

**2025 OPRA GREAT PROVIDER SUMMIT - DAY 1 (PRE-CONFERENCE TRAINING)**  
**WEDNESDAY, MAY 28TH**

**DAY & TIME**

Wed. 05/28 1:00pm - 3:00pm	<b>Pre-Conference Training - The Future of Disability Services: National Perspectives on a Changing Landscape - Panelists: Barbara Merrill, Mary Sowers and Stacy DiStefano</b>
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**2025 OPRA GREAT PROVIDER SUMMIT - DAY 2**  
**THURSDAY, MAY 29TH**

**DAY & TIME**

Thurs. 05/29 9:00am - 9:30am	<b>WELCOME - Peter Moore, OPRA President</b>
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Thurs. 05/29 9:30am - 10:30am	<b>Session 1 - KEYNOTE SESSION - Cliff Goldmacher</b>
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<b>15 min break</b>	<b>LEADERSHIP</b>	<b>PROGRAM DESIGN/INNOVATION</b>	<b>BUSINESS/OPERATIONS</b>	<b>SUPERVISION &amp; CUSTOMER SERVICE</b>	<b>ADVOCACY</b>
	<b>Session 2</b>	<b>Session 3</b>	<b>Session 4</b>	<b>Session 5</b>	<b>Session 6</b>
Thurs. 05/29 Breakout Sessions 10:45am - 11:45am	<b>Building Better Boards</b>	<b>Fostering Accountability &amp; Trust: OPRA's Just Culture Learning Collaborative</b>	<b>Understanding Background Checks, Court Records, &amp; Disqualifying Offenses</b>	<b>Leading in a New Role: From DSP to Supervisor</b>	<b>The Power of Words: Crafting Messages That Connect</b>
	Tom Speaks The Impact Group	Teresa Kobelt (Panel)	James Kemmerle Ashtabula County Board of DD	Bethany Toledo (Panel) OADSP	Tim Hindes & Erin Sogal TrailBlaze Creative

Thurs. 05/29 11:45am - 12:45pm	<b>ATTENDEE &amp; EXHIBITOR LUNCH</b>
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	<b>LEADERSHIP</b>	<b>PROGRAM DESIGN/INNOVATION</b>	<b>BUSINESS/OPERATIONS</b>	<b>SUPERVISION &amp; CUSTOMER SERVICE</b>	<b>ADVOCACY</b>
	<b>Session 7</b>	<b>Session 8</b>	<b>Session 9</b>	<b>Session 10</b>	<b>Session 11</b>
Thurs. 05/29 Breakout Sessions 1:00pm - 2:00pm	<b>Planning for the Future: Succession Strategies for Strong Leadership</b>	<b>A 'Great Provider' Guide To Excellence</b>	<b>From the Top Line to the Bottom Line Protecting Your Agency's Profitability in the Current World</b>	<b>Rocking Your Leadership: Lessons from the Stage</b>	<b>More Voices. More Choices: Using Customer Data to Make Decisions, Collaborate, and Drive Change</b>
	Adam Fazio & Jenny Bergman Benefactor Group	Katherine Dunbar CQL   The Council on Quality and Leadership	Phil Feldman Sandata Technologies	Chris Wolf I Am Boundless	Emily Kendall EmpowerMe Living

<b>15 min break</b>	<b>Giv.</b>	<b>Brittco</b>	<b>Primary Solutions</b>	<b>Step Up to Social Connection</b>	<b>Gladedgy</b>	<b>StationMD</b>	<b>Impruvon Health</b>
	<b>Sponsored Session</b>	<b>Sponsored Session</b>	<b>Sponsored Session</b>	<b>Sponsored Session</b>	<b>Sponsored Session</b>	<b>Sponsored Session</b>	<b>Sponsored Session</b>
Thurs. 05/29 Breakout Sessions 2:15pm - 3:15pm	<b>Enhancing Service Delivery in Ohio I/DD: Integrated Tools for Success</b>	<b>All-in-One Software Solution for IDD Agencies &amp; Independents, OOD/VR Providers, ICFs, County Boards, and EVV</b>	<b>Optimizing DODD Compliance, EVV and Financial Operations with Advisor Anywhere</b>	<b>Step Up to Social Connection Curriculum</b>	<b>Breaking the Feedback Vacuum: A Game-Changer for Developing Leaders in 8 Competencies and Critical Skills</b>	<b>Utilizing the Healthcare Assessment</b>	<b>The Leading eMAR and Medication Dispensing Technology for IDD Providers</b>
	Danny Laneri Giv.	Scott Flowers Brittco	Liz Thompson Primary Solutions	Deb Shumard Step Up to Social Connection	Stacy Sufka Gladey Consulting	Emily Martinez & Sarah Davies StationMD	Justin Amoyal, Brian Connery & James Ravenscraft Impruvon Health

<b>15 min break</b>	
Thurs. 05/29 3:30pm - 4:30pm	<b>Session 12 - LEGISLATIVE UPDATE - Panel: Success Group, Pete Moore &amp; Christine Touvelle</b>

Thurs. 05/29 7:00pm - 9:30pm	<b>OPRA PARTY</b>
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**2025 OPRA GREAT PROVIDER SUMMIT - DAY 3  
FRIDAY, MAY 30TH**

DAY & TIME	LEADERSHIP	PROGRAM DESIGN/INNOVATION	BUSINESS/OPERATIONS	SUPERVISION & CUSTOMER SERVICE	ADVOCACY
Fri. 05/30 Breakout Sessions 9:00am - 10:00am	Session 13	Session 14	Session 15	Session 16	Session 17
	<b>The Employer Resource Network Collaborative of Cleveland</b>	<b>Driving Excellence with A3: A Roadmap for Operational Improvement in I/DD Services</b>	<b>Navigating Change: 2025 Employment Law Updates</b>	<b>From Good to Great: Transforming Customer Service through Training &amp; Development</b>	<b>Executive Presence: Making the Elusive Tangible</b>
	Tony Thomas (Panel) Welcome House	Stacy Sufka Gladegy Consulting	Nelson Cary Vorys	Joel Carson RHA Dayton	Kerri Garbis Ovation Communication, LLC
<b>15 Min. Break</b>	LEADERSHIP	PROGRAM DESIGN/INNOVATION	BUSINESS/OPERATIONS	SUPERVISION & CUSTOMER SERVICE	ADVOCACY
Fri. 05/30 Breakout Sessions 11:00am - 12:00pm	Session 18	Session 19	Session 20	Session 21	Session 22
	<b>Innovative Business Strategies: Exploring Shared Services &amp; New Models</b>	<b>Thriving Through The Chaos of Change</b>	<b>ICF Reimbursement Update &amp; Benchmarking Trends</b>	<b>Invisibility Sucks: Helping Employees Be Seen &amp; Heard</b>	<b>Aligning Advocacy Priorities: Navigating Differing Voices</b>
	Teresa Kobelt (Panel)	Molly Mackey LEAdeRnship Institute	TJ Ely & Denise Leonard Plante Moran	Dave Roustio RHAM	Jennifer Kucera, Brittanie Maddox & Sara Davies Ohio Olmstead Task Force
<b>10 Min. Break</b>					
Fri. 05/30 12:10pm - 1:00pm	<b>Session 23 - CLOSING GENERAL SESSION - The Great Provider Send-Off</b>				