



Conference Session Descriptions

IACP Annual Conference & Trade Show

May 9-11, 2023 | Hyatt Regency, Coralville, IA

We look forward to seeing you at IACP Annual Conference 2023! Explore the session descriptions and presenter biographies below. Looking for something else? Click on the links below:

- [Register for IACP Annual Conference & Trade Show](#)
- [Overview of Conference **Schedule**](#)
- [Detailed Conference Schedule \(Room Assignments & Titles\)](#)

Tuesday, May 9, 2023

Welcome & Opening Advocacy, 1:00 pm – 2:30 pm

- **“Federal Advocacy - Impact on Iowans”** presented by Shannon McCracken, VP Government Relations, ANCOR; Chuck Ingoglia, MSW, President & CEO, National Council on Mental Wellbeing & Elizabeth Matney, Iowa Medicaid; *Coral Salon A, B, C*
 - *About the presenters*
 - **Shannon McCracken** has been advocating for and serving people with intellectual and developmental disabilities (I/DD) for over 20 years. Since 2020, she has served as Vice President of Government Relations at ANCOR, the leading national voice in Washington for community providers. In this role, Shannon oversees the numerous functions of the Government Relations team's efforts to advance the public policy interests of the nearly 2,000 community providers that comprise ANCOR's membership. Her expertise spans legislative and administrative affairs, advocacy and mobilization, and policy and regulatory analysis.
 - After joining the National Council in 2005, **Chuck Ingoglia** spent 14 years leading the organization's public policy and practice improvement efforts before becoming president and CEO in June 2019. In his role, he works closely with the board of directors and other leadership, focusing on supporting member organizations and influencing the policy, regulatory and payment environment so that substance use and mental health organizations can better serve their communities. His frequent interaction with members, payers and the broader health care community enables him to position the organization for the future. He represents the organization and its mission by regularly contributing articles, commentary and interviews in addition to participating in speaking engagements.
 - **Elizabeth Matney** serves as the Director of Iowa Medicaid. Elizabeth oversees Iowa's \$6 billion Medicaid program, which serves more than 700,000 Iowans each year. She most recently served as health policy advisor for Governor Kim Reynolds, where she worked closely with DHS and the Iowa Department of Public Health on a broad range of critical issues. She holds a master's degree in Rehabilitation Counseling from Drake University and a bachelor's degree in Psychology and Philosophy from Texas State University. Her previous experience includes serving as Medicaid managed care director, Medicaid quality

assurance director and her early experience includes direct care as a Medicaid provider and work at a women's shelter.

IACP Awards Ceremony, 2:45 pm – 3:15 pm

Opening Keynote, 3:15 pm – 5:00 pm

- “Connecting the Workplace and Life Through FUN” presented by Paul Long

- Session description

- Organizations around the globe are challenged right now to create engaging experiences with a workforce and customer base that feel as disconnected as ever. Speaker, author, podcaster and master of shenanigans, Paul Long leverages his concept of “Fundamism” to deliver a live keynote unlike anything you’ve experienced before. Paul’s message will lead you through a wealth of emotions as you laugh, think, reflect and have FUN while learning tactical tips to create more meaningful interactions with others. Through his FUNdamentals, Paul will empower you to make strides in improving your quality of life at home and work. When applied, these practical behaviors are proven to create more joy, FUN and fulfillment while improving business results.

Looking to improve employee engagement, customer experience, company culture, leadership skills or overall job satisfaction? Connecting The Workplace And Life Through FUN will provide a roadmap to next steps. At a time where society appears to be more focused on what’s not working as opposed to what is, embrace the opportunity to experience “what’s GOOD!”

- About the presenter

- **Paul Long** is a speaker, author, podcaster and master of shenanigans. He has developed a concept called Fundamism, simply defined as the FUNdamentals of a F.U.N. and optimistic lifestyle. When implemented, Paul’s philosophy has been proven to reduce attrition, attract great talent, improve customer experience and drive employee engagement. Paul is not only great in discussing operational growth theory, but in his corporate leadership experience he’s also seen success putting his FUNdamentals into practice

As the author of Fundamism: Connecting to Life Through F.U.N. Paul guides you on how to live your whole life—at work and at home—with joy, FUN and fulfillment as the driving force. The book does so through Paul’s entertaining real-life stories, researched-based recommendations, and practical exercises.

He travels the world delivering high-content keynotes and training to Fortune 500 companies, government agencies and trade associations. His engaging, inspirational and unbridled energetic style is unlike any speaker you’ve experienced before. Paul’s thought-provoking content, tactical solutions for growth and humor that rivals that of a stand-up comedian consistently generates outstanding feedback from participants.

Paul challenges audiences to move beyond the traditional avenues of achieving happiness — money, title, status — and develop their own core values that create fulfillment both at work and home.

Wednesday, May 10, 2023

Breakout Sessions, 8:30 am – 10:00 am

- **“More than Numbers: Applying Data to Improve Outcomes & Reduce Costs”** presented by Jeff Clair, Project Manager, MediSked;
 - *Session description*
 - This session is designed to supply you with actionable tips for utilizing data to demonstrate the value and quality of the services your organizations provide. The presenters will share case studies that showcase successful ways real providers have utilized technology to collect, report on, and analyze data to support quality improvement. Examples will include data around somatic care, community integration, and employment. Join us to learn tips on identifying efficiencies, opportunities to enhance what you do, and strategies for making data-driven decisions.
 - *About the presenter*
 - **Jeff Clair** is a PMI certified Project Management Professional. With over 14 years in the Health Information Technology sector, Jeff has spent his past 4 years working with MediSked as an Implementation Project Manager and Training Specialist, focusing on new client implementation and consulting across all platforms in MediSked’s software solutions suite. He also has past experience working as a NY State licensed Life, Accident and Health Insurance Broker with a specialty in Employee Benefits Administration, and as a SHRM PHR certified Human Resources Administrator.

- **“Creating an Intentional Life by Building Balanced Boundaries”** presented by Molly Mackey, Director of Knowledge Acquisition and Transfer at Optima LifeServices
 - *Session description*
 - If you were a cell phone – what percentage would your battery be at right now?... Many people work themselves until they are running on empty – but it doesn’t have to be this way. It *is* possible to build balanced boundaries between self-care and work.

Through effective and efficient strategies to manage time, work can be accomplished, and self-care prioritized. This interactive presentation will give participants the tools to build balanced boundaries. Participants will walk away with tangible tools to balance their work and personal life.
 - *About the presenter*
 - **Molly J. Mackey** received her undergraduate degree and Masters of Business Administration from the University of Iowa. In the fall of 2021, she earned her Certified Professional of Talent Development (CPTD) designation from the Association of Talent Development. She has a passion for business, strategy, leadership and learning.

Molly has over 17 years of business and speaking experience. She currently serves as the Director of Knowledge Acquisition and Transfer at Optima LifeServices and chief learning officer at the LEAdERnship Institute, LLC. She has taught business classes at a collegiate level since 2009.

- **“Being Well with Nature - A Pilot Program”** presented by Anne Venullo, Operations Manager and Psychotherapist at Backyard Abundance; Caitlin McGowan; and Jen Kardos, Wellness Director at Backyard Abundance
 - *Session description*
 - Nature based therapy is a new concept to many. In this session, explore how trauma-informed, nature-based interventions assist in developing coping skills outside of the four walls of traditional human service work.

Between Backyard Abundance, an outdoor education organization and Successful Living, a human service provider serving adults experiencing chronic mental health conditions, discover the inaugural Being Well with Nature Program. This pilot

program includes both evidence-based interventions oriented in natural settings and the creation of trauma-informed landscaping for continued access to healing well after the end of the program. Join us to uncover ways this program worked to increase resilience in all participants.

- *About the presenters*

- **Anne (Annie) Ventullo** is the operations manager for Backyard Abundance. She is a clinical psychotherapist and death doula. She applies a social justice and holistic lens to her work. Annie has led numerous community actions, and often lectures on the importance of self care within radical movements. Her practices borrow from a variety of resources including ecopsychology, nature wellness, resilience theory, and empowerment perspectives to aid communities and their individual members in creating lifestyles that are ecologically sustainable and psychologically healthy.
- **Caitlin McGowan** is an LMSW based in the Iowa City area with over a decade of experience in working with individuals experiencing chronic mental illness as well as hospital Social Work. She holds Bachelors and Masters degrees in Social Work from The University of Iowa. Caitlin began her social work career working with Successful Living, an agency that works with adults experiencing chronic mental illness. Caitlin is passionate about providing clients and staff with additional supports and programming through grant funding.
- **Jen Kardos** is the wellness director for Backyard Abundance, a certified health and wellness coach (NBC-HWC) and works as a licensed mental health therapist (LMHC) for Green Counseling Services in Iowa City.

- **“You Have All the Data - Now What? How to Leverage Data to Demonstrate Quality”** presented by Dawn Kingsley, Principal at Consulting for Human Services

- *Session description*

- Human Services organizations oftentimes have more data than they know what to do with. Admiring data does not help an organization; it must be fully analyzed and acted upon to be worth collecting. However, most organizations do not have the capacity or resources to do this or do not know where to start in setting up the process.

In this presentation, attendees will learn practical tips on defining meaningful, measurable metrics and how to collect and extract data to show progress for monitoring, business development and value-based purchasing purposes. Using the OKR model (objectives and key results), participants will leave with the ability to create goals that address their organizations' needs, broken down into an easy to understand and implementable way. Teams will then be able to identify what data points are needed to measure goals, how they will be collected, and how they will be extracted for analysis and action. Examples of metrics, tools, products, and processes to further simplify the process will be presented.

- *About the presenter*

- **Dawn Kingsley**, MSHA, is a senior healthcare executive who brings 30 years of experience in healthcare industry and has held leadership positions with large national payers as well as national provider organizations. She has extensive experience building networks, contracting with payers, applying marketing principals to payer discussions, and developing value-based care strategies. Additionally, she worked for a national consulting firm providing expert guidance in Medicare Advantage network expansion, payer strategy, organizational management and reporting oversight.

Ms. Kingsley previously served as the Vice President of Payer Contracting & Strategy for Centerstone, one of the nation's largest community-based behavioral healthcare provider, where she directed all payer contracting and strategy for the Centerstone's five affiliate states. Ms. Kingsley received a Master of Health

Services Administration from the University of St. Francis in Joliet, Illinois and a bachelor's degree in Journalism and Political Science from Eastern Illinois University in Charleston, IL.

- **“Federal Funds 101”** presented by Jennifer Pavolec, Vice President of Finance at ChildServe
 - *Session description*
 - ARPA, PRF, SEFA, CFDA, CFR - What on earth do all these acronyms mean and what do I need to know to confidently apply for (and keep!) these funds I've received? This session is geared toward executives, program leaders, and finance professionals in organizations who have recently received COVID-related grants or are interested in pursuing grants in the future, but aren't confident about the rules, regulations, and audit requirements. This session will give you the peace of mind and confidence needed to pursue additional federal funding sources.

Federal funding frequently comes with a lot of scary sounding rules and attestations. In this session we will:

- review the most common sources of Federal funding for IACP members
- build your knowledge around federal fund compliance
- clarify those scary sounding rules
- leave you with the confidence to apply for and spend your federal awards
- define the most common Federal award terminology so you can confidently decipher all those acronyms.
- provide the tools necessary to determine if you need to complete a Federal Single Audit so you can properly prepare.

You'll leave the session feeling more confident about your ability to manage the federal funds you've received to date and apply for additional funding.

- *About the presenter*
 - **Jennifer Pavolec** is a CPA with over 16 years' experience in government and nonprofit accounting. She has spent 10 of those years either as an auditor performing Federal Single Audits or as a finance professional at an organization undergoing a Federal Single Audit for a variety of community provider organizations.

Breakout Sessions, 10:30 am – 12:00 pm

- **“Culture, Environment, Emotions”** presented by John Derryberry, Executive Director at 43 North Iowa
 - *Session description*
 - Attempting to understand who drives culture, what actions move culture, and how we can create culture that matches the fancy worded vision statement. Hint: It's always about the people and stuff we can't measure.

The fickleness of company culture is the dynamic of front-line staff, middle management, and upper management all interacting, and we must understand it's a dance, not a directive. 5 Stories from different levels of agencies highlight how we can better move culture correctly.

1. Front Line Perspective, 5 Feet: That is all that separated the doors between two programs, yet one grew and another struggled.
2. Middle Management Perspective, Face Plant: I ruined a good thing- needing to understand the difference between doing and leading.
3. Middle Management to Front Line, Nana-Nana Boo-Boo: how a case gone

- sideways ruined a good thing
 - 4. Upper Management, Up High on the Mountain Top: How people learning I was on academic probation four times blows their mind
 - 5. Upper Management, Following A giant: what's it like being the new "Sherry" and how to navigate setting culture
- *About the presenter*
 - He's an inspirational storyteller, Executive Director at 43 North Iowa, and trauma survivor. **John Paul Derryberry** has worked with at-risk youth, individuals with disabilities, and the mental health population since 2004. Using his experience and ability to connect with people through storytelling, he helps individuals improve their emotional and mental health by showing them they are not alone and that they can make a change for the better.
- **“Improving the Employee Experience with Engagement Champions”** presented by Dharma Jairam, Director of Learning and Development at Trivium Life Services and Stacey Warner, VP of Operations at Trivium Life Services
 - *Session description*
 - With a desire to build a strong organization, support our workforce, and reduce turnover Trivium Life Services turned to the Gallup Q12 survey to assess employee engagement. Results showed low employee engagement accompanied by a high turnover rate for new employees after just 90 days of employment. These findings were not consistent with our mission. Creating a positive work environment with engaged staff is imperative to the success of our clients.

Join this session to hear how these results turned around as Trivium continues to implement strategies and improve practices for leaders, direct-care staff, and everyone in between.
 - *About the presenters*
 - **Dr. Dharma Jairam** is the Director of Learning and Development at Trivium Life Services. He has a PhD in Learning and Development from the University of Nebraska – Lincoln and a Master's degree in Counseling Psychology from the University at Buffalo. Prior to his current role, he was the Chair of the Department of Psychology and Associate Professor at Fort Hays State University. He has 17 years of experience in higher education as professor, administrator, and director. Before earning his doctorate, Dr. Jairam was a clinician and worked with a clients of all ages with a wide range of presenting diagnoses.
 - **Stacey Warner** is Trivium's first Vice President of Operations, taking on the role at the start of 2022. She provides day-to-day leadership focusing on strategic operational initiatives with oversight of behavioral health, long term support services, quality, and asset management.
- **“Partnerships for Medication Error Reduction”** presented by Rockford Anderson, PharmD, President, and Co-founder of Right Dose Pharmacy
 - *Session description*
 - Attendees will gain detailed insight on how to quickly adopt medication management best practices to both improve the quality of care and best partner with pharmacy.

This session will address creative solutions to preventing medication errors, tips for streamlining your medication ordering, documentation, med pass time and how to both reduce medication errors and the amount of time you are spending on pharmacy follow ups. Attendees will come away from this session with increased confidence in managing medications and knowledge of best practices so that the level of care you are providing is exemplary.
 - *About the presenter*
 - **Rockford “Rocky” Anderson, PharmD**, serves as the President and Co-Founder of

Right Dose Pharmacy. He is a Drake Pharmacy alum with special certifications in asthma, COPD and anticoagulation. He and his wife Megan founded Right Dose Pharmacy in 2008 and it remains one of the largest long-term care pharmacy partners in the state. Rocky maintains a passion for advancing medication management safety and efficiency both internally and with his partners.

- **“Health Risk-Informed Telemedicine: A Model for Improving IDD Health Equity”** presented by Dr. Craig Escudé, MD, FAAFP FAADM, President of IntellectAbility; Dr. Maulik Trivedi, MD, FACEP, Chief Strategy Officer at StationMD; and Lorene Reagan, MS, RN, Director of Public Relations at IntellectAbility

- *Session description*

- People with Intellectual or Developmental Disabilities (IDD) tend to have greater medical needs and poorer health outcomes. Traditionally, they've required more emergency care but are more likely than the general population to experience adverse complications or death while hospitalized. Unfortunately, equitable access to telemedicine and other healthcare services is a challenge for people with IDD because most clinicians are not aware of the unique health risks that exist for this population. As a result, the health conditions most likely to result in morbidity and mortality are overlooked or misdiagnosed.

This panel presentation, designed for providers at all levels, describes an innovative technology model and public/private partnership comprised of three key elements designed to improve health outcomes for people with IDD: online clinician education in IDD healthcare, the use of web-based health risk-informed data, and IDD-competent telemedicine supports. We will discuss an innovative approach where IDD-competent telemedicine clinicians have access to real-time, person-specific health risk data through an interoperable interface that facilitates informed clinical decision-making and reduces emergency room utilization and unnecessary hospitalization.

- *About the presenter*

- **Dr. Craig Escudé** is a board-certified Fellow of the American Academy of Family Physicians and the American Academy of Developmental Medicine and is the President of IntellectAbility. He has more than 20 years of clinical experience providing medical care for people with IDD and complex medical and mental health conditions serving as medical director of Hudspeth Regional Center in Mississippi for most of that time. While there, he founded DETECT, the Developmental Evaluation, Training, and Educational Consultative Team of Mississippi.
- **Dr. Maulik M. Trivedi** is a board-certified Emergency Medicine physician in practice for over 20 years. He has served as the chairman or associate chair of several emergency departments. He has also been an integral part of the core leadership of Emergency Medicine provider groups in the region. He is a recognized national speaker and thought leader on the use of technology and telehealth solutions to positively impact medical care and foster independence for people with IDD. He continues to practice as an ER doctor in the NYC area. He and his family currently live in midtown Manhattan.
- **Lorene Reagan, MS, RN**, has over 35 years of experience providing support for people with IDD, their families, and their caregivers. Ms. Reagan served as Bureau Chief for IDD services and as Senior Medicaid Policy Administrator with the New Hampshire Department of Health and Human Services, was the Manager of Care Management for a Boston-based Medicaid Managed Care Organization and a Principal with a national consulting firm, providing clinical and policy supports to state Medicaid programs across the country. Ms. Reagan is passionate about educating and informing those responsible for maintaining and restoring health, wholeness, and a good quality of life for people with IDD.

- **“What the Feds Think!”** presented by Gary Jones, Founder/President of Midwest

Compliance Associates

- *Session description*

- Compliance programs are not "one size fits all" and it can be difficult to know if what you have in place is sufficient. By going through the 2020 DOJ Guidance, we can determine if the program in place would be considered effective should the government come knocking at your door.

This session will teach providers how to look at their compliance program through the same lens used by the Department of Justice when they review a program. The existence of an effective compliance program is essential but how do we know if the policies and procedures we have are enough? The DOJ gives us an inside look at how programs are evaluated so you can know where you stand.

- *About the presenter*

- Gary Jones has been an attorney for over 37 years and has spent most of the last 25 years focusing on the needs of organizations in the human services field. He obtained his bachelor's degree from the University of Missouri and his Juris Doctorate from the University of Missouri - Kansas City. Gary holds the CHC and CHPC certifications. In addition to an active law practice, he founded MCA to help providers through the maze of compliance regulations that seems to become more complicated every year so they can do what they do best, take care of people.

Breakout Sessions, 1:30 pm – 3:00 pm

- **"Stepping into an Executive Role... Wait What?"** presented by Cheryl Plank, CEO of Hope Haven Area Development Center and Rita Wiersma, CEO of ACCORD

- *Session description*

- Stepping into the role as a new Executive Director or Chief Executive Office is an exciting time. Realizing your ability to impact services and share a vision for an organization can be invigorating. Then reality hits! What do I do now? Leading at this level can be challenging and lonely. It can also be the most rewarding experience you ever have. Let's discuss how do you develop courageous leadership, transparency, relationships, and lead in difficult times. By providing innovative and practical ideas as people explore how they can learn and impact their new organization into a thriving sustainable future.

- *About the presenters*

- With 35+ years of experience in the nonprofit sector, **Cheryl Plank** has served in a variety of leadership roles overseeing a large array of services. Her experience spans a range of programs demonstrating a strong record of leadership, management, policy development, relationship building and a passion for service that has impacted the lives of many people. In January 2022, Cheryl became the CEO of Hope Haven Area Development Center (HHADC) in Southeast Iowa. Prior to her arrival to HHADC, she was the CEO of Vision 20/20, CEO of Tenco, Inc., and various positions at Lutheran Services in Iowa (LSI).

Cheryl's personal mission (her why) is "to use my abilities to serve, support and sustain peace and understanding through compassionate action." As an organizational and servant leader, she is mindful of the absolute importance of modeling behaviors that always and in all situations, reflect her organization's values and manifest its mission. She believes that successful change begins with effective communication, a clear vision and an inclusive approach. Married to Tim for 40 years, they enjoy bike riding, hiking, vacationing, and spending time with their 2 sons and their families, including 8 grandchildren.

- For over 30 years **Rita Wiersma** has been an active member of the disability community. What began because of being the parent of someone who happens to

have a disability, became a passion for service to people who deal with the social injustices of living with a disability or mental health issue. While Rita has worked for school systems, county government and multiple nonprofits, her passion is to address and advocate for the systems that support people to live full lives in their communities as defined by them. Rita has been the CEO of Accord for over seven years. During her time with Accord, she has focused the agency on helping people live their greatest lives and developing a talented workforce.

Prior to moving to Accord, she was the Executive Director of Lutheran Social Services of Wisconsin and Upper Michigan for eight years. Rita is a President of the ANCOR Foundation, Board Member of ANCOR, Secretary of the Board for Altair ACO, Board Member of ARRM, Co-Chair of Value Based Payment Committee and active in Lutheran Services of America Disability Network. She has also served as a board member of MN-CCD and PACER Center and has testified to the Medicaid Commission in Dallas, the Administration on Community Living in Detroit and for local legislative issues. Rita enjoys spending time with her children and grandchildren, traveling, and serving her fellow citizens.

- **“Changing Concepts, Changing Lives - Discovery a Life Worth Living”**
presented by Nancy Baldus, Director of Quality at Candeo; Denise Ballo, Behavior Support Specialist at Candeo; and Bill Lightell, Behavior Support Specialist at Candeo

- *Session description*

- Attendees will learn how to recognize the impact of current and past trauma on our physical and emotional health and the best path to empowerment that leads to increasing staff satisfaction and enhancing member outcomes by supporting others while taking care of our own needs.

EPIC utilizes prevention and intervention teams that empower individuals with ID, CMI, and TBI who have been victimized, to live rich meaningful lives through person-centered proactive supports and crisis prevention and management. Candeo's proactive approaches demonstrating efficacy through increased self-reported client satisfaction and decreased hospitalization, incarceration, exploitation, or other types of victimization.

- *About the presenters*

- **Nancy Baldus** is the Director of Quality at Candeo. She is passionate about supporting individuals to grow and develop as well as advocating for lifelong learning and staff development. Beginning her leadership role with Human Services in 1989, Nancy has partnered in a number of avenues to increase self-advocacy, independence and growth of individuals with disabilities. Nancy has been instrumental in developing and implementing training standards and systems with providers in Polk County. Her desire for all people to experience lifelong learning led Nancy to her current role supporting quality services, staff development and quality enhancement for individuals and organizations.
- **Denise Ballo** is a Behavior Support Specialist on the Candeo EPIC Team. Denise is one of the founding members of the internal crisis team (CAPS), the first member of the EPIC team, and has been an integral part of the development of both initiatives. With EPIC, Denise supervises the CAPS Team, focuses on Success Plans, nutrition, fitness, and community access. She developed a passion for Trauma Informed Care after hearing Tonier Cain speak and attending a Trauma Informed Care Conference. Her goal is to help individuals with trauma flourish through creative and innovative supports.
- **Bill Lightell** began his career in Human Services as a DSP in 1992 providing services for members with chronic mental illness. In the last 24 years he has worked hourly and daily community living services supporting adults, as well as in the TAY (transitional age youth) program. Bill started with Candeo in 2015 in the mental health

department as a team lead. In 2017 he joined CAPS, then took a manager position. Bill joined the EPIC Team in 2021. He has a passion for crisis management and has given many years to providing supports for members with chronic mental illness. Bill enjoys coaching, training, and working with the EPIC team to inspire, encourage and empower members to be more successful and independent.

- **“Redefining Transition Programs in Supported Employment”** presented by Eva Castillo, Employment Services Director at Hope Haven Area Development Center and Mandy Hatten, Employment Services Coordinator and Benefits Planner at Hope Haven Area Development Center
 - *Session description*
 - This presentation will take attendees through the process of developing and implementing Occupational Skills Training (OST) programs to help individuals with disabilities transition into employment in their communities. Attendee will learn about the process for developing an OST, curriculum building, implementation, collaboration with IVRS, and business partnerships. They will get a look into the data behind OST as it has been utilized in Southeast Iowa, and success stories from individuals who have gone through the program.
 - *About the presenters*
 - **Eva Castillo** is the Employment Services Director at Hope Haven Area Development Center in Burlington, IA. Eva has worked in Supported Employment for 20 years. Eva has upheld the role of job coach, job developer and holds her CESP since 2014. Eva is active both locally and throughout the state, serving on the Iowa APSE Board, Chamber Ambassadors and Government Relations Committee through the Greater Burlington Partnership Chamber of Commerce. Eva’s passion is promoting EmploymentFirst not only in Southeast Iowa but throughout the country. It is important that all individuals are given the opportunity to work in competitive employment. Professionally Eva has assisted many individuals in transitioning out of Sheltered Workshops and assist them in identifying their own employment pathway.
 - **Mandy Hatten** is an Employment Coordinator, Certified Employment Support Professional (CESP), and Certified Work Incentive Practitioner (CWIP) for Hope Haven Area Development Center. Mandy obtained her Masters of Science degree in Psychology in 2014 with a specialization in Child and Adolescent Development, and has been working in the field of disability services for 12 years, working in various roles as DSP, Program Assistant, Employment Specialist, and Employment program Coordinator. Mandy obtained her certification for work incentive planning in 2019 and has been supporting individuals in understanding how their Social Security and medical benefits are affected by working. Mandy is a passionate advocate for people with disabilities and for the Employment First initiative. Outside of work, Mandy enjoys traveling with her husband and 2 children, and attending community events.
- **“Understanding the Role of Traumatic Events in Neuro Diverse Populations”** presented by Dr. Suzanne Richards, Psychologist at ChildServe, and Leah Hanson, MA, Psychometrician at ChildServe
 - *Session description*
 - Join trauma subject matter experts to discover ways to identify many of the commonly misunderstood symptoms that can be caused by exposure to events that result in trauma for individuals with neuro developmental disorders, better recognize what can be a traumatizing event for individuals on the Autism Spectrum, be able to describe the vulnerabilities neuro diverse individuals have for experiencing and being impacted by traumatizing events, be better equipped to conduct trauma-informed assessments for individuals with neuro developmental disorders, and identify treatment options for Individuals on the Autism Spectrum who have experienced events they label as Traumatic.
 - *About the presenters*

- **Dr. Suzanne Richards** obtained her PhD in Counseling Psychology from the University of Illinois Urbana-Champaign in 2007. She is a child and adolescent psychologist specializing in the assessment of Autism and intervention with individuals with complex medical, psychological, social, and behavioral conditions related to Autism. Dr. Richards has been involved in clinical education and research. She has extensive clinical experience providing mental health therapy services and assessment in a wide range of settings. She has served many children, adolescents, and their families with behavioral disorders in addition to major mental illness and Autism Spectrum Disorders.
 - **Leah Hanson, MA**, is currently enrolled in the University of Denver's Clinical Psychology doctoral program at the Graduate School of Professional Psychology. She graduated in 2015 with her Master's in Forensic Psychology from the University of Denver. Leah has completed externships both in private practices, not-for-profit agencies, and at Children's Hospital Colorado where she received training in neurodevelopmental assessment and play therapy. Leah most recently completed her Internship at St. Agnes Hospital in Fond Du Lac Wisconsin and is completing her Doctoral paper on the role of Trauma in individuals with ASD.
- **“Policies & Procedures are NOT enough. Why culture is the key to an effective compliance program”** presented by Gary Jones, Founder/President of Midwest Compliance Associates
 - *Session description*
 - Without a strong culture even, the best policies and procedures are not effective. Developing a culture where employees do the Right Thing, the Right Way, at the Right Time is essential.

This session will address the impact culture has on the effectiveness of a compliance program. Building a culture of compliance, where employees do the Right Thing, the Right Way, at the Right Time dramatically impacts every aspect of the organization. Learn tips and tricks on how to enhance and maintain a culture where doing the right thing is just part of the fabric of the organization, even when doing the right thing isn't easy.
 - *About the presenter*
 - Gary Jones has been an attorney for over 37 years and has spent most of the last 25 years focusing on the needs of organizations in the human services field. He obtained his bachelor's degree from the University of Missouri and his Juris Doctorate from the University of Missouri - Kansas City. Gary holds the CHC and CHPC certifications. In addition to an active law practice, he founded MCA to help providers through the maze of compliance regulations that seems to become more complicated every year so they can do what they do best, take care of people.

Breakout Sessions, 3:30 pm – 5:00 pm

- **“3 C's Threatening Your Organization”** presented by Kristy Ryan, Loss Control Specialist at Relion Insurance Solutions, and Dan Wegman Executive Vice President at Relion Insurance Solutions
 - *Session description*
 - Every organization is facing new or increased risks in today's world for several reasons and Community Providers are no exception. We will discuss three “C's” that are emerging or rising risks that Community Providers will face; Cyber, Compliance, and Catastrophic Claims. Everyone has heard about risks within these topics, but many might not know the real risk they pose for their organization. Once we discuss the current risks within these topics, we will provide different risk management steps

that can be implemented to mitigate those risks.

- *About the presenters*

- **Kristy Ryan** brings several years' experience delivering loss control and risk management services to commercial insurance clients throughout Eastern Iowa. She enjoys building meaningful relationships through delivering value-added support and services. She works to help reduce claims through risk analysis, mitigation and training.

She educates and helps develop programming for her clients on OSHA & DOT compliance and safety & workers' compensation best practices with the goal of reducing risk and saving on the overall cost of insurance. Kristy is an OSHA Outreach Certified 10 and 30-hour Trainer and is Northeast Iowa Chapter leader for the American Society of Safety Professional

- **Dan Wegman** has worked in multiple areas of the insurance industry over the past 15 years. He started his career on the insurance carrier side and was an underwriter for a number of years in Wisconsin. He had a desire to move back to Iowa City where he is from and joined Relion Insurance Solutions as a claims advocate. He now manages the Claims and Loss Control Department and is a Business Risk Advisor.

Dan uses the variety of experiences he has had in the insurance industry to help clients analyze their true risk and what that risk could mean to the business. Then he works with them to find the best ways to reduce that risk and minimize the total cost of that risk to the business.

- **“From High Conflict to Constructive Conflict- Turning Conflict into Constructive Behavior”** presented by Molly Mackey, Director of Knowledge Acquisition and Transfer at Optima LifeServices

- *Session description*

- High conflict destroys teams and workplace culture. Yet conflict is necessary for creativity, innovation, and progress. So how do you create the right environment for constructive conflict?

Constructive conflict breeds innovation, creativity, and collaboration. So how do you move yourself, and your team, to constructive conflict? This session will show you! Learn what drives destructive high conflict and how to mitigate it. Find out how to create an environment for healthy conflict and benefit from it.

- *About the presenter*

- **Molly J. Mackey** received her undergraduate degree and Masters of Business Administration from the University of Iowa. In the fall of 2021, she earned her Certified Professional of Talent Development (CPTD) designation from the Association of Talent Development. She has a passion for business, strategy, leadership and learning.

Molly has over 17 years of business and speaking experience. She currently serves as the Director of Knowledge Acquisition and Transfer at Optima LifeServices and chief learning officer at the LEAdERnship Institute, LLC. She has taught business classes at a collegiate level since 2009.

- **“4 Simple Behaviors to Improve Client Outcomes in Any Setting”** presented by Karen Werkema, Board Certified Behavior Analyst at Simply Behavior

- *Session description*

- Caregiver burnout is a major challenge when it comes to providing disability services. Staff at all levels of this field are often at a loss for what to do to provide for clients, see improvements or even motivate themselves to continue working when the payoffs seem small. This is a field where new challenges are thrown our way daily. From upper

management down to direct support staff, everyone in disability services has moments when they don't know how to respond or what to do. It's easy to get overwhelmed and exist in a cycle of constantly reacting to challenges without every making a true change. Knowing how to care for individuals in this field is different than any other type of care and comes with unique challenges that most people can't understand until they experience them.

- *About the presenter*
 - **Karen Werkema** is a Board Certified Behavior Analyst (BCBA). Since becoming certified, Karen has served as the BCBA for two therapeutic day schools and as part of the behavior team in a residential care program. In those roles, it quickly became clear that the best way to support individuals with behavior challenges was to support, train and empower the incredible educators, aids and care givers working directly with those individuals every day. She founded Simply Behavior, PLC in 2022 in order to do just that.
- **“Overview of Refractory Epilepsy Syndrome & REST-LGS Screening Tool”** presented by Aisha Fowler, PharmD, *Associate Director, Payer, Value and Outcomes (PVO)*, Jazz Pharmaceuticals
 - *Session description*
 - This session will provide an overview of 3 often misdiagnosed and confusing epilepsy syndromes: Dravet Syndrome, Tuberous Sclerosis Complex, and Lennox-Gastaut Syndrome. This session will include epidemiology, presentation, features and diagnostic criteria. What clinical signs do people with who have these syndromes look like? Additionally, attendees will learn about the Refractory Epilepsy Screening Tool to help with identifying Lennox-Gastaut in the long-term care setting.
 - *About the presenter*
 - **Aisha Fowler, PharmD**, *Associate Director, Payer, Value and Outcomes (PVO)* at Jazz Pharmaceuticals. She serves as the field-based scientific lead across therapeutic areas for Jazz marketed and pipeline products for regional accounts and long-term care. Aisha is a pharmacist by training and from The University of Texas at Austin, where she worked for a long-term care pharmacy focusing on the Intellectual and Developmental Disability (IDD) communities. She resides in the Boston area with her seven-year-old Frenchie, Venus.
- **“Telehealth Policy, Issues and Utilization”** presented by Jonathan Neufeld, PhD, *Executive Director at Great Plains Telehealth Resource & Assistance Center*
 - *Session description*
 - Many providers got their first exposure to telehealth during a time of intense social crisis, at a time when healthcare itself was going through some of its most significant changes in over a decade. These rapid changes are continuing, making it difficult to know and plan for how best to utilize telehealth to improve patient care and one's practice.

This session will provide an unbiased and expert look at how telehealth has changed over the past decade (especially the past 2 years), its current status and use across healthcare, and some key insights into where healthcare providers and systems are looking to use it to improve healthcare going forward. The Great Plains Telehealth Resource & Assistance Center (gpTRAC) is federally funded to provide objective information to help healthcare entities of all kinds explore, implement, expand, sustain, and evaluate telehealth programs.
 - *About the presenter*
 - Jonathan Neufeld, PhD, is Program Director of the Great Plains Telehealth Resource and Assistance Center (gpTRAC), a federally funded technical assistance program housed at the University of Minnesota Institute for Health Informatics. The Center provides telehealth training and consultation to interested healthcare providers

across the Great Plains region.

Dr. Neufeld has contributed to and consulted on projects related to rural health and telehealth for over 15 years. He has presented at national conferences and published peer-reviewed articles in the fields of telemedicine, clinical decision support tools, mental health services evaluation, and clinical outcomes.

Thursday, May 11, 2023

Breakout Sessions, 9:30 am – 11:00 am

- **“Trends in Employee Benefits, Employee Engagement, Recruitment & Retention”** presented by Nataliya Stone, Senior Vice President/Shareholder at Holmes Murphy
 - *Session description*
 - Labor shortages are affecting all industries and are creating challenging business dynamics for many organizations including, community providers. At the same time inflation is at the record high levels and healthcare costs continue to rise.
 - *About the presenter*
 - This session will address how community providers can improve employee benefits, transform their communication to help them recruit and retain best talent while they are enhancing employee engagement. Additionally, presenters will discuss trends in the marketplace, cost savings opportunities, compliance updates, merit increases, hybrid work landscape and emerging employee benefit solutions, employee engagement, and communication practices.
 - *About the presenter*
 - As a key player of Holmes Murphy & Associates, Nataliya is dedicated to providing creative solutions and tools her clients need to design their employee benefit programs. Nataliya is a frequent speaker on Health Care topics at local, regional, and national industry events. She is currently working on her Doctorate Degree and enjoys teaching employee benefits to the graduate students at Drake University as an Adjunct Professor. Nataliya earned her bachelor's degree in finance and her master's in business administration at Drake University. In addition, Nataliya holds her Certified Employee Benefit Specialist (CEBS), Group Benefit Associate (GBA), and Retirement Plan Associate (RPA) designations.
- **“Innovative Telehealth for I/DD Members”** presented by Dr. Maulik Trivedi, FACEP, Chief Strategy Officer at StationMD; Jennifer Robbins Program Director, Molina Healthcare
 - *Session description*
 - *About the presenters*
 - **Dr. Maulik M. Trivedi** is a board-certified Emergency Medicine physician in practice for over 20 years. He has served as the chairman or associate chair of several emergency departments. He has also been an integral part of the core leadership of Emergency Medicine provider groups in the region. He is a recognized national speaker and thought leader on the use of technology and telehealth solutions to positively impact medical care and foster independence for people with IDD. He continues to practice as an ER doctor in the NYC area. He and his family currently live in midtown Manhattan.
 - **Jennifer Robbins** is a Program Director for Molina Healthcare Services. She is passionate about developing healthcare systems and building programs to help

members live their healthiest lives. She has 20+ years in the LTSS service system to include the redesign of the Behavioral Health System for both children and adults. Jennifer holds a master's degree in Psychology from the University of Phoenix. Most recently she served in the capacity as the CEO, for South Central Behavioral Health Region. One of her many accomplishments include building crisis programs for both children and adults with disabilities. She has served on numerous committee's the most recent being the Mental Health Planning Council where she represented public and private entities. Jennifer is married and has two daughters. She enjoys running, playing golf, and spending time outside with her family and two dogs.

- **“GoodLife Delivered: Solutions to Stabilized Your Workforce”** presented by Dr. Mike Strouse, President/CEO of GoodLife Innovations, Inc.

- *Session description*

- Join Dr. Mike Strouse and the team from GoodLife University as they share tangible and meaningful solutions that will stabilize your workforce while improving the lives of the direct support caregivers (DSPs) who make your mission possible.

This session will deliver a fast-paced, high-level overview of GoodLife U's evidence-based initiatives for improving the capacity and consistency of your DSP workforce. We will highlight GoodLife U's 1) recruiting and hiring strategies, 2) training approach and early on-the-job support for new DSPs, 3) five-faucet approach for staffing schedules, 4) pay and paid time-off strategies, 5) replacement staffing and vacancy management strategies, and 6) unique benefit strategies for DSPs. We will also present an overview of the metrics we use to assess the quality and stability of our own Kansas workforce of about 350 DSPs, where, as of January 2023 we have zero net DSP openings.

- *About the presenter*

- **Dr. Michael Strouse** is the President/CEO of GoodLife Innovations, iLink Technologies, and The Strouse Group, Inc. He holds a courtesy faculty appointment with the Dept. of Applied Behavioral Sciences at the University of Kansas. Dr. Strouse has worked for over three decades on the development and use of innovative solutions for helping community service providers effectively manage direct labor cost while providing best practice support for a variety of dependent populations.

- **“CareBridge 24/7 Program Informational Session”** presented by Melinda Henderson, Chief Medical Officer at CareBridge; Justin Schieffer, Senior Director Long Term Services and Supports; and Bryan Sanders, Senior Vice President, Population Health and Clinical Operations

- *Session description*

- Providing quality health care across the state can be extremely difficult at times for a variety of reasons, such as a lack of adequate transportation, mobility challenges, physical and mental health complexities, as well as availability for open visits with care providers.

Iowa Total Care has partnered with CareBridge to provide an accessible solution to medical and behavior health care in the home. In this program, tablets are provided at no charge the member for the device and no cost to the member for the connection/data requirements. Join this session to hear client testimonials and other solutions to access to quality health care.

- *About the presenters*

- **Melinda Henderson, MD**, is a physician board-certified Internal Medicine, Geriatric and Hospice & Palliative Medicine. She is a fellow of the American Academy of

Hospice and Palliative Medicine and a Certified Medical Director with the Society for Post-Acute and Long-Term Care Medicine. She has spent her career leading both LTSS for health plans and organizations providing compassionate care for seniors, individuals with chronic conditions and people with IDD. She is the Chief Medical Officer for CareBridge. Melinda is committed to improving care for individuals receiving LTSS and Home and Community Based services.

- **Justin Schieffer** has worked in the waiver field for almost 20 years. He has experience at the provider, case management and MCO levels. Justin has been with ITC since January 2019 helping launch the LTSS department and also offering continued support to members, guardians, providers, etc. Justin is one of the Senior Directors of Long-Term Services and Supports.

- **“Resources for Supporting Iowans with Disabilities - Iowa's University Center for Excellence in Developmental Disabilities (UCEDD)”** presented by Lindsey Robertson, Project Director, Money Follows the Person; Mike Lightbody, Program Manager, Iowa COMPASS; Torie Keith, Program Manager, Center of Excellence for Behavioral Health

- *Session description*

- When supporting individuals with disabilities, it can be difficult to find all the resources needed to foster a meaningful life in their community. Relentless pursuit of resource connections leads us to new solutions. In support of building healthy communities, Iowa's UCEDD works to assist individuals with lived experiences, family members, provider agencies, state and federal agencies as they address the needs of individuals with disabilities.

In this session, participants will learn about tools for community living capacity building, opportunities for collaboration, and training/technical assistance. Participants will understand the roles and responsibilities of the programs that call Iowa's UCEDD their home. We will share information about projects related to resource connections, community living, employment, self-advocacy, and health and wellness.

- *About the presenters*

- **Lindsey Robertson** currently serves as the Project Director for Iowa's Money Follows the Person (MFP) program, one of six nationally recognized Best Practice MFP states. She has a Bachelor's Degree in Psychology with a minor in Social Work from Simpson College and a Masters in Business Administration from the University of Iowa. She's worked in the human services and disability field for over 20 years in a variety of roles and settings. She's provided direct support in community settings, behavior support in facility and community settings, and managed teams across those environments and scopes of service. Additionally, she serves as a volunteer guardian for two individuals with intellectual disabilities. Lindsey is passionate about person-centered planning and supports, positive behavior supports, and quality service provision.
- **Mike Lightbody** is the Program Manager for the Iowa Compass and Project Recovery Iowa programs at the Center for Disabilities and Development. He has a Bachelor's degree in Psychology and a Master's of Public Health degree in Health Policy with an emphasis on Health Informatics from the University of Iowa and is a certified Community Resource Specialist in Aging and Disabilities. Mike serves on several executive boards and committees including the Iowa Disaster Human Resource Council, the Alliance of Information and Referral Systems, Special Olympics Iowa, HD Waiver Advisory Council, and the Office of Recovery Services Advisory Council. Mike uses his decades of human service experience as a direct support professional and system navigator to advance the connectivity of Iowans with disabilities to the full array of available services and supports.

- **Torie Keith** has worked with individuals with psychiatric disabilities across the lifespan from early childhood to end-of-life in various settings including home and community-based, schools, outpatient, hospitals, and residential care. Torie's work intersected Iowa's behavioral health and disability service system at many levels, providing her unique insights and practical strategies to encourage ethical, equitable care. Serving as the Program Manager of Iowa's Center of Excellence for Behavioral Health, Torie strives to build up structures of support in Iowa's service system through positive, lasting change. Torie holds a Master's in social work and Certificate in Cultural Competence from the University of Iowa.

Keynote, 11:15 am – 12:45 pm

- **“Those Who Laugh, Last!” presented by Juli Burney**
 - *Session description*
 - Community providers enter service with great empathy and the goal of helping people. However, no one understands the challenges until they experience them personally. Stressful challenges can cause compassion fatigue. Good humor is the key to finding our inner strength to battle that fatigue. Everyone has a sense of humor; we just need to learn its potential. We may not always have control over situations in our lives, however we do have control over our responses to them. Humor helps us redefine our perspective to boost our unrelenting ability to make a difference. Come and discover your own delightfulness!
 - *About the presenter*
 - Juli Burney is an award-winning teacher, entertainer and author, Juli makes an amazing connection with her audiences. She is able to entertain with the ability of a headlining comedian while either motivating or instructing with the ease of a topnotch motivational speaker. Juli has been recognized by her state as Artist of the Year, because of her ability to help improve people's lives through humor and effective use of communication tools. She has worked in all 48 continental United States and Canada and has been commissioned by a variety of associations from the National Endowment of the Arts to Fortune 500 companies to develop training programs that stick. She has filmed for Showtime and HBO, along with making several guest appearances on radio and television programs. Her humor is delightful, universal, and enlightening with whatever topic she presents.