity, opportunity and community for all people.



Direct Care Innovations (DCI) ★ dcisoftware.com

Marisa Balbo

Innovation Associate marisab@dcisoftware.com

Direct Care Innovations (DCI) is a health care technology company that creates business management platforms for providers and government agencies in the Medicaid, Medicare, private insurance and managed care markets.

34 DirectCourse directcourseonline.com

Colleen Stilwill

Exhibit Manager c.mcmahon@elsevier.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 evero.com

Jeannine Azan

Business Manager jeannine@evero.com

eVero delivers comprehensive, easy-to-use technology solutions for the health and human services marketplace with the goal to improve your workflow and the lives of people you serve. We combine our industry insight and technical mastery to custom-fit your agency with software that works for you and the people you serve.

2 Foothold Technology footholdtechnology.com

Grace Findlen-Golden

Office Manager gracefg@footholdtechnology.com

Foothold Technology, an electronic record, EHR vendor and human services software provider, offers web-based software for human service providers that eases the burden of documentation, providing agencies with the freedom to focus on their Mission.

38 GoodLife Innovations, Inc. * mygoodlife.org

Jerilynn Burris

Director of Marketing & Communications jerilynnburris@clokan.org

GoodLife Innovations has created, adapted and uses emerging technologies to support independent living and weaves these solutions into the fabric of its next generation service models. GoodLife's iLink Technologies and new service approaches work together to redefine what's possible for helping people live increasingly independent, meaningful and enriched community lives.

hrstonline.com

Gina Kugler Director of Administration gina@hrstonline.com

HRS is composed of many passionate advocates, from the field themselves, who are leading the charge to increase person-centered health-related supports. HRS offers software and education for states and private providers to improve outcomes and cost savings. We pride ourselves on being pioneers and innovative thinkers.

30 Irwin Siegel Agency siegelagency.com

Emily Calabro

Executive Assistant emily.calabro@siegelagency.com

Irwin Siegel Agency is the leading provider of insurance products and risk management solutions tailored to the unique exposures of the human and social service industry. We partner with local, independent brokers and agents nationwide who share our passion for providing service and value beyond a policy.



Mainstay, Inc./My25 emainstay.com

Sylvia Vail

Chief Operations Officer sylvia.vail@emainstay.com

Mainstay/My25 content-based resources, utilized in thousands of LTSS settings among the nation's leading I/DD providers, substantially improve clinical and social determinants of health and person-centered choice for people supported while food, labor, PRN, acute care and prescription medication expense simultaneously reduce to the benefit of multiple stakeholders. Strategic, technology-supported mealtime.

44 MassMutual SpecialCare

massmutual.com/specialcare

Jack Kashner Marketing Consultant jkashner24@massmutual.com

SpecialCare is a program developed by MassMutual that provides access to information to families with dependents who have a disability. Our mission is to help educate families and caregivers about the importance in creating a life care plan to help provide a secure financial future.

MediSked, LLC ★

medisked.com

Linda Nakagawa Market Policy Analyst Linda_Nakagawa@medisked.com

MediSked is the trusted partner to organizations across the country, providing integrated electronic record systems, care coordination solutions, business intelligence and reporting to improve quality & outcomes in LTSS delivery for state & county oversight, managed care organizations, care coordinators and providers.



medline.com

Stephen Mazzola

Vice President, National Accounts smazzola@medline.com

Medline is the largest medical supply manufacturer and distributor of incontinence products, skin and wound care, textiles, gloves and over 300,000 other items, all offered to ANCOR members at a guaranteed cost savings.

43 The Meyers Group mr-themeyersgroup.com

Stuart Meyers

President sim@mr-themeyersgroup.com

The Meyers Group is dedicated to meeting your staffing needs. Known as a premier health care national search firm, we offer extensive experience as health care executives and a 20+ year track record of bringing "impact players" to our clients as search consultants while assisting organizations in succession planning for top executives.

8 MITC mitcagencies.com

Kristen Redwine

Agency Partnership Manager kristenr@mitcsoftware.com

Agency Workforce Management by MITC supports all the needs of agencies, including time and attendance, EVV, scheduling, HR, workforce analytics, payroll and billing integration, and more. Whether your agency manages group homes, HCBS, day, vocational or supported employment programs, MITC can help you contain costs, boost productivity and ensure compliance.



Renee Shew

Vice President renee.shew@mutualofamerica.com

Since 1945, Americans have turned to Mutual of America to help plan for their retirement and meet their long-term financial objectives. Today, we are financially strong and are rated among the strongest life insurance companies in the industry by the major independent rating agencies. Mutual of America: Your Retirement Company.

National Alliance for Direct Support Professionals nadsp.org

Desiree Loucks Baer Assistant Executive Director dloucksbaer@nadsp.org

Stop by the NADSP booth to learn about our vision of a world with a highly qualified and professional direct support workforce that partners with, supports and empowers people with disabilities to lead a life of their choosing.

35 Pharmacy Alternatives palrx.com

Rider Sparrow Sales Development rider.sparrow@palrx.com

Pharmacy Alternatives is a specialized pharmacy focused on serving people with cognitive, intellectual and developmental disabilities. We are one of the only pharmacies in the nation that specializes in serving special needs populations through innovative packaging systems, electronic medication management, and clinical and educational supports.

Philadelphia Insurance Companies phly.com

Anna Bacovin

Jr. Marketing Coordinator anna.bacovin@phly.com

Philadelphia Insurance Companies (PHLY) designs, markets and underwrites commercial property/casualty and professional liability insurance products, incorporating value-added coverages and services for select industries.

QBS, Inc. QBSCompanies.com

Patty Pruden-Lennox

Chief Operations Officer pprudenlennox@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 procedures of Applied Behavior Analysis and Positive Behavioral Supports, training staff in evidence-based practices toward the prevention, minimization and management of behavioral challenges.

Relias relias.com

Greg Ives

Director of Alliances gives@relias.com

Relias, a trusted leader in online health care staff training, offers unparalleled course content and innovative learning tools to help organizations solve key business challenges and improve the outcomes of the people they serve.



18 Remarkable Health

remarkablehealth.com

Ginger Colby

Marketing Specialist gcolby@remarkablehealth.com

Remarkable Health is the leading outcomes management software company focused on human services industries. We focus on providing behavioral health, substance abuse, I/DD and human service organizations the tools they need to provide remarkable client experiences. We offer a purpose-built, integrated EHR platform for inpatient, outpatient and residential facilities.

Rose & Kiernan, Inc. 🔊

rkinsurance.com

Michael Hutcherson

Senior Vice President mhutcherson@rkinsurance.com

Rose & Kiernan, Inc., now offers a property and casualty insurance program, underwritten by Nationwide Insurance, that can be available through your current insurance agent! It can offer unique coverage and pricing just for ANCOR members. Call Mike Hutcherson (518.244.4344) to take advantage of this exciting opportunity.

scioto.com

Anna Young

Director of Marketing ayoung@scioto.com

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



Tim Janssen Operations Director

tim.j@sengistix.com

Merging extensive human service experience with today's technology, Sengistix's 24/7 support team designs and supports unique solutions to maximize independence and maintain safety. Stop by our booth to learn more about the company's notable achievements, services provided and history.

🕦 SETWorks ★ setworks.com

Laura Cooper

National Sales Director lcooper@setworks.com

SETWorks is a cloud-based software system that streamlines all your I/DD services. Designed specifically for I/DD agencies, SETWorks can be configured to support the unique requirements of your funders/state. Agencies of all sizes use SETWorks as a proven replacement for paper forms, spreadsheets, databases and CRMs.

4 SimplyHome, LLC simply-home.com

Kristen Suttles

Marketing Director kristen@simply-home.com

By connecting innovative care providers and concerned caregivers, SimplyHome technology reduces costs, increases efficiency, improves communication and, most importantly, empowers individuals to be independent. Full of features that help you stay connected, SimplyHome products are designed to address concerns about health and safety, specific daily activities, independence and compliance.

Solana ★ solanaþro.com

Doug Nafziger

Chief Executive Officer doug@solanapro.com

Solano produces financial software, EHR, Medicaid billing, timekeeping, staff scheduling and related person-first client modules. Solana provides services to providers to handle Medicaid billing, payroll and DSP workforce analytics that are proven to substantially reduce turnover.

33 Sprint Corporation sprint.com

Natalya Kasha

Client Director, Sprint Works Program natalya.kasha@sprint.com

The Sprint Works Program provides wireless benefits for the employees of ANCOR member organizations. Benefits include exclusive offers, Unlimited plans, referral rewards, employee events and much more. Stop by the Sprint booth to speak with our representative.

StationMD *

Meghan Calichman

Vice President of Operations meghan.calichman@stationmd.com

StationMD is a telemedicine company with extensive experience caring for individuals with I/DD. We have a proven track record of reducing hospital transfer rates as well as transportation and overtime staffing costs. Whether at home or in a facility, we provide immediate, quality care for people with I/DD.

SteadyCare steadycare.com

Pattie Marrin

President pmarrin@steadycare.com

SteadyCare verifies and monitors employee presence, location and awake status during overnight shifts in group homes. Know your staff arrived at their designated location and at what time. Know if they're awake and still there. Get notified when they don't check in. Manage everything online and ensure safety and accountability!

26 Tarrytown Expocare Pharmacy

www.tarrytownexpocare.com

Thu Nguyen

Business Development thu@tarrytownexpocare.com

For the past 12 years, Tarrytown Expocare Pharmacy has been the leading provider of pharmacy services for individuals with intellectual and developmental disabilities. Our amazing team of professionals has developed an innovative suite of services to benefit providers across the country.

5 Therap ★ therapservices.net

leff Case

National Director of Business Development jeff.case@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 Data-Driven Outcomes tool. Please stop by our booth to discuss solutions for your organization.

Eric Dodd

Vice President, Sales eric@taskmasterpro.com

Come take a different look at software designed by providers for providers.TMP offers a complete ERP, including service workflows, medical, scheduling, training and much more. Give your DSPs a software they will love, give your management team a new view into their operations, and enjoy some Texas hospitality!

University of Minnesota ICI/RTC on Community Living ICI is proud to carry the ANCOR Special Partner designation. ici.umn.edu

Claire Benway Education Specialist cebenway@umn.edu

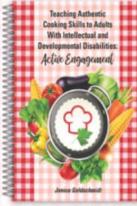
The Community Living program area at ICI works to promote the inclusion and full participation of people with disabilities in the communities of their choice. We strive for inclusion and participation through research, training and technical assistance in the areas of workforce solutions, person-centered practices and more.

45 Vertess vertess.com

Rachel Boynton Managing Partner rboynton@vertess.com

Vertess was designed by dedicated health care entrepreneurs who are also internationally credentialed M+A professionals. Our principals have run large regional behavioral health entities, multimillion-dollar home care organizations, innovative DME companies and international health care concerns.

Teaching Authentic Cooking Skills to Adults With Intellectual and Developmental Disabilities:





Active Engagement

Janice Goldschmidt

A unique instructional tool for direct support professionals and program directors. With this book, you can address two critical issues: healthy eating habits and teaching real-life skills that will develop greater independence and self-determination.

Everyone, regardless of ability, should be able to make choices about their food and to learn to prepare food - or to actively participate in preparing food.

Based on evidence-based instructional practices and sound nutritional principles, Active Engagement will enable you to help your clients achieve greater independence, better health, and a higher level of self-confidence.

2018, Product# 4167 • List Price: \$3995 • Member Price: \$3395 aaidd.org

Community Living and Participation for People With Intellectual and Developmental Disabilities

Amy S. Hewitt and Kelly M. Nye-Lengerman, Editors

Community Living and Participation for People With Intellectual and Developmental Disabilities is an exploration of how to create the ideal conditions to facilitate community living and participation for people with IDD. The book addresses the complex and ever-evolving dimensions related to both the place of community and the feeling of community, including the person's living arrangements, work, other daytime activities, financial resources, relationships, personal interests, health and well-being, faith, opportunities for learning and personal growth, self-determination and informed decision making, and rights and responsibilities as a citizen. The following topics are addressed specifically: using person-centered and positive support practices, housing, employment, social inclusion and relationships, self-determination and self-advocacy, supported decision making, health and wellness, planning for health and engaged aging, practices that promote quality outcomes, and the direct support workforce.



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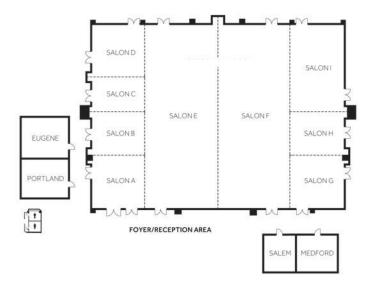
Specialists across every care site.
Solutions across them all.

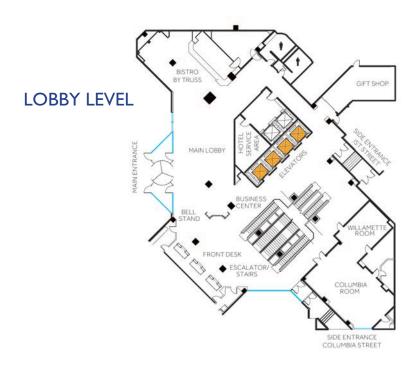


Steve Mazzola 443-742-2816 smazzola@medline.com

HOTEL FLOOR PLANS

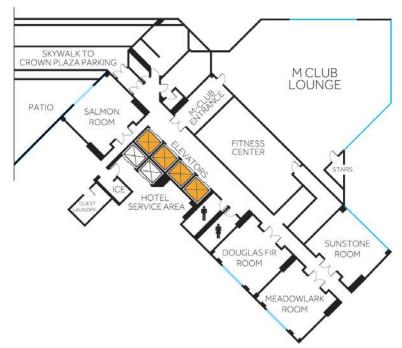
LOWER LEVEL I







3RD FLOOR



SAVE THE DATES

2019 September 8-14



2019 Direct Support Professional Recognition Week

2019 October 15-16



ANCOR's 2019 Policy Summit and Hill Day

Liaison Hotel Capitol Hill Washington, DC