

The OPRA Foundation 1152 Goodale Blvd. Columbus, OH 43212

OPRA

SPRING CONFERENCE

2011

MARCH 29-30, 2011

EMBASSY SUITES HOTEL ❧ DUBLIN, OHIO

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Tuesday, March 29, 2011

8:30 a.m. – 9:00 a.m. Conference Registration

9:00 a.m. – 9:15 a.m.

Welcome

Than Johnson – President, Board of Trustees, Ohio Provider Resource Association

9:15 a.m. – 10:45 a.m.

#01 Keynote Presentation – Celebrating Abilities

Geri Jewell – Comedienne, Motivational Speaker, and Trainer; Los Angeles, CA

Ms. Jewell will take keynote attendees on a unique journey, using humor and life experiences to demonstrate how we can open our eyes and hearts to a better understanding of those with disabilities. She will also introduce techniques for opening doors in the workplace. Ms. Jewell's warm and humorous presentation will help all realize that those with a disability often have fewer obstacles to overcome than others.

10:45 a.m. – 11:10 a.m. Morning Break – please visit exhibits

11:10 a.m. – 12:10 p.m.

#02 Reimbursement Update and Capital Planning Considerations

Patrick McCormick – Partner, Plante & Moran, PLLC; Cleveland, OH

This session will cover current trends and reimbursement issues facing ICFMR providers in this upcoming budget cycle. This session will model the Governor's budget implications for providers and highlight some changes that OPRA is seeking. An overview of capital planning issues will be discussed including financing issues, redevelopment of facilities, and strategic initiatives that are facing the industry.

#03 Collaborating With Families

Dee Bura – CEO, Abilities Resource, Inc.; Westlake, OH

This is an interactive session that assists participants in 1) identifying what is working well in their current collaborative efforts; 2) identifying ways to improve collaboration with families who have complicated issues; and 3) developing strategies to strengthen collaboration between all team members (individual, family, work, SSA, and other professionals). There will also be a brief overview and discussion regarding "free choice of provider," and how it has influenced how we do business in both licensed and unlicensed settings.

#04 The Everyday FMLA – What To Say and What Not To Do

Pooja Alag Bird – Associate, Salsbury & Salsbury, LPA; Hudson, OH

This session assumes that participants have a basic working knowledge of FMLA (i.e.: when an employee qualifies for FMLA leave; time limits for notifying an employee of his/her eligibility), and deals more directly with the everyday issues that arise with FMLA-qualifying employees. Often, employers treat employees on FMLA leave better, or more cautiously, than other employees. While it is important to recognize that FMLA provides a layer of protection to employees, it requires that employers treat employees on FMLA leave no better, and no worse, than those not on FMLA-protected leave. We will also discuss employer actions that should not be taken when an employee is on FMLA leave, thereby minimizing the risk of interference or retaliation claims. This session will utilize a PowerPoint presentation, but will also encourage informal discussion/question-and-answer among participants through the use of hypothetical scenarios. Participants will obtain valuable information that will allow them to deal with these everyday concerns in a confident, effective, and consistent manner.

#05 Creating a Cooperative Environment

Lydia Gray - Training and Development Coordinator, PATHS Instructor, GMR Exceptional Care, Inc.; Cincinnati, OH

Derrick Shelton - Executive Vice President of Operations, PATHS Instructor, GMR Exceptional Care, Inc.; Cincinnati, OH

This session will cover the importance of positive behavior supports. We will explore the ABCs of behaviors, methods of supporting behaviors, and the importance of communication as a tool for supporting and understanding behaviors. Participants will be able to identify ways to reduce the occurrences of behaviors, and will develop positive ways in which they can respond to behavior occurrences. Participants will leave with the foundation for creating a cooperative environment.

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Open Door is excited to announce that we will be moving to a new location in May 2011. The new space will offer more square footage (almost 5 times as much to be exact!) and even more opportunities for our fabulous participating artists!

Current: 1365 Grandview Ave. Columbus, Ohio 43212
Futura: 1050 Goodale Blvd. Columbus, Ohio 43212



Open Door Art Studio empowers artists with disabilities to develop unique, artistic voices and to experience opportunities afforded through the arts.

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614-464-2600

support provided by: Pwca

Tuesday, March 29, 2011

11:10 a.m. – 12:10 p.m.

#06 Medication Administration by Unlicensed Personnel - With and Without Delegation

Janet Winterstein – Health Improvement Policy Staff, R.N., Ohio Department of Developmental Disabilities; Columbus, OH

Session participants will become familiar with the specifications in Ohio Administrative Code 5123:2-6 that authorize unlicensed personnel to administer medications in settings in Ohio that serve persons with developmental disabilities, and the Ohio Administrative Code 4723-13 that details the parameters for nursing delegation as they apply to these same DD service settings. The session will review the rules and relevant references to explain: the distinction between administration of medications by unlicensed personnel without nursing delegation and with nursing delegation; circumstances when delegation is mandatory; and the specifications applicable when delegation is authorized entirely by Ohio Board of Nursing and not according to specifications under DD rules.

#07 Fundraising 101

Steve McPeake – President, CEO, North Coast Community Homes; Cleveland, OH

Have you ever considered fundraising for your organization? There are both small and great ways to raise money - from grants, special events, and personal gifts. You can raise \$10,000 or \$1 million. We will discuss the basics of fundraising, and the responsibility of the executive director and board of trustees in doing so.

12:30 p.m. – 1:30 p.m. Luncheon

2:00 p.m. – 3:00 p.m.

#08 OPRA Updates

Mark Davis – President, OPRA; Columbus, OH

Anita Allen – Vice President, OPRA; Columbus, OH

Teri Derry – Director of Training and Professional Development, OPRA; Columbus, OH

This session will provide up-to-the minute updates on the ever-changing issues and policies concerning the DD service delivery and administrative systems. Come and hear about what is happening in our state's capital and how it will shape OPRA's work in the coming months.

#09 Audit-Proof Billing System

Michael Missler – Training Specialist, The Billing Connection, Inc.; Pataskala, OH

This session will give an overview of billing, including: required elements of Medicaid documentation; monthly summary of services; the need for all skill development goals, services, and supports to be included in the Individual Service Plan; and for all services in the plan to be supported by an assessed need. All applicable rules will be reviewed.

#10 How to Conduct an Effective Investigation of an Employee Complaint

James Kurek – Partner, Millisor + Nobil; Cleveland, OH

This session will focus on effective methods for investigating and resolving a wide variety of employee complaints, beginning with the initial receipt of the complaint, and proceeding through the various ways of conducting investigatory interviews and verifying relevant information, discussing how to make sound determinations, and reviewing effective ways to communicate the results of the investigation to the employee and other affected individuals.

#11 A Practical Formula for Creating Solutions for Working with Adults with Autism

Janice Cline – Training and Consultation, Bittersweet Farms, Inc.; Whitehouse, OH

This interactive session introduces a simple, step-by-step process that helps to creatively plan activities, to analyze challenging patterns of behavior, and to develop possible options for novel supports and solutions needed for day-to-day success. With over 27 years of working with adults with autism spectrum disorders, Bittersweet Farms has developed a philosophical and methodological practice of creating supports and analyses while working with persons with autism. This very simple method of preparation and collaboration can be applied to situations faced on a daily basis at home and work. Bittersweet Farms' staff has taught this method to many people throughout the country, and has received wonderful reports of awakening to a new way of creative "problem solving" in many aspects of students' personal and vocational lives.

Tuesday, March 29, 2011

2:00 p.m. – 3:00 p.m.

#12 The Aging Process for Individuals with Intellectual and Developmental Disabilities

Lisanne Bright – *Director of Nursing, Independence, Inc.; Ravenna, OH*

This session presents historical facts and figures associated with mortality for those individuals with ID/DD; information on the aging process in individuals without ID/DD, and what are the similarities and differences for those with ID/DD; information about individuals with Down Syndrome and Cerebral Palsy, and what can be expected as these consumers age. This session also covers the care and treatment of the aged with ID/DD, including medication, nutrition and hydration, multidisciplinary team approach, and pain management.

#13 Property Management and Financial Accounting Software for Housing Corporations

Bill Bray – *COO, North Coast Community Homes; Cleveland, OH*

Michelle Marshall – *CFO, North Coast Community Homes; Cleveland, OH*

What are the features of a software program essential to effectively handling the property management of your homes? How should you track work orders, etc.? What should you look for in accounting software? What data should you collect to better understand your efficiency and costs?

3:00 p.m. – 3:30 p.m. Afternoon Break – please visit exhibits

3:30 p.m. – 4:30 p.m.

#14 What's New in Waiver Services

Mark Davis – *President, OPRA; Columbus, OH*

Changes are coming soon to the IO Waiver, and they include the addition of several services that will impact how providers look at supporting people with intellectual and developmental disabilities. The federal government and states are looking at how to improve care while lowering costs. Hear about how these national trends may impact DD services in Ohio.

#15 Culture Shock

Kate Graber – *Capability Teaching Instructor, Bittersweet Farms, Inc.; Whitehouse, OH*

Service providers have been told what they can't do regarding aversive interventions, but continue to struggle to determine what they can do. In this session we will talk about how providers can move toward aligning their services with the Positive Culture Initiative. After the initial disbelief of the no-restraint mandate, providers are now confused - and who wouldn't be? Staff members are told to show individuals that they are loved, safe, and can trust their caregivers - but the moment those individuals step over some line, staff takes control. We will discuss what it takes to successfully develop a restraint-free environment using examples from agencies that have done so by implementing Capability Teaching's positive and proactive approach to providing behavior supports across the lifespan of individuals served.

#16 Contractors, Employees, and Whistleblowers Meet the IRS, the Attorney General, and OSHA

Jackie Ford – *Partner, Vorys, Sater, Seymour & Pease, LLP; Columbus, OH*

Mike O'Brien – *Senior Attorney, Vorys, Sater, Seymour & Pease, LLP; Columbus, OH*

2011 brings a few changes - and more than a few forms of enhanced enforcement - to the world of wage/hour and overall employment law compliance. In this session, Ms. Ford and Mr. O'Brien will review some of the most important labor-related issues for providers, including: contractors vs. employees, and why state and federal authorities are aggressively pursuing employers about this issue; whistle blowing and retaliation; basic wage/hour reminders; and the explosion in class action litigation concerning wage/hour issues.

#17 The Role of the DSP in Facilitating a Safe and Healthy Home

Debra Easley – *Regional Manager, PATHS and Training Coordinator; Cincinnati, OH*

This session will prepare the Direct Support Professional for supporting individuals in managing health and safety by discussing best-practices in the management and tracking of their health care deliverables. Session participants will investigate their own roles and responsibilities in ensuring the health and safety of the persons for whom they provide support, and will leave the session with health and diet assessment, tracking, and teaching tools to use in their workplaces.

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Telecare Increases Independence and Enhances Quality of Life



Rest Assured® is a Telecare system that links trained caregivers to people with disabilities in their own homes. Rest Assured is unique because of the caregivers who become an integral part of the individuals' lives and are trained in each person's specific needs and care protocols. Telecare services help stretch a person's support budget while providing the high level of services individuals need and deserve. The table below compares Rest Assured services to those provided by traditional on-site staff.

Health and Safety Concern	Rest Assured	Staff	Rest Assured VS. Staff Difference in Supervision of Consumers ISP and Healthcare Plans
ADL Assistance	Provides verbal prompts and redirection	Provides verbal prompts, redirection and physical assistance	Rest Assured places call to on-call staff when physical assistance is needed.
Nutritional Intake	Redirects consumers from eating at inappropriate times and food that does not fit dietary plans	Redirects consumers from eating at inappropriate times and food that does not fit dietary plans	NONE
Financial and Sexual Exploitation	Monitors the interactions between visitors and consumers to ensure safety and can ask visitor to leave or notify authorities	Monitors the interactions between visitors and consumers to ensure safety and can ask visitor to leave or notify authorities	NONE
Daily Progress Notes and Tracking	Monitors and documents all required documentation (Bowel Tracking, Incontinence, Seizures, Vomiting, etc.)	Monitors and documents all required documentation (Bowel Tracking, Incontinence, Seizures, Vomiting, etc.)	NONE
Emergency Medical Care	Places 911 call and contacts on-call staff for immediate assistance	Places 911 call and waits for emergency personnel to arrive and provide assistance	Rest Assured places call to on-call staff to provide additional and immediate assistance.
Behavior Tracking	Provides accurate behavior tracking on real-time basis with ability to replay incident to determine antecedents	Provides only staff interpretation of antecedents for the behavior tracking	Rest Assured more accurately documents behaviors by replaying the incident to determine the antecedent.

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Tuesday, March 29, 2011

3:30 p.m. – 4:30 p.m.

#18 Health Risks for People with IDD: Why is their life span often 20 years shorter than ours?

Gail McPeake – *Director of Healthcare Services, Koinonia Homes, Inc.; Independence, OH*

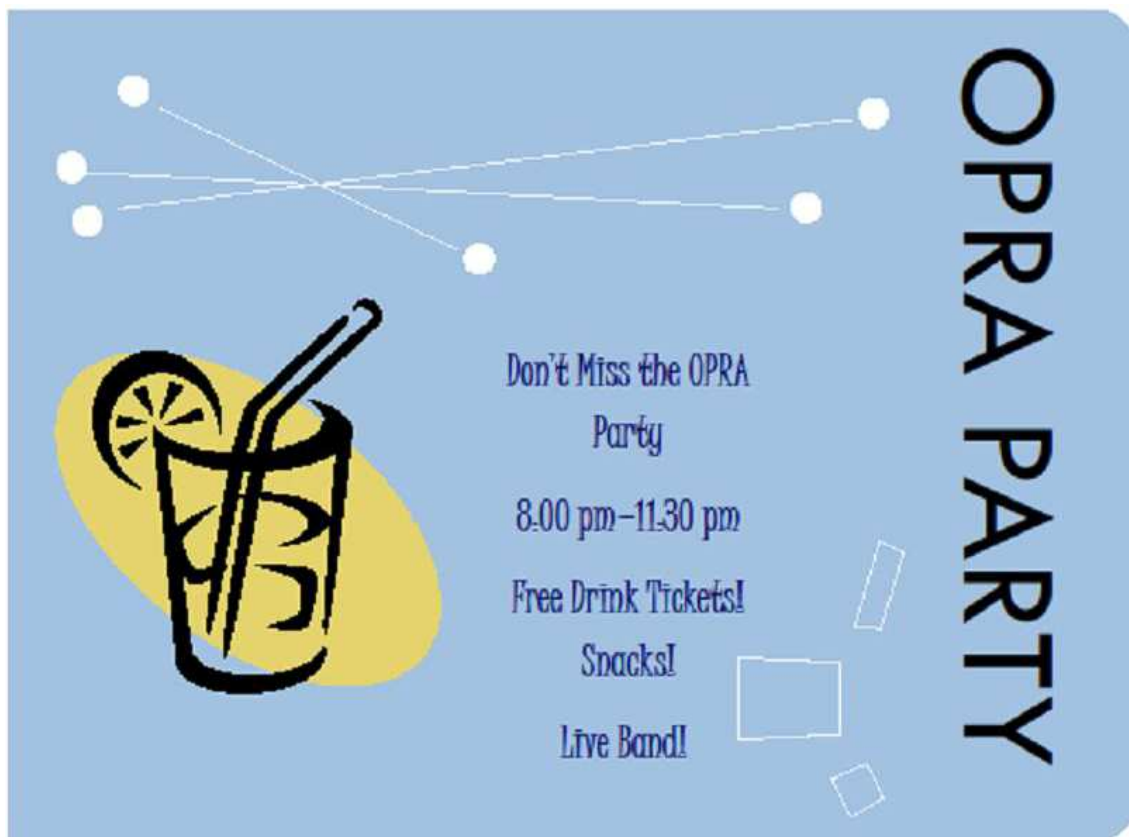
“Community living” does not mean that people with IDD have the same healthcare needs as the general population, or that all healthcare providers understand specialized needs. Staff need to be aware of multiple healthcare issues exclusive to IDD populations, including lack of understanding; medication; mobility; dependence on others for nutritional needs; oral care; dual diagnoses, etc.

#19 Special Features of Housing for Individuals with Unique Needs

Amber Gibbs – *Supervisor, Residential Facility Programs, Cuyahoga County BODD; Cleveland, OH*

What are features a housing corporation should consider when serving individuals with unique needs, including offenders and populations with autism, Prader-Willi Syndrome, fleeing behavior, self-destructive behavior, etc.?

8:00 p.m. – 11:30 p.m. OPRA Party





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Foundation For the Challenged is proud to co-sponsor the Business Development track as part of OPRA 2011 Spring Conference.

Foundation For the Challenged is working to improve the everyday lives of people with developmental disabilities by changing public perceptions and expanding personal choice options.

www.ffcohio.org

Wednesday, March 30, 2011

8:00 a.m. – 8:30 a.m. Conference Registration

8:30 a.m. – 9:30 a.m.

#20 Strategic Succession Planning: Building Leadership Continuity and Talent from Within

Chandra Attiken – Principal, *conneX.HR, LLC; Hilliard, OH*

Michael Sagert – Principal, *conneX.HR, LLC; Hilliard, OH*

At its core, succession planning is having a systematic process in place that proactively identifies, assesses, and develops employees for key roles within an organization. This executive session will present: components of a sound succession planning framework; best practice implementation approaches; and steps to integrate succession planning into overall talent management.

#21 The Peer Review Process – Assuring Quality and Promoting Teamwork

Marty Fagans – COO, *Champaign Residential Services Inc.; Urbana, OH*

In 2008 a team of program staff began to change the way CRSI conducted internal quality assurance reviews. Under the direction of the COO, they were given the task of transforming the current system into a process that served several different purposes and did not add further budget restraints. This system is relatively cost neutral and promotes teamwork and best practices. The efficient reporting and follow-up system assures that problems are corrected and staff are prepared for external reviews.

#22 Once You've Identified a Bully, What's Next?

Patty Schlosser – Associate Director and Human Resources Director, *Josina Lott Residential and Community Services; Toledo, OH*

Have you ever made the following statements? “Boy, he always seems angry and uncooperative...oh well, that’s just the way he is,” or “She’s always been this way, just ignore her,” or “Gosh, if I move them into different positions, I know their attitudes will change.” Session participants will discuss these types of thoughts and how they can be clues in identifying workplace bullies. We will also discuss the difference between the “captain bully” and the “follower bully.” Each participant will walk away with thought-provoking ideas on how to confront bullies and how to provide the appropriate corrective action. The presenter will provide examples of a “typical” bully’s personal characteristics, as derived from research materials and her own experience as a 21-year-veteran human resources director.

#23 Making a Difference: The Art of Community Connecting

Scott Osterfeld – COO, *Ohio Alliance of Direct Support Professionals (OADSP); Fairfield, OH*

Participants will be introduced to the principles and processes of community connecting. A value-based philosophy will be discussed, as well as practical strategies to support individuals with disabilities in developing more friendships and becoming a more valued part of their communities.

#24 Remote Monitoring and Technology-Enabled Support

Mark Davis – President, *OPRA; Columbus, OH*

Greg Wellems – Director, *Business Development, Imagine!; Lafayette, CO*

It is predicted that technology will fundamentally change our service delivery system over the next one to five years. In this session, hear about cutting edge, technology-enabled supports that are in place now. Learn the status of Ohio’s request to add remote monitoring to the Individual Options waiver. Understand the components of the remote-monitoring service as requested by Ohio, and find out how you may position your agency to leverage this service for the betterment of those you serve.

#25 Spiritual Care and Nurturing of Caregivers

Reverend Richard F. McCleery – Chaplain, *Halifax Health Hospice of Volusia Flagler; Port Orange, FL*

This session addresses the spiritual roots of care-giving and provides insights for care-givers who seek wellsprings of renewal along their care-giver paths.

	Tuesday, March 29, 2011					
8:30am - 9:00am	Conference Registration					
9:00am - 9:15am	Welcome: Than Johnson, OPRA Board President					
9:15am - 10:45am	#01 Keynote Presentation: Geri Jewell - Celebrating Abilities					
10:45am - 11:10am	Morning Break – please visit exhibits					
Target	CEO/COO	Program Directors	Human Resources	Direct Support PATHS	Nursing	DHN
11:10am - 12:10pm	#02 Reimbursement Update and Capital Planning Considerations Patrick McCormick	#03 Collaborating with Families Dee Bura	#04 The Everyday FMLA – What to Say and What Not to Do Pooja Alag Bird	#05 Creating a Cooperative Environment Lydia Gray Derrick Shelton	#06 Medication Administration by Unlicensed Personnel - With and Without Delegation Janet Winterstein	#07 Fundraising 101 Steve McPeake
12:30pm - 1:30pm	Luncheon					
2:00pm - 3:00pm	#08 OPRA Updates Mark Davis Anita Allen Teri Derry	#09 Audit Proof Billing System Michael Missler	#10 How to Conduct an Effective Investigation of an Employee Complaint James Kurek	#11 A Practical Formula for Creating Solutions for Working with Adults with Autism Janice Cline	#12 The Aging Process for Individuals with Intellectual and Developmental Disabilities Lisanne Bright	#13 Property Management & Financial Accounting Software for Housing Corporations Bill Bray Michelle Marshall
3:00pm - 3:30pm	Afternoon Break – please visit exhibits					
3:30pm - 4:30pm	#14 What's New in Waiver Services Mark Davis	#15 Culture Shock Kate Graber	#16 Contractors, Employees, and Whistleblowers Meet the IRS, AG and OSHA Jackie Ford Mike O'Brien	#17 The Role of the DSP in Facilitating a Safe and Healthy Home Debra Easley	#18 Health Risks for People with IDD: Why is their life span often 20 years shorter than ours? Gail McPeake	#19 Special Features of Housing for Individuals with Unique Needs Leah Dalton Amber Gibbs
8:00pm - 11:30pm	OPRA Party					

	Wednesday, March 30, 2011					
8:00am - 8:30am	Conference Registration					
Target	CEO/COO Business Development	Program Directors	Human Resources	Direct Support PATHS	Technology	Special Features
8:30am - 9:30am	#20 Strategic Succession Planning: Building Leadership Continuity and Talent from Within Chandra Attiken Michael Sagert	#21 The Peer-Review Process: Assuring Quality and Promoting Teamwork Marty Fagans	#22 Once You've Identified a Bully, What's Next? Patty Schlosser	#23 Making a Difference: The Art of Community Connecting Scott Osterfeld	#24 Remote Monitoring & Technology-Enabled Support Mark Davis Greg Wellems	#25 Spiritual Care and Nurture of Caregivers Rev. Richard F. McCleery
9:30am - 9:45am	Early Morning Break – please visit exhibits					
9:45am - 10:45am	#26 Personal Leadership in Today's Multigenerational Workforce Kevin A. Smith	#27 Personality Factors of Direct Care Workers Related to Job Satisfaction and Burnout James Jordan Frank Heinrich	#28 Health Care Reform Update: Health Plan Mandates & False Claim Act Compliance Paul Coval Jolie Havens	#29 Making a Difference: The Art of Community Connecting Scott Osterfeld	#30 Remote Monitoring & Technology-Enabled Support Mark Davis Greg Wellems	#31 Should You Have an Organizational Integrity Program, and if so, Why? Carol Rolf
10:45am - 11:00am	Late Morning Break – please visit exhibits					
11:00am - 12:00pm	#32 Crisis Communications: Planning for Situations Threatening Your Organization's Reputation and Ability to Fulfill Its Mission Bruce Hennes	#33 Working Smart – Working Safe: Making the Practice of Good Body Mechanics Second Nature Rachel Ashburn Mallory Shirley Alexander	#34 A Whole New World: Employment Policies in the Age of Facebook, Ever-Changing Technology, Evolving Employment Laws, and Violence in the Workplace Robert Pivonka Monica Mazzola	#35 Making a Difference: The Art of Community Connecting Scott Osterfeld	#36 Using Technology to Increase Quality of Life: Case Study Dustin Wright	#37 Philadelphia Insurance Companies Fleet Accident Investigation Rachael Marchini
12:30pm - 2:00pm	#38 Keynote Presentation: Director John Martin – Moving Forward During Challenging Times: DODD Biennium Budget Proposal					
2:30pm - 3:30pm	#39 Grantsmanship Basics: How to Develop Sustainable Support from Grant Writing Dan Slobodien	#40 Shake...Rattle ...and Roll Lynne Hibbard	#41 Workers' Compensation Update and Its Impact on Ohio Employers Tara Heath	#42 Making a Difference: The Art of Community Connecting Scott Osterfeld	#43 Using Technology to Increase Quality of Life: Case Study Sandy Henry	#44 Can Representative Payees Create Trusts to Preserve Eligibility for Public Assistance Benefits? David A. Zwyer

Wednesday, March 30, 2011

9:45 a.m. – 10:45 a.m.

#26 Personal Leadership in Today's Multigenerational Workforce

Kevin A. Smith – Founder/Principle Consultant, *Introspective Consulting, LLC*; Athens, OH

Our workforce is changed: we look different, and our values are competing. Being successful in one's job today means more than competence. It means being able to work and lead among four generations now working side-by-side while adapting to subcultural differences. The purpose of this interactive session is to help participants explore and define generational values, as well as to provide research-based contexts for why diversity matters more than ever. Participants will leave this session with a deeper understanding of today's changing organizational culture and with steps and habits for advancing their personal leadership.

#27 Personality Factors of Direct Care Workers Related to Job Satisfaction and Burnout

James Jordan – Assistant Professor, Psychology, *Lorain County Community College*; Elyria, OH

Frank Heinrich – Psychology Assistant, *Northeast Care Center*; North Royalton, OH

This session will discuss research findings on how personality factors are related to job satisfaction and burnout among direct care staff who interact with individuals with intellectual disabilities. Participants will be able to identify current and future staff who are likely to be satisfied and unlikely to burnout based upon personality factors as measured by the 16 PF personality inventory

#28 Health Care Reform Update: Health Plan Mandates & False Claims Act Compliance

Paul Coval – Partner, *Vorys, Sater, Seymour and Pease, LLP*; Columbus, OH

Jolie Havens – Associate, *Vorys, Sater, Seymour and Pease, LLP*; Columbus, OH

This session will highlight recent health care reform compliance developments for developmental disability providers, both in their capacities as providers, and as employers. On the employer side, the presentation will provide an update on health plan mandates and related issues, with a focus on planning for major changes in 2014. On the provider side, the presentation will discuss the bases for liability under and recent major changes in the Federal False Claims Act, which could create substantial liability for any uninformed provider.

#29 Making a Difference: The Art of Community Connecting

Scott Osterfeld – COO, *Ohio Alliance of Direct Support Professionals (OADSP)*; Fairfield, OH

Continued from Session 23.

#30 Remote Monitoring and Technology-Enabled Support

Mark Davis – President, *OPRA*; Columbus, OH

Greg Wellems – Director, *Business Development, Imagine!*; Lafayette, CO

Continued from Session 24.

#31 Should You Have an Organizational Integrity Program, and if so, Why?

Carol Rolf – Senior Partner, *Rolf & Goffman*; Cleveland, OH

This session will focus on the benefits of having a corporate integrity program in a time of closer government scrutiny and ever-increasing penalties for billing and compliance errors. Participants will learn about the laws and penalties in general that related to Medicaid fraud and abuse, and the most recent trends in enforcement, including the consequences of employing individuals excluded from the Medicaid and Medicare programs. Participants will also learn the essential elements of a compliance/integrity program, and the importance of involving your governing body in the process.

10:45 a.m. – 11:00 a.m. Late Morning Break – please visit exhibits

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Wednesday, March 30, 2011

11:00 a.m. – 12:00 p.m.

#32 Crisis Communications: Planning for Situations Threatening Your Organization's Reputation and Ability to Fulfill Its Mission

Bruce Hennes – *Managing Partner, Hennes Paynter Communications; Cleveland, OH*

Wandering clients, accusatory family members, embezzlement, sexual harassment, insubordination, failure to comply with industry regulations, misappropriation of funds, and hiring mistakes are just a few of the headlines ripped from the front pages of Ohio's daily newspapers - and amplified exponentially by Facebook and Twitter - where the finger has been pointed at healthcare-related organizations. In today's world of "gotcha" journalism and tiny digital cameras capable of sending hi-definition pictures to YouTube and CNN within minutes, "crisis communications" has emerged as a separate subdiscipline of public relations. This fast-paced session led by a veteran crisis communications and media specialist will focus on a highly-strategic approach to communicating during a wide variety of crisis situations, offering numerous methods for establishing and maintaining "control of the message," enabling participants to mount a defense against a sudden press onslaught, and protecting the good name of provider organizations.

#33 Working Smart – Working Safe: Making the Practice of Good Body Mechanics Second Nature

Rachel Ashburn Mallory – *Director of Therapy, Heinzerling Foundation; Columbus, OH*

Shirley Alexander – *Director of Therapy, Heinzerling Foundation; Columbus, OH*

"Working Smart – Working Safe" are goals for any organization concerned about having alert, productive, functional workers – from direct support to the CEO. Prevention is the name of the game. Practicing good body mechanics while performing work tasks helps enhance the safe performance of tasks, helps prevent injuries and, ultimately, helps prevent the disruption of an organization's service and mission.

#34 A Whole New World: Employment Policies in the Age of Facebook, Ever-Changing Technology, Evolving Employment Laws, and Violence in the Workplace

Robert Pivonka – *Partner, Rolf & Goffman; Cleveland, OH*

Monica Mazzola – *Attorney, Rolf & Goffman; Cleveland, OH*

Employers today are facing new challenges that were never imagined even only a decade ago. These challenges are the result of rapid advances in technology, how people in this country interact with each other, and the ever-changing nature of employment laws. Employers are also facing challenges created by violence in the workplace – both between and among employees and from those they serve. Employment policies need to reflect and address these challenges. Participants attending this session will learn about some tricky issues facing employers, and will be prepared to develop policies to help them keep up with the changing times. Specific areas that will be addressed are social media and related technologies, workplace violence, and pregnancy and disability discrimination.

#35 Making a Difference: The Art of Community Connecting

Scott Osterfeld – *COO, Ohio Alliance of Direct Support Professionals (OADSP); Fairfield, OH*

Continued from Session 29.

#36 Using Technology to Increase Quality of Life – Case Studies

Dustin Wright – *General Manager, Rest Assured, LLC; Lafayette, IN*

This session will provide a real-life example of how technology is being used to support an individual with an intellectual and developmental disability, and engage in discussion about the advantages, programmatic, and ethical issues of using technology.

Mark Your Calendars!!

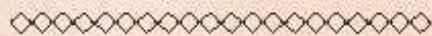
**OPRA's 2011 Fall Conference is Scheduled for
October 25 - 26, 2011 at the Embassy Suites Dublin, Ohio!**



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Wednesday, March 30, 2011

11:00 a.m. – 12:00 p.m.

#37 Philadelphia Insurance Companies: Fleet Accident Investigation

Rachael Marchini – Senior Loss Control Consultant, Philadelphia Insurance Companies; Beachwood, OH

The objectives of this one-hour session are to review: Types of accidents; Causes or contributing factors of accidents; How to perform an accident investigation; What documentation should be completed; Table top exercises.

12:30 p.m. – 2:00 p.m. Luncheon and Keynote Presentation - Moving Forward During Challenging

Times: DODD Biennium Budget Proposal

John Martin – Director, Ohio Department of Developmental Disabilities; Columbus, OH

Director Martin will review current issues and activities from the Ohio DODD for moving forward during challenging times and the DODD biennium budget proposal .

2:30 p.m. – 3:30 p.m. Afternoon Break – please visit exhibits

#39 Grantsmanship Basics: How to Develop Sustainable Support from Grant Writing

Don Slobodien – Owner, Benbrook Associates; Columbus, OH

Organizations that need financial support for new programs, program expansion, and general operating expenses often apply for public and private funding by writing grant proposals. But for those organizations without full-time fundraising staff, grant writing can be a cumbersome process often pushed to the back burner. In this practical session for executive and program staff, participants will gain proven tools for successful proposal writing, and for creating a sustainable grantsmanship program using their existing resources.

#40 Shake...Rattle...and Roll

Lynne Hibbard – Quality Assurance Director, E.C.I., Inc.; Fairfield, OH

This session will help participants revolutionize their training styles by examining their current approach and by thinking “outside the box.” Orientation and training does not have to be boring! Customized tools and group collaboration will allow participants to improve presentations and deliver material using a format that achieves greater understanding and skill transfer. Participants will learn just what it takes to make their own training practical, dynamic, and interactive.

#41 Workers’ Compensation Update and Its Impact on Ohio Employers

Tara Heath – Special Projects Manager, CompManagement Inc.; Dublin, OH

In this session we will provide an update on some recent changes in Ohio's workers’ compensation guidelines and how these changes may impact employers, including claims management and ongoing relationships and expectations with injured workers.

#42 Making a Difference: The Art of Community Connecting

Scott Osterfeld – COO, Ohio Alliance of Direct Support Professionals (OADSP); Fairfield, OH

Continued from Session 35.

#43 Using Technology to Increase Quality of Life – Case Studies

Sandy Henry – Senior Director, Rest Assured, LLC; Lafayette, IN

This session will provide a real-life example of how technology is being used to support an individual with an intellectual and developmental disability, and engage in discussion about the advantages, programmatic, and ethical issues of using technology.

#44 Can Representative Payees Create Trusts to Preserve Eligibility for Public Assistance Benefits?

David A. Zwyer – Area Representative, Community Fund Management Foundation (CFMF); Worthington, OH

How many big screen TVs can you buy? Can you as a representative payee place a resident's funds into a trust to retain his/her eligibility for SSI and Medicaid? This session provides the latest updates to estate planning for people with disabilities for whom Medicaid eligibility is essential, and provides a brief overview of planning options. New booklets on estate and future planning will be available.

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Together we'll go far



Embassy Suites Hotel

5100 Upper Metro Place
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Hotel accommodations are available at the Embassy Suites Hotel, Dublin, OH. Room rates for conference attendees are **\$121.99** plus tax for single or double occupancy. (This rate includes a complimentary cooked-to-order breakfast). Reserve your room directly with the Embassy Suites Hotel and mention you are with The Ohio Provider Resource Association Conference to receive the reduced rate. This rate is only guaranteed on reservations made on or before **March 14, 2011**.

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Take Exit 270 West and go eight miles to Exit 17A onto SR 161-RT 33. Take a right at the first light onto Frantz Rd. Make a right onto Upper Metro Place and the hotel is on the right.
- From Port Columbus Airport -
Take I-270 NW to Exit 17A and go east. Make a right at the first light onto Frantz Rd. Make a right onto Upper Metro Place and the hotel is on the right.

OPRA is an approved continuing professional education sponsor of the Accountancy Board of Ohio - Sponsor Code: T-0025
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Continuing education credits for all sessions by the Board of Examiners of Nursing Home Administrations (BENHA).
Approval pending for 9 Course Hours

Nursing—Any continuing education activity approved by BENHA is accepted by the Ohio Board of Nursing for all nurses in the State of Ohio

Continuing education credits for Adult Services/Day Habilitation; CB Member; Service & Support Administration; Superintendent/Asst. Superintendent - *Approval pending for 9 hours*

OPRA is an approved provider for HRCI - *Approval pending for 9 Course Hours*



Ohio Department of Developmental Disabilities Licensure CEU's - *Approved for 9 Course Hours.*

Social Work Hours Only, from the Counselor, Social Worker and Marriage and Family Therapist Board .
Social Work Continuing Professional Education Provider #RSX019404 - *Approved for 9.5 Course Hours*

In order to receive continuing education credit, you must currently hold the license or certificate and complete an attendance record. You must attend the entire session or day to receive credit.

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Register online at www.opra.org, or fax this completed form to 614-224-3340

A separate and complete form must be submitted for EACH Conference attendee. Please copy this form as necessary. If mailing form(s) and payment(s), please make checks payable to OPRA, and send to: OPRA, 1152 Goodale Blvd, Columbus, OH 43212. No phone registrations, please. There will be a \$50 charge for cancellations received between 3/15 and 3/21. No refunds will be issued for registrations cancelled after 3/22. The full registration fee will be charged for EACH "No-Show." Substitutions ARE permitted.

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❖ REGISTRATION INFORMATION ❖

Please check the desired box(es):

	OPRA Member	Non-Member
<input type="checkbox"/> Conference – Day 1 ONLY – March 29	\$130	\$205
<input type="checkbox"/> Conference – Day 2 ONLY – March 30	\$130	\$205
<input type="checkbox"/> Conference – Days 1 & 2 – March 29-30	\$205	\$375
<input type="checkbox"/> Vegetarian lunch	no charge	no charge
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❖ FEE SUMMARY ❖

\$	Total Registration Fee	
\$	Late Fee – this is \$50 per registrant if registration submitted after 3/22.	
\$	TOTAL FEES DUE	
\$	Paid by attached check #	
\$	To be paid by PO #	

❖ CEUs REQUESTED ❖

Accountancy Board – Approved Course Hours: 13
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Nursing – any continuing education activity approved by BENHA is accepted by the Ohio Board of Nursing for all nurses in the State of Ohio.
DODD Adult Services/Day Habilitation; County Board Member; Service & Support Admin; Support/Assistant Support – Approval Pending for Course Hours: 9
DODD Licensure – Approved Course Hours: 9
HRCI – Approval Pending for Course Hours: 9
Social Work Hours Only from the Counselor, Social Worker & Marriage and Family Therapist Board – Approved Course Hours: 9.5

Please make your Session selections below. Choose ONE Session for EACH block of time for EACH day you will be attending the Conference. Thank you!

Tuesday, March 29, 2011

9:15 – 10:45

☐ #01 – Keynote – Celebrating Abilities

11:10 – 12:10

☐ #02 – Reimbursement Update and Capital Planning Considerations
☐ #03 – Collaborating With Families
☐ #04 – The Everyday FMLA – What To Say and What Not To Do
☐ #05 – Creating a Cooperative Environment
☐ #06 – Medication Administration by Unlicensed Personnel - With and Without Delegation
☐ #07 – Fundraising 101

2:00 – 3:00

☐ #08 – OPRA Updates
☐ #09 – Audit-Proof Billing System
☐ #10 – How to Conduct an Effective Investigation of an Employee Complaint
☐ #11 – A Practical Formula For Creating Solutions for Working with Adults with Autism
☐ #12 – The Aging Process for Individuals with Intellectual and Developmental Disabilities
☐ #13 – Property Management and Financial Accounting Software for Housing Corporations

3:30 – 4:30

☐ #14 – What's New in Waiver Services
☐ #15 – Culture Shock
☐ #16 – Contractors, Employees, and Whistleblowers Meet the IRS, the Attorney General, and OSHA
☐ #17 – The Role of the DSP in Facilitating a Safe and Healthy Home
☐ #18 – Health Risks for People with IDD
☐ #19 – Special Features of Housing for Individuals with Unique Needs

Wednesday, March 30, 2011

8:30 – 9:30

☐ #20 – Strategic Succession Planning
☐ #21 – The Peer Review Process
☐ #22 – Bullying
☐ #23 – Making a Difference: The Art of Community Connecting
☐ #24 – Remote Monitoring and Technology-Enabled Support
☐ #25 – Spiritual Care and Nurturing of Caregivers

9:45 – 10:45

☐ #26 – Personal Leadership in Today's Multigenerational Workforce
☐ #27 – Personality Factors of Direct Care Workers Related to Job Satisfaction and Burnout
☐ #28 – Health Care Reform Update
☐ #29 – Making a Difference: The Art of Community Connecting (cont'd)
☐ #30 – Remote Monitoring and Technology-Enabled Support (cont'd)
☐ #31 – Should You Have an Organizational Integrity Program, and if so, Why?

11:00 – 12:00

☐ #32 – Crisis Communications
☐ #33 – Working Smart – Working Safe
☐ #34 – Employment Policies
☐ #35 – Making a Difference: The Art of Community Connecting (cont'd)
☐ #36 – Using Technology to Increase Quality of Life – Case Studies
☐ #37 – Fleet Accident Investigation

12:30 – 2:00

☐ #38 – Keynote – Moving Forward During Challenging Times: DODD Biennium Budget Proposal

2:30 – 3:30

☐ #39 – Grantsmanship Basics
☐ #40 – Shake...Rattle...and Roll
☐ #41 – Workers' Compensation Update
☐ #42 – Making a Difference: The Art of Community Connecting (cont'd)
☐ #43 – Using Technology to Increase Quality of Life – Case Studies (cont'd)
☐ #44 – Can Representative Payees Create Trusts to Preserve Eligibility for Public Assistance Benefits?

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OPRA's

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