Tuesday, August 25, 2020

1:00pm – 3:30pm  Pre-Conference Executive Leadership Development Membership Exclusive Training
(Separate Registration/Fee Required)
Telling Your Story: 101
Jeanne Carpenter, Perception INK

3:30pm – 5:00pm  Welcome Reception, sponsored by Enterprise Fleet Management

Wednesday, August 26, 2020

8:00am – 8:30am  Hartig Pharmacy Services – Breakfast for Relentless Advocates

8:30am – 10:00am  A Community-Focused Conversation  Director Kelly Garcia, Iowa Department of Human Services

10:10am – 10:30am  Exhibitor Presentation – Opportunities to create efficiencies in your business models along with improving quality of service.

10:30am – 11:45am  Break Out Sessions
Connecting the dots: Employee Engagement and Social Styles
Chris Mason, Oasis
Enriching Social-Emotional Relationships through Psychosexual Education
Suzanne Richards and Leslie Rogers, ChildServe
Google Tools for Use at Home and Work
Patricia Bahr, University of Iowa, UCEDD at CDD
It’s Not the People…A lean management system for human services
Jim Hayes, Retired
Put Down the Stethoscope: The Heart of Health is Social
Carli Friedman, CQL
Building the Community 2020: A Conversation About the Evolving Role of Iowa’s Community Providers
Marissa Eyanson, Iowa Department of Human Services

11:50am – 12:15pm  Holmes Murphy – Lunch for Relentless Advocates

12:15pm – 12:25pm  IACP Executive of the Year Award Presentation

12:30pm – 12:40pm  Exhibitor Presentation – Opportunities to create efficiencies in your business models along with improving quality of service.
12:50pm – 1:10pm  Exhibitor Presentation – Opportunities to create efficiencies in your business models along with improving quality of service.

1:25pm – 2:45pm  Break Out Sessions
  Transformational Change: How Do I Get My Organization Ready?
  Sarah Ennis, Spark Point Consulting

  All About Me!
  Jennifer Quigley, CQL

  Candeo’s Agile Experiment: What We’ve Learned so Far That Might Help Others
  Contemplating Being Agile
  Bob Oakley, Candeo

  Process Improvement
  Zach Schultz, To the Rescue

  Serving LGBT+ Individuals
  Breanna Young, Davis Brown Law Firm and Max Mowitz, One Iowa

  Technology Enabling Possibilities
  Dustin Wright, Disability Cocoon

2:55pm – 3:15pm  Exhibitor Presentation – Opportunities to create efficiencies in your business models along with improving quality of service.

3:15pm – 4:30pm  Break Out Sessions
  Building a Legacy Organization of Performance Excellence
  Karen Kiel Rosser, Mary Greeley Medical Center

  Making the Shift to Technology First: Critical First Steps for States and Organizations
  Dustin Wright, Disability Cocoon

  Cyber Breaches-Legal and Cyber Practices to Protect, Detect, and Respond
  Bob Hickok, Eide Bailly and John Lande, Dickinson Law

  Learn Ways to Develop and Sustain Employees Through Office Culture
  Michael Maher and Meagan Vogel, Elite Solutions

  The Art of Drafting Effective Compliance Program Policies
  Gary Jones, The Jones Law Firm/Midwest Compliance Associates

  What’s Your Story? Best Practices in Storytelling for Organizational Impact
  Suzanne Case, ChildServe

4:30pm – 6pm  Exhibitors’ Reception, sponsored by Molyneaux Insurance & Assured Partners and United Heartland
Thursday, August 27, 2020

8:00am – 8:30am  SETWorks – Breakfast for Relentless Advocates

8:30am – 10:00am  Creating a 21st Century Workforce: Reinventing the Direct Support Profession by Joe Macbeth, The National Alliance for Direct Support Professionals

10:10am – 10:30am  Exhibitor Presentation – Opportunities to create efficiencies in your business models along with improving quality of service.

10:30am – 11:45am  Break Out Sessions
- The 80% Solution: Practical Applications for Hiring, Developing, Keeping and Empowering Direct Support Professionals
  Joe Macbeth and Dan Hermeck, NADSP
- Getting to Self Care: Using Motivational Interviewing in Supervision
  Tony Raymer, Candeo
- Assistive Technology Make and Take: Grab and Grip
  Kimberly Karwal, Easterseals of Iowa, Rural Solutions and Assistive Technology Center
- Trends in Employee Benefits
  Nataliya Boychenko, Holmes Murphy

11:55am – 12:15pm  Exhibitor Presentation – Opportunities to create efficiencies in your business models along with improving quality of service.

12:30pm – 1:30pm  Relentless Advocate of the Year & Community Builder Awards Presentation

1:35pm – 3:00pm  I Told Them to Call…. Supporting & Preventing Employee Burnout
  Claire Benway, The University of Minnesota

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