

2011 ANNUAL CONFERENCE
OCTOBER 13-14, 2011

Rising FOR SUCCESS'S
WITH MACDDS

MISSOURI ASSOCIATION OF COUNTY DEVELOPMENTAL DISABILITIES SERVICES
LODGE OF FOUR SEASONS • LAKE OZARK, MISSOURI

Rising FOR SUCCESSES WITH MACDDS

2011 ANNUAL CONFERENCE
OCTOBER 13-14, 2011

MACDDS, an organization of Senate Bill 40 Boards, affiliated public agencies and related private organizations serving persons with developmental disabilities, is hosting its 2011 annual conference in October.

MACDDS was formed in 1979 to bring together directors of "Senate Bill 40" agencies to share ideas and information. Senate Bill 40 refers to legislation which allows counties to levy a tax to be used for persons with developmental disabilities. The provision of an annual conference for those people and agencies providing services and supports for our consumers is one goal of MACDDS.

Our conference is designed to offer up-to-date information to increase your knowledge of developmental disabilities and help you do a better job, whether you are a support staff person, a supervisor, an administrator, or Board member.

Join us at the Lodge of Four Season for celebrations, learning opportunities, and fun. There will be interactive workshops, drawings for prizes, exhibits, and more.

We look forward to seeing you!

Conference

COMMITTEE

Jim Casey, Chair
Cole County

Michelle Darden
St. Louis City

Cindy Langford
Jasper County

Jeff Richards
Washington County

Cathy Arrowsmith
Marion County

Wendy Hays
Macon County

Max Lytle
Taney County

John Scherer
Johnson County

Doris Boeckman
Executive Coordinator

Karen Kleinberg
St. Francois County

Paul Meiners
Randolph County

Deb Wohlers
Adair County

Dan Cole
Montgomery County

SPECIAL THANKS to *Robyn Kaufman, Robyn Peyton and Bill Knittig* for assistance in planning the TCM track.

General INFORMATION

2011 Annual Conference

Lodge of Four Seasons

Lake Ozark, Missouri

October 13-14, 2011

LOCATION: Lodge of Four Seasons, 215 Horseshoe Bend Parkway, Lake Ozark, MO 65049
573-365-3000 or 800-843-5253

HOTEL ACCOMMODATIONS: For hotel reservations, call Lodge of the Four Seasons, Lake Ozark, MO at 888-265-5500. Reservations are \$96, plus tax, **PER NIGHT** for 1 to 4 persons per room until September 19, 2011. There is a 7-day notice of cancellation required. All rooms require a guarantee by credit card. To arrange for direct billing of the room charges, or to make accessibility arrangements, please notify the reservation clerk when making your reservation.

CONFERENCE REGISTRATION FEES: MACDDS is offering an **Early Bird Special** for participants who register early! This advanced registration will save you/your agency money. The **Early Bird Special** rates are \$50 for pre-conference only, \$115 for conference, and \$155 for both. The regular rates are \$90 for pre-conference, \$155 for conference and \$195 for both. The regular rate will apply if you register after September 19.

Fees may be paid by check or cash or by using your **Visa, Mastercard, or Discover**. Applications will not be processed without payment. The early registration discounts will not be provided unless payment accompanies the registration form. If registering on-site, payment must be made before you will be allowed to attend any session. If using a credit card for payment, you can register by calling 573-632-2700 or faxing your credit card information on your registration form to 573-632-6678 (secure faxline). On-site registration is available at the increased fee of \$195 for conference only. Sessions may be limited due to space, so register early!

FOR PERSONS NEEDING ACCOMMODATIONS: Please check the appropriate box on the registration form if you need special accommodations.

MEALS: The cost of brunch on Friday, October 14, is included in the conference registration only if you pre-register. Meal tickets will be sold on-site to late registrants on a space available basis. If you require a vegetarian meal or are on a restricted diet, please indicate such on the registration form. **All guests MUST have a meal ticket, including award recipients and their guests (limited complimentary tickets).**

REFUNDS: Full refunds, minus a \$10 processing fee will be made if **written** notice of cancellation is received by **September 19, 2011**. Half of the registration fee minus the processing fee will be refunded after this date. No refunds will be made unless **written** notification of cancellation is received prior to the date of the conference.

CALLS: Emergency calls during the conference can be made by calling **573-365-3000** and asking for the MACDDS Registration Desk.

ATTEND THE MACDDS BRUNCH AND AWARDS CEREMONY!

There will be drawings for many prizes at the brunch - gift certificates, seasonal gifts, household items, etc.

Friday

OCTOBER 14, 2011

MUST BE PRESENT TO WIN!

11:15 A.M. - 12:30 P.M.

Schedule OF EVENTS

Thursday OCTOBER 13, 2011

8:00 a.m. – 5:00 p.m.
Registration

8:00 a.m. – 8:30 a.m.
Exhibitor Set-up

8:30 a.m. – 9:00 a.m.
Visit with Exhibitors

9:00 a.m. – 10:30 a.m.
Pre-Conference Presentations

10:30 a.m. – 12:00 p.m.
Lunch (on your own) – Stop in and Show Your Support for MACDDS Sponsors and Exhibitors!

12:00 p.m. – 1:00 p.m.
Opening and Keynote

1:00 p.m. – 1:30 p.m.
Break in Exhibit & Vendor Area

1:30 p.m. – 2:30 p.m.
Concurrent Sessions

2:30 p.m. – 2:45/3:00 p.m.
Breaks in Exhibit & Vendor Area

2:45/3:00 p.m. – 4:00 p.m.
Staggered Concurrent Sessions
(Note start times for each session.)

4:15 p.m. – 5:15 p.m.
Concurrent Sessions

5:15 p.m. – 5:30 p.m.
Exhibit Drawing

5:30 p.m.
On Your Own/Exhibit Dismantling

Keynote Session, 12:00 p.m. to 1:00 p.m.

MOTIVATIONAL SPEAKER: TOM POMERANTZ

Dr. Tom Pomeranz is a nationally recognized authority, trainer, clinician and consultant in the field of services for people with disabilities. Over the last forty (40) years, Tom has conducted thousands of seminars and programs throughout the United States and Canada. His audiences praise his ability to combine information, humor, passion and storytelling into an informative whole that does not just present the information, but really communicates it in a memorable fashion.

Tom was the keynote speaker at the Fifth International Conference on Developmental Disabilities and Aging in Cyprus. He is the highly acclaimed creator of Universal Enhancement, which teaches strategies promoting community participation and supporting people to have a quality life. Additionally, he is noted for his innovative approach to leadership and management training.

Tom has authored numerous articles in various professional publications and *The Principles and Practices of Universal Enhancement*. Published by High Tide Press, this book details with humor and compassion the autocratic and clinical restraints of supporting people with developmental disabilities and the alternative "Universal Enhancement" way. Tom has also created a seven part staff training DVD series *The Principles*

and Practices of Building Community. Co-produced with *Tierra Del Sol*, it covers seven critical topics that provide staff with best practice tools to enhance the quality of life for people with disabilities.

Tom received his Bachelor and Master of Science Degrees in Special Education and a Doctorate in Mental Health Administration from Indiana University, followed by post-graduate work from the University of Notre Dame in the area of experimental psychology. He has held a variety of top level administrative posts in community-based service organizations and three large state-operated facilities. Tom is a Policy Fellow and Visiting Lecturer for Minot State University – North Dakota Center for Persons with Disabilities, a University Center of Excellence, and President and CEO of Universal LifeStyles with offices located in Indianapolis, IN.



Friday OCTOBER 14, 2011

7:45 a.m. - 8:30 a.m.
Coffee and Tea Served in Registration Area

8:30 a.m. - 9:30 a.m.
Concurrent Sessions

9:30 a.m. - 9:45 a.m.
Refreshment Break

9:45 a.m. - 10:45 a.m.
Concurrent Sessions

10:45 a.m. - 11:15 a.m.
Break/Brunch Seating

11:15 a.m. - 12:30 p.m.
Brunch, Awards, Door Prizes

Thursday

OCTOBER 13, 2011

PRE-CONFERENCE PRESENTATIONS

9:00 A.M. TO 10:30 A.M.

1. DISABILITY BENEFITS CALCULATOR: DB 101

Charles "Chaz" Nickolaus, Missouri Planning Council

The audience for this session is individuals, family members, providers and employers. Disability Benefits 101 (DB101) helps workers, job seekers, students and service providers understand the connections between work and benefits. In addition to the Benefits-to-Work Calculator and the Job-to-Job Calculator, a new calculator called School and Work is now available for youth with disabilities. Come to this session to learn more about each of these tools and how they can help you.

2. MESSAGE DEVELOPMENT & DELIVERY

Connie Farrow, Farrow Communications, LLC, and Sarah Topp, Gamble & Schlemeier

Farrow Communications, LLC, is an independent media consulting firm representing a broad spectrum of corporate, government, non-profit, as well as non-partisan political clients. Connie Farrow has 20 years of hands-on journalism experience, working for The Associated Press, USA Today, Springfield News-Leader, Sedalia Democrat and Cape Girardeau Southeast Missourian. She understands the power of the media and maintains extensive relationships in wire service, newspaper, television, radio, and blogging communities. She specializes in client-specific communications strategies to devise targeted messaging with maximum effectiveness to key audiences, including the media, public officials and other constituencies and interest groups. Join Connie and Sarah to learn techniques for developing and communicating your message for advocacy, media, and community education or awareness.

3. CONFLICT RESOLUTION

Jim Rice, CEO and President of FOCUS Seminars and Consulting, St. Louis and Chicago

Rice is a former Federal Surveyor, Federal Survey Team Leader, and Federal Developmental Disability Specialist. While working for the State of Missouri Rice helped facilitate the establishment of the first Medicaid Community Based Waiver placement into a residential home, in St. Louis. That model serves as the basis for tens of thousands of people with developmental disabilities to now live, integrated, in community settings funded by state Community Based Waivers. Please join Jim as he shares his expertise and technique in managing/resolving conflict in a variety of settings.

4. KEYNOTE (see page 3)

CONCURRENT SESSIONS

October 13

1:30 p.m. to 2:30 p.m.

5. UP CLOSE AND PERSONAL WITH TOM POMERANTZ

Tom Pomerantz

(Keynote Workshop (Repeated at 3:00 p.m.)

Join Tom Pomerantz in this smaller group setting to learn more about his experiences and to obtain a greater level of knowledge about best practice tools to enhance the quality of life for people with disabilities.

6. CUSTOMIZED EMPLOYMENT

Rob Hoffman, Employment Analytics

Customized Employment is a strategy that provides persons with disabilities with an alternative to traditional, competitive jobs. This approach to individualized employment offers the promise of welcoming all job seekers with disabilities into the generic employment system and into a job that fits their needs. Come to this session to learn more about customized employment from Rob and how customized employment options might be viable for you.

7. MESSAGE DEVELOPMENT EXPANDED

Connie Farrow, Farrow Communications, LLC

Join Connie in this follow-up session to the pre-conference workshop. In this interactive session, you will be given hands-on experience with your message box, creating an individualized message, role playing, and if time allows, an opportunity to practice in front of the camera. Build your confidence in a setting where you are among friends and peers!

8. TCM 101

Panel Presentation:

Moderator: Pete Breting

Presenters: Bill Knittig, Jim Ruedin, and Robyn Peyton

This is one of three consecutive sessions that are all linked together. Much of the basic start up needs / tips are available through the MACDDS-TCM meetings as well as the DMH Service Coordination Manual. This session will be conducted by a panel of three service coordination directors / supervisors and will focus on the ancillary topics that are important to successful service coordination. The goal is to provide attendees a snapshot of methods that have been implemented by other TCM providers regarding the following areas: 1) Case Noting Tips: The 5 "W's"; 2) Home Visit Safety: We're not talking OSHA; and 3) Organizational Skills: Getting done what needs to be done.

STAGGERED CONCURRENT SESSIONS

October 13 (continued)

Note start and end times for each session

9. SELF DEFENSE (3:00 p.m. to 4:00 p.m.)

Jim Rice, CEO and President of FOCUS Seminars and Consulting, St. Louis and Chicago

In this session, participants will learn some basic self defense techniques or "neutralization techniques" as he calls it. The skills you learn in this session will have applicability in any number of situations. Join Jim in this dynamic and interactive workshop.

10. UP CLOSE AND PERSONAL WITH TOM POMERANTZ

Tom Pomerantz (3:00 p.m. to 4:00 p.m.)

Keynote Workshop (Repeated from 1:30 p.m.)

Join Tom Pomerantz in this smaller group setting to learn more about his experiences and to obtain a greater level of knowledge about best practice tools to enhance the quality of life for people with disabilities.

11. WHAT YOU ALWAYS WANTED TO KNOW ABOUT ACCREDITATION BUT WERE AFRAID TO ASK

(2:45 p.m. to 4:00 p.m.)

Round Table: Ron Kruse (Franklin County), Deb Miller (Howard County), Janice Tilman (Platte County)

Join this Round Table discussion for interactive dialogue about accreditation. How ready are you? What you always wanted to know but hesitated to ask. Each of the Round Table moderators is a CARF surveyor. Although not representing CARF, they can share their knowledge and expertise with you to help you better prepare for accreditation.

12. TCM 202 (2:45 p.m. to 4:00 p.m.)

Panel Presentation:

Moderator: Robyn Peyton

Presenters: Jim Ruedin, Debbie Metcalf, and Bill Knittig

The second of the series, this session will deal with areas that are global in nature for your team as well as each service coordinator. These topics are an integral part for your future success in the provision of service coordination as well as your standing within your community. A panel of three will lead those attending through the following topics: 1) Facilitation of Meetings: How to make them meaningful; 2) Waiver Assurances: The bread and butter; and 3) Community Partnerships: Going beyond the norm.

CONCURRENT SESSIONS

October 13 (continued)

4:15 p.m. to 5:15 p.m.

13. HEALTH CARE HOME

Robin Rust, Director, Federal Programs, Division of Developmental Disabilities, and Mayme Young, Department of Mental Health

The Affordable Care Act includes a new state Medicaid plan option called Health Care Home. Health care homes are a comprehensive approach to coordinating primary and other health care services for people with chronic conditions. MO HealthNet will soon be implementing a health care home option and many people with developmental disabilities will be eligible for this service. This session will provide an overview of the health care home program, how TCM providers can assist with outreach and referral to health care homes, and how the DD service system will interact and coordinate with health care home providers.

14. PAST PRACTICES – WHAT YOU HAVE DONE, MAY BE THE DETERMINING FACTOR IN WHAT YOU HAVE TO DO

Jim Lowery, Cole County Special Services

You may not have a policy on a specific topic so you think you can do whatever you decide at any given time. Many times we find ourselves in the position of defending our actions because they are different from one time to another, which can lead to claims of discrimination. Your past practices create your own history, so supervisors have to be aware that they will have to live with their decisions, and those decisions may have lasting implications for the whole agency. What you see, may be what you get for many years to come. Are you ready for the practice that has been established to be your agency history? We will talk about some of your past practices in a neutral setting, and see if others recognize potential problems.

15. DISASTER PLANNING, MITIGATION AND PREPAREDNESS

Lisa Binkley, Mass Care Coordinator, Region F Homeland Security Oversight Committee

Disasters can happen anytime, often without warning. Knowing what to do if a disaster strikes, items to have on hand, and what to take with you if you evacuate, are important for everyone's safety. Protecting your staff - by making sure they have a family disaster plan; and continuing daily operations if a disaster destroys your facility, are a few of things to consider in planning for a disaster.

16. TCM 400

Panel Presentation:

Moderator: Bill Knittig

The third of the series, this session will focus on topics concerning service coordination as presented by the audience. Additional topics or points of discussion will be presented by the moderator. This session truly involves audience participation. This is an opportunity to ask questions to other TCM providers, answer questions to other TCM providers, or just gather information on how things are done outside of your office (this is your opportunity to steal some ideas).

Targeted Case Management POSTER BOARD DISPLAYS

TCM participants – reserve a table for your agency to display your documents, best practices, photos, manuals and more. This is your opportunity to Show & Tell!! Call 573-632-2700 or e-mail Pam Buschjost at pam@cablcc.com to reserve a table today. The poster session will occur in the same room as the TCM conference track for the entire conference (*Granada A*).

Friday, OCTOBER 14

CONCURRENT SESSIONS

8:30 a.m. to 9:30 a.m.

17. CONDUCTING WORKPLACE INVESTIGATIONS – WHEN AND HOW YOU WILL FIND OUT MORE THAN YOU REALLY WANT TO KNOW

Jim Lowery, Cole County Special Services

Once you know about a situation, you have to discover the facts of the case. You may not be NCSI, but you should know how to conduct the basics of an investigation and the procedures for fact gathering. Others may come into the agency to conduct formal investigations, but you need to know when you are dealing with a problem and what degree of severity it may take. Just when you think you know what happened, you may hear a staff member make a comment about an issue, and that information will lead you into a whole new realm of issues that could cause major problems for your agency. Act fast, find the facts, reduce your liabilities. We will look at some cases that demonstrate these good, bad and ugly findings.

18. 2010 CUTTING EDGE AWARD WINNER: SAVVY SECONDS

Donna Groves, Store Manager, Savvy Seconds

Savvy Seconds Resale Shop opened its doors December 4, 2004, in Boonville to provide jobs for men and women with disabilities and to give people in the community a place to donate gently used clothing, shoes, purses, jewelry, and household items, as well as a place to shop for affordable items. Learn firsthand how Savvy Seconds has grown into a premier example of what a community can do to develop jobs with little start up cost.

19. 2010 CUTTING EDGE AWARD WINNER: HORIZON CLUB

Panel Presentation: Candace Ulrich, Erika Donaldson, and Michelle Darden, all with the St. Louis Office for Developmental Disability Resources

Join us to learn about our experiences, surprises and lessons learned in starting up the City of St. Louis' first Safe Haven for individuals without homes who have Developmental and other disabilities.

20. TCM-PLANNING & OUTCOMES

Amanda George, EITAS, Jackson County

We all know developing plans (ISP's) is a primary function of the service coordination role. Learn about a meeting and person centered planning process that will help you capture what is important to and for the person you support. This information is used to develop meaningful outcomes related to Missouri Quality Outcomes that are measurable.

21. LEGAL ISSUES FOR NONPROFIT BOARD MEMBERS

Dan Sise, University of Missouri, St. Louis

This class covers board duties, responsibilities, liability, and protection from liability under both Missouri law and federal law. We will discuss and explore Missouri nonprofit corporate law, as well as IRS regulations, that affect every type of 501(c)(3) tax exempt organization.

CONCURRENT SESSIONS

9:45 a.m. to 10:45 a.m.

22. YOGA WITH JAN

Jan Harcourt

Jan is back with one of the most popular sessions at conference. As always, she will teach you new yoga techniques that help you unwind and refresh.

23. 2010 CUTTING EDGE AWARD WINNER: JEFFCO EXPRESS

Dennis Murphy, JeffCo Express

Join Dennis to learn more about Jefferson County's community transportation solutions for persons with developmental disabilities and other community members. The project began with seed money from the Missouri Planning Council for Developmental Disabilities and is now pursuing community investment to sustain a much needed resource. Attend this session to find out how the project was undertaken, implemented and whether or not the project has any replicability for your community.

24. WRAP

Darla Wilkerson, The CSI Network

WRAP is a wellness tool people can use to maintain health and wellness in their lives, but also is a tool that can be used with organizations to maintain a balance in the work culture of the company. Come join Darla in learning about WRAP and how you might be able to apply it in your work setting.

25. IEP's and Advocating for Students

Kelly Shifflet, Abilities First

A child who is struggling in school needs to have a strong team of advocates to help them succeed. As service coordinators and providers, we need to have a basic understanding of the IEP process and know how to effectively communicate with school personnel. This workshop will provide the information you need to feel confident as you support your school-aged individuals.

26. IRS WORKSHOP FOR SMALL AND MEDIUM-SIZED 501(c)(3) ORGANIZATIONS

Dan Sise, University of Missouri, St. Louis

(continued from Session 21)

SAVE TIME

REGISTER ONLINE @ *www.macdds.org*



MISSOURI ASSOCIATION OF COUNTY
DEVELOPMENTAL DISABILITIES SERVICES

606 Dix Road

Jefferson City, MO 65109

HOLD THE DATE

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OCTOBER 13-14, 2011



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