

2024 Fall Conference Speaker & Session Information						
Day, Time & Track	Session # & Title	Session Description	Speaker First Name	Speaker Last Name	Job Title	Organization
Thurs., Oct. 24th 9:30am Keynote	Keynote - Session 1 Why Kindness Works, at Work (and Especially on the Frontline)	Most people at work feel they've never been appreciated by their bosses. More people than ever feel angry at their jobs. Many frontline workers are facing higher rates of incivility in their day-to-day lives than ever before. This doesn't have to be the case. Expanding on my "Handbook of Humanity" I will share a series of personal and professional stories, examples, and data to help 'you' create a culture of kindness in everything that you do - something that's good for business. Something that's good for people too	Adriann	Negreros	Project Leader	Boston Consulting Group
Thurs., Oct. 24th 10:45am Leadership	Session 2 Leading With Emotions: How to Tap the Most Underused Resource as a Leader	this session will delve into the complexities of the current labor market (with a frontline focus) and provide a set of specific tips and strategies that leaders can take to both attract, retain, and elevate the experience of all their employees. The session will provide a common fact base for the audience, and then provide space to discuss/debate specific recommendations for leaders to take back to their organizations	Adriann	Negreros	Project Leader	Boston Consulting Group
Thurs., Oct. 24th 10:45am Human Resources	Session 3 So You Have a Queer Employee! Now What? Being a Safe Zone Employer	This session will provide education and awareness surrounding Sexual Orientation, Gender Identify, Gender Expression and how you can provide a welcoming and tolerant workplace. The session will provide participants with an understanding of appropriate interactions, language, vocabulary and supports consistent with providing a supportive, affirming, and safe working environment.	Anthony	Kirkby	Board of Trustees for CANAPI Akron	CANAPI
Thurs., Oct. 24th 10:45am ICF	Session 4 ICF/IID Reimbursement	This session is focused on all things ICF Reimbursement! We will walk through the Ohio ICF Reimbursement system including each cost center that comprises the total per diem rate and associated allowable costs. We will provide examples and explain the rate calculation methodology. Each rate component will be covered including ceilings, case-mix trends, inflation factors and efficiency opportunities. Based on legislation surrounding House Bill 33, we will discuss the rate calculations and implications for FY25 rates. Additionally, we will walk through examples of the capital fair rental value calculations and provide scenarios to demonstrate opportunities for providers.	TJ	Ely, MBA	Senior Manager	Plante Moran, PLLC
			Co-Speaker: Denise	Leonard, CPA	Partner	Plante Moran, PLLC
Thurs., Oct. 24th 10:45am Hot Topics	Session 5 Empowering Supervisors Against Workplace Bullying: Understanding, Prevention, and Intervention	This session empowers supervisors to tackle the complexities of workplace bullying by providing them with the tools to understand the psychological factors that drive such behavior, including low self-esteem, insecurity, power dynamics, and unresolved trauma. Participants will learn to recognize and address the full spectrum of bullying tactics, from overt aggression to subtle undermining. Additionally, they will develop proactive strategies to create a respectful workplace where bullying is not tolerated, and they will gain the skills to effectively intervene and address bullying behavior within their teams. Objectives: <ul style="list-style-type: none"> Participants will be able to identify and analyze the psychological factors that contribute to bullying behavior. Participants will gain the ability to recognize bullying tactics and will develop strategies to address these behaviors effectively. Participants will acquire the skills to intervene and address bullying behavior within their teams confidently and effectively. Participants will develop coping mechanisms and strategies to maintain their own well-being when faced with challenging workplace dynamics. 	Debra	Easley	President	Academy for Professional Development
			Co-Speaker: Thomas D.	Swartz	B.A., M.Ed	The Academy for Professional Development
Thurs., Oct. 24th 10:45am Sponsored Session	Sponsored Session The Provider's Edge	Join us to explore insights gathered from agencies nationwide on how to leverage new processes and technology to enhance your business's care quality, profitability, and growth trajectory. Learn to accurately identify and define challenges within your agency and develop strategic solutions. Discover how technology can propel your business forward, beyond merely replicating traditional methods. Find out how Giv can support you in addressing common pain points and driving innovation in your agency.	Danny	Laneri	VP Business Development	giv.plus
Thurs., Oct. 24th 1:00pm Leadership	Session 6 Putting the Pieces Together to Build Organizational Culture	Discover the impact of organizational culture in this engaging session. Unpacking the reasons why organizational culture matters, how organizational culture exists in all organizations, whether it has been fostered or not, and how leaders can shape organizational culture rather than have it shaped for them. Participants will explore how culture shapes employee engagement, productivity, and the overall success of your program or agency and take a deeper look at how organizational culture is built by day-to-day managerial practices, not phrases, books and buzzwords. Learning Objectives: After attending participants will: - Understand the importance of organizational culture - Identify key principles and practices that build organizational culture - Have a framework to begin thinking about their own organizational culture - Explore managerial practices that help build organizational culture from the ground up	Dan	Connors	President/CEO	St. Joseph Home

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Thurs., Oct. 24th 1:00pm Human Resources	Session 7 Building an Intentional Culture: One Agency's Path to Diversity and Retention	This presentation is a case study of LADD's work to create an intentional and diverse culture. The presentation will look at this work started by LADD in 2018 to both evaluate workplace trends related to the demographic makeup at all levels of the organization as well as the work to create an intentional culture to support LADD's workforce. This intentional culture which is called the LADD Way is an intentional workplace cultural guide that lays out organizational fundamentals and behaviors for each fundamental that helps staff understand and execute on the fundamentals. The presentation will review LADD's journey, talk about The LADD Way fundamentals, and look at the demographic shifts and learnings over the past five years. The presentation will also look at how this intentional effort has helped with staff retention and employee turn-over. Learning Objectives: 1. Learning LADD's step by step process to building and intentional culture. 2. To be able learn from the pitfalls and mistakes experienced in LADD's process. 3. Exposure to the results.	Susan	Brownknight	CEO	Living Arrangements for the Developmentally Disabled (LADD, Inc.)
Thurs., Oct. 24th 1:00pm ICF	Session 8 Soliciting and Giving Feedback - A Communications Model	The audience/participants will be able to: 1) State a very important concept in the communications process 2) Summarize a common pitfall occurring in the absence of feedback 3) In the Johari Window model, name each of the four windowpanes 4) In the Johari Window model, explain how you can change the size of each windowpane 5) What are the four extreme windowpanes called? 6) Name at least three of the "guidelines" for effective feedback The "proposed audience" would be anyone in either management (administrators, CEOs, etc.), staff, or other employees (e.g., Direct Support Professionals and others).	Harris	Capps	Parent/Guardian, Major, USAF, Retired	Parent Advocate
Thurs., Oct. 24th 1:00pm Hot Topics	Session 9 Highlights from the 2023 Direct Support Professional (DSP) Compensation Survey	This session will provide an overview of the Direct Support Professional (DSP) workforce based on the responses from agency providers of HPC and/or Adult Day services. 1. Overview, purpose, history, and legislative requirements of the Direct Support Professional (DSP) Compensation Survey. 2. Highlights from the 2023 and early 2024 results, including average hourly wages, total compensation, benefits, tenure, turnover, and recruitment strategies for DSPs. 3. Preview of future reporting requirements, including the CMS access rules that are related to data collected in the DSP Compensation Survey.	Rachel	Blick	Strategy and Innovation Manager	DODD
		Co-Speaker:	Jill	Dannemiller	Chief Data Officer	DODD
Thurs., Oct. 24th 1:00pm Sponsored Session	Sponsored Session Strengthening Connections: Using DiSC Catalyst to Build Better Teams	In today's dynamic workplace, fostering strong relationships across all levels of an organization is key to driving success. This interactive session will explore how Gladegy Consulting leverages the power of personality assessments, specifically the DiSC assessment on Catalyst, to bridge communication gaps and enhance collaboration between Direct Support Professionals (DSPs) and their supervisors, Managers and Directors, and Directors and Executives. Participants will engage in a hands-on case study that demonstrates the practical application of these assessments in real-world scenarios. Discover how this approach has helped our clients strengthen relationships, increase retention, and boost employee engagement. By using DiSC on Catalyst, we've been able to sort through common conflicts that arise within teams due to differing priorities, tendencies, and motivators. By the end of the session, attendees will have a deeper understanding of their own personality styles and how to adapt their communication strategies by "borrowing behaviors" to build more effective teams. Session Objectives: 1. Understand the Role of Personality in Workplace Relationships: Learn how different personality styles can influence communication, conflict resolution, and collaboration across various levels of an organization. 2. Apply DiSC Catalyst Insights to Strengthen Professional Relationships: Participate in a case study showcasing how the DiSC assessment can be used to resolve common workplace challenges, including conflicts stemming from differing priorities and motivators. 3. Develop Personalized Communication Strategies: Gain practical tools to tailor your communication approach based on the DiSC profiles of your colleagues, enhancing mutual understanding and productivity. Join us to see how understanding and leveraging personality differences can transform your team dynamics, resolve conflicts, and drive your organization forward.	Stacy	Sufka	Founder & CEO	Gladegy Consulting, LLC
Thurs., Oct. 24th 2:15pm Leadership	Session 10 Non-Profits Play an Important Role in the Economic Stability of the Local Economy	Non-Profits in the Human Services space (Including our sector), have an impressive economic impact to economy of a city, county and state. This presentation will outline the 2024 Economic and Fiscal impact study of Human Service Organizations in Hamilton County. 1. Provide an overview of a professional study recently provided by the University of Cincinnati on the Economic Impact of Non-Profit Human Services organizations on the local economy. 2. Provide concrete real-life examples of how to organize with a broader human service industry when advocating for funding, community engagement and targeted social determinate's of need. 3. Provide a real life example on IDD providers can organize locally to support each other as well as create partnerships with other Human Service organizations.	Jamie	Steele	President/CEO	Ohio Valley Residential Services

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Thurs., Oct. 24th 2:15pm Human Resources	Session 11 Permissible Releases of Information under HIPAA	This course will clearly delineate what constitutes a proper release of private information under the federal Health Insurance Portability and Accountability Act (HIPAA). Topics will include: * Permissible Releases of Information * An Individual's Rights to Medical Information * Valid Authorizations for Release of Information * Revocation of Consent * Psychotherapy Notes * Media Releases Learning objectives and competency building for: * Creating procedures for the release of private information; * Evaluating requests for the release of private information; * Understanding regulatory obligations for prompt response to requests; * Having necessary forms in place for required documentation.	Diane	Evans	Founder	Guarded Edge, LLC
Thurs., Oct. 24th 2:15pm ICF	Session 12 From Stuck to Unstoppable: Using LifeCourse Tools to Break Through Barriers	Get hands-on practice using Charting the LifeCourse tools for challenging situations and difficult conversations. After completing this session, participants will be able to use selected Charting the LifeCourse tools to support: - Ongoing planning and data collection at the individual and organizational level - Continued forward momentum and progress as challenges arise - Development and recognition of outside the box opportunities and possibilities for their agency and the people they support	Jenna	Allen	Transition to Adulthood Consultant	OICALI
		Co-Speaker:	Britta	Hough	Community Life Engagement Project Manager	DODD
		Co-Speaker:	Celia	Schloemer	Senior Specialist, Community Engagement	University Centers for Excellence in Developmental Disabilities
Thurs., Oct. 24th 2:15pm Hot Topics	Session 13 All About the DODD Supported Decision-Making Grant	This session will inform participants about the DODD Supported Decision-Making Grant funding, timelines, goals, partnerships, and progress. Learning Objectives: Participants will know the 1. Purpose of the grant 2. Scope of the grant 3. Progress with grant outcomes.	Kristen	Henry	Executive Director	Advocacy and Protective Services, Inc. (APSI)
Thurs., Oct. 24th 2:15pm Sponsored Session	Sponsored Session Igniting the Power of a Brand: A Fireside Chat with Michelle Madden & Chris Page	Join us for an engaging fireside chat featuring two trailblazers in our field, Michelle Madden, CEO of Independence of Portage County and Chris Page, CEO of Threshold Residential Services, as they discuss how taking on the challenging task of rebranding their organizations has impacted the services they provide and the teams they lead. Known for his goal-oriented leadership and community involvement, Chris Page has transformed Threshold Residential Services through collaboration, innovation, and a deep commitment to positive change. Michelle Madden, with over 25 years of experience, has driven significant operational and financial achievements at Independence of Portage County. Her leadership is marked by a strong focus on employee growth, stakeholder relationships, and securing critical funding for developmental disabilities services. In this insightful conversation, Erin Sogal of TrailBlaze Creative, will moderate a lively conversation with Chris and Michelle as they share their experiences, discuss their approaches to leadership and community engagement, and offer valuable perspectives on navigating challenges and positive outcomes of building their organizations' brands. Don't miss this opportunity to gain inspiration and practical insights from two leaders who are shaping the future of their organizations and communities.	Erin	Sogal	VP of Inspiration	TrailBlaze Creative
		Co-Speaker:	Tim	Hindes	CEO	TrailBlaze Creative
Thurs., Oct. 24th 3:30pm Legislative Update	Session 14 Legislative Updates	Join Pete and Christine for a moderated panel discussion on all things General Assembly. The pair will be exploring some of the large looming questions as election day nears. What are the predictions for the election? Who are Capital Square lobbying professionals anticipating will take General Assembly leadership roles? Who are going to be the DD system's legislative champions? How could leadership decisions impact budget negotiations? What should providers be doing now to prepare for budget advocacy? We hope you will join this informative session!	Christine	Touvelle	Director of Advocacy	Ohio Provider Resource Association
		Co-Speaker:	Pete	Moore	President and CEO	Ohio Provider Resource Association

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			Co-Speaker: Anthony	Kukura	Manager of Advocacy and Governmental Affairs	I Am Boundless
			Co-Speaker: Jennifer	Riha	Chief Strategy Officer	I Am Boundless
Fri., Oct. 25th 9:00am Day & Employment Services	Session 15 Social Connection Pilot	The Licking County Board of Developmental Disabilities began an innovative approach to support people that are missing "something" in their daily lives through social connections coaching. "Social Connections Coaching" means services for the purpose of connecting individuals to social opportunities within the community and training to ensure those individuals are able to independently maintain those connections upon conclusion of this funded service. This session will share the process used from the intake meeting, service delivery, training and connection approaches to fading of support and retention supports. Learning objectives include: 1. innovative approaches to address loneliness of persons served 2. approaches to reduce long term dependence on paid supports for social connections 3. training strategies for direct support professionals and individuals served	Mary	Thompson-Hufford	CEO	The Fuse Network
			Co-Speaker: Mallory	Warrington	Customer Guide	The Fuse Network
			Co-Speaker: Angie	Finck	Director of Provider Relations	Licking Co. Board of DD
			Co-Speaker: Kamaya		Person Served	
Fri., Oct. 25th 9:00am Healthcare	Session 16 Why Should Our Frontline Staff be Mental Health First Aiders?	1.) Mental Health First Aid awareness- Why it is important to have at your agency, train frontline staff, creating a culture of acceptance and awareness for mental health. (Just as we do with CPR First Aid) 2.) The ALGEE plan for MHFA. ALGEE represents the steps as an MHFAider to recognize signs and symptoms of a mental health challenge and crisis, approach someone in crisis, and provide resources, information, and recovery help. 3.) Learners will gain knowledge on the steps to become an MHFA, become a trainer, and information on certification (3 years through the mental health council)	Bethany	Crooms	BSW, M.Ed	Welcome House, Inc.
Fri., Oct. 25th - 9:00am - 10:00am Residential Waiver	Updated Session 17 The Trust Factor: Unlocking High-Impact Relationships Across All Levels	<p>What would change if trust became the foundation of every relationship you have?</p> <p>In this engaging workshop, we'll dive into the four essential distinctions of trust that impact relationships from DSPs and supervisors to management and executives. Many teams are held back by a lack of trust, which limits their ability to collaborate and achieve results. Through this session, you'll uncover how to transform trust into a strategic advantage, strengthen team dynamics, and create a culture where trust is the cornerstone of success. Walk away with clear strategies to build and maintain trust within your organization, propelling your team toward greater performance and cohesion.</p> <p>Agenda:</p> <ol style="list-style-type: none"> Welcome & Introduction (5 minutes) <ul style="list-style-type: none"> * Setting the stage with the importance of trust in organizations. * Thought-provoking question: What would change if trust were central to your team's culture? Understanding the Four Pillars of Trust (15 minutes) <ul style="list-style-type: none"> * Explore the core distinctions of trust: Care, Sincerity, Reliability, Competence. * Real-world examples of how these pillars apply across organizational levels. Evaluating Trust Dynamics (15 minutes) <ul style="list-style-type: none"> * Discuss how trust is built, maintained, and repaired. * Common trust gaps at different levels of the organization: DSPs, Supervisors, Management, Executives. Practical Strategies for Building Trust (15 minutes) <ul style="list-style-type: none"> * Actionable steps for fostering trust through communication, transparency, and accountability. * How to reverse the cycle of distrust and create a high-trust environment. Closing & Key Takeaways (10 minutes) <ul style="list-style-type: none"> * Recap of key insights and questions 	Stacy	Sufka	Founder/CEO	Gladey Consulting, LLC

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Fri., Oct. 25th 9:00am System Compliance	Session 18 Surviving a Bad Survey: Advice and Tips for Providers	Following this presentation providers will be able to: 1) Understand how surveys are conducted, including the timeline and procedures for addressing deficiencies and the appeals process if you disagree with survey findings; 2) Respond to deficiencies strategically; and 3) Identify strategies to maintain compliance	Robin	Amicon	JD, BSN, RN	Vorys, Sater Seymour and Pease, LLP
Fri., Oct. 25th 9:00am Sponsored Session	Sponsored Session Elevate Your Impact and Polish Your Digital Presence: A Professional Development Workshop	Are you ready to take your career to the next level and amplify your professional influence? This hands-on workshop is designed to empower your personal growth, enhance your digital presence, and strengthen your impact. Unlock the power of your online presence with a dynamic workshop designed to help you shine in the digital world. In this session, you'll learn how to craft a compelling professional profile, from choosing the perfect profile picture to writing a bio that captures your skills and goals. We'll delve into the dos and don'ts of professional social media etiquette, explore safe practices for managing your online footprint, and discuss strategies to effectively network and connect with industry leaders. Equip yourself with the tools to make a memorable first impression and open doors to exciting opportunities in your field. This session is specifically designed to equip you with the tools needed to confidently present your skills and values online, bolstering your professional growth and expanding your professional opportunities.	Erin	Sogal	VP of Inspiration	TrailBlaze Creative
		Co-Speaker:	Tim	Hindes	CEO	TrailBlaze Creative
Fri., Oct. 25th 10:15am Day & Employment Services	Session 19 Leader? Boss? Both?	When it comes to leadership, there are two different paths: being a boss or being a leader. While these terms are often used interchangeably, it is important to recognize that their approaches to managing and nurturing a team can have vastly different impacts. Today, organizations crave leaders who can ignite a fire within their team, inspire greatness, and create an environment where everyone thrives. Our industry needs leaders so this session is perfect for DSPs considering leadership roles, people new to leadership and leaders wanting a quick tune-up. In this session we will: 1. Identify the characteristics of a Boss, and the danger of pseudo-leaders 2. Identify the characteristics of a leader 3. Strategies for Being a Boss and a Leader Simultaneously	David	Roustio	Director of Growth and Development	RHAM
Fri., Oct. 25th 10:15am Healthcare	Session 20 Nurse Recruitment and Retention: Let's Release the Tension	The attendee's scope of practice will be enhanced by the ability to identify: three ways to attract, three ways to retain and three ways to bolster the nurse to ensure quality and consistent services are being provided.	Deb	Maloy	RN, CDDN, Director of Education and Development	Tarrytown Expocare Pharmacy
Fri., Oct. 25th 10:15am Residential Waiver	Session 21 Navigating the World of Technology Supports: How to Bypass Roadblocks and Avoid Costly Mistakes	As with all journeys into unfamiliar territories, it is helpful to use a navigation system to stay on track and avoid roadblocks and detours. This presentation will provide a "roadmap" for successfully adopting technologies designed to promote best practices with HCBS Settings final rule, by increasing independence and supporting self-determination. Learning Objectives: Understand the evolution of the Technology First movement. Know the four key tenets to a Technology First approach to services. Identify three common mistakes and how to overcome them. Learn strategies for buy-in – from the person, their family, and support staff.	Patrick	Lane	Tech First SHIFT Education Manager	Tech First SHIFT
Fri., Oct. 25th 10:15am System Compliance	Session 22 Building an Effective Corporate Compliance Program at an I/DD Provider Organization	(1) We will emphasize the critical role that a well-structured compliance program plays in ensuring regulatory adherence, ethical behavior, and overall operational excellence within I/DD organizations. (2) Outline the seven elements of an effective compliance program—policies and procedures, oversight, training and education, monitoring and auditing, reporting, enforcement, and response and prevention. (3) Stress the significance of continuous staff education and clear, comprehensive policies to ensure all employees are knowledgeable about compliance requirements, thus fostering a culture of accountability and ethical practice.	Trent	Stechschulte	Chief Legal Officer	I Am Boundless
		Co-Speaker:	Susan	Scrutton	Partner	Vorys, Sater Seymour and Pease, LLP