



2023 ANCOR ANNUAL CONFERENCE

PROGRAM GUIDE

GET CONNECTED

Unleashing possibility is all about drawing connections, and that requires you to get connected! Here's everything you need to know to get online, get mobile, get social and get charged up.

GET ONLINE

WiFi is free for participants in the 2023 ANCOR Annual Conference. Simply connect to the network below and enter the password to access the free Conference WiFi.


Network ID:
Marriott_Conference

Password:
unleashed

GET MOBILE

Our Mobile App lets you craft your own agenda, connect with other attendees, network with exhibitors, learn about our speakers and so much more.

To get started, follow the instructions sent to you via email, and log in using the same email address you used to register for the Conference. If you get stuck, stop by the Conference Registration & Information Desk and a member of our team will help troubleshoot.

The Conference Mobile App is generously sponsored by  **The BI Collaborative**
Business Intelligence for Human Services

GET SOCIAL

Snap a selfie, share your lightbulb moments, recommend your favorite Chicago eats and more! Use **#PossibilityUnleashed** on all of your Conference-related posts on Instagram, Twitter, LinkedIn, Facebook and wherever else you connect with your networks. We also invite you to follow and tag **@TheRealANCOR** on LinkedIn, Twitter and Facebook.

GET CHARGED UP

Charging stations for all of your devices can be found in the Innovation Lounge, which is located in the common area on the 7th floor across the escalators from where you registered for the Conference.



WELCOME TO CHICAGO!

Dear ANCOR members, friends and partners,

Chicago is a world-class city with a reputation for being at the forefront of innovation. From the unique architecture that makes up its one-of-a-kind skyline to its location at the heart of the North American continent, Chicago has long been a nexus for big ideas and bold experiences.

That's what makes it the perfect backdrop for the signature gathering of the ANCOR community. More than just a common thread running throughout our sessions, our theme this year, *Possibility Unleashed*, is a call to action. It invites us to step outside our comfort zone to consider all that's possible when we start with two simple words: what if?

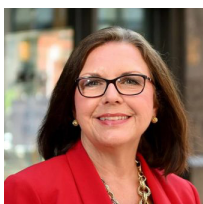
Need a little inspiration to heed this call to action? To start, there are the staples you've come to expect: two inspiring keynote addresses, six insightful plenary sessions, four deep-dive pre-Conference workshops and 30 educational breakout sessions. But you'll also want to make time for the unexpected moments that will get you thinking in new directions.

On Monday evening, for example, our "Pretty Cool" Popsicle Party is your chance to roll up your sleeves, play some games and support a locally owned, community-conscious business. Throughout the day on Tuesday, you'll get the opportunity to experience the Possibility Unleashed Innovation Showcase to glean ideas for how to bring new solutions to lingering problems. And, before you cap off the day cruising along the Chicago River for the ANCOR Foundation Reception, you can support two local schools by collecting supplies from our exhibitors and using them to build famous Chicago landmarks.

The pages of this program guide contain everything you need to know to plan three action-packed days, and there's even more to be discovered on our Mobile App. If you have questions or need help navigating all there is to learn, see and do, don't hesitate to stop by the Conference Registration & Information Desk, located on the 7th floor.

Thank you for unleashing possibility with us here in Chicago!

Sincerely,



Diane Beastrom

Diane Beastrom
President
ANCOR Board of Directors



Barbara Merrill

Barbara Merrill
Chief Executive Officer
ANCOR

THANK YOU, SPONSORS AND NATIONAL PARTNERS!

The 2023 ANCOR Annual Conference simply would not be possible without the dedication and commitment of our incredible sponsors. Their contributions to this experience enhance possibility alongside the contributions of our National Partners, who support not only the Annual Conference, but an array of ANCOR's other initiatives throughout the year. Thank you, sponsors and National Partners!

CONFERENCE SPONSORS



DIAMOND PARTNERS



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THANK YOU, SESSION REVIEWERS!

ANCOR extends its gratitude to the Professional & Organizational Development Committee, as well as the other volunteers who spent their valuable time helping us develop the program for this year's Annual Conference—our most robust program yet!

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Welcome House
Westlake, OH

THANK YOU, ANCOR LEADERS!

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CONGRATULATIONS, ANCOR FOUNDATION HONOREES

2023 Legacy Leaders Inductees

The ANCOR Foundation's Legacy Leaders Circle recognizes long-time ANCOR members who have made significant contributions to the association and its mission of providing high-quality supports to people with intellectual and developmental disabilities. Congratulations to this year's three outstanding inductees!

**Dan Brown**

Racker Centers
Ithaca, NY

**Linda Plourde**

Bayberry, Inc.
Napa, CA

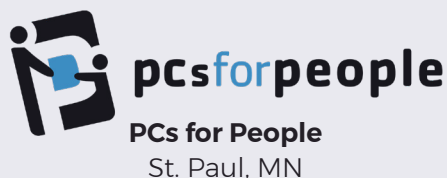
**Tony Thomas**

Welcome House
Westlake, OH

2023 Community Builder Award

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

Congratulations to this year's honoree, the recipient of the 2023 ANCOR Foundation Community Builder Award!



CAN'T-MISS PROGRAMMING IN THE INNOVATION LOUNGE

The Innovation Lounge is the hub of the 2023 ANCOR Annual Conference experience! Spanning the length of the 7th Floor Foyer outside the Grand Ballroom, it's your go-to spot for experiencing special programming, networking with several of our National Partners, getting inspired by the Possibility Unleashed Innovation Showcase, recharging yourself or your devices, and more!

INNOVATION LOUNGE SCHEDULE OF SPECIAL EVENTS

Networking with Exhibitors Monday, 4-7:30 pm & Tuesday, 7:30 am-5 pm

Connect with leading providers of the products and services community providers need

"Pretty Cool" Popsicle Party Monday, 7:30-9:30 pm

Social/networking event with games, drinks & dessert

The "Pretty Cool" Popsicle Party is generously sponsored by



Possibility Unleashed Innovation Showcase Tuesday, 10:45 am, 2:15 pm & 3:45 pm

Consult the inside back cover of this program guide or the Mobile App for details

Building for Better Schools Tuesday, 5:30-6:15 pm

Interactive social/networking event benefitting Chicago Public Schools

Building for Better Schools is generously sponsored by



Tuesday's Innovation Lounge activities are generously sponsored by

MAKING SPACE

Need to pause, prep or pump? We've got you covered! Please note that the following spaces are available throughout each day of the Conference to meet your needs so you can get back to all the exciting action:

- **Mother's Room** (Navy Pier Room, 10th Floor): Nursing and need a private place to pump? Head on up to the Navy Pier Room, located on the 10th Floor, where you'll find a quiet space, as well as a refrigerator you can use for storage.
- **Sensory-Limited Room** (Printer's Row Room, 2nd Floor): Overwhelmed by the sounds and sights of the space, or just need a quiet place to take a pause? Head down to the 2nd Floor, where you'll find our Sensory-Limited Room, located in the Printer's Row Room.
- **Speaker Ready Room** (Illinois Room, 6th Floor): If you're a speaker who needs a quiet space to put the finishing touches on your presentation or the ability to print your notes, stop by our Speaker Ready Room in the Illinois Room on the 6th Floor.

EXPLORE SESSION TRACKS

Most 2023 ANCOR Annual Conference sessions cover topics related to one or more of the following five tracks. Explore all the sessions in your favorite track, or mix and match to your heart's content!



DIVERSITY, EQUITY, INCLUSION & ACCESSIBILITY (DEIA)

These sessions explore approaches to more inclusive supports and more equitable workplaces.



LEADERSHIP & SKILLS DEVELOPMENT

These sessions build the skills you need to take the lead and run the most effective organization possible.



PERSON-CENTERED SUPPORTS

These sessions offer insights for centering the people you support in their quest to live a life of their choosing.



TECHNOLOGY & INNOVATION

These sessions empower you to embrace and implement new solutions, no matter what challenges you face.



WORKFORCE SOLUTIONS

These sessions identify promising practices that meet the challenges of today's direct support workforce crisis.

The Workforce Solutions track is generously sponsored by **CENTENE**
Corporation

BREAKOUT SESSION TRACKS BY TIME BLOCK

	 DEIA	 LEADERSHIP & SKILLS DEVELOPMENT
CONCURRENT SESSIONS 1 Tuesday, 10:45-11:45 am	Enhancing Diversity & Inclusion through Side-by-Side Training (Northwestern/ Ohio State)	Unleashing Leadership to Create Transformative Partnerships (Salons 1-2)
CONCURRENT SESSIONS 2 Tuesday, 1:15-2:15 pm		Wait, What?! Stepping Into an Executive Role (Salons 1-2)
CONCURRENT SESSIONS 3 Tuesday, 4:15-5:15 pm	Becoming Anti-Ableist (Salons 1-2)	Unleashing Possibility by Changing Company Culture (Purdue/Wisconsin)
CONCURRENT SESSIONS 4 Wednesday, 9:45-10:45 am	Using Universal Design to Create an Inclusive Learning Environment (Salons 1-2)	
CONCURRENT SESSIONS 5 Wednesday, 1:15-2:15 pm	Listen Include Respect (Northwestern/ Ohio State)	Supporting Innovation & Quality Outcomes (Indiana/Iowa)



PERSON-CENTERED SUPPORTS

**I/DD Business &
Service Models**
(Indiana/Iowa)

**Strategies to Increase
Competitive, Integrated
Employment**
(Purdue/Wisconsin)

The Forgotten Population
(Lincolnshire 1-2)

**Becoming
Technology-First: It's Not
(Just) About the Tech**
(Indiana/Iowa)

**Person-Centered
Planning is Floundering**
(Lincolnshire 1-2)

**Operationalizing
Person-Centered
Organizations**
(Lincolnshire 1-2)

**Alternative
Payment Models**
(Lincolnshire 1-2)

**Specialized,
Diverse & Responsive**
(Northwestern/Ohio State)

**Frameworks for
Person-Centered,
Quality Supports**
(Lincolnshire 1-2)



TECHNOLOGY & INNOVATION

**Applying Natural
Language Processing**
(Purdue/Wisconsin)

**Innovative Tech
Partnerships**
(Northwestern/Ohio State)

**Using Net Promoter
Score to Drive
Improvements**
(Indiana/Iowa)

**Swipe Right
for Success**
(Indiana/Iowa)

**Tech: What's Out There &
What Can I Afford?**
(Purdue/Wisconsin)

**Health Risk-Informed
Telemedicine**
(Purdue/Wisconsin)



WORKFORCE SOLUTIONS

Sponsored by Centene

Supporting Our DSPs
(Michigan/Michigan State)

**No Turning Back:
The Future of
Direct Support**
(Michigan/
Michigan State)

**Cultivating DSP Capacity to
Promote Employment Equity**
(Michigan/Michigan State)

**Strategies for Unleashing
Better Outcomes**
(Northwestern/Ohio State)

**Leading Practices
from the 2023 Moving
Mountains Honorees**
(Michigan/Michigan State)

**One Provider's Approach to
Strengthening its Workforce**
(Michigan/Michigan State)

AT-A-GLANCE AGENDA

MONDAY, APRIL 24

Leadership Meetings

9 am-4 pm

Conference Registration & Information Desk Open

11 am-5 pm

Pre-Conference Workshops A

11:15 am-1:15 pm

Pre-Conference Workshops B

1:45-3:45 pm

Exhibit Hall Open

4-5 pm

Opening Plenary

5-6:30 pm

Welcome Reception

6:30-7:30 pm

Evening Social Hour

7:30-9:30 pm

Conference Registration & Information Desk Open

7:30-9:30 pm

TUESDAY, APRIL 25

Exhibit Hall Open

7:30 am-5 pm

Newcomer Meet & Greet

8-9 am

Conference Registration & Information Desk Open

8 am-1:30 pm

Headshot Lounge Open

8 am-1 pm & 2-5 pm

Morning Plenary

9-10:15 am

Networking Break & Innovation Showcase

10:15-10:45 am

Concurrent Sessions 1

10:45-11:45 am

Lunch (On Your Own)

11:45-1:15 pm

Drum Circle

12-1 pm

Concurrent Sessions 2

1:15-2:15 pm

Networking Break & Innovation Showcase

2:15-2:45 pm

Afternoon Plenary

2:45-3:45 pm

Networking Break & Innovation Showcase

3:45-4:15 pm

Concurrent Sessions 3

4:15-5:15 pm

Evening Social Hour

5:30-6:15 pm

ANCOR Foundation Reception

7-9 pm

WEDNESDAY, APRIL 26

Conference Registration & Information Desk Open

8 am-1:15 pm

Headshot Lounge Open

8 am-1 pm

Morning Plenary

8:30-9:30 am

Concurrent Sessions 4

9:45-10:45 am

ANCOR Foundation Awards Plenary

11-11:45 am

Lunch (Hosted)

12-1 pm

Concurrent Sessions 5

1:15-2:15 pm

Closing Plenary & DSP of the Year Awards Presentation

2:30-4:15 pm

CONFERENCE AGENDA

SUNDAY, APRIL 23

ANCOR Foundation Board of Directors Meeting

Sunday, 9 am-2 pm | Indiana/Iowa

ANCOR Foundation Leadership Academy Class of 2025 Orientation

Sunday, 2:30-5:30 pm | Indiana/Iowa

MONDAY, APRIL 24

Government Relations Committee Meeting

Monday, 9-11 am | Northwestern/Ohio State

Conference Registration & Information Desk Open

Monday, 11 am-5 pm | 7th Floor

State Association Executives Forum Meeting

Monday, 11:15 am-1:15 pm | Lincolnshire 1-2

PRE-CONFERENCE WORKSHOPS A

It Starts with Hello: Using a Person-Centered Focus to Shift Your Hiring Culture and Improve Recruitment & Retention

The Renee L. Pietrangelo Leadership Forum

Monday, 11:15 am-1:15 pm | Indiana/Iowa | **LEADERSHIP, DEIA**

This Pre-Conference Workshop is generously sponsored by



Hiring practices are an ideal starting point for transforming workplace culture. From position descriptions that increase the diversity of your applicant pool to establishing processes that create a sense of belonging before an offer is even made, the hiring process presents a wide range of opportunities to shift your organizational culture. To help you navigate these opportunities, workshop leaders will highlight lessons from ANCOR's recent overhaul of its own hiring practices. Participants will learn how to increase diversity through transparent job ads, limit bias through thoughtful redactive practices, advance the most qualified candidates through appropriate skills-based assessments, equalize the playing field through a robust panel interview process, and ultimately make an offer to the right person for the job through several hands-on experiential activities. Most importantly, each participant will leave with an understanding that creating a more inclusive workplace where people can come to work as their whole authentic selves starts with hello.

Speakers:

- Sasha Sencer, ANCOR
- Alli Strong-Martin, ANCOR

Transformation Teams: An Innovative Approach to Implementing Strategic Plans

Monday, 11:15 am-1:15 pm | Michigan/Michigan State | **LEADERSHIP**

Deciding goals for a strategic plan can be challenging, but determining how to successfully implement strategic plans can be even harder. In this session, the presenter will talk about her organization's use of "Transformation Teams" as an innovative way to create solutions to NCC's most challenging obstacles outlined in its strategic business plan. Participants in this session will learn about the rationale behind NCC's approach, as well as successes, feedback from participants, roadblocks and lessons learned. This session is ideal for participants regardless of where they are in their strategic planning journeys, whether just beginning to imagine a strategic plan, working through methods to carry out a plan, or looking for unique ways to involve staff in larger projects.

Speakers:

- Capri Fowler, National Children's Center
- Terrance King, National Children's Center

PRE-CONFERENCE WORKSHOPS B

The Future of Funding: Leveraging Data Analytics to Drive Outcomes

Monday, 1:45-3:45 pm | Purdue/Wisconsin | **TECHNOLOGY & INNOVATION**

Advanced registration required

As the health and human services sector continues to move towards alternative payment models and value-based reimbursement, it is becoming increasingly important for service providers to take full advantage of technology and data analytics to drive quality and clinical outcomes. Traditional fee-for-service models and Medicaid carve-outs are increasingly at risk, giving way to managed care. This has been the trend in primary care and behavioral health services and is increasingly prevalent in the intellectual and developmental disabilities space, where the cost of care is substantially higher than in other sectors. This shift has been accelerated in part by the pandemic, which has required agencies to pivot to the use of technology to deliver services, provide hybrid options for care, and increase focus on integrated, whole-person care to support people with complex needs.

This session will share practical guidance, lessons learned and opportunities for like-minded agencies to impact the people they serve by exploring how to use technology to drive data collection and how to use data analytics to track outcomes and build clinical pathways. This technology- and data-driven approach is essential for engaging in discussions about the future of alternative payment models and valued-based reimbursement.

Speakers:

- Nathan Henninger, I Am Boundless
- Jen Riha, I Am Boundless

Trauma and Healing in the Lives of People with I/DD

Monday, 1:45-3:45 pm | Michigan/Michigan State | **DEIA**

Advanced registration required

This session will provide an in-depth look at trauma in the lives of people with I/DD and the effects of that trauma. The presenter will work with participants to explore the biological, psychological and social effects of trauma, and then facilitate a discussion about healing. Participants will glean a sense of three core elements of healing—safety, connections and empowerment—as well as the Positive Identity

approach to healing. Participants will have the opportunity to leverage a number of tools, both in the session and afterwards, including a happiness assessment, a daily happiness worksheet and a variety of other workbooks. These tools can be used by professionals and are accessible to all.

Speaker:

- Karyn Harvey, Park Avenue Group

Board of Representatives Meeting

Monday, 2:00-3:45 pm | Indiana/Iowa

Grassroots Committee Meeting

Monday, 2:00-3:45 pm | Northwestern/Ohio State

Exhibit Hall Open

Monday, 4-5 pm | Salon 3 & Innovation Lounge

Conference Welcome & 2023 President's Address

Monday, 5-5:30 pm | Salons 1-2

Bold brainstorming. Intentional innovation. Catalytic collaboration. That's what unleashing possibility is all about, and that's what ANCOR is all about. Over the next three days, you'll connect with hundreds of providers who have made it their life's work to insist on inclusion for people with I/DD. Together, we'll reexamine past practices, set aside assumptions about what's possible in the status quo, and imagine creative solutions to some of our most pressing challenges. In this opening plenary session, we kick off the Conference with a welcome from our "local hosts," who lead the two state provider associations here in the Land of Lincoln. Then, we'll hear from Diane Beastrom, President of the ANCOR Board of Directors, who will use her first President's Address to share her vision of all the possibility that can be unleashed when our community comes together.

Speakers:

- Diane Beastrom, Koinonia
- Kathy Carmody, Institute on Public Policy for People with Disabilities
- Josh Evans, IARF
- Barbara Merrill, ANCOR

Opening Keynote: Reimagining Our Limitations by Embracing the Shake

Monday, 5:30-6:30 pm | Salons 1-2

The Opening Keynote is generously sponsored by



Our opening keynote presentation will be delivered by Phil Hansen, an internationally recognized multimedia artist, speaker, author and innovator who has made it his mission to bring art to a wider audience. For the tens of millions who have seen Hansen's art, it's hard to imagine that his artistic journey nearly came to an end after he developed a career-ending tremor in his drawing hand. However, he embraced his "shake," both physically and metaphorically, by redefining his limitation as an impetus for creativity. Hansen not only restored his artistic abilities, but also became more creative and more innovative than ever. Now, Hansen will step onto ANCOR's mainstage to deliver a powerful message about how "embracing the shake" can inspire us all to approach our limitations in a new way.

Speaker:

- Phil Hansen, Artist, Speaker, Author & Innovator

MONDAY AND TUESDAY

Welcome Reception with Exhibitors

Monday, 6:30-7:30 pm | Salon 3 & Innovation Lounge

The Welcome Reception is generously sponsored by



Conference Registration & Information Desk Open

Monday, 7:30-9:30 pm | 7th Floor

“Pretty Cool” Popsicle Party

Monday, 7:30-9:30 pm | Innovation Lounge

Unwind from a day of learning and join us for a laid-back social hour supporting social change. Think summer days and throwback games as we enjoy popsicles and nostalgic snacks. Building Blocks! Lincoln Logs! Marble Works! Jenga and more. We are thrilled to showcase Pretty Cool Popsicles, a locally-owned Chicago staple, known not only for its exciting flavors of iced sweet treats—many of which are vegan—but also for their community-conscious framework to doing business. Each month, proceeds of select flavors go toward benefiting local individuals and organizations doing critical community work. And that’s not all! All of the games and interactive items will be donated to another great local organization, the Illinois Collaboration on Youth.

The “Pretty Cool” Popsicle Party is generously sponsored by



ANCOR Disability Champions PAC Event

Monday, 7:30-9:30 pm

By invitation only; email Elise Aguilar at eaguilar@ancor.org to learn more.

TUESDAY, APRIL 25

Continental Breakfast with Exhibitors

Tuesday, 7:30-9 am | Salon 3 & Innovation Lounge

Tuesday’s Continental Breakfast is generously sponsored by



Exhibit Hall Open

Tuesday, 7:30 am-5 pm | Salon 3 & Innovation Lounge

Conference Registration & Information Desk Open

Tuesday, 8 am-1:30 pm | 7th Floor

Newcomer Meet & Greet

Tuesday, 8-9 am | Innovation Station

Headshot Lounge Open

Tuesday, 8 am-1 pm & 2-5 pm | Minnesota

The Headshot Lounge is generously sponsored by



2023 State of the Association Address

Tuesday, 9-9:30 am | Salons 1-2

Now a staple of the ANCOR Annual Conference experience, ANCOR CEO Barbara Merrill will kick off a thought-provoking Day 2 with the annual State of the Association address. As we reconsider what's possible for the future of community-based services, Merrill will lead us through some of our community's biggest accomplishments of the past year and offer a sense of what innovations and milestones are on the horizon. With proof of all that's possible because of the ingenuity of our growing community of providers, you'll start your morning feeling energized to embrace new ideas that will carry you through the busy day ahead!

Speaker:

- Barbara Merrill, ANCOR

Morning Keynote: Taking the Right First Step to Start Your DEIA Journey

Tuesday, 9:30-10:15 am | Salons 1-2

The Morning Keynote is generously sponsored by  Common Energy

By now, your organization is likely at least thinking about diversity, equity, inclusion and accessibility (DEIA). Perhaps you're questioning your hiring practices, or wondering how to invite a more diverse range of perspectives onto your Board. Maybe you're considering how to make your workplace more welcoming to people with rising identities. You might even be practicing how staff at all levels of the organization should be responding to identity-related aggressions in the workplace. No matter what thoughts you're having, one question takes precedence above all the others: where should you begin? No matter how you're thinking about your DEIA journey, what matters is that you get started, and that your first steps move you in the right direction. In this thought-provoking keynote address, renowned thought leader Alonzo Kelly will help us evaluate how to take the right first step in transforming our workplaces.

Speaker:

- Alonzo Kelly, Diversity, Equity, Inclusion & Accessibility Thought Leader

Networking Break with Exhibitors

Tuesday, 10:15-10:45 am | Salon 3 & Innovation Lounge

Innovation Showcase: 3D Printing to Make the World More Accessible with the Illinois Assistive Technology Collaborative

Tuesday, 10:15-10:45 am | Ideas Hub

Stop by the Ideas Hub, located at the end of the 7th Floor Foyer outside Salon 1, during your 10:15 break to see how the Illinois Assistive Technology Collaborative is partnering with Illinois public libraries to 3D print devices that make the world a more accessible place.

Innovation Showcase: Harnessing the Power of Business Intelligence with The BI Collaborative

Tuesday, 10:15-10:45 am | Innovation Station

Stop by Innovation Station, located at the end of the 7th Floor Foyer outside Salon 3, during your 10:15 break to see how The BI Collaborative is harnessing the power of business intelligence to help provider organizations work smarter and deliver better services.

CONCURRENT SESSIONS 1

Enhancing Diversity & Inclusion Through Side-by-Side Training

Tuesday, 10:45-11:45 am | Northwestern/Ohio State | **DEIA**

Inclusive training can enhance diversity and inclusion in a way that empowers people accepting services, as well as their providers and the communities in which they support people. In this session, presenters will walk participants through how facilitating training that is appropriate for both staff and the people accepting services can create new opportunities for skill development, hands-on learning and inspired ideas—all without interfering with billable services. After learning the what, why and how of “side-by-side” training, presenters will share first-hand accounts of the side-by-side training experience from the perspectives of people accepting services, family members, direct support professionals and county board staff.

Speakers:

- Beth Barr, Capabilities
- Stephanie Bockrath, Capabilities

I/DD Business & Service Models: Reimagine, Refocus, Rebuild

Tuesday, 10:45-11:45 am | Indiana/Iowa | **PERSON-CENTERED SUPPORTS**

In response to the COVID-19 crisis, community providers rose to the occasion, and along the way, an array of new practices emerged. While many of these practices have become industry standard in some places, they haven't been universally embraced in all places or for all providers. With that in mind, the Maryland Developmental Disabilities Council set out on a 17-month comprehensive service delivery models project designed to transform service delivery models, revolutionize business practices and promote best practices to help providers recover, rebuild and reimagine their service models. Participants in this session will glean a comprehensive overview of the approaches used, tools implemented, processes enhanced and funding streams utilized by providers in this project to envision approaches they might adopt to ensure people with I/DD receive services in a seamless, individualized and sustainable way, regardless of where they live or receive services.

Speakers:

- Michael Shriver, Penn-Mar Human Services
- Dale Verstegen, Penn-Mar Human Services
- Kevin Walker, Penn-Mar Human Services

Strategies, Initiatives & Resources to Increase Competitive, Integrated Employment

Tuesday, 10:45-11:45 am | Purdue/Wisconsin | **PERSON-CENTERED SUPPORTS**

This session implores strategic approaches taken by disability service providers to embrace and advance competitive integrated employment (CIE). These organizations, using resources provided through the National Expansion of Employment Opportunities Network initiative, developed innovative strategies to address various challenges encountered throughout the country when expanding CIE. Using these examples as a framework for future success, this session will provide a course of action to expand participants' efforts to increase CIE, reduce reliance on subminimum wage and segregated employment settings, and remain engaged and responsive to business needs and workforce trends. Participants will also learn about future opportunities to partner with the U.S. Department of Labor's Office of Disability Employment Policy and other industry leaders, such as through monthly community of practice meetings.

Speakers:

- Richard Davis, Office of Disability Employment Policy, U.S. Department of Labor
- Adam Fishbein, Office of Disability Employment Policy, U.S. Department of Labor
- Jeannine Pavlak, Economic Systems, Inc.

Supporting our DSPs: Results from the 2023 Relias DSP Survey

Tuesday, 10:45-11:45 am | Michigan/Michigan State | **WORKFORCE SOLUTIONS**

The field of I/DD services has seen enormous shifts in the last two years. Struggles in funding, recovery from the COVID-19 pandemic and a strained workforce have led to huge challenges for the backbone of our services: our direct support professionals. In 2019 and 2021, in partnership with ANCOR, Relias fielded a survey to enable us to hear directly from DSPs about their unique perspectives and offer provider organization leaders insights about how they can help these crucial staff members thrive. Now in its third iteration, this year's DSP survey seeks to answer key questions: What challenges do DSPs continue to face, despite organizations' best efforts? What do DSPs desire and expect from their leaders and their organizations? And, most importantly, what can organizations do to ensure the well-being of their DSP workforce and the people they serve?

Speakers:

- Arlene Bridges, Relias
- Nellie Galindo, Relias

The Forgotten Population: Whole-Person Integrated Care for People with I/DD

Tuesday, 10:45-11:45 am | Lincolnshire 1-2 | **PERSON-CENTERED SUPPORTS**

A significant portion of people supported by community-based I/DD providers have dual I/DD-behavioral health diagnoses. The same is true for 85% of the people supported by Ohio-based Koinonia. For people with dual diagnoses, whole-person integrated care (WPIC) is essential; WPIC increases the likelihood of a proper mental illness diagnosis, as well as accurate medication management and appropriate care. In this session, experts from Koinonia will share how they approach WPIC at the agency, including how they empower the people they support to make informed decisions to support their health and well-being in coordination with a team of highly trained specialists who understand people's complex needs.

Speakers:

- Kiley Ritt, Koinonia
- Ryan Wood, Koinonia

Unleashing Leadership to Create Transformative Partnerships: A Leadership Academy Success Story

Tuesday, 10:45-11:45 am | Salons 1-2 | **LEADERSHIP**

In the news, at work, in our families and even in our close relationships, divisiveness surrounds us. For established and emerging leaders in an ever-changing field that has a pronounced impact in the lives of so many people, this means that it's more important than ever before to find and create pathways to connectedness. In this session, two graduates of the ANCOR Foundation's Leadership Academy discuss how they applied what they learned from the Academy and how these leadership lessons led them to develop a strong partnership, both between themselves as professionals and between the agencies for which they work. Representing agencies that might otherwise be considered competitors and having never met one another prior to the Leadership Academy, the presenters in this session will walk participants through how their unlikely partnership, rooted in a culture of trust, enabled them to increase awareness of and access to Life Sharing Services for people with I/DD throughout Minnesota. Participants can expect to leave the session with a deeper understanding of how to root partnerships in a culture of trust, the power of having a mentor, and the benefits of participating in the ANCOR Foundation Leadership Academy.

Speakers:

- Laura Vogel, Lutheran Social Service of Minnesota
- Jennifer Walton, Accord

Lunch on Your Own

Tuesday, 11:45 am-1:15 pm

Leadership Development Committee Meeting

Tuesday, 11:45 am-1:15 pm | By invitation only

Drum Circle: Leadership through Listening

Tuesday, 12-1 pm | Salons 1-2

Drum circles are immersive experiences focused on deep listening, a leadership skill that can call our attention to important lessons about being adaptive and collaborative and anticipating change—all while listening for and respecting the contributions others. Spend your lunch hour experiencing a drum circle, guided by Michael Taylor, a biracial Chicago-based teacher and performer who has been teaching West African percussion for nearly three decades. All are welcome to join—you can bring a percussion instrument from your own culture or use one of several provided by Taylor.

CONCURRENT SESSIONS 2

Applying Natural Language Processing in Human Services to Improve LivesTuesday, 1:15-2:15 pm | Purdue/Wisconsin | **TECHNOLOGY & INNOVATION**

Artificial intelligence, or AI, is no longer just a plot device in the movies. Natural language processing is the use of software to process, analyze and understand written data—much like the plans and notes we collect on the people we support. Harnessing this form of AI to extract and quantify language and study subjective information is the future of home- and community-based services. By the end of this session, participants can expect to (1) understand the basics of sentiment analysis and natural language processing and how these concepts can be applied to the human services field, (2) explore real use cases from a provider agency, (3) understand how to improve lives and outcomes through futuristic technologies, and (4) learn about opportunities to use natural language processing to address disparities in health equity.

Speakers:

- Anu Arnold, MediSked
- Robert Budd, Family Residences & Essential Enterprises
- Doug Golub, MediSked

Becoming Technology-First: It's Not (Just) About the TechnologyTuesday, 1:15-2:15 pm | Indiana/Iowa | **PERSON-CENTERED SUPPORTS**

For many providers, becoming “technology-first” can be daunting. For Pennsylvania-based Keystone Human Services (KHS), the process felt overwhelming—that is, until the organization recognized that it wasn’t really (all) about the technology. Fortuitously, KHS recognized early on that the journey toward becoming technology-first was really about making person-centered planning a cornerstone of their operations. This realization enabled KHS to cultivate a culture of curiosity, which has in turn strengthened services. In this session, leaders from KHS will shed light on their journey toward becoming technology-first, highlighting how they have increased community access, improved health outcomes, and enhanced communication skills by elevating a person-centered approach to planning.

Speakers:

- Nathan Gerhard, Keystone Human Services
- Greg Wellems, Keystone Human Services

Innovative Tech Partnerships to Elevate IndependenceTuesday, 1:15-2:15 pm | Northwestern/Ohio State | **TECHNOLOGY & INNOVATION**

Technology is quickly becoming a critical tool to improve community inclusion and independence for people with I/DD. Creative, intentional partnerships between providers and payers can lead the way in adopting and evaluating technology for people with I/DD and complex behavioral needs. This session will introduce participants to one such partnership by walking through case studies and lessons learned. Presenters will share examples of independence-supporting technologies, some of which are familiar (think smart home technology, communication tools and remote supports) and others of which are newer (a wearable-enabled app to improve quality of life while decreasing unnecessary ER visits and crisis services utilization). Participants may be surprised by the opportunities to outcomes that are already at their fingertips!

Speakers:

- Jodi Fenner, Elevance Health
- Andrea Palmer, Awake Labs

No Turning Back: The Future of Direct SupportTuesday, 1:15-2:15 pm | Michigan/Michigan State | **WORKFORCE SOLUTIONS**

Pre-pandemic workforce trends, followed by COVID-19 and the ensuing “Great Resignation,” have had a permanent impact on workers across many industries. Employers have been forced to adapt by offering increased flexibility and individualized options. And, according to the U.S. Department of Labor, acute worker shortages will continue for the next decade, if not beyond. What does all of this mean for the world of direct support, particularly for people who rely on in-person, hands-on assistance? How will the home- and community-based services system meet people’s support needs in a world with fewer workers? How do leaders plan now for a future that has yet to unfold? This intriguing session will invite participants to consider what the future of direct support might look like in the coming years.

Speaker:

- Kim Champney, Alaska Association on Developmental Disabilities

Person-Centered Planning is Floundering: How Can It Become Better?Tuesday, 1:15-2:15 pm | Lincolnshire 1-2 | **PERSON-CENTERED SUPPORTS**

Person-centered planning is struggling to survive today, especially within government-funded programs. This floundering was predicted by John and Connie O’Brien, two primary leaders of the person-centered movement. Early on, they admonished folks that person-centered planning would be perverted when it became embedded into government rules, regulations and funding. Sure enough, while today everyone says they are “doing” person-centered planning, its primary purpose of having a greater quality of life as defined by the person seems to have been hijacked by regulatory, funding and compliance practices. In this session, presenters will share the many obstacles and challenges that work against a person’s quest to live their best possible life. Working from these challenges, this session will also address suggestions for improving the current process, including a more contemporary approach to person-centered planning that incorporates the contributions of positive psychology and the use of mobile devices.

Speakers:

- Art Dykstra, High Tide Press
- Anne Ward, High Tide Press

Wait, What?! Stepping Into an Executive RoleTuesday, 1:15-2:15 pm | Salons 1-2 | **LEADERSHIP**

Stepping into a role as the new Executive Director or Chief Executive Officer is an exciting time. Realizing your ability to impact services and share a vision for an organization can be invigorating. That is...until reality hits! Now what? Leading at this level can be challenging and lonely. It can also be the most rewarding career experience you ever have. To help you make the most of it, this session will give you ideas for how to develop courageous leadership, be transparent, build lasting relationships and lead in difficult times. What do I need to know when I walk in the door? Who are my partners and how can I work with them? How do I develop trust as the new leader? Should I use an executive coach or senior mentor? How do I negotiate my contract and what resources might I pursue if salary is limited? What is my role with the board? Two seasoned organization leaders will walk participants through these pressing questions that face all new chief executives as they get their bearings straight. Bring your sense of humor and be prepared to laugh with us as they share their experiences, challenges and humbling stories!

Speakers:

- Cheryl Plank, Hope Haven Area Development Center
- Rita Wiersma, Accord

Networking Break with Exhibitors

Tuesday, 2:15-2:45 pm | Salon 3 & Innovation Lounge

Innovation Showcase: Affordably Adapting the Built Environment to Improve Accessibility with Puck

Tuesday, 2:15-2:45 pm | Ideas Hub

Stop by the Ideas Hub, located at the end of the 7th Floor Foyer outside Salon 1, during your 2:15 break to see how the Puck is empowering people with disabilities to adapt their homes and workplaces to be more accessible at a fraction of what doing so has traditionally cost.

Innovation Showcase: Autonomous Vehicle Technology to Overcome Transportation Barriers with Waymo

Tuesday, 2:15-2:45 pm | Innovation Station

Stop by Innovation Station, located at the end of the 7th Floor Foyer outside Salon 3, during your 2:15 break to see how Waymo can help overcome staffing shortages and other barriers to transportation using autonomous vehicle technology.

State Investments in I/DD Rates: The Good, The Bad & The “It’s Too Soon to Tell”

Tuesday, 2:45-3:45 pm | Salons 1-2

As our community thinks beyond the COVID-19 public health emergency, we are seeing several states make significant investments in funding for services using resources from the American Rescue Plan to fuel their efforts. Some states are building this funding into their budgets, while others are treating it as a one-time influx of funding. Meanwhile, some states are missing this opportunity to invest altogether. This session will provide a broad overview of the state of the states when it comes to I/DD funding rates, illustrating some of the most successful examples along the way. Participants will have the opportunity to learn from peers in other states and share what is happening in their own states regarding how they found success and what they wish they had done differently.

Speakers:

- Donna Martin, ANCOR
- Josh Rael, Alliance

Networking Break with Exhibitors

Tuesday, 3:45-4:15 pm | Salon 3 & Innovation Lounge

Innovation Showcase: Minimizing Stress & Anxiety Using Wearable Technology with Awake Labs

Tuesday, 3:45-4:15 pm | Ideas Hub

Stop by the Ideas Hub, located at the end of the 7th Floor Foyer outside Salon 1, during your 3:45 break to see how Awake Labs is using wearable technology to monitor and address signs of stress and anxiety for the people you support.

Innovation Showcase: Using Machine Learning to Deliver Higher Quality Services with MediSked

Tuesday, 3:45-4:15 pm | Innovation Station

Stop by Innovation Station, located at the end of the 7th Floor Foyer outside Salon 3, during your 3:45 break to see how MediSked is helping providers better understand and meet the needs of the people they support using machine learning.

CONCURRENT SESSIONS 3

Becoming Anti-Ableist: Transforming the Workplaces of Workers with DisabilitiesTuesday, 4:15-5:15 pm | Salons 1-2 | **DEIA**

DSPs know the people they support are far more likely to succeed in workplaces that are ready, willing and able to create inclusive and adaptive environments—but not all employers are there yet. Many employers need additional tools and education, and often they turn to DSPs for this knowledge. This leaves DSPs burdened with the additional responsibility of educating the co-workers, managers and leadership about the workers they support. Wearing the additional “trainer” hat can be overwhelming and stressful. In this session, participants will learn strategies to transform moments of conflict or stress into opportunities for growth and success—for themselves, employers and the people they support. Grounded in disability justice, this is a crash course in the role of ableism in the modern workplace and the integral role DSPs can play in transforming workplaces to better support employees with disabilities.

Speaker:

- Nora Genster, Northwest Center

Cultivating DSP Capacity to Promote Employment Equity Despite a Catastrophic Workforce CrisisTuesday, 4:15-5:15 pm | Michigan/Michigan State | **WORKFORCE SOLUTIONS**

Despite immense turnover and astounding numbers of vacant positions, people with disabilities continue to be excluded from the workforce. This conundrum begs some important questions: How do you create opportunities for people who have historically been underemployed while simultaneously cultivating a workforce of skilled DSPs? How do you interrupt high turnover while triggering better outcomes? From these challenges emerges opportunities to build capacity through recruitment, training and collaboration, and to bring together supported employment providers to encourage shared learning and innovation. This session will share pivots in training and capacity building that were implemented in Washington in 2020 that now continue to grow beyond the pandemic and beyond the Pacific Northwest.

Speakers:

- Emily Harris, Wise
- Jaimie Laitinen, Wise

Operationalizing Person-Centered Organizations: Practical Tools for ImplementationTuesday, 4:15-5:15 pm | Lincolnshire 1-2 | **PERSON-CENTERED SUPPORTS**

Person-centered practices should be at the root of all human services provision. Given the HCBS Settings Rule, it's more important now than ever before that providers focus on assuring services are congruent with what people define as their personal outcomes. In this context, this session will introduce participants to person-centered practices, including some of the tools available to facilitate person-centered planning discussions developed by LifeCourse Nexus in partnership with the University of Missouri Kansas City. Presenters will support participants to first take a closer look at how to support people to achieve their goals, and then engage in discussions about how to build a person-centered organizational culture. Participants will leave the session with a challenge to examine how to capture and use data from person-centered practices to bring about better outcomes for people supported in a variety of settings.

Speakers:

- Heather Daily, Therap Services
- Ishya “Shae” Dotson, Therap Services

Strategies for Unleashing Better Outcomes through Innovative Workforce Solutions

Tuesday, 4:15-5:15 pm | Northwestern/Ohio State | **WORKFORCE SOLUTIONS**

Community-based disability provider organizations face turnover rates exceeding 50% and are increasingly relying on part-time staff. As a result, more than 30% of the direct support workforce is part-time, requiring providers to glean a better understanding of the needs of DSPs and the root causes behind organizational instability in order to reduce the number of people involved in care. The team at GoodLife Innovations has spent years designing and implementing innovative labor solutions to increase DSP wages and provider margins within existing pools of resources. Their solutions include innovative schedules that offer compressed workweeks and premium pay strategies that have a meaningful impact on turnover. This session will demonstrate how participants can replicate many of the positive outcomes enabled by these innovations, such as lower turnover, \$2-3 hourly wage increases for DSPs and decreased reliance on part-time staff.

Speaker:

- Mike Strouse, GoodLife Innovations

Unleashing Possibility by Changing Company Culture

Tuesday, 4:15-5:15 pm | Purdue/Wisconsin | **LEADERSHIP**

When the HCBS Settings Rule was initially rolled out, the relatively new leadership team at Core Services of Northeast Tennessee saw an opportunity to improve the direction of their agency by embracing the spirit of the new regulations. Seeking a roadmap forward, the agency enrolled in the state's "Becoming a Person-Centered Organization" initiative and achieved Person Centered Excellence Accreditation through The Council on Quality and Leadership. This was the start of a virtuous cycle of change, transforming from a service model to a support model and enabling a number of important epiphanies along the way. In this session, leaders from Core Services will share how their agency embarked on a journey to reinvent roles and relationships to create a virtuous cycle of change that benefits everyone.

Speakers:

- Susan Arwood, Core Services of Northeast Tennessee
- Nicholas Filarelli, Core Services of Northeast Tennessee

Using Net Promoter Score to Drive Improvements in Your Organization's Operations

Tuesday, 4:15-5:15 pm | Indiana/Iowa | **TECHNOLOGY & INNOVATION**

A Net Promoter Score is a marketing metric that understands customer satisfaction by asking customers how likely they are to recommend a product or service. Although disability services may not be the first context we think of when imagining how a Net Promoter Score can be used, it can be a valuable tool for taking a pulse on what employees, people accepting supports, families, donors and volunteers think about your organization. This measurement approach is used by many Fortune 500 companies as part of a continuous improvement feedback loop to drive change and reach new levels of performance. By the end of this session, participants will have a clear sense of how using this simple survey tool can enable their organizations to track progress and highlight positive performance with various stakeholders.

Speaker:

- Ron Ekstrand, Easterseals Arkansas

Building for Better Schools: A Social Hour Benefitting Chicago Public Schools

Tuesday, 5:30-6:15 pm | Salon 3

Building for Better Schools is generously sponsored by



Many of our exhibitors, in lieu of traditional conference swag, have decided to offer a much-needed school supply item. Throughout the day Monday and Tuesday, we challenge you and three teammates to collect as many of the school supplies as possible from our amazing exhibitors. Then, on Tuesday evening, you will gather in the Exhibit Hall for this friendly competition, in which you and a team of friends (or soon-to-be friends!) will build famous Chicago landmarks using the school supplies collected.

During this conference-wide social hour—where we'll also have light refreshments and a cash bar available—we'll invite students from Northside Learning Center and Jaqueline B. Vaughn Occupational High School to judge the competition, with modest prizes for the winning teams. After the winners of this friendly competition are crowned, we'll give all the school supplies used to these two schools to help ensure every student has what they need to succeed in the classroom.

ANCOR Foundation Reception

Tuesday, 7-9 pm | Cruise along the Chicago River

The ANCOR Foundation Reception is generously sponsored by



For the 2023 ANCOR Foundation Reception, we'll cruise down the Chicago River to raise money for the Foundation's essential programs. Space on our boat is limited, and advanced registration is required. If you want to participate but haven't yet registered, visit the ANCOR Foundation booth in the Exhibit Hall (#906 in the 7th Floor Foyer) for more information. If you've already registered, please see the email we sent with details regarding how and when to board the boat.


WEDNESDAY, APRIL 26

Conference Registration & Information Desk Open

Wednesday, 8 am-1:15 pm | 7th Floor

Headshot Lounge Open

Wednesday, 8 am-1 pm | Minnesota

The Headshot Lounge is generously sponsored by  **Elevance**
Health

Critical National Trends: What the Trendlines Tell Us About Business, Technology & The Future of Supports

Wednesday, 8:30-9:15 am | Salons 1-2

In an industry defined by new innovations and ever-evolving challenges, it's crucial for community providers at all levels of the organization to stay ahead of the curve regarding what's happening on the ground and what's on the horizon. To keep you on the leading edge, this session will feature insights from data and emerging trends that highlight the road ahead for disability inclusion and the providers that make it possible. This all-star panel of national leaders will identify key trends that pertain to technology, business intelligence and the future of community-based supports for people with I/DD.

Speakers:

- Stacy DiStefano, Consulting for Human Services
- Mary Sowers, National Association of State Directors of Developmental Disabilities Services
- Emily Shea Tanis, University of Kansas
- Gabrielle Sedor, ANCOR (*moderator*)

Pioneering the Next Generation of Workforce Solutions: Presenting the 2023 Moving Mountains Award

Wednesday, 9:15-9:30 am | Salons 1-2

Each year, ANCOR partners with the Institute on Community Integration at the University of Minnesota and the National Alliance for Direct Support Professionals to present the Moving Mountains Award, an honor bestowed upon leading-edge providers that are implementing proven solutions that develop the direct support workforce. We're thrilled that the 2023 Moving Mountains honorees, Alpha Supported Living Services in Bothell, Washington, will be celebrated on ANCOR's mainstage in a session that is sure to leave you feeling appreciative of this year's innovators and inspired to unleash creative solutions of your own!

Speakers:

- Amy Hewitt, University of Minnesota
- Desiree Loucks Baer, National Alliance for Direct Support Professionals
- Barbara Merrill, ANCOR

CONCURRENT SESSIONS 4

Alternative Payment Models: From Concept to Implementation

Wednesday, 9:45-10:45 am | Lincolnshire 1-2 | **PERSON-CENTERED SUPPORTS**

Among the many priorities shared by ANCOR and its members, two are always top-of-mind: delivering better services and strengthening our workforce. We believe that on both fronts, payment reforms—in a system where providers are paid for the delivery of value rather than service hours—will be an essential part of the future we envision. Therefore, this session will update members about ANCOR's ongoing work to affect change in Medicaid-funded I/DD programs. In it, members of ANCOR's long-standing Alternative Payment Models Work Group will discuss findings and recommendations for pilot projects that states can undertake to achieve enhanced outcomes for people while moving "from volume to value."

Speakers:

- Kathy Carmody, Institute on Public Policy for People with Disabilities
- Mark Davis, PAR
- Donna Martin, ANCOR

Specialized, Diverse & Responsive: Building Care Models to Support People with Complex Needs

Wednesday, 9:45-10:45 am | Northwestern/Ohio State | **PERSON-CENTERED SUPPORTS**

People with complex care needs often lack the options and resources that empower them to live full and inclusive lives—a problem that has been exacerbated by funding constraints, the workforce crisis and the COVID-19 pandemic. This session will examine different models and approaches to supporting people with complex care needs, in the context of both home- and community-based services and Intermediate Care Facilities. Together with the presenters, participants will explore a multi-solution and collaborative approach for delivering services along the continuum of care, emphasizing the need to center all voices in conversations about how we redesign our systems.

Speakers:

- Marian Baldini, KenCrest
- Tine Hansen-Turton, Woods Services
- Catherine Thibedeau, Independence Advocates of Maine
- Shannon McCracken, ANCOR (*moderator*)

Swipe Right for Success: Optimizing the Workforce Using Matchmaker Technology

Wednesday, 9:45-10:45 am | Indiana/Iowa | **TECHNOLOGY & INNOVATION**

The session will highlight an innovative technology solution used to better support people accepting services and manage large teams of DSPs. Presenters will share how a customized software program, inspired by the innovations behind apps like Match.com, Uber and Lyft, facilitates better matches between DSPs and the people they support. The program also implements an enhanced scheduling strategy that saves time and money, and includes an electronic visit verification component to help providers comply with federal regulations. By the end of the session, participants will have a deep understanding of how this leading innovation has enabled improved satisfaction with service delivery, increased retention rates and decreased mileage reimbursement expenses.

Speakers:

- Brandan Kelly, Options For All
- Brian Zotti, Options For All

Tech: What's Out There, and What Can I Afford?Wednesday, 9:45-10:45 am | Purdue/Wisconsin | **TECHNOLOGY & INNOVATION**

Technology is a tool that we all use to navigate our schedules, manage our homes and access information. By now, technology isn't inherently innovative—it's a way of life. But for people with I/DD, it is often a vehicle to greater independence and increased choice. This hands-on presentation will focus on creative solutions to nagging problems using existing technology, demonstrating how technology can be harnessed to support individualized needs. Participants are encouraged to bring real-life examples of their current needs, and can expect to leave the session with an understanding of how any person can use mainstream technology for greater access to their environment.

Speaker:

- Laurie Dale, Ability Beyond

Unleashing Innovations to Strengthen the Direct Support Workforce: Leading Practices from the 2023 Moving Mountains Award HonoreesWednesday, 9:45-10:45 am | Michigan/Michigan State | **WORKFORCE SOLUTIONS**

Did this morning's celebration of the 2023 recipients of the Moving Mountains Award leave you feeling inspired and eager to learn more? If so, join the honorees themselves as they offer a closer look at their winning innovation. Chosen for their leading practices to develop the direct support workforce, Alpha Supported Living Services will share the DSP recruitment and retention challenges they were facing, the innovative initiative they designed to overcome these challenges, data and insights about how their workforce has been transformed as a result. Participants can expect to leave this session with an array of ideas for how they might replicate the Moving Mountains Awardees' successes.

Speakers:

- Stephen Lambert, Alpha Supported Living Services
- Scott Livengood, Alpha Supported Living Services
- Michelle Smith, University of Minnesota
- Jolene Thibedeau Boyd, University of Minnesota

Using Universal Design to Create an Inclusive Learning EnvironmentWednesday, 9:45-10:45 am | Salons 1-2 | **DEIA**

Universal design is a concept that centers around removing barriers to learning. It focuses on each person's strengths, learning style and specific needs. Universal design can be used by anyone and centers open communication to promote an inclusive learning environment in which people are given the space to learn at their own pace and the ability to share information and experiences in a manner that suits them best. In this interactive learning session, presenters will share the principles of universal design and how those principles have been utilized when developing inclusive programs and supports for people with and without developmental disabilities in Washington, DC. Together, presenters and participants will explore the methods of implementing universal design, not only in a classroom learning environment, but also in agency onboarding processes, continuing education opportunities and training programs throughout your organization.

Speakers:

- Susan Brooks, RCM of Washington
- Breeanna Reyes, RCM of Washington
- Erica Thomas, RCM of Washington

Bold Leadership for Stronger Communities: The 2023 ANCOR Foundation Honorees

Wednesday, 11-11:45 am | Salons 1-2


Although so much of this year's ANCOR Annual Conference experience has been focused on the future, the course we've charted to lead us to this point would have been impossible to navigate if not for the unrelenting work of a range of leaders who have tirelessly dedicated themselves to true community inclusion. That's why we'll end our morning by recognizing the 2023 ANCOR Foundation honorees, including this year's inductees into the Legacy Leaders Circle and the recipient of the 2023 Community Builder Award.

Speakers:

- Gabrielle Sedor, ANCOR
- Rita Wiersma, Accord

Lunch

Wednesday, 12-1 pm | Salons 1-2

Wednesday's lunch is generously sponsored by 

CONCURRENT SESSIONS 5

Checking the Pulse: One Provider's Approach to Strengthening its Workforce & Delivering Better Services

Wednesday, 1:15-2:15 pm | Michigan/Michigan State | **WORKFORCE SOLUTIONS**

New York-based ADAPT Community Network implemented a highly successful onsite mentoring process that significantly enhanced the agency's services and improved DSP retention. The results have been amazing for people accepting services and the DSPs supporting them. By incorporating new technology, the team at ADAPT enhanced program options available to the people they support. Meanwhile, by creating processes that enable DSPs to better harness the power of technology, ADAPT developed a deeper leadership bench. In this session, presenters will use their experience as a case study to illustrate how ADAPT has been better equipped to "check the pulse" of how supports are offered and how outcomes are achieved, leading to more advancement and promotion opportunities for DSPs and frontline supervisors.

Speakers:

- Linda Laul, ADAPT Community Network
- Ed Matthews, ADAPT Community Network
- Dahlian Porter, ADAPT Community Network

Health Risk-Informed Telemedicine: A Model for Improving I/DD Health EquityWednesday, 1:15-2:15 pm | Purdue/Wisconsin | **TECHNOLOGY & INNOVATION**

With the advent of CMS' "Technology First" initiative, technology is now considered first in the discussion of support options available, with the expectation that technology will promote social inclusion and self-determination. Meanwhile, equitable access to telemedicine and other health care services is a challenge for people with I/DD because most clinicians are not aware of the unique health risks they face. As a result, the most dangerous health conditions are also those most likely to be overlooked. This panel will describe an innovative technology model and discuss a leading-edge approach in which telemedicine clinicians have access to real-time, person-specific health risk data through an interface that facilitates informed decision-making.

Speakers:

- Craig Escudé, IntellectAbility
- Lorene Reagan, IntellectAbility
- Maulik Trivedi, StationMD

Listen Include Respect: A Global Perspective to Transform Our CultureWednesday, 1:15-2:15 pm | Northwestern/Ohio State | **DEIA**

An exciting set of global disability inclusion guidelines known as Listen Include Respect was launched in 2022 at the United Nations Conference of States Parties to the Convention on the Rights of Persons with Disabilities. Listen Include Respect was developed by Inclusion International and Down Syndrome International, with support from self-advocate leaders from around the world. These guidelines represent the first-ever international standards for including people with intellectual disabilities in the work of organizations in any sector. In this session, presenters will highlight how Keystone Human Services is partnering with Inclusion International to explore how these innovative international standards can positively impact disability service providers. What happens when we apply a truly inclusive methodology and rights-based approach to delivering high-quality support? How do we empower ourselves to step more fully into our roles not as caregivers, but as partners for inclusion? Participants in this session will ponder these questions as they consider what U.S. disability providers are learning from this partnership and how Listen Include Respect can help us all move forward.

Speakers:

- Genevieve Fitzgibbon, Keystone Human Services International
- Leah Klish, Keystone Human Services
- Tia Nelis, Inclusion International

Recipe for Success: Frameworks for Person-Centered, Quality Supports

Wednesday, 1:15-2:15 pm | Lincolnshire 1-2 | **PERSON-CENTERED SUPPORTS**

Provider agencies need tools to gauge their progress in implementing best practices to bring about the best outcomes for the people they support. In this session, researchers will lead a discussion about frameworks for person-centered supports and quality evaluation for I/DD providers. Panelists will walk through findings from key interviews with people who leverage community-based services and stakeholders across the field of HCBS. Panelists will also share an evidence-based tool designed for agencies that directly provide, oversee, support, fund, evaluate or otherwise impact services for adults with I/DD. Participants will glean practical takeaways during small-group discussions focused on person-centered supports in the real world.

Speakers:

- Lindsay DuBois, Shirley Ryan AbilityLab
- Cory Gilden, National Leadership Consortium on Developmental Disabilities
- Monica Mesa-Alvarez, National Leadership Consortium on Developmental Disabilities
- Tonie Sadler, Shirley Ryan AbilityLab

Inspiration Unleashed: The 2023 Direct Support Professional of the Year Awards

Wednesday, 2:30-4:15 pm | Salons 1-2

As if the past three days weren't enough to leave you feeling inspired, we'll kick it up a notch in our closing plenary, where we'll honor the nearly five dozen recipients of the 2023 Direct Support Professional of the Year Awards. Selected by an array of ANCOR members and other leaders in our field from a record-breaking pool of 350 nominees, the stories of this year's honorees will remind us all why we got started in this work and why we keep fighting on behalf of our incredible workforce and the people they support. Be sure to stick around until the end; you won't want to miss out on any of the celebration, nor will you want to miss your chance to win prizes as ANCOR CEO Barbara Merrill closes out this year's Annual Conference with some exciting raffle prizes!

Speakers:

- Barbara Merrill, ANCOR
- Maria Samot, Relias
- Darlene Scott, The Phoenix Residence
- Zach Wray, Sunrise Community

KEYNOTE SPEAKERS



PHIL HANSEN

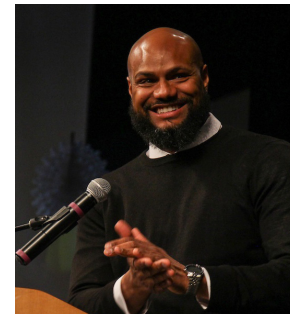
Referred to by his fans as “the Artist for the People,” Phil Hansen is an internationally recognized multimedia artist, speaker, author and innovator—at the forefront of bringing art to a wider audience.

Crashing irreverently through conventional boundaries, Phil works at the intersection of traditional art, electronic media, offbeat materials and interactive experiences. He is most widely known for his meta-art, videos that document the creation process (sometimes even through destruction), showing millions that art is action, not just result. Hansen's work also extends deeply into traditional media with features on the Discovery Channel, *Good Morning America*, the *Rachael Ray Show*, *Last Call with Carson Daly*, *Glamour* and many more. His work is sought after by many influential clients, including the Grammy Awards, Disney, Skype, Mazda and the Rockefeller Foundation.

For the tens of millions who have seen Phil's art on TV and online, it's hard to imagine that his artistic journey nearly came to an end when a tremor developed in his drawing hand. In exploring new ways to create art, Phil discovered that by embracing his shake, limitations could become the passageway to creativity.

ALONZO KELLY

A dynamic executive coach, professor, three-time best-selling author and radio host, Alonzo Kelly has gained international and global attention as a premier consultant and strategist. Alonzo is recognized as one of the nation's leading experts on leadership development, strategic thinking, planning and acting. He has appeared on ABC, NBC, CBS and FOX. He has served over 1,000 individuals through personal and professional development and delivered training to a plethora of Fortune 500 companies, colleges and universities, and foreign countries, including the Netherlands, Belgium and Canada.



Alonzo holds a Bachelor's degree in Accounting, three Master's degrees (in Public Administration, Human Resource & Labor Relations, and Business Administration), an honorary doctorate degree in Business & Entrepreneurship, and a Ph.D. in Multidisciplinary Human Services.

Alonzo currently serves as the National Board Representative for the Wisconsin State Board of Directors for the American Civil Liberties Union and is President of the National Board of Directors for SENG (Supporting Emotional Needs of the Gifted). He also serves on the Fire & Police Commission for the City of Howard, Wisconsin, and on the Board of Directors for Family Services of Brown County, Wisconsin.

EXHIBIT HALL MAP

Salon 3

	701		702	703	704		
110							610
109	207	307			407	507	609
108	206	306			406	506	608
107	205	305			405	505	607
106							606
105	204	304			404	504	605
104	203	303			403	503	604
103	202	302			402	502	603
102	201	301			401	501	602
101							601
	801	802			803	804	

7th Floor Grand Foyer

901	902	903	904	905	906
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Tarrytown Expocare Pharmacy #704

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Wise #307

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★ Indicates ANCOR National Partner

THANK YOU, EXHIBITORS!

ANCOR extends its deep gratitude to the many Exhibitors that donated school supplies as part of our “Building for Better Schools” event on Tuesday evening.

Be sure to visit these Exhibitors so you have everything you need to ensure your team builds the winning Chicago landmark!

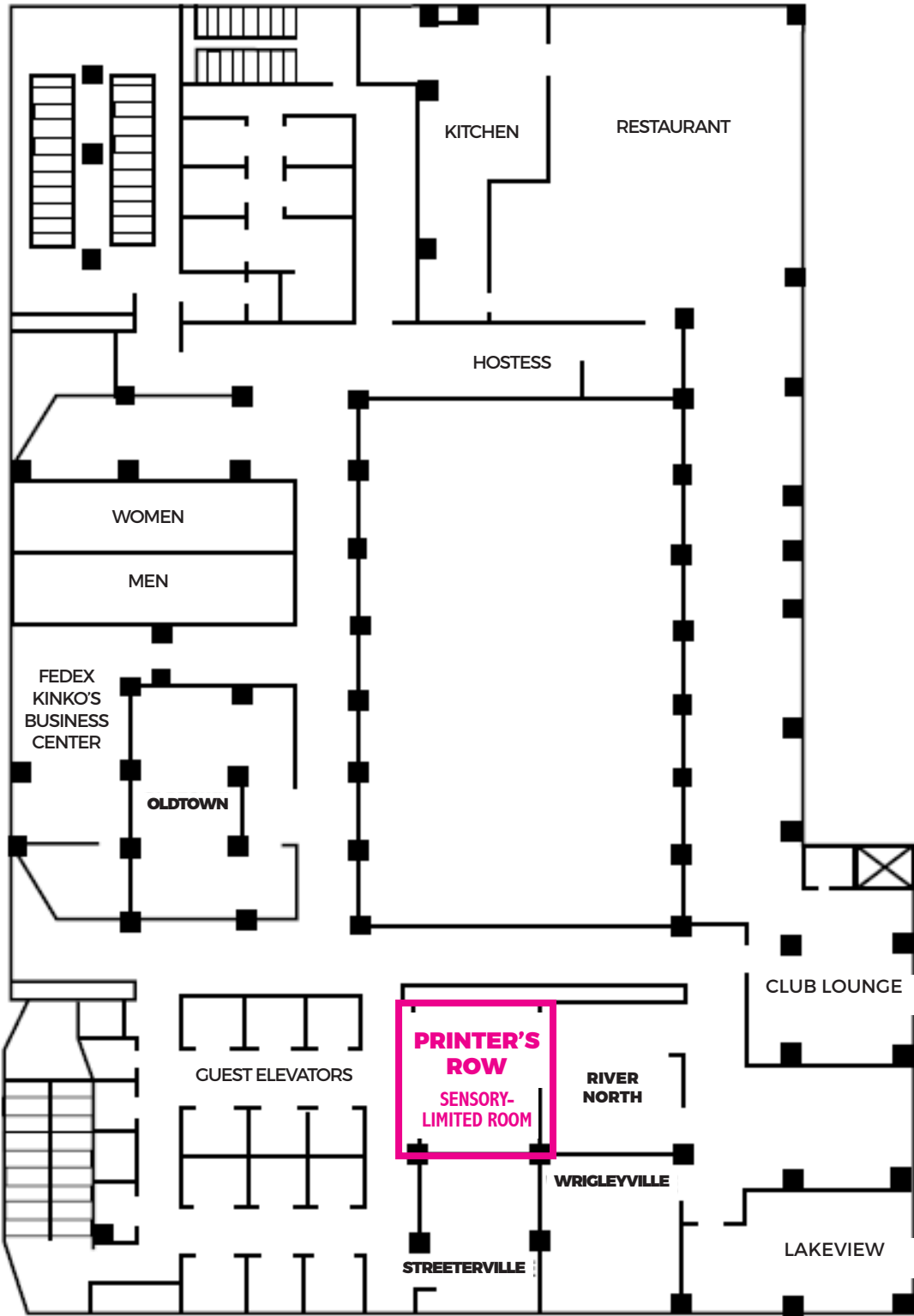
Arlington Heritage Group
BrightSpring Health Services
Corporation for Independent Living
Elevance Health
Foothold Technology
Institute on Community Integration
IntellectAbility
Irwin Siegel Agency
MediSked

Mutual of America
Nationwide Insurance Co.
Qualifacts
Relias
RFP Properties
Sandata
Sevita
Therap Services

CHICAGO MARRIOTT DOWNTOWN

2nd Floor

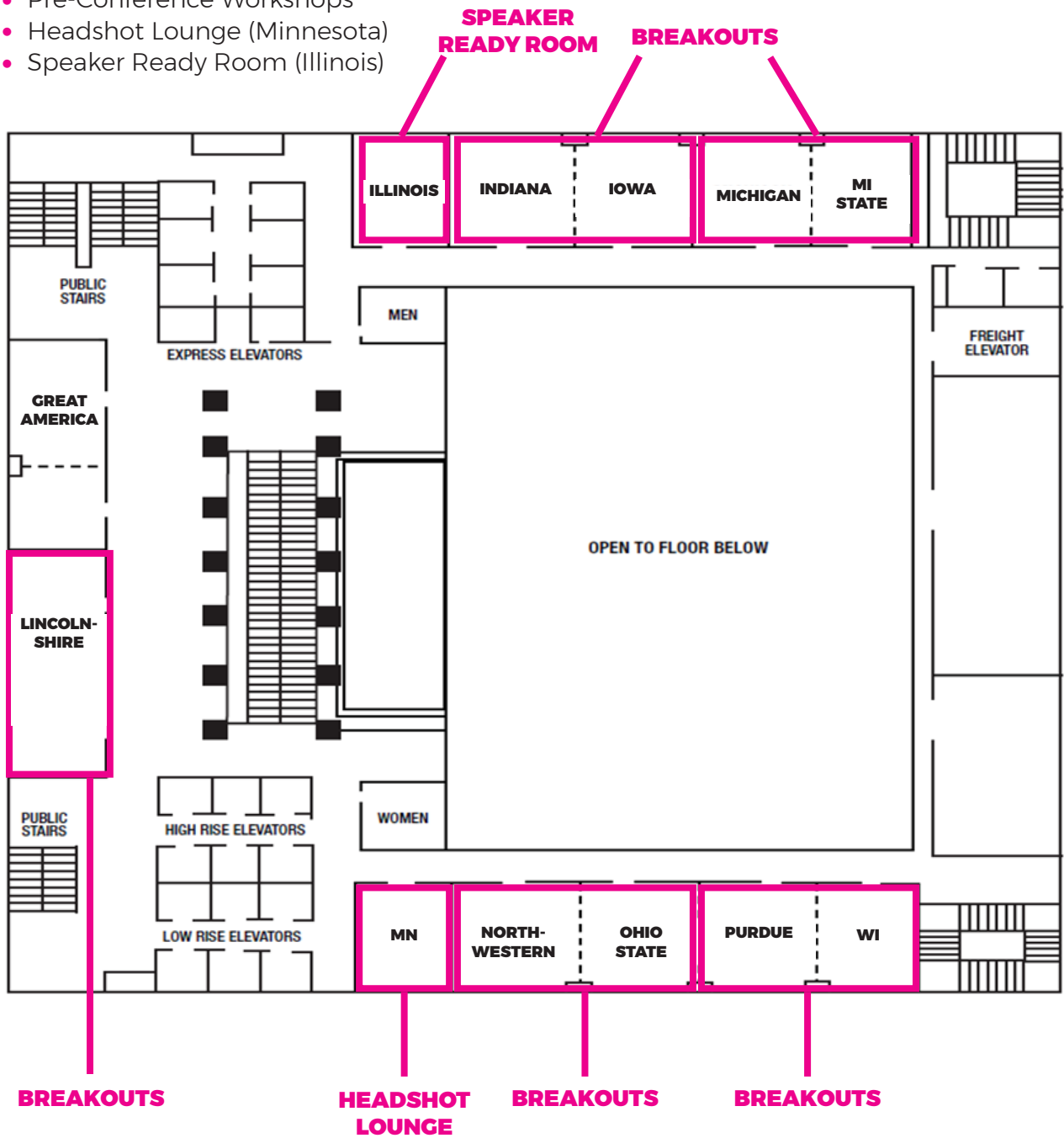
- Sensory-Limited Room (Printer's Row)



CHICAGO MARRIOTT DOWNTOWN

6th Floor

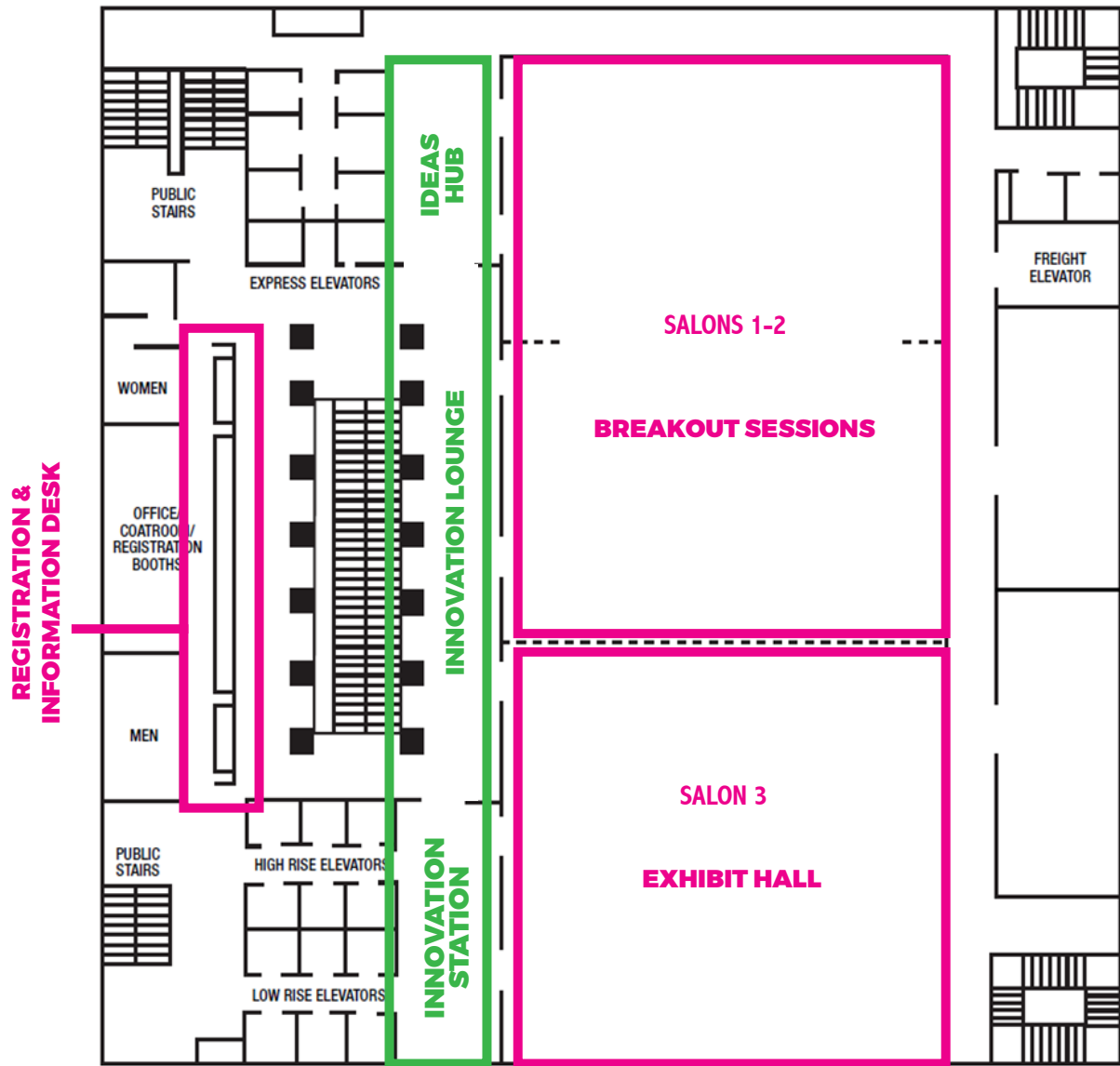
- Breakout Sessions
- Leadership Meetings
- Pre-Conference Workshops
- Headshot Lounge (Minnesota)
- Speaker Ready Room (Illinois)



CHICAGO MARRIOTT DOWNTOWN

7th Floor

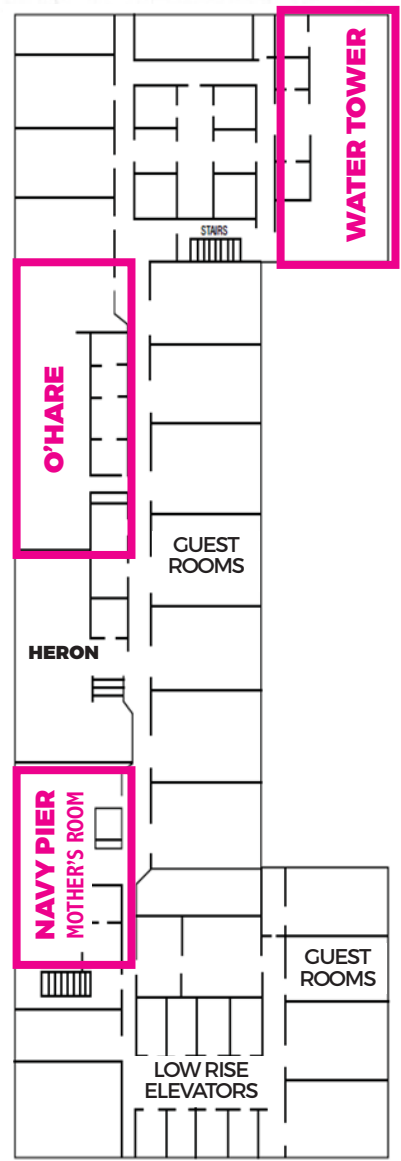
- Registration
- Exhibit Hall
- Innovation Lounge
- Plenary Sessions



CHICAGO MARRIOTT DOWNTOWN

10th Floor

- Leadership Meetings
- Mother's Room (Navy Pier)



POSSIBILITY UNLEASHED INNOVATION SHOWCASE

Possibility Unleashed is all about sparking creativity through intentional innovation. Whether it's by adopting new practices, embracing new technology, or using familiar technology in new ways, we want the ANCOR Annual Conference to be the place where you glean innovative ideas that drive positive change.

To help spark your creativity, don't miss the Possibility Unleashed Innovation Showcase on Tuesday in the Innovation Lounge. During each of our networking breaks, stop by to grab some coffee or tea, see quick demos of some of our favorite innovations and ask how these innovations can improve your work!

SCHEDULE OF DEMOS ON TUESDAY, APRIL 25

	IDEAS HUB (outside Salon 1)	INNOVATION STATION (outside Salon 3)
10:15 am	3D Printing to Make the World More Accessible <i>Presented by the Illinois Assistive Technology Collaborative</i>	Harnessing the Power of Business Intelligence <i>Presented by The BI Collaborative</i>
2:15 pm	Affordably Adapting the Built Environment to Improve Accessibility <i>Presented by Puck</i>	Autonomous Vehicle Technology to Overcome Transportation Barriers <i>Presented by Waymo</i>
3:45 pm	Minimizing Stress & Anxiety Using Wearable Technology <i>Presented by Awake Labs</i>	Using Machine Learning to Deliver Higher Quality Services <i>Presented by MediSked</i>