**2018 Annual Conference Breakout Session Descriptions**

***Wednesday, May 2, 8:45 am – 10:00 am***

*Opening Keynote: Jen McDonough – Reducing Workplace Trauma & Drama*

Chaos, trauma, and drama due to communication breakdown is one of the biggest issues facing organizations, communities, and families today. In this fun and engaging session, audience members will learn how to recognize the strengths, weaknesses, fears, stress triggers, communication preferences, and motivators for each of the personality styles so that they can build resiliency, reduce stress, and create drama free environments.

***Wednesday, May 2, 10:30 am – 11:30 pm***

*Gary Jones – Legalities and Realities of Sexual Harassment/Abuse in the Work Place*

Sexual harassment is an important issue that can be disruptive within organizations, impacting employee morale with many possible implications. This presentation will help leaders to understand the legal environment, how to protect your organization, how to communicate around the issue and how to manage risk around investigations. This information is specifically tailored to the unique issues experienced by community-based service providers.

*Diane Hernandez – Power of Collaboration in Employment Services*

Even as the national and statewide unemployment rates drop, the unemployment rate for many populations continues to rise. Customers who continue to struggle in our current economy are those with the most significant barriers to employment and economic independence. The response to these needs: A new style of case conceptualization and strategic planning is necessary to continue assisting the persons we serve move forward. One such strategy is the use of integrated resource teams, which bring together public and private sector representatives, employers, and service agencies to coordinate resources in order to meet the employment and service needs of our shared customers.

*Jen McDonough – Cultivating Courageous Leaders*

Courageous leaders are in high demand and short supply. As history has shown, leaders who have the guts to step forward, take some risks, and lead with courage during times of turmoil and times of prosperity will be winners. While this sounds great on paper, in all reality, how does this work in our busy world today? In this session, leaders will discover how to become courageous leaders both in their professional and personal lives.

*Susan Martin – Managing Compassion Fatigue: How to Rejuvenate Yourself, Your Team, and Your Organization*

Compassion Fatigue also known as Vicarious Trauma Disorder is rising at a phenomenal rate in the Health Care and Human Service Industry. Many factors play into this rise including the ever-increasing severity of illness our clients are presenting in our communities to the increasing use of depersonalizing technology. The symptoms of Compassion Fatigue range from depression and persistent negative attitude to substance abuse and chronic absences. In this training, participants will learn how to recognize compassion fatigue on an individual, team and organization level. Participants will learn authentic and practical ways to manage compassion fatigue in themselves, their teams and their organizations. Participants will learn how to reclaim wellness and joy!

***Wednesday, May 2, 2:00 pm – 3:00 pm***

*Maggie Ferguson – Creating Healthy Inclusive Communities*

Attaining and maintaining good health is critical for people with disabilities to be able to live, work, and engage with their communities, yet Iowans with disabilities experience disparities when it comes to inclusion in health promotion activities, access to health care, and overall health status. According to the Centers for Disease Control and Prevention, Iowans with disabilities report higher incidences of obesity, physical inactivity, high blood pressure, high cholesterol, heart disease, and diabetes than those without disabilities. Beyond assuring health and wellness facilities meet the minimum requirements of the Americans with Disabilities Act, there is a need for innovative, universally designed programming, adaptive equipment, and policies at the organizational, community, and state level that promote inclusion as a matter of practice. This session will highlight inclusive health and wellness programs, policies, and environmental improvements being successfully implemented at the organizational, community, and state levels by Easter Seals Iowa, Siouxland District Health Department, and the Iowa Department of Public Health. Panelists will share examples, lessons learned, and strategies for promoting the health and wellness of all individuals, including many that can be implemented at little or no cost. Panelists will also discuss how their individual efforts have been enhanced through cross-system partnerships and coordination.

*Sherrie McDonald & Lorrie Reddish – Caring for Our Communities of Southwest Iowa*

Caring for Our Communities of Southwest Iowa is a collaboration of agencies that came together initially to reduce readmissions, but then saw the benefit to individuals as well as to the community. The program works to link individuals to the supports available to meet their needs and to encourage individuals to become more engaged in their own healthcare. By the community agencies working together, it has improved the quality of life for individuals and thus improves our communities. It also utilizes the strengths of each community partner more effectively and efficiently.

*Michael Mahaffey – Social Enterprise: The Role of Small Businesses for Community Providers*

One Vision has two thrift stores, a boutique resale store, a greenhouse and produce business, a restaurant, a budding bakery and emerging laundry service. Come and see why they are continuing to explore social enterprise business opportunities and how this all supports their mission of connecting people with purpose. Learn some of the successes and challenges they have faced so that you can apply their experiences to your agency.

*Alex Walker – Championing Technology: Are You a 21st Century Provider?*

In this presentation, you will learn how Crossroads of Western Iowa is using several “cloud based” services to improve efficiency, transform communication and accountability and promote CWI’s mission in the ever-changing digital space.

***Wednesday, May 2, 3:30 pm – 4:30 pm***

*Angie Weis – Achieving Constant, Continuous Improvement*

Every department or level of an organization strives to do what it does better, but are we doing that in the most efficient manner possible? Kaizen is a way of thinking and organizing everything—from the way you work to the way your team works together. This presentation will focus on drawing out the collective talents within any company to create a powerful engine of continuous improvement. One of the greatest benefits of Kaizen is an immediate sense of ownership and authority throughout the entire organization; through the use of these simple tools, your organization has the opportunity to maximize employee engagement and passion about they work you do, from start to finish.

*Casey Wells – Unicorns and Rainbows: How to Boost Staff Morale and Have Better Staff Retention*

Fun and dynamic presentation about motivating and keeping direct care staff in your program to create the best outcomes for members. We will cover the stumbling blocks that many supervisors face and how to get around, go over, or blast through those and make connections with your staff. Staff often don't leave the job, they leave the manager, so figuring out what your staff need from you to make them WANT to do well and stay. We will provide as presenters and with group participation, loads of ideas of how to thank, motivate, connect and have fun with your staff, on a budget. The hope is to have a concrete plan for your specific situation that you can take with you and utilize.

*Gary Jones – HIPAA 25 Years Later*

When we hear the word HIPAA we all think, “that’s the one area I don’t really have to worry about.” But is that really true? HIPAA is the one law that impacts every single provider equally and is probably the biggest exposure or risk for providers. This session will take a look at how HIPAA has changed over the last 25 years, recent enforcement actions, and what providers should be doing to stay ahead of the curve. The stakes are high, and the landscape is changing rapidly, don’t be left behind.

*Sarah Ennis & Ben Woodworth – Results of the Leadership Needs Assessment*

IACP has assessed the strengths of current leadership development efforts and identified the needs for further development of leadership training for IACP member organizations. The results of this assessment will be presented as recommendations for pathways to future success. This presentation will serve as a kick-off for enhanced leadership training efforts through IACP.

***Thursday, May 3, 8:45 am – 10:00 am***

*Barbara Merrill (CEO of ANCOR) – Included. Supported. Empowered.*

***Included. Supported. Empowered.***

On a national level, 2017 was an incredibly challenging year. But the silver lining that emerged from the repeated threats to Medicaid was that, for the first time ever, Americans across the country finally figured out what Medicaid is and what it does for people with disabilities. Now the next step is to tell the story of *who* does it. And *how*. That’s why the ANCOR Foundation has launched a national campaign to tell the story of how providers are transforming lives and why it is so important to support a healthy and diverse community provider network. Join Barbara Merrill for a retrospective on lessons learned from the 2017 Medicaid reform debate, and how you can help ensure the success of the *Included. Supported. Empowered.* campaign.

***Thursday, May 3, 10:30 am – 11:30 pm***

*Courtney Sand - Caregiver Approach and the Client Experience*

My presentation focuses on the importance of caregiver approach; more specifically, an intentional, person-centered, empathic approach. This is, by far, the most difficult behavior management strategy to teach staff, but it is, without a doubt, the most powerful behavior management tool I could ever hope to teach them, because if they can master this…so many challenging behaviors “magically” seem to fall away, and the other behavior management strategies that I write into participants’ Behavior Support Plans become seemingly effortless for them to implement. My presentation also focuses on Applied Behavior Analysis 101, which in the state of Iowa, is a field still in its infancy. I moved here from California after I received my master’s degree to raise a family and help bring the field of ABA to Iowa. A portion of my presentation covers some of the basics of Applied Behavior Analysis to give attendees a taste of the field that I am so passionate about and how its theories and techniques can benefit individuals with TBIs.

*Derek Laney – Can We “Manage” Advocacy?*

Managed Care presents challenges to all Medicaid members and to the community service providers who support them. Difficulties with authorizations, billing, and communication are common. But providers are also challenged by the radically different view of service Managed Care presents -- a model that requires providers to consider new limits and balance competing values in ways that don't fit well with the mission of individualized inclusion. This presentation will compare and contrast Advocacy with Managed Care and offer support to Providers with decision-making best practices to serve their consumers and pursue their agency mission. The presenter(s) brings 20 years of advocacy experience from three states affected by managed care.

*Roger Stortenbecker – Building a Strengths-Based Organization*

There is no better way to empower people than to see each person in terms of his or her strengths. When people know what makes them talented and unique, they learn how to perform better in their job, to build better relationships, and be a better teammate. They feel like they’re improving every single day. When people get to use talents every day they are 6 times more likely to be engaged. Engaged employees lead to engaged customers. Learn what more than 90% of Fortune 500 companies do to increase employee engagement.

*Chris Blake – Embracing Change and Fostering a Culture of Happiness*

Does your organization have a strategic focus on culture and employee engagement? Culture is difficult to define, yet we know when we’ve walked into a workplace with a strong culture. Culture plays a vital role in employee engagement, retention and ultimately the quality of service delivery to our clients. In this session, we will discuss how to nurture culture during times of growth, what an engaging culture looks like, and why it’s essential to your organization’s success.