

OPRA 2009 Fall Conference

October 27 - 28, 2009

Embassy Suites Hotel, Dublin, Ohio



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IT WORKSHOP
OCTOBER 27-28, 2009
EMBASSY SUITES HOTEL, DUBLIN, OHIO



Through collaboration with the Michigan Nonprofit Association and expertise of NPower Michigan, OPRA's IT Workgroup is pleased to announce a set of technology workshops that will be held in conjunction with the 2009 OPRA Fall Conference. Our aim is to increase technology know-how to our members so that they can better achieve their missions.

Please join us for all or part of this two-day presentation.

Andy Wolber, Executive Director, NPower Michigan Office, Detroit MI

TUESDAY, OCTOBER 27, 2009
10:45 A.M. — 11:45 A.M.

W1 CHOOSING AND USING A DATABASE TO TRACK YOUR WORK - PART I

Databases are essential to track your programs, donors and services, but how do you choose a system best suited to your organization's needs? Can you use the system you already have? If not, how do you transition from your existing system to a better system without losing valuable time and information? This session will give you an overview of several different software packages and provide a solid framework to help you evaluate alternatives. (Applicable to small and mid-sized organizations choosing database software)

12:00 P.M. — 1:15 P.M. LUNCHEON

1:30 P.M. — 2:30 P.M.

W2 CHOOSING AND USING A DATABASE TO TRACK YOUR WORK - PART II

2:30 P.M. - 2:40 P.M. BREAK (PLEASE VISIT EXHIBITS)

2:40 P.M. - 3:40 P.M.

W3 GETTING ONLINE TODAY: HOW TO SET UP A WORDPRESS SITE FOR YOUR NONPROFIT - PART I

Join us for a fast-paced workshop that will walk through setting up and configuring a website for your organization using Wordpress. This will include:

- A walk-through of how to create a basic site using Wordpress.com
 - How to get your own domain name (e.g., www.mynonprofit.org)
 - Recommendations regarding what information should be available on your website
 - How to set up your website to accept donations
 - Configuring your site to provide useful information about site visitors
- (This session is geared for non-technical nonprofit staff who need to manage a website.)

4:00 P.M. - 5:00 P.M.

W4 GETTING ONLINE TODAY: HOW TO SET UP A WORDPRESS SITE FOR YOUR NONPROFIT - PART II

WEDNESDAY OCTOBER 28, 2009
9:45 A.M. — 10:45 A.M.

W5 SOCIAL MEDIA FOR SOCIAL GOOD - PART I

So you've read a bit about blogs and RSS (really simple syndication), Flickr, Twitter and Facebook. But you're not sure exactly what any of these tools can do for your nonprofit. We'll cover exactly how these tools work and show you how nonprofits are using these tools to engage constituents and raise money. This session will cover: How to use a weblog reader to track information about your nonprofit Choosing social media: why? when? how? which tool? Examples of nonprofits using these tools (Aimed at non-technical nonprofit staff members interested in leveraging new online tools in support of their organization's mission.)

11:00 A.M. — 12:00 P.M.

W6 SOCIAL MEDIA FOR SOCIAL GOOD - PART II

12:15 P.M. — 1:45 P.M. LUNCHEON

2:00 P.M. — 3:00 P.M.

W7 PEER CONSULTING FORUM FOR SMALL ORGANIZATIONS

Using suggestions from small member agencies, we will gather information from a few different organizations that are having problems with IT and use them as a case study for our consulting forum.

3:00 P.M. — 3:15 P.M. BREAK (PLEASE VISIT EXHIBITS)

3:15 P.M. — 4:15 P.M.

W8 PEER CONSULTING FORUM FOR LARGE ORGANIZATIONS

Using suggestions from large member agencies, we will gather information from a few different organizations that are having problems with IT and use them as a case study for our consulting forum.



Columbus
Center
for Human
Services
Inc.

providing services since 1983

OpenDoor
Art Studio

opendoorartstudio.org



The Open Door Art Studio is dedicated to overcoming limitations and giving individuals with disabilities the opportunity to discover their expressive freedom



The Career
and Activity
Center

[thecareerand
activitycenter.com](http://thecareerandactivitycenter.com)

The Career and Activity Center is a place where participants have the options to acquire new skills: Achieve healthy lifestyles in the exercise and kitchen area. Explore their creativity in the art studio. Enjoy a multi-sensory experience in our snoozelen room. Plant a garden in the greenhouse. Access specialized job coaches and employment opportunities. And have fun meeting new people in the community

Park West
Court
Apartments

pwca-col.org



Park West Court Apartments is a 70 bed ICF providing comprehensive support services to adults with developmental disabilities. Residents at Park West enjoy a community where positive relationships grow.



Supported
Community
Living

scl-col.org



Supported Community Living is an experienced provider of comprehensive in-home supports serving individuals with disabilities in central Ohio since 1989. The needs of the consumer come first, and we focus on elevating the quality of life they experience.



Tuesday, October 27, 2009

9:30 a.m. – 10:30 a.m.

#01 Keynote Presentation: Smart Supports – Using Technology to Improve Service Options for Consumers, Families and Providers

Greg N. Wellems, Director Innovation Programs, Imagine!, Lafayette, CO

This presentation will provide information on current technology research and how technology improves consumer supports and enables consumers to live a fuller life in their community. Imagine! built the prototype smart home in Boulder, Colorado. The consumers, families, staff, technology and home will be studied for application in Colorado and across the United States.

10:30 a.m. – 10:45 a.m. Break (Please visit exhibits.)

10:45 a.m. – 11:45 a.m.

#02 Making Your Voice Heard - Grassroots Advocacy

Mike Toman, The Success Group

McKenzie Davis, The Success Group

Missy Craddock, Director of Government Relations, OPRA, Columbus, OH

Learn how to become involved in local grassroots efforts and effectively advocate for DD issues within your own legislative district. Basic tools and tips will be provided to increase participants comfort communicating with their legislators. This session is essential if individuals with developmental disabilities, families, and those who support them are to positively impact the future direction of the DD field!

#03 Capability Teaching/ Behavior Shaping

Kate Graber, Capability Teaching, Bittersweet Farms, Whitehouse, OH

Capability Teaching/ Behavior Shaping: Pro-active vs. Reactive Decision Making and How To Problem Solve Each Situation with Creativity. This highly energizing program, while establishing the foundation of person-centered teaching concepts, helps attendees recognize their value in the education process of providing direct support to individuals with autism. Participants will use this information to help those they support be empowered to discover their self-worth, manage their own behaviors, and learn to make choices within their lives. This session is a wake-up call for all direct support staff to reshape their thinking and feelings about the important job they perform and their understanding of how to meet the Positive Culture Initiative mandate: Capability Teaching.

#04 Employment Law Update

Jackie Ford, Esq., Partner, Vorys, Sater, Seymour and Pease LLP, Columbus, OH

Ms. Ford will provide an update on the latest changes to the Family Medical Leave Act ("FMLA") and the Americans with Disabilities Act ("ADA"). Further, Ms. Ford will provide a forecast on new employment related legislation.

#05 To Be Your Best Find Relief for Your Stress

Roger Fortener, Ph.D., Associate Executive Director, Anne Grady Corp, Holland, OH

During this session participants will review the signs of stress, discover the sources of stress, and learn effective coping skills for managing stress. Participants will look at how we think and how we often are programmed. Discussion will center on positive thinking and positive attitudes. We will learn to laugh at ourselves and hopefully learn to appreciate what we have, rather than lament about what we do not have.

#06 Supplemental Special Needs Trusts

Lee Ackerman, Executive Director, Disabled and Alone/Life Services for the Handicapped, NY, NY

Supplemental Special Needs Trusts – types, availability, fees, expectations, forms, maintenance of government benefits, income sheltering (first party trusts) for use for people with disabilities.

Tuesday, October 27, 2009

12:00 p.m. – 1:15 p.m. Luncheon/Key Note

#07 Ten Rules to a Happy Life

Dave Rastoka, Regional Director, ResCare, Inc., Columbus, OH

This session will cover ten rules to living a happier and healthier life and will assist the audience in exploring the benefits of ongoing maintenance of a positive outlook.

1:30 p.m. – 2:30 p.m.

#08 ICF/MR Trends and Strategic Planning

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

This session will analyze cost trends from the 2008 Medicaid cost reports and look at issues identified when compared to the State of Ohio Budget for FY2010 and FY2011. In addition to comparing specific cost center issues to the FY2010 Medicaid rates this session will provide some additional insight as to what to expect for Medicaid rates in FY2011. In addition this session will provide some additional insight into current federal discussions on healthcare reform and how it relates to the ICF/MR program. With those issues identified there will be additional discussions on strategic planning for the ICF/MR program in a 5 to 10 year horizon.

#09 Statewide Patterns / Trends and Alerts related to Major Unusual Incidents

Scott Phillips, Assistant Deputy Dir., Ohio Department of Developmental Disabilities, MUI Registry Unit, Columbus, OH

This interactive session will highlight information related to statewide trends identified by the department through the analysis of Major Unusual Incidents (MUI's). Health and Safety Alerts have been developed related to these trends and will also be discussed during the session. Participants will gain a greater understanding of statewide systemic MUI issues to take back to the local community to enhance the service delivery system.

#10 Managing Interactions in Difficult Employee Situations - Part I

Michelle Anderson, Chief Operations Officer, Hattie Larlham Care Group, Mantua, OH
Julie Wagner, Director of Human Resources, Hattie Larlham Care, Mantua, OH

This will be an interactive session that will explore each behavior type as well as teach supervisors techniques on how to approach and interact with employees and different employee behavior types. Each participant will receive a booklet with the different behavior types and a one-page technique sheet that participants can keep with them as reminder on how to interact with different employee behaviors.

#11 Stretch, Strengthen, and Get Moving

Julie Shertzer, PhD, RD, LD, CSSD, Program Specialist, Department of Human Nutrition, The Ohio State University, Columbus, OH

Physical activity offers substantial health benefits, and it doesn't mean going to the gym. There are many activities that are enjoyable. Julie will share how much physical activity you need in your day and some ideas for moving more. Julie will demonstrate short, simple exercises that can be done virtually anywhere. NOTE: this session will be interactive; comfortable clothes and shoes are encouraged.

#12 Guardianship

Dave Zwyer, Attorney at Law, Kincaid, Randall & Craine, Columbus, OH

In this session, participants will learn about the different types of guardianships that exist in Ohio and their alternatives. They will learn about recent changes in Ohio law regarding residency requirements for guardians, identify where the law prohibits providers from also serving as guardians, learn how to initiate and seek a guardianship for someone who needs it. Participants will and discuss a guardianship case before the Ohio Supreme Court involving a County Board as well as whether individuals with disabilities can complete their own Wills and Health Care and Power of Attorney.

Tuesday, October 27, 2009

2:30 p.m. – 2:40 p.m. Break (Please visit exhibits.)

2:40 - 3:40 p.m.

#13 FORM 990: Focus On Governance and Transparency

Melanie McPeak-Korpon, Senior Tax Accountant, Howard, Wershba & Co., Cleveland, OH

Does your Form 990 paint a clear, concise, and accurate picture of your Organization's charitable services? Is your "best foot forward" – both internally and externally – in the public's eye? In addition to telling the Organization's story, the Revised Form 990 allows an Organization to look at itself from an outsider's point of view. In this session we will focus on new government emphasis on issues that may be present within your Organization as well as possible transparency issues. Participants will learn how the Revised Form 990 allows an Organization to (re)assess, organize, and centralize important legal documents, policies and procedures, meeting documents, etc. The Form also provides the ability to identify and implement any missing policies or update any documents whether legal or otherwise. The session will also identify common tax issues that surface in the long-term care and home and community based setting.

#14 ITS and COGNOS for Providers

Debbie McGuire Ward, MUI Unit Supervisor, Ohio Department of Developmental Disabilities, Columbus, OH

Participants will gain a greater understanding of the revised Incident Tracking System (ITS). Presentation will include general information, system improvements, reports and analysis. This is a can't miss session for anyone who deals with Major Unusual Incident (MUI) management.

#15 Managing Interactions in Difficult Employee Situations - Part II

Michelle Anderson, Chief Operations Officer, Hattie Larlham Care Group, Mantua, OH

Julie Wagner, Director of Human Resources, Hattie Larlham Care, Mantua, OH

This will be a continuation of session # 10. You will want to be sure to attend both sessions. Participants will continue to explore each behavior types and techniques on how to approach and interact with employees and different employee behavior types.

#16 Eating for Optimal Health

Julie Shertzer, PhD, RD, LD, CSSD, Program Specialist, Department of Human Nutrition, The Ohio State University, Columbus, OH

Edward Stanley said, "Those who think they have no time for healthy eating will sooner or later have to find time for illness." This session will focus on the foods that have a positive impact on your health and provide practical information to help you purchase and prepare these foods.

#17 A Case Study of Literacy Acquisition in an Adult With Developmental Disabilities

Thomas W. Gilbert, QMRP, Northeast Care Center, North Royalton, OH

Monica Gordon Pershey, Assoc Professor/Program Director, Speech and Hearing Program, Department of Health Sciences, Cleveland State University, Cleveland, OH

Participants will identify strategies for facilitating literacy in adults with developmental disabilities by using contextually-supported reading. Participants will identify the events of the current case study and its implications. Participants will acquire data collection techniques for use in facilitating literacy in adults with developmental disabilities by using contextually-supported reading.



Tuesday, October 27, 2009

3:40 p.m. – 4:00 p.m. Break (Please visit exhibits.)

4:00 p.m. – 5:00 p.m.

#18 Interactions Between Housing Corporations and Residential Service Providers

Steve McPeake, President/CEO, North Coast Community Homes, Cleveland, OH

This panel of professionals will discuss the interaction between housing corporations and residential service providers including: damage to the home by tenants or staff, quality & timeliness of repairs, staff use of the homes, rights of tenants, provider restrictions on use of the home by tenants, use of the home by providers for office functions. Agreements between residential providers and housing corporations that extend beyond leases between tenants and landlord.

#19 Attention to Detail; It May Be Something You Never Want to Forget

Lynne Urbanski, Executive Director, Blossom Hill, Inc, Westlake, OH

In order to provide the best care possible for our individuals we need to make sure we never fall into a pattern of comfortable complacency. This presentation will review strategies on how to ensure compliance for Certification and Licensure survey's by providing an overview of good documentation practices, good quality assurance checks and motivational tools to help staff remember the importance of not only the care they provide but the follow through as well. Participants will be able to review what their organizational strengths are, identify need areas and hopefully develop a renewed appreciation for the "little things" that really do mean a lot. Areas that we will focus on will include: monthly program progress notes, UI/MUI documentation, behavior support progress notes and communication skills between shifts, day programming and other agencies that work with us in providing care to our population.

#20 Choose Your Attitude

Beth Flynn, Leadership Consultant and Trainer, OSU Leadership Center, Columbus, OH

Entheos - Enthusiasm comes from the Greek word, entheos, which means inspired or filled with the divine. When you get excited and enthusiastic about your life and work, you bring a powerful divine energy to everything you do, and people notice. When you are enthusiastic, people want to be around you. When you feel good, others around you feel good too, it's contagious.

#21 I Smell the Smoke of Burnout, but I've got the Extinguisher

Lisa Barnes, Staff Trainer, Resident Home Association of Dayton, Dayton, OH

The work we do can be extremely rewarding but it can take its toll. Come to this session and learn the signs and symptoms of burn-out so you can catch it and do something about it as soon as you smell the first wisp of smoke. During this interactive session, you will walk away with your own "extinguisher" that can be used to put out the smoke and flames of burn-out.

#22 Managing Risk: True Cost of Vehicle Accidents

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

Ron Quattrochi, Senior Consultant, Philadelphia Insurance Companies, Stoughton, MA

This session will review the concept that accidents are not part of the process, and that any incident is a defect in the system, trends in social services incidents (Ohio v the nation), elements of a risk management program, and definition and discussion of the term "accident". They will answer, what is insurance, what does it include, and exclude, limitations, and direct versus indirect costs. Participants will gain knowledge of the true cost of the hidden, soft cost. The goal is to have participants buy into their agency risk management efforts to work on strengthening overall efforts by considering the concepts and risk management elements reviewed during the session.

8:00 p.m. – 12:00 a.m. - OPRA PAC Fundraiser/Party: Enjoy Entertainment, Refreshments, Drinks and a Silent Auction for the OPRA PAC. You Will NOT Want to Miss This!!!!

Wednesday, October 28, 2009

8:30 a.m. – 9:30 a.m.

#23 Keynote: State of the State - DD Updates

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

Join Director Martin as he reviews current issues and activities from the Ohio Department of Developmental Disabilities. Special emphasis will be given to the DD budget and status of the Departments work plan activities.

9:30 a.m. - 9:45 a.m. Break (Please visit exhibits.)

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

#24 Business Insurance Workshop

Brad E. Bush, President, Wichert Insurance, Columbus, OH

Roger Perry, Account Executive, Wichert Insurance, Columbus, OH

Learn about the different types of coverage for both nonprofit and for-profit social service agencies, what policy covers what risks, and identify the type of insurance that makes sense for your budget and your needs. Discussion will range from Directors & Officers Insurance to Property & Liability as well as Professional Liability Insurance and Abuse & Molestation Coverage. Find out what your organization really needs. The facilitator will also discuss how often and why groups should re-evaluate their current policies and carrier plus how to select an insurance broker who is going to be an advocate for you.

#25 A Practical Model to Implement Employment Services in Your Agency

Steve Hagerdorn, Vice-President of Operations, ADD, Inc., Columbus, OH

Participants in this session will learn how to practically implement an employment services program in their agency using an incubator model. The model will show participants how to develop a business model to implement an employment services program. Participants will be able to develop a business model that includes a needs analysis, business plan and financial projections.

#26 Salary Survey Update

Mark Davis, President, OPRA, Columbus, OH

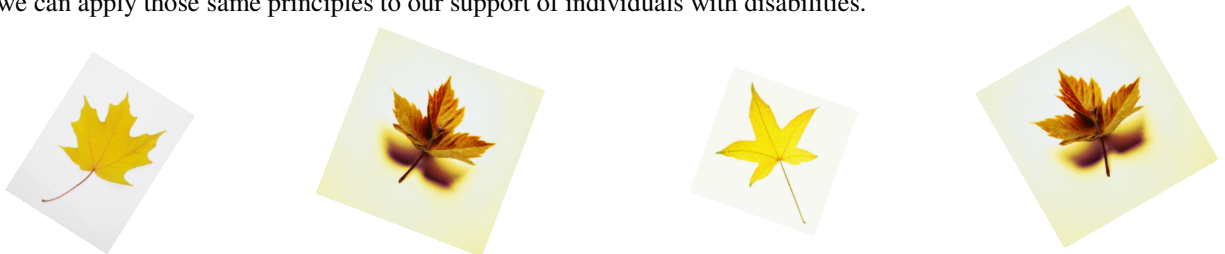
Patty Schlosser, Assoc Executive Dir/HR Director, Josina Lott Res & Community Svc, Toledo, OH

According to the most recent OPRA Wage and Salary survey the results indicated most Agency's do not have entry, mid-range, or maximum salary rates. This session is to provide attendees with the fundamentals of setting up these salary ranges in comparison to a "mocked up" operating budget; which indicates revenue, expenses and bottom line surplus or deficits and how to set the pay scales according to these projections. This will be demonstrated by using tools that compare fair wages, to the impact on the operating budget.

#27 Extreme Customer Service: Lessons Learned from Pikes Fish Market in Seattle, WA

Scott Osterfeld, Operations Administrator, Ohio Alliance of Direct Support Professionals (OADSP), Fairfield, OH

If twelve guys in Seattle, Washington can find the passion to become world famous at selling fish by applying four simple principles of customer service, we can surely do the same in our field. Come to this session and learn how we can apply those same principles to our support of individuals with disabilities.



Tuesday, October 27th

8:30am - 9:15am	Conference & Workshop Registration					
9:15am - 9:30am	Welcome: Teri Derry and Mark Davis					
9:30am - 10:30am	#01 Keynote Presentation: Smart Supports – Using Technology to Improve Service Options for Consumers, Families and Providers , <i>Greg Wellems</i>					
10:30am - 10:45am	Morning Break: Please Visit Exhibits					
Target	CEO/COO	Program Directors	Human Resources	Direct Support PATHS	Special Features	IT Workshop
10:45am - 11:45am	#02 Making Your Voice Heard – Grassroots Advocacy Mike Toman McKenzie Davis Missy Craddock	#03 Capability Teaching/ Behavior Shaping Kate Graber	#04 Employment Law Update Jackie Ford	#05 To Be Your Best Find Relief for Your Stress Roger Fortener	#06 Supplemental Special Needs Trusts Lee Ackerman	W1 Choosing and Using a Database to Track Your Work Part I Andy Wolber
12:00pm - 1:15pm	#07 Luncheon Keynote: Ten Rules to a Happy Life <i>Dave Rastoka</i>					
1:30pm - 2:30pm	#08 ICF/MR Trends & Strategic Planning Patrick McCormick	#09 Statewide Patterns / Trends & Alerts Related to MUIs Scott Phillips	#10 Managing Interactions in Difficult Employee Situations Part I Michelle Anderson Julie Wagner	#11 Stretch, Strengthen, and Get Moving Julie Shertzer	#12 Guardianship Dave Zwyer	W2 Choosing & Using a Database to Track Your Work Part II Andy Wolber
2:30pm - 2:40pm	Session Break:					
2:40pm - 3:40pm	#13 FORM 990: Focus On Governance And Transparency Melanie McPeak-Korpon	#14 ITS and COGNOS for Providers Debbie McGuire Ward	#15 Managing Interactions in Difficult Employee Situations Part II Michelle Anderson Julie Wagner	#16 Eating for Optimal Health Julie Shertzer	#17 A Case Study of Literacy Acquisition in an Adult With Developmental Disabilities Thomas W. Gilbert Monica Gordon Pershey	W3 Getting Online Today: How to set up a Wordpress Site for your Nonprofit Part I Andy Wolber
3:40pm - 4:00pm	Afternoon Snack Break: Please Visit Exhibits and enjoy the refreshments.					
4:00pm - 5:00pm	#18 Interactions Between Housing Corporations and Residential Service Providers Steve McPeake Panel	#19 Attention to Detail; It May Be Something You Never Want to Forget Lynne Urbanski	#20 Choose Your Attitude Beth Flynn	#21 I Smell the Smoke of Burnout, but I've Got the Extinguisher Lisa Barnes	#22 Managing Risk: True Cost of Vehicle Accidents Ron Quattrochi Rachael Marchini	W4 Getting Online Today: How to set up a Wordpress Site for your Nonprofit Part II Andy Wolber
8:00pm - 12:00am	OPRA PAC Fundraiser /Party					

Wednesday, October 28th

8:00am - 8:30am	Conference & Workshop Registration					
8:30am - 9:30am	#23 Keynote Presentation: State of the State - MRDD Updates Director John Martin					
9:30am - 9:45am	Morning Break: Please Visit Exhibits					
Target	CEO/COO	Program Directors	Human Resources	Direct Support PATHS	Special Features	IT Workshop
9:45am - 10:45am	#24 Business Insurance Workshop Roger Perry Brad E. Bush	#25 A Practical Model to Implement Employment Services in your Agency Steve Hagerdorn	#26 Salary Survey Update Patty Schlosser Mark Davis	#27 Extreme Customer Service: Lessons Learned from Pikes Fish Market in Seattle, WA Scott Osterfeld	#28 The ABC's of Fall Prevention and Risk Reduction for Specialized Populations Lisanne Bright	W5 Social Media for Social Good Part I Andy Wolber
10:45am - 11:00am	Session Break:					
11:00am - 12:00pm	#29 Things You Can Do to Minimize your IT Risk Jim King	#30 Sensory-Based Day Array Services Gwendolyn Lee Mandy Haigis	#31 Industrial Fitness / Occupational Wellness Dr. David D. Kessler	#32 Positive Intervention Culture Initiative Pam Berry	#33 Dual-Diagnosis (DD-MH) – a Rapidly Increasing Challenge for Community-Based Services Patrick Maynard	W6 Social Media for Social Good Part II Andy Wolber
12:15pm - 1:45pm	2009 OPRA Award Luncheon					
2:00pm - 3:00pm	#34 OPRA Updates Mark Davis Anita Allen Missy Craddock Teri Derry	#35 Adults with Autism - Habilitation Challenges and Practices Vicki Obee-Hilty	#36 An Overview of the BWC's New Rules and Rating Plans Jon Good	#37 Health & Wellness for People with Developmental Disabilities Part I Gail McPeake	#38 Managing Behaviors for People with Prader-Willi Syndrome: The Truth About Consequences Mary K. Ziccardi	W7 Peer Consulting Forum for Small Organizations Andy Wolber
3:00pm - 3:15pm	Afternoon Snack Break: Please Visit Exhibits and enjoy the refreshments.					
3:15pm - 4:15pm	#39 Waiver Reimbursement Mark Davis	#40 Taking the Guess Work Out for the QMRP Terry Brandon	#41 Healthy Workplace Does Not Include Bullies...How Do I Handle Their Bullying Behavior? Patty Schlosser	#42 Health & Wellness for People with Developmental Disabilities Part II Gail McPeake	#43 Project STIR- Promoting Self-Advocacy in Ohio Shirley Russell Panel	W8 Peer Consulting Forum for Large Organizations Andy Wolber

Wednesday, October 28, 2009

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

#28 The ABC's of Fall Prevention and Risk Reduction for Specialized Populations

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

This program establishes the seriousness of falls and fall related injuries, their impact on health and quality of life in specialized population. Through identification of factors associated with fall risk, interventions can be instituted to minimize those risks using proactive solutions.

10:45 a.m. – 11:00 a.m. Break (Please visit exhibits.)

11:00 a.m. – 12:00 p.m.

#29 Things You Can Do to Minimize Your IT Risk

Jim King, *President, CBIZ Technologies, Richfield, OH*

Worried about IT Risks? Most organizations are increasing their reliance on technology, and this increases the risks to the organization when unexpected downtime or system failures occur. Take charge of your IT risk and learn 5 easy things that you can begin doing today to help minimize it. This presentation is geared for the non-technical leaders in the organization and includes 5 areas to focus on. For each area, we'll cover things you should be looking into, what to look for and what to do with what you find.

#30 Sensory-Based Day Array Services

Mandy Haigis, *Day Hab Coordinator, Residential Management Systems, Cincinnati, OH*

Gwendolyn Lee, *Director of Operations, Residential Management Systems, Cincinnati, OH*

The presenters will discuss the major components for developing and operating a day program for adults with sensory integration deficits including those with an Autism Spectrum Disorder, dementia, and profound cognitive developmental disabilities. Environmental, programmatic and operational issues pertinent to this type of setting will be addressed. Participants will be able to identify key considerations for their own adult day array program for individuals with sensory needs. Learn what your sixth and seventh senses are (yes, there are more than five!) and discover why they are important. Awaken your senses when you try out some of our equipment.

#31 Industrial Fitness / Occupational Wellness

Dr. David D. Kessler, *Medical Director, CompManagement Health Systems, Inc., Dublin, OH*

Wellness has become a buzzword with health insurance companies and progressive organizations. Employers and employees need to fully understand the implications of a more healthy lifestyle from economic and "health stock" perspectives. Successful outcomes are based on many processes, the most important being sustainability.

#32 Positive Intervention Culture Initiative

Pamela Berry, *Senior Policy Advisor, Ohio Department of Developmental Disabilities, Columbus, OH*

This session will provide an overview of the Positive Intervention Culture Initiative. The goal of this initiative is to move the field toward a positive approach to all services and programs throughout Ohio. Components of this initiative include work with the Statewide Behavior Support Advisory Committee to impact the use of aversive techniques as well as collaboration across systems to identify strategies designed to bring about a culture shift toward positive approaches.



Wednesday, October 28, 2009

11:00 a.m. – 12:00 p.m.

#33 Dual-Diagnosis (DD-MH)–a Rapidly Increasing Challenge for Community-Based Services

Patrick Maynard, PhD, President/CEO, RHC (Resident Home Corporation), Cincinnati, OH

RHC received a grant from the Greater Cincinnati Health Foundation in 2008 to create a therapeutic curriculum, train staff in that curriculum, and then apply it in therapeutic respite settings for children (aged 6 – 16) who have dual diagnosis challenges (mental health – developmental disabilities). Soon after the grant award, a neighboring county disabilities board and mental health board asked to partner and make the project a regional approach. This presentation will provide information about the incredible rise of individuals diagnosed with DD-MH issues and the impact on community residential programs and services. We will also present information gathered from the DD-MH project after almost one year of implementation, including data, results, challenges, and findings. Staff from the Project, along with representatives from other partners will co-present (CHOICES, Board of Developmental Disabilities, etc.).

12:15 p.m. – 1:45 p.m. – 2009 OPRA Award Luncheon

2:00 p.m. – 3:00 p.m.

#34 OPRA Updates

Anita Allen, Vice-President, OPRA, Columbus, OH

Missy Craddock, Director of Government Relations, OPRA, Columbus, OH

Mark Davis, President, OPRA, Columbus, OH

Teri Derry, Senior Manager of Training & Professional Development, OPRA, Columbus, OH

You don't want to miss this popular session! Come hear brief updates from the OPRA staff on all the major activities that will impact providers in Ohio. Whether you provide Waiver, ICF, Housing or other services, there will be important information for you.

#35 Adults with Autism - Habilitation Challenges and Practices

Vicki Obee-Hilty, Executive Director, Bittersweet, Inc., Whitehouse, OH

Participants will learn about the neurologically based pervasive developmental disorder of autism. Not just a definition, but a discussion about the spectrum and the complexities of this disorder. Participants will identify common challenges presented by adults with autism in habilitation. Issues such as concrete thinking, lack of generalization, dealing with change, lack of initiative, perseverative behaviors, compulsive rituals, and limited social interaction. Participants will learn strategies for habilitation to address these challenges as well as strategies such as environmental organization, meaningful activities, structured programming, managing repetitive behaviors, and enhanced interaction.

#36 An Overview of the BWC's New Rules and Rating Plans

Jon Good, Partner, Salsbury & Salsbury, LPA, Hudson, OH

This presentation will discuss the new BWC rules and its effects on state funded employers. We will outline the new Deductible Programs, Group Retro Plan and highlight key changes to Group Experience Programs. The presentation will conclude with a discussion about self insurance and whether it is right for your organization.



Wednesday, October 28, 2009

2:00 p.m. – 3:00 p.m.

#37 Health and Wellness for People with Developmental Disabilities - Part I

Gail McPeake, RN, Director, Koinonia Homes, Independence, OH

Adults with developmental disabilities are at significant risk for health problems as they age. In addition, many are not able to communicate well when they are having symptoms, which can delay treatment. Direct Support Professionals who are trained to help make healthy choices and to observe and report signs of illness early can make a big difference in the prevention of serious illness. Individuals who use wheelchairs have special concerns that need to be considered to prevent injuries and illness. Participants will learn to support healthy living for individuals as they age, including good nutrition, exercise, and care plans for chronic illnesses. Participants will also learn to report early signs of illness, including change in mental status, body systems, and how to communicate with pictures. In addition, participants will learn about health concerns for people who use wheelchairs, including safe transfers and preventing skin breakdown.

#38 Managing Behaviors for People with Prader-Willi Syndrome: The Truth About Consequences

Mary K. Ziccardi, Administrator, REM Ohio, Valley View, OH

This presentation is designed for agency staff that are already providing services and supports to people with Prader-Willi syndrome (i.e. it should be assumed that attendees possess a fundamental understanding of the syndrome). Participants will identify three behavioral management techniques that are clinically and anecdotally supported and recognized as best practice for supporting people with PWS. Participants will develop an understanding of the ineffectiveness of the use of consequences when supporting people with PWS as well as identify successful strategies to support safe and appropriate behavior.

3:00 p.m. – 3:15 p.m. Break

3:15 p.m. – 4:15 p.m.

#39 Waiver Reimbursement

Mark Davis, President, OPRA, Columbus, OH

Participants will learn the latest on the status of the Individual Options waiver. Ohio is seeking approval for three new waiver services: Adult Family Care, Out of Home Respite and Remote Monitoring. This workshop will provide updates on each of these proposed services and how they may impact other waiver services. A report will be given on the activities intended to simplify the waiver reimbursement system.

#40 Taking the Guess Work Out for the QMRP

Terry Brandon, Program Coordinator, Mercer Residential Services, Celina, OH

The responsibilities of the QMRP can be most challenging at times. Whether you are a new QMRP or wanting to better your effectiveness, this session will help you build those skills for the role and duties of the QMRP. You will leave with a clearer focus on the QMRP responsibilities, as well as, gaining useful information and resources to make your position run smoothly.

#41 Healthy Workplace Does Not Include Bullies...How Do I Handle Their Bullying Behavior

Patty Schlosser, Assoc Executive Dir/HR Director, Josina Lott Res & Community Svc, Toledo, OH

The cost of bullies in the workplace can be tremendous both financially and in other ways. Bullies in the workplace will develop morale problems within your organization and if not handled appropriately can cause turnover. They can affect your reputation in the community, if you are known for not handling bullies in the workplace; no one will want to work for you; and they can affect your effectiveness as a leader in your organization. In this session we will discuss why some people take it personally, when they are being bullied. We will discuss who bullies target, and why they target them, along with profiling bullies in the workplace. You will be able to walk away from this training, realizing when someone bullies someone else, that it is about the bully and not the person they are bullying. We will identify the personality traits of bullies as abusers and the similarities with their own personal upbringing. You will be able to come away from this training, with a plan on how to not only identify this behavior in your workplace but strategies on how to handle bullies in the workplace.



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*Staff costs per hour do not include cost of taxes, benefits, training, etc.

www.RestAssuredSystem.com

Wednesday, October 28, 2009

3:15 p.m. – 4:15 p.m.

#42 Health and Wellness for People with Developmental Disabilities - Part II

Gail McPeake, RN, Director, Koinonia Homes, Independence, OH

This will be a continuation of session # 37. You will want to be sure to attend both sessions. Participants will continue to learn to support healthy living for individuals as they age, including good nutrition, exercise, and care plans for chronic illnesses.

#43 Project STIR- Promoting Self-Advocacy

Shirley Russell, Executive Director, RHAM, Marion, OH

Project STIR promotes self-advocacy and leadership for and by people with disabilities. The self-advocates are given tools to speak up for themselves, ask for what they need, negotiate, learn how to use resources, know rights along with responsibilities. Ohio was introduced to Project STIR in the fall of 2008 by a team from the University Center for Excellence in Developmental Disabilities for Education, Research, and Service from the University of North Carolina-Chapel Hill. There were 9 counties originally involved in Project STIR and RHAM (Marion County) was the only provider agency involved. The Marion County Project STIR team consists of 3 self-advocates and their support people. They will demonstrate how they have learned to problem solve and accept responsibilities for client rights.



Mark Your Calendars!!
OPRA's 2010 Spring Conference
is Scheduled for
March 23 - 24, 2010
at the Embassy Suites Dublin, Ohio!





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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 and that our code is **OPR** to receive the reduced rate. This rate is only guaranteed on reservations made on or before **October 13, 2009**.

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Each suite features a private bedroom with one king or two double beds; a separate living room with sofa bed and well-lit dining/work table; wet bar, microwave, refrigerator and coffeemaker; two remote control televisions with in-room movies and video games; and two DID telephone lines and data ports.

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- From Port Columbus Airport -
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OPRA is an approved continuing professional education sponsor of the Accountancy Board of Ohio -
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Continuing education credits have been approved for all sessions by the Board of Examiners of Nursing Home Administrations (BENHA). BENHA Number 154-C-08 - *Approved for 11 Course Hours*
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Continuing education credits for Adult Services/Day Habilitation; CB Member; Service & Support Administration; Superintendent/Asst. Superintendent - *Approval pending for 11 hours*

OPRA is an approved provider for HRCI - *Approval Pending for 11 Course Hours*



Ohio Department of Developmental Disabilities Licensure CEU's - *Approved for 11 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 11 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.

2009 OPRA FALL CONFERENCE

Please Register on-line at: www.opra.org or Fax completed Registration Form

A completed separate registration form must be submitted for each conference registrant. Please copy the number of forms you need and fill in both conference and session registration on this form. Please make check payable to OPRA and mail check and entire form to: OPRA, 30 Spruce St., 2nd Floor, Columbus, Ohio 43215 or Fax to (614) 224-3340. No phone registrations please.

First Name _____ Last Name _____

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❖ REGISTRATION INFORMATION ❖

Please check your category for registration:

	Member	Non-Member
<input type="checkbox"/> Conference – Day 1 ONLY – October 27th	<input type="checkbox"/> \$130	<input type="checkbox"/> \$205
<input type="checkbox"/> Conference – Day 2 ONLY – October 28th	<input type="checkbox"/> \$130	<input type="checkbox"/> \$205
<input type="checkbox"/> Full Conference – October 27th & 28th	<input type="checkbox"/> \$205	<input type="checkbox"/> \$375

Vegetarian Lunch (No extra charge) _____

Other Special Accommodations _____ Phone: _____

❖ FEES ❖

\$ _____ Total Registration Fee

\$ _____ Late Fee - (**\$50.00 per registrant** if received **after Oct. 20, 2009**)

\$ _____ Total Enclosed or Purchase Order # _____ for \$ _____

CEUs Requested

- ☐ **Accountancy Board** – *Approved 11 Course Hours*
- ☐ **BENHA/Nursing** – *Approved 11 Course Hours*
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- ☐ **DODD Adult Services/Day Habilitation; County Board Member; Service & Support Admin; Supt/Asst Supt;** – *11 Course Hours – Approval Pending*
- ☐ **DODD Licensure** – *Approved 11 Course Hours*
- ☐ **HRCI** - *11 Course Hours – Approval Pending*
- ☐ **Social Work Hours Only** from the Counselor, Social Worker & Marriage and Family Therapist Board – *Approved 11 Course Hours*

Registration Cancellations

- There will be a \$50 charge for cancellations received between 10/13/09 and 10/20/09.
- No refunds will be issued for registrations cancelled after 10/20/09.
- The full registration fee will be charged for EACH “No-Show”.
- Substitutions are permitted.

Tuesday, October 27, 2009

9:30 – 10:30

- ☐ #01 – Keynote – Smart Supports

10:45 – 11:45

- ☐ #02 – Grassroots Advocacy
- ☐ #03 – Capability Teaching/Beh Shaping
- ☐ #04 – Employment Law Update
- ☐ #05 – Find Relief for Your Stress
- ☐ #06 – Supplemental Special Needs Trusts
- ☐ #W1 – Database to Track Your Work

12:00 – 1:15

- ☐ #07 – 10 Rules to a Happy Life

1:30 – 2:30

- ☐ #08 – ICF/MR Trends & Strategic ...
- ☐ #09 – Statewide Patterns/MUIs ...
- ☐ #10 – Managing Interactions – Part I
- ☐ #11 – Stretch, Strengthen & Get Moving
- ☐ #12 – Guardianship
- ☐ #W2 – Database to Track Your Work

2:40– 3:40

- ☐ #13 – Form 990
- ☐ #14 – ITS and COGNOS for Providers
- ☐ #15 – Managing Interactions – Part II
- ☐ #16 – Eating for Optimal Health
- ☐ #17 – Literacy Acquisition
- ☐ W3 – Getting Online Today – Part I

4:00 – 5:00

- ☐ #18 – Interactions w/Housing Corps ...
- ☐ #19 – Attention to Detail
- ☐ #20 – Choose Your Attitude
- ☐ #21 – I Smell the Smoke of Burnout...
- ☐ #22 – Managing Risk: True Cost...
- ☐ #W4 – Getting Online Today- Part II

Wednesday, October 28, 2009

8:30 – 9:30

- ☐ #23 – Keynote – State of the State

9:45 – 10:45

- ☐ #24 – Business Insurance Workshop
- ☐ #25 – Practical Model/Employment Svcs
- ☐ #26 – Salary Survey Update
- ☐ #27 – Extreme Customer Service
- ☐ #28 – ABC’s of Fall Prevention ...
- ☐ #W5 – Social Media/Social Good – Part I

11:00 – 12:00

- ☐ #29 – Things to Minimize IT Risk
- ☐ #30 – Sensory Based Day Array Svcs
- ☐ #31 – Industrial Fitness/Occupational ...
- ☐ #32 – Positive Intervention Culture ...
- ☐ #33 – Dual-Diagnosis (DD-MH)
- ☐ #W6 – Social Media/Social Good – Part II

2:00 – 3:00

- ☐ #34 – OPRA Updates
- ☐ #35 – Adults with Autism
- ☐ #36 – Overview of BWC’s New Rules ...
- ☐ #37 – Health & Wellness – Part I
- ☐ #38 – Prader-Willi Syndrome
- ☐ #W7 – Peer Consulting/Small Org

3:15 – 4:15

- ☐ #39 – Waiver Reimbursement
- ☐ #40 – Taking the Guess Work Out ...
- ☐ #41 – Healthy Workplace/No Bullies
- ☐ #42 – Health & Wellness – Part II
- ☐ #43 – Project STIR – Self-Advocacy
- ☐ #W8 – Peer Consulting/Large Org

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