

2010 IACP Annual Convention
Scheman Building - ISU Campus
April 20, 21, & 22



SURFING BACK TO THE 1990s

IACP Staff

Shelly Chandler	Executive Director
Hank Hanson	Membership Services Director
Teri Freeman	Communications Director
Ben Woodworth	Brain Injury Training Director
Jennifer Pierce	Administrative Assistant

Education & Training Committee

Carol Mau	Mosaic - Des Moines
Angelique Anderson	Faith, Hope & Charity
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Judi Erickson	Midwest Opportunities
Jeff Morris	Imagine the Possibilities
Brita Nelson	Opportunity Homes
Dorene Rusk	Innovative Industries



Tuesday, April 20

Registration (Lunch on your own)

11:00am - 5:00pm

Your Way, My Way, and the Better Way! - Gale Mote

1:00pm - 4:00pm

This presentation highlights the four critical factors in building win/win relationships: Open, Honest Communication with no Fear; Mutual Trust and Respect; Creative Problem Solving; Balance: Empathy for All Points of View (Listening and Feedback Tips) - Relationships are not 50/50! They are 100/100! Each must want the best for the other. Teamwork is when everyone is committed to each other's success. This motivational workshop provides practical tips for working together, resolving conflict, and creating open communication within and among teams.

Meet the Exhibitors Reception, Sponsored by Molyneaux Risk Solutions

4:00pm - 6:00pm

Kick off the convention right! See what our exhibitors have to offer while attending a fantastic reception filled with great music, refreshments, and plenty of hors d'oeuvres for you to enjoy.

Wednesday, April 21

Registration & Continental Breakfast

7:30am - 8:30am

Trade Show

7:30am - 4:30pm

Who Gets Promoted? What Might be Holding You Back? - Brenda Clark Hamilton

8:30am - 10:00am

This session is about moving forward in your career. Using current research and information gathered from interviews with employers within the community provider industry, we will examine what traits employers are looking for in those to advance within their organization, as well as ten common mistakes employees make that hold them back from getting that promotion.

What's Going On Regarding the 14(c) Subminimum Wage Certificates? - Bobby Silverstein

8:30am - 10:00am

Robert "Bobby" Silverstein has over 30 years of experience analyzing complex public policy issues and developing common-sense legislative and regulatory solutions. As part of the legislative team for ACCSES (formerly the American Congress of Community Supports and Employment Services) Mr. Silverstein will share with us his unique perspective on working with the U.S. Congress and more specifically what's going on in the area of the FLSA Section 14(c) subminimum wage certificates.

Unemployment Options for Nonprofit Organizations - Ellen Johnson

8:30am - 10:00am

This session will provide you with a better understanding of Iowa's unemployment tax system, as well as general information about how to manage unemployment claims more effectively. You may be surprised to learn that nonprofit employers have an option to leave their state unemployment tax system and just pay the state back for any unemployment claims.

Estate Planning for People with Disabilities - Frank Varvaris

10:15am - 11:45am

Frank Varvaris is a Planning Consultant from Cedar Rapids, Iowa. Since 1990, his firm has been specializing in providing services to people who have disabilities and their families. In 1997, Mr. Varvaris drafted House File 492 regarding the use of "Special Needs Trusts" to protect money for persons with disabilities – which is now law in Iowa. In this session, Frank will present an informative PowerPoint presentation showing the steps necessary to properly plan for the future financial well-being of a child, or any other family member, who has a disability.

Utilizing Compensatory Strategies in the Community After Brain Injury - Dave Anders

10:15am - 11:45am

This session will focus on how to help individuals compensate for cognitive deficits after brain injury. Strategies and techniques to help people be more successful in environments of their choice will be discussed and participants will be able to take home concrete strategies on how to work with people experiencing brain injury more effectively. Mr. Anders works as a Speech Language Pathologist at On With Life in Ankeny and has extensive experience working with people experiencing brain injury.

Electronic Documentation - Making the Decision and Implementing the Software

10:15am - 11:45am

If your agency is seriously considering converting to electronic documentation then you won't want to miss this special session. Our distinguished panel features staff members from three IACP member agencies that have purchased three different software products to support their electronic documentation efforts. Find out how they went about making their purchasing decisions and then implementing this new documentation process at their agencies.

Luncheon Program - A Lite Lunch with T. Marni Vos

Noon - 1:00pm

This light-hearted and funny 20-minute presentation will serve as the perfect dessert to Wednesday's lunch.

Wednesday, April 21 (Continued)

Social Media for You and Your Business - Josh Fleming**1:15pm - 2:45pm**

Josh Fleming from Lessing-Flynn, a 103 year old ad agency in Des Moines will dispel the mysteries behind social media. What it is? Why is everyone talking about it? And, how you can use social media for personal or business needs. You'll learn about Facebook, Twitter, YouTube & other social platforms in an open, non-technical, ask-questions-as-we-go type of environment. Learn more about Josh on Lessing-Flynn's award winning blog AdMavericks.com (<http://admavericks.com/>)

A Closer Look at Alternative Methods of Treatment - Erin McNamara**1:15pm - 2:45pm**

Erin McNamara of Apollo Counseling (Des Moines) will share some of her agency's alternative methods of treatment (residential SCL, respite, remedial) and innovative strategies to working with people with disabilities. Find out how their unique approach to the traditional staffing model has not only proved beneficial for their clients but has also contributed to greater staff satisfaction and retention.

How to Conduct an Effective Performance Appraisal - Gary Jones**1:15pm - 2:45pm**

Performance appraisals are your best tool to define an employee's responsibilities and to provide them with constructive feedback on their job performance. In this session, attorney Gary Jones, will share a variety of useful tips on how to turn this sometimes difficult task into a productive exchange for supervisors and staff.

Considerations for a Fuller Life - T. Marni Vos (General Session)**3:00pm - 4:30pm**

Your job, regardless of what it is, does not define you. Your job is just one of the places you go in the course of a week, while you are working on something that is much, much, more important...that is your becoming. If you are working on becoming a grand kind of individual, your work environment will benefit, but so will your family, friends, strangers, and of course, you!

Dinner & Casino Night - Holiday Inn Conference Center**5:30pm - 9:00pm**

This is an all-time favorite! After a spectacular dinner, party the evening away while listening to great music and enjoying a cash bar, prizes, as well as casino games. It's sure to be even better than last year!

Thursday, April 22

Registration & Continental Breakfast**7:30am - 8:30am****Trade Show****7:30am - 11:30pm****The Supervisor's Job: Learn to Develop Your Employees - Don McKee****8:30am - 11:45am**

This session will help you to understand the roll of the supervisor as a performance coach and learn how to develop strategies to develop employees. Performance Consultant, Don McKee, will identify the role of the supervisor; discuss what it takes to be a good supervisor; and provide valuable tips on how to make the transition from lead worker to supervisor.

Getting on the Same Page: Accountability Conversations - Terry Whitson**8:30am - 11:45am**

Some of our toughest conversations involve problems with job performance, either our own or that of someone who works with us. Either way, the key to success is keeping a constructive tone and having a respectful conversation. This interactive session will focus on the excuses we and team members give for lack of personal responsibility; the benefits of accountability; the impact of bottom line, solution driven behaviors; and various techniques for giving and receiving constructive feedback.

Mixing Four Generations in the Workplace: Awareness, Communication, & Sensitivity - Ann Weiss**8:30am - 10:00am**

Today's workforce comprises four distinct generations; each with its own shared history, common biases and core beliefs. At the conclusion of this program, participants will be able to: Define the four generations and their workplace characteristics; Identify the common drivers and value systems of each generation and how those drivers effect motivation and behavior in the workplace; Describe how each generation defines success and understand how the differences effect communication and relationships in the workplace.

Planning for the Future of Your Agency - Gary Jones**10:15am - 11:45am**

Nobody serves as the Executive Director forever. In this interactive session, attorney Gary Jones provides some practical strategies for developing a succession planning model for your agency.

Luncheon Program & Annual Prize Drawing**Noon - 1:00pm**

General Information:

How do I register? Complete the enclosed registration form & mail to: IACP, 7025 Hickman Rd; Suite 5, Urbandale, IA 50322 or fax to: (515) 270-1035. To receive Early Bird rate, IACP must receive all registration forms with FULL payment by April 9, 2010. Checks and credit cards are accepted. Registrations are not complete without payment. Do not bring registration fees to the convention. This registration booklet is also available on the IACP website at <http://www.iowaproviders.org>.

What's included in my registration? Registration includes all breakfasts, refreshment breaks, luncheons, breakout sessions, trade shows, and receptions. Guests may purchase a special pass for Dinner and Casino Night. (See registration for information)

What is the registration deadline & cancellation policy? Deadline for registration is April 16, 2010. An administrative fee of \$50 will be charged for all cancellations received prior to April 15. No refunds will be made for cancellations made after April 16. Registrations may not be shared.

What should I wear to the convention? Attire for the convention is business-casual. Please wear layered clothing as regulating room temperature is often difficult.

What if I have a special need? Please notify the IACP office by April 9 if you have any special services or dietary needs.

Where should I stay? The following three hotels have set aside blocks of rooms with guaranteed rates for IACP convention attendees. Reservations must be made by the deadline noted below to receive the reduced convention rate.

Holiday Inn

Hwy 30 at University Blvd - Exit 146

Rate: \$74 / Single
\$84 / Double

Phone: (515) 268-8808

Deadline: April 2

Best Western

Hwy 30 at University Blvd - Exit 146

Rate: \$89 / King or Queen Suite
Breakfast Included

Phone: (515) 296-2500

Deadline: March 26

Gateway Hotel

Hwy 30 at University Blvd - Exit 146

Rate: \$89 / Single or Double

Phone: (515) 292-8600

Deadline: March 30

A Message From Our President

We need only pick up a newspaper, or switch on the evening news to hear almost daily reports that are filled with gloom and doom. These are trying times indeed; for our country, the state of Iowa, and for providers in particular. As an industry, we have become accustomed to constantly trying to do more with less. Now we find out that there's even less, of less.

As is so often the case, we have a choice to make in deciding how to deal with this latest dilemma. We can constantly remind everyone that the sky is falling and these are the worst of times, or do our very best to focus on what we do so well.

We are in the business of supporting people. That's why we got into this field, to support others in realizing their dreams, desires and aspirations. That's what we do and we do it exceptionally well, regardless of the resources available. I believe that there will be a light at the end of tunnel. Things will get better for our economy and things will get better for our providers and the people we serve. We will get through this.

And that brings me to the subject of our annual convention. What a great opportunity to come together in Ames as a group, to spend time with our colleagues and share our experiences. Another outstanding lineup of speakers has been put together to make this year's convention an excellent one-stop educational extravaganza.

Our theme this year, "Surfing Back to the '60s" wasn't just chosen by accident. Fifty years ago we entered what turned out to be a landmark decade in the history of this country. The younger generation began asserting themselves and challenging the status quo. Not only did more people start asking why, they also started asking why not?

Fifty years later the social revolution that began half a century ago is alive and well. Some of us may be a little older and only a little bit wiser, but in many cases we're still asking the same sort of questions that we started asking back then.

I hope you and members of your staff will join us at this year's IACP Annual Convention & Trade Show. Join us in Ames, feel the vibes, rediscover your mojo, find your smile, and take that attitude back home with you to your family, friends, and coworkers.

Life is a "Long and Winding Road" but we are so very lucky to be able to make that trip.

Thank you for your continued support. I look forward to seeing you at the convention.

David VanNingen - IACP Board of Directors President

P: (515) 270-9495

F: (515) 270-1035

www.iowaproviders.org



2010 IACP Convention Registration Form - PART 1

To receive Early Bird rate, complete registration form and mail or fax with FULL payment by April 9, 2010.

Mail to: IACP, 7025 Hickman Road; Suite 5, Urbandale, IA 50322 or Fax to: (515) 270-1035.

Agency Name: _____

Mailing Address: _____

City, State, Zip: _____

Contact: _____ Phone: _____

Email: _____ Fax: _____

Convention Package - April 20, 21, & 22: IACP Member: Number of Attendees _____ X \$125 = _____

(After April 9, rate is \$150/\$250 per attendee) Non-Member: Number of Attendees _____ X \$225 = _____

1-Day Pass - April 20, 21, OR 22: IACP Member: Number of Attendees _____ X \$100 = _____

(After April 9, rate is \$125/\$200 per attendee) Non-Member: Number of Attendees _____ X \$175 = _____

Dinner & Casino Night - Wednesday Evening: Number of Attendees _____ X \$35 = _____

CEU Fees:* Number of CEUs _____ X \$15 = _____

TOTAL REGISTRATION FEES DUE = _____

* IACP will grant CEUs for licensed social workers and licensed mental health counselors. You are required to pay all fees at time of registration. Complete the appropriate paperwork at the convention and submit to the registration desk BEFORE leaving the convention. Nursing CEUs are not available.

** If you would like to bring a guest to a lunch or reception, please contact the IACP office to make arrangements.

Check One: _____ I am paying by check.....Check # _____ (Payable to IACP; Federal ID 42-1048282)

_____ I am paying by credit card.....Credit Card Type (Circle One): Mastercard Visa Discover

Card Account Number: _____ Expiration Date: _____

Cardholder Name: _____ 3 Digit Code: _____

Cardholder Signature: _____

Cardholder Email (For Receipt): _____

(Registration form continues on the following page.)

Only one copy per agency needed for PART 1 of this registration form.

2010 IACP Convention Registration Form - PART 2

Attendee Name: _____ License Number (for CEUs): _____

Attendee Email: _____

Fill in the corresponding circle next to each session that this attendee will be participating in.

Pre-filled circles indicate general sessions where everyone is invited!

TUESDAY, APRIL 20

- 11:00am - 5:00pm ● Registration (Lunch on your own)
- 1:00pm - 4:00pm ● Welcome! Gale Mote - *Your Way, My Way, and the Better Way!*
- 4:00pm - 6:00pm ● Meet The Exhibitors Reception
Scheman First Floor Lobby - Sponsored by: Molyneaux Risk Solutions

WEDNESDAY, APRIL 21

- 7:30am - 8:30am ● Registration & Continental Breakfast
- 7:30am - 4:30pm ● Trade Show
- 8:30am - 10:00am ○ General: Brenda Clark Hamilton - *Who Gets Promoted? What's Holding You Back?*
○ Disability: Bobby Silverstein - *More Info on Sub-Minimum Wage (14c) Certificate*
○ Executive: Ellen Johnson - *Unemployment Options for Nonprofit Organizations*
- 10:15am - 11:45am ○ General: Frank Varvaris - *Estate Planning for People with Disabilities*
○ Disability: Dave Anders - *Practical Strategies for Cognitive Compensation*
○ Executive: Electronic Documentation - *3 Perspectives from 3 Providers*
- Noon - 1:00pm ● Luncheon Program: T. Marni Vos - *Guest Speaker*
- 1:15pm - 2:45pm ○ General: Josh Fleming - *An Introduction to Social Media*
○ Disability: Erin McNamara - *A Closer Look at Alternative Methods of Treatment*
○ Executive: Gary Jones - *How to Conduct an Effective Performance Appraisal*
- 3:00pm - 4:30pm ● General Session: T. Marni Vos - *Guest Speaker*
- 5:30pm - 9:00pm ○ Dinner & Casino Night (\$35 additional fee per person)
Holiday Inn Conference Center

THURSDAY, APRIL 22

- 7:30am - 8:30am ● Registration & Continental Breakfast
- 7:30am - 11:30am ● Trade Show
- 8:30am - 11:45am ○ General: Don McKee - *The Supervisor's Job: Learn to Develop Your Employees*
- 8:30am - 11:45am ○ Disability: Terry Whitson - *Getting on the Same Page: Accountability Conversations*
- 8:30am - 10:00am ○ Executive: Ann Weiss - *Mixing Four Generations in the Workplace*
10:15am - 11:45am Gary Jones - *Planning for the Future of Your Agency*
- Noon - 1:00pm ● Luncheon Program & Annual Prize Drawing

One copy per attending individual needed for PART 2 of this registration form.