



2019 IACP Annual Conference Schedule and Session Details

Wednesday, April 17th

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

8:45-10:00am **Keynote: *The Healthiest, Happiest, and Most Productive Organizational Cultures***
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.

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

10:15-11:30am

Senior Leadership Track

The Foster-Hicks Model for High Trust and High Productivity Executives and Executive Teams

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

Amy Tepp, Partner & Rachel Pugiano

Eide 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.

Program Management Track

EPIC Interventions: How Proactive Supports Produce Positive Outcomes for All

Micah Smith, Behavior Support Specialist

Candeo

Tony Raymer, Director of Clinical and Community Services

Candeo

Jordan Murphy, Behavior Support Specialist

Candeo

Denise Ballo, Behavior Support Specialist

Candeo

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

What Business Intelligence Can Do for Your Operations

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.

Program Related

Aging and IDDD—A Changing Landscape

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.

11:30-12:30pm **Luncheon Program:**
Relentless Advocates Award and Business Meeting

12:30-1:30pm **Plenary:**
Governor Reynolds Invited/Barbara Merrill, ANCOR

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

1:45-3:00pm

Senior Leadership

Values Based Purchasing—Your Outcomes are Worth More Than Your Revenue

William Maroon, *MSW Director of Business Development & 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 7 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

Front Line Supervisor Onboarding and Development 1

Claire Benway

University of Minnesota

Program Management

The Heart of Leadership for Managers and Supervisors

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, and 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

Breaking Barriers: Speech, Hearing, and Phone Communication

Kelsey Seaberg, Program Manager

Telecommunications Access Iowa

Lori Sporrer, Relay Iowa Outreach Project Manager

Using the phone may be a source of frustration for someone with a hearing loss or speech difficulty, but it doesn't have to be! This presentation will allow participants to learn how easy it is to link a customer to purchase specialized telecommunications equipment for little to no cost through Telecommunications Access Iowa. They will also learn about the Relay Iowa program and how relay services can assist in conversations. These programs allow users who may be deaf, hard of hearing, or who have speech difficulty have equivalent access to the same communication services and products as people with normal hearing and speech.

Program Related

Pearls from the Tsunami of Brain Injury Research—Non-Medical Interventions for You, Your Staff, and the People We Serve

Geoffrey Lauer, CEO

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.

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

3:15-4:30pm

Senior Leadership

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

Dean Bliss, Lead Process Engineer

TransAmerica

Matt Garcia

Western Homes

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

Front Line Supervisor Onboarding and Development 2

Claire Benway

University of Minnesota

Program Management

Outcome-Based Practices: Moving from Quantifying the Process to Marketing the Product

Angie Weis

Community NeuroRehab

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

Investing in Your Future: Why Data is Your Agency's Currency

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.

Program Related

TBD

4:30-6:00pm

"Meet the Exhibitors" Reception

7:30-10:00pm

Social Networking Reception

Cardinal & Gold room at the Gateway Hotel & Conference Center

Thursday, April 18th

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

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

8:45-10:00am ***Agile Practices and Mindset***
Nate Adams

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

10:15-11:30 am

Senior Leadership

Your Brain is Broken and You Suck at Making Decisions: Why?

Nate Adams

The New Bohemian Innovation Collaborative (NewBoCo)

Human Resources

S.A.V.E. Yourself

Chad Sheehan, President

Sheehan Strategic Solutions

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

Program Management

The Art of Servant Leadership

Steve Hendricks, Business Development Director

Scioto Properties

In the 2019 workforce, we have Baby Boomers, Gen Xers, Millennial's 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

Accessing Smart Devices: Low-Tech to High-Tech Solutions

Kim Karwal, *Rural Rehabilitation/Assistive Tech Center Coord*

Easter Seals Iowa

Accessing Smart Devices: Low-Tech to High-Tech Solutions!' will introduce participants to Assistive Technology and the Easter Seals 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 and allow 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 for supporting the workforce and individuals with disabilities.

Program Related

TBD

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

11:45-12:45pm **Closing Session**

Gary Jones, Attorney

Midwest Compliance Associates

12:45-2:00pm **Luncheon Program:
Frontline Supervisor Award, and Annual Prize Drawings**