**Wednesday, April 17th**

8:00-8:45 am **Breakfast with Exhibitors**

8:45-10:00 am **Keynote:** ***The Healthiest, Happiest, and Most Productive Organizational Cultures*** (Benton Auditorium)

**Rick Foster and Greg Hicks FosterHicks**

Based on their years of research across 70 countries and their work in global corporations and major healthcare organizations, Rick Foster and Greg Hicks bring together Leadership, Happiness, Biochemistry, and Neuroscience to present the hallmark practices of the most resilient and high-trust teams and organizations around the globe. This session will be fast-moving, fun, interactive, and will present immediately-usable tools and practices.

10:00-10:15 am **Break with Exhibitors**

10:15-11:30 am

Senior Leadership Track

***The Foster-Hicks Model for High Trust and High Productivity Executives and Executive Teams*** (Benton Auditorium)

**Rick Foster and Greg Hicks FosterHicks**

Foster and Hicks share years of experience in international corporate and healthcare systems in this presentation on the tools, attitudes, and behaviors of the highest-functioning and most profitable senior leaders and their teams. Everything discussed in this session is based on the morning Keynote presentation and will provide concrete, tactical, and practical tools and techniques that can be implemented immediately by the participants.

Human Resources Track

***Effective Compliance Programs in the World of Behavioral Health*** (Room 250-252)

**Amy Tepp**, *Partner, Director of Revenue Cycle***Eide Bailly LLP**

**Rachel PuglianoEide Bailly LLP**

This session will focus on the seven essential elements of a compliance program and how each of those elements may look in a variety of organizations. We will cover how to conduct a risk assessment, along with how to compile those findings into an annual audit program. Lastly, we will cover how to tailor a compliance program to the size and mission of the organization as well as creating a culture of compliance amongst your stakeholders.

Mid-level Leadership Track

***EPIC Interventions: How Proactive Supports Produce Positive Outcomes for All*** (Room 175-179)

**Tony Raymer**, *Director of Clinical and Community Services* **Candeo**

**Jordan Murphy**, *Behavior Support Specialist* **Candeo**

**Denise Ballo**, *Behavior Support Specialist* **Candeo**

This presentation outlines Candeo’s EPIC program, an initiative funded by the Iowa Attorney General-Crime Victim Assistance Division to empower individuals with ID, CMI, and TBI to live rich meaningful lives through person-centered proactive supports. EPIC utilizes the social determinants of health to construct support programs that meet the unique needs of the individuals served. Recognition of Integrated Experience is also a crucial component of successful behavior supports. The EPIC team prioritizes DSP training, appreciation, and holistic wellness as key elements to organizational success in a Managed Care environment. This proactive approach demonstrates efficacy through increased self-reported client satisfaction and decreased hospitalization, incarceration, exploitation, or other types of victimization.

Technology Track

***What Business Intelligence Can Do for Your Operations*** (Room 260-262)

**Sam Olson**, *Senior Business Intelligence Specialist* **Eide Bailly LLP**

Attendees will be introduced to the application of business intelligence, what BI means, and how leaders of community-based organizations can leverage this technology to improve operations and decision making. We'll discuss how you decide which metrics are important to your organization and should be included in your BI strategy. The presentation is designed to provide the attendee with clear understanding of how their organization can benefit from a BI solution.

Programs & Services Track

***Aging and IDD—A Changing Landscape*** (Room 167-171)

**Sherry Neal**, *Clinical Director* **Health Risk Screening, Inc.**

Persons who have an intellectual or developmental disability (IDD) are aging. In the 1930’s, most persons did not live past their early to mid 20’s. Now the expected life expectancy, depending on co-morbidities and severity of IDD, is near their neurotypical peers. Most person’s with IDD reside with a family member and not in other community settings or group home. As the family caregiver ages AND the persons supported ages, it becomes an untenable situation. This presentation will give some tips for successful transitions from the family home.

11:30-12:30 pm **Luncheon Program:**

**Relentless Advocates Award**

12:30-1:30 pm **Plenary: *Inside the Beltway: Advancing Policy in Times of Turbulence***

**Barbara Merrill**, *Chief Executive Officer* **ANCOR**

With the national media breathlessly reporting on a fresh scandal almost daily, it’s difficult to sift through the headlines to see where the Administration and Congress are working to substantively address disability issues. But much work is happening – from members of Congress introducing legislation focused on subminimum wages, expanding the entitlements, and addressing workplace violence to the Administration, considering or issuing new rules or guidance impacting FSLA, EVV, and the HCBS settings rule. Join Barbara Merrill, CEO of ANCOR, for a lively look at how together we can impact these developments.

1:30-1:45 pm **Break with Exhibitors**

1:45-3:00 pm

Senior Leadership Track

***Values Based Purchasing—Your Outcomes are Worth More Than Your Revenue*** (Room 250-252)

**William Maroon**, *Director of Business Development and Innovation*  **RHD**

**Gina Hiler**, *Regional Director* **Resources for Human Development**

Value Based Purchasing is coming fast, and many providers don't feel like they are prepared. Resources for Human Development currently has seven Value Based Payment contracts. We have basic Pay for Performance contracts to more complex Bundled Rates associated with our CCBHC. We are currently in negotiations with MCOs regarding a potential Shared Savings and/or Shared Risk agreement. We are presenting a model to various MCOs to engage and work with "super users" as they frequent emergency rooms. We've faced many challenges in our negotiations and will hopefully report on the success of these efforts at the conference.

Human Resources Track

***Frontline Supervisors: The Critical Role*** (Room 260-262)

**Claire Benway***, Coordinator, PCT Mentor Trainer* **University of Minnesota**

Frontline supervision is vital to the success of an organization. This session will take a deeper look in to assessing candidates for this critical role, including recruitment and selection as well as understanding personal organizational readiness for this role. (Selection, candidates’ assessment, career paths, strengths, organizational readiness)

Mid-Level Leadership Track

***The Heart of Leadership for Managers and Supervisors*** (Benton Auditorium)

**Rick Foster and Greg Hicks FosterHicks**

Based on the Foster-Hicks model, Rick and Greg will present the tools and attitudes that are most effective in managing people as well as how to use management skills to create a cohesive, high-trust culture. This presentation will be fast-moving and engaging, both, for participants who are attending solo and those attending in teams.

Technology Track

***TBD*** (Room 167-171)

Programs & Services Track

***Pearls from the Tsunami of Brain Injury Research—Non-Medical Interventions for You, Your Staff, and the People We Serve*** (Room 175-179)

**Geoffrey Lauer**, *Executive Director* **Brain Injury Alliance of Iowa**

This presentation will offer evidence-based and research informed environmental changes that are both accessible and affordable to better adapt and manage some of the challenges to living well in 2019 and beyond.

3:00-3:15 pm **Break with Exhibitors**

3:15-4:30 pm

Senior Leadership Track

***Tough Times in this Managed Care Era: The Value of Stream Mapping***

(Benton Auditorium)

**Dean Bliss** **TransAmerica**

*Lead Process Engineer*

**Matt Garcia** **Western Home Communities**

*Chief Business Development and Performance Improvement Officer*

Business can be tricky in this era of managed care. How can an organization be more efficient? Better? Value stream mapping is a lean enterprise technique used to document, analyze, and improve the flow of information required to produce a service.

Human Resources Track

***Frontline Supervisors: Setup for Success*** (Room 260-262)

**Claire Benway***, Coordinator, PCT Mentor Trainer* **University of Minnesota**

DSP, management, and human resources professional is all in the job description of a frontline supervisor. This session will focus on understanding the organizational process needed to support this critical role, including training programs, boot camps, job descriptions, and organizational culture.

Mid-Level Leadership Track

***Outcome-Based Practices: Moving from Quantifying the Process to Marketing the Product*** (Room 175-179)

**Angie Weis Community NeuroRehab**

*Quality Improvement Director and Compliance Officer*

Is the data your organization collects driving service delivery or has it got caught in the pit of merely fulfilling risk management requirements? Through this presentation, participants will learn how to harness the momentum of current quality improvement processes into dynamic benchmarks validating outcomes obtained through service delivery.

Technology Track

***Investing in Your Future: Why Data is Your Agency’s Currency*** (Room 250-252)

**David Bucciferro**, *Senior Advisor* **Foothold Technology**

For some, data is a scary four-letter word. It doesn’t have to be. When used strategically, data can give your agency great power and responsibility. It can also be a tool you can use to invest in your future. With a greater emphasis on payment structures focused on value vs quantity, you need to have a greater understanding of what data is and how it can be used. In this session, we’ll demystify data and share examples of how agencies are identifying what to measure, what to share, and how to use it to enhance their work and support the individuals they serve. If you’re ready for a greater understanding of how to market your services and fuel your sustainability, join us to learn practical tips on how to reinvent your organization’s relationship to data.

Programs & Services Track

***I-START*** (Room 167-171)

**Jim Aberg**, *I-START Program Director, Consultant* **County Social Services**

For agencies committed to quality, individualized service delivery for people presenting challenging and unique needs, you won’t want to miss this opportunity to learn more about this resource. Iowa (I)-START provides prevention and intervention services to individuals with intellectual and/or developmental disabilities (IDD) and mental health needs through crisis response, training, consultation, and outreach. Learn how to access and utilize I-START services at your agency.

4:30-6:00 pm **“Meet the Exhibitors” Reception**

7:30-10:00 pm **Social Networking Reception**

Cardinal & Gold Room at the Gateway Hotel & Conference Center

**Thursday, April 18th**

7:30-8:45 am **Executive Director Breakfast**

8:00-8:45 am **Breakfast with Exhibitors**

8:45-10:00 am ***Agile Practices and Mindset*** (Benton Auditorium)

**Nate Adams**, *Software Architect/Agile Coach* **NewBoCo**

10:00-10:15 am **Break with Exhibitors**

10:15-11:30 am

Senior Leadership Track

***Your Brain is Broken, and You are Bad at Making Decisions: Why Agile Thinking Can Help You*** (Benton Auditorium)

**Nate Adams**, *Software Architect/Agile Coach* **NewBoCo**

The human brain is good at a lot of things, but living and making decisions in our modern world typically isn't one of them. Learn about some of the ways our brain works less than optimally in decision making scenarios and how to stack the deck in favor of not totally messing things up. After exploring some of these concepts (they're features, not bugs, am I right?), we'll talk about why thinking in increments and iterations and using empirical decision making can help us be more awesome.

Human Resources Track

***S.A.V.E. Yourself*** (Room 260-262)

**Chad Sheehan**, *President* **Sheehan Strategic Solutions**

This presentation will empower attendees to be survivors if ever confronted by active shooting event. Knowing what your options are and having a survival mindset are key. You will leave EMPOWERED!

Mid-Level Leadership Track

***The Art of Servant Leadership*** (Room 250-252)

**Steve Hendricks**, *Business Development Director* **Scioto Properties**

In the 2019 workforce, we have Baby Boomers, Gen Xers, Millennials, and now Gen Zers. They all have something in common, wait for it…different communication styles and different communication methods! Consequently, we not only fail to understand what others are saying, we do not even understand the means in which it is said! The communication challenge has never been greater for leaders. Leadership language today needs to cross generational lines, scale barriers, and bridge divides. The art and language of Servant Leadership is the prose to use for all generations!

Technology Track

***Accessing Smart Devices: Low-Tech to High-Tech Solutions*** (Room 167-171)

**Kim Karwal** **Easterseals Iowa**

*Rural Rehabilitation and Assistive Technology Center Coordinator*

*Accessing Smart Devices: Low-Tech to High-Tech Solutions* will introduce participants to Assistive Technology and the Easterseals Iowa Assistive Technology Program services, including Information and Referral, Durable Medical Equipment Loan, Demonstration, Lending Library, and the online Assistive Technology Exchange. The presentation will provide a hands-on demonstration of smart phone and tablet holders that are home-made and commercially available, allowing participants to build a smart phone holder that they can take with them to enhance their ability to educate other team members. Participants will leave with a new motivation for implementing Assistive Technology to support the workforce and individuals with disabilities.

Programs & Services Track

***IPS Supported Employment 101*** (Room 175-179)

**Jackie Pogue**,*Trainer and Consultant*   **IPS Employment Center**

Individual Placement and Support (IPS) is an evidence-based practice for helping people with mental illness find and keep competitive jobs. This workshop will provide an overview of IPS, including the rationale, practice principles, and research. Come learn why IPS is growing around the world and how your program can implement it too.

11:30-11:45 am **Break with Exhibitors**

11:45-12:45 pm **Closing Session**: **Something to Think About** (Benton Auditorium)

**Gary Jones**,*Attorney* **Midwest Compliance Associates**

A look back at the common themes of the conference-How do you integrate those into your leadership style? Find out what is the North Star of your organization.

12:45-2:00 pm  **Luncheon Program:**

**Frontline Supervisor Award, and Annual Prize Drawings**