

# OPRA 2010 Spring Conference

March 23-24, 2010

Embassy Suites Hotel, Dublin, Ohio

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**Tuesday, March 23, 2010**

**9:15 a.m. – 10:45 a.m.**

**#01 Humor Your Key to Enjoying Your Work, Your Family and Yourself**

*Phil Sorentino, Certified Speaking Professional, Humor Consultants, Dublin, OH*

Learn the four common denominators of health and productivity as identified by Harvard Medical School; Practice the methods of self-motivation; Prepare your servant's attitude to *enjoy* what is expected, demanded and necessary to get the job done; Know the pleasures of being responsible; and Enjoy your work, your family and yourself. Humor has been dismissed by business people as frivolous and unproductive. In fact, it may be one of the most underrated and invaluable assets for people who plan to prosper. Humor enables us to do better. Laughter moves the body and that feels good. We breathe more deeply and that brings greater amounts of oxygen to the brain so we can think more clearly. Laughing produces chemicals in the brain that reduce pain and stress. Humor is simply a powerful trigger for creative action!

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

**11:10 a.m. – 12:10 p.m.**

**#02 ICF/MR Cost Reporting, Rate Strategy and Future Opportunities**

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

This session will provide an overview of cost reporting strategies to be used in the final preparation of the 2009 Medicaid cost reports. It will also include an up-to-date evaluation of current inflation factors and ceilings that will be influencing the July 1, 2010 Medicaid rates. Finally, we will spend the final part of the session looking at future opportunities in the capital cost center with major renovations, downsizings and related strategies. We will also provide some insight into strategies on raising direct care wages and other operational issues.

**#03 The Good, the Bad, and the Internet: Employment Law Aspects of Social Networking**

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

More and more employees use Facebook, Twitter, LinkedIn, and other social networking sites. Your own employees' social networking activities can help or hurt your agency. Participants in this session will learn the do's and don'ts of social networking and recommendations for policies and best practices.

**#04 Consumer Driven Healthcare in the Age of Health Reform**

*Jolie N. Haven, Attorney, Vorys, Sater, Seymour & Pease LLP, Columbus, OH*

*Yolanda Vorys, Attorney, Vorys, Sater, Seymour & Pease LLP, Columbus, OH*

This presentation will discuss consumer driven employee health plan options, including flexible spending accounts (FSAs), health savings accounts (HSAs), and health reimbursement arrangements (HRAs), with a focus on containing employer costs, educating employees to be smart consumers, and relevant health reform developments.

**#05 Groundwork Quality Improvement Systems**

*Christe Snyder, M.E.D., Waiver Administrator, Columbus Center for Human Services, Columbus, OH*

*Rebecca Dalton, Program Director, Columbus Center for Human Services, Columbus, OH*

Contrary to the "trickle down" theory, we believe that excellence is promoted from the ground up. Direct Support Professionals and Program Managers/Program Directors will be able to customize quality improvement systems to their specific work areas. These systems can be utilized on a daily, weekly and monthly basis. They are easy to use, time efficient and conducive to addressing the specific needs of the specific work area. Quick and efficient assessment tools will also be shared to help identify and define areas in which improvement is needed. Finally, a user friendly staffing matrix for daily on-site monitoring of HPC utilization will be shared.



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## **Tuesday, March 23, 2010**

**11:10 a.m. –12:10 p.m.**

**#06     Appropriate Medication Regimens for Individuals with Mental Illness/Developmental Disabilities**

*Julie Gentile, MD, Psychiatrist/Project Director, Wright State University, Dayton, OH*

Presenter will discuss clinical vignettes of patients with co-occurring mental illness and developmental disabilities, and the utility of a bio-psycho-social formulation in planning treatment. Various categories of medications will be reviewed and specifics in prescribing to individuals with dual diagnosis. Presenter will discuss the history of over medication in the dual diagnosis population, the difficulties associated with restrictions on care, and the lack of evidence based medicine.

**#07     Using Electronic Monitoring to Support People with Developmental Disabilities**

*Billie Hedde, Marketing Representative, Rest Assured, Lafayette, IN*

Using Electronic Monitoring to support people with Developmental Disabilities. How it affects the Consumer, Staff and Provider. Participants will develop an understanding of how technology is being used to support people with developmental disabilities. Participants will learn how consumers can become more independent and develop stronger senses of responsibility using technology. Participants will also be able to understand what technology can offer staff, helping them to do their jobs more efficiently and enhancing services offered by providers.

**12:30 p.m. – 1:40 p.m.     Luncheon**

**2:00 p.m. – 3:00 p.m.**

**#08     Disability Housing Network - Rent Study**

*Steve McPeake, President & CEO, North Coast Community Homes, Cleveland, OH*

*Marty Kopmeyer, CPA, McManus, Dosen & Co, Middleburg Heights, OH*

McManus Dosen & Co. was engaged to conduct the first statewide survey and analysis of a data from housing corporations in the State of Ohio to better determine the average cost of managing and maintaining rental properties for tenants with developmental disabilities. There was no historical data on the cost of maintain housing which was developed since the implementation of the Supported Living Housing Model in 1992. The survey included collaboration with the Disability Housing Network and the Ohio Department of Developmental Disabilities. The survey was conducted over a six month period in 2009. The survey collected and analyzed data from both local housing corporations and ICF-MR licensed group homes to determine the actual cost of maintain properties for individuals with developmental disabilities.

**#09     Living the Message of the Positive Culture Initiative – Part I**

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

*Sally Berger, Manager, Ohio Department of Developmental Disabilities, Columbus, OH*

*Julie P. Gentile, MD, Psychiatrist/Project Director, Wright State University, Dayton, OH*

*Sam Hoar, State Operations Coordinator, RMS, Columbus, OH*

*Willie Jones, Kindness Coach, Cornerstone Consulting, Canal Fulton, OH*

*Steve Maenle, Program Director, Sunshine Inc., of NW Ohio, Toledo, OH*

The Positive Culture Initiative is an invitation to anyone who is supporting an individual with disabilities in Ohio to look at how they are approaching that work and if the culture in which that support occurs is nurturing, accepting and affirming for both persons. The Ohio Department of DD is partnering with community leaders to make this presentation around the state to groups large and small, initiating conversations about how this culture shift can occur in Ohio. This initiative is not about changing the rules or holding county boards or providers to specific outcomes, but instead about re-framing how we approach individuals who might be presenting challenging communications or troubling responses to their environments. The presentations are based on observations about what works in human interactions and how we can successfully invite everyone to participate in communities and work settings no matter what the initial challenges to that participation might be. Presenters will share their experiences in making this shift in thinking within their own organizations and communities. Participants are asked to come with an open mind, a remembrance of the good wisdom we learned from our grandparents on how to be together and some willingness to look at our work in a new light.

**Tuesday, March 23, 2010**

**2:00 p.m. – 3:00 p.m.**

**#10 Coaching the HYPERSENSITIVE Employee**

*Scott Warrick, JD, MLHR, SPHR, Scott Warrick Consulting & Employment Law LLC, Reynoldsburg, OH*

We have all dealt with them: Hypersensitive People! You can't say ANYTHING to them without them getting upset with you. so, how can you effectively deal with them? Why do most managers simply Enable hypersensitive people and encourage them to get worse? How did the U.S. Supreme Court define "hypersensitive people" and how much protection do they have? How can you defeat the "Kill the Messenger" and the "Kill the Message" mentality in your organization? And much more! Join Scott Warrick, one of Ohio's most popular speakers, as he shows you how to deal with one of the biggest problems we have in our workplaces: Hypersensitivity. Scott will Clearly Define for you what it means to be a "Hypersensitive" person so you can more effectively address it in your workplace in his own unique, practical, entertaining and humorous style. Scott will not only tell you how to advance your career, but he will use his over 25 years of Human Resource Management experience to tell you how to use this information Immediately!

**#11 PATHS to the Autism Specialty Certificate for Direct Support Professionals**

*Janice Cline, M.S., CCC-SLP, Training & Consultation, Bittersweet Farms, Whitehouse, OH*

*Scott Osterfeld, Operations Administrator, Ohio Alliance of Direct Support Providers, Fairfield, OH*

The number of people being recognized with autism spectrum disorder (ASD) is on the rise. In addition to the need for quality school programs for those with ASD, there is a growing cry for educated Direct Support Professionals to provide guidance and confidence for the adults with autism as they engage the community and adult service programs. The Professional Advancement through Training in Human Services (PATHS) programs seeks to enhance the skills of the workers who will be the main contacts and supports for individuals with differing abilities. Through multi-disciplinary educational experiences, the PATHS' candidates develop skills and attitudes to make their work in human services a career. The PATHS Autism Specialty Certificate is a specialized course that uses class work, internet learning and hands-on practice to help the Direct Support Professional develop greater knowledge, appreciation and skills for working with persons with ASD.

**#12 Care for the Caregiver - Finding the Balance Between Life and Work.**

*Georgia Strupe, RN, MSW, QI Nurse Consultant, Hamilton County DDS, Cincinnati, OH*

This session is directed toward nurses and caregivers who must negotiate the complexities of caring for others while caring for themselves. Participants will engage in a discussion on how personality styles impact work groups. Research on nurse burnout will be presented as well as tips on recognizing depression. Participants will be invited to share their experiences in an open forum.

**#13 Technology-- It is Not What You Think!**

*Jeanne Sydenstricker, Program Manager, Innovative Independent Living Program, Solon, OH*

*Barbara Sapharas, Specialist in Training Research, Cuyahoga County Board of DD, Cleveland, OH*

*Kathryn Zielinski, Manager of Speech/Language Therapy, Cuyahoga County Board of DD, Cleveland, OH*

The presenter will describe a very successful, ongoing pilot project that demonstrates how technology and customized independent living training combine to allow 8 adults with developmental disabilities to now live independently in their own communities. The technology ranges from low to high tech options, with a wide variety of creative applications tailored to the needs of each person, and it goes far beyond the use of remote monitoring systems. These solutions have made it affordable for families to implement their dreams of self-determination in a safe environment for their sons. Participants will understand how to utilize various technical solutions to address needs that have previously required staff intervention. They will begin to think about how to enhance each individual's ability to be independent and safe on his or her own, which improves self-esteem and quality of life, at the same time it reduces overall cost of support.

**3:00 p.m. – 3:30 p.m. Break** (Please visit exhibits.)

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OpenDoor  
Art Studio

[opendoorartstudio.org](http://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](http://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](http://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, March 23, 2010**

**3:30 p.m. – 4:30 p.m.**

### **#14 OPRA Updates**

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

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

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

*Teri Derry, Director of Training & 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.

### **#15 Living the Message of the Positive Culture Initiative – Part II**

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

*Sally Berger, Manager, Ohio Department of Developmental Disabilities, Columbus, OH*

*Julie P. Gentile, MD, Psychiatrist/Project Director, Wright State University, Dayton, OH*

*Sam Hoar, State Operations Coordinator, RMS, Columbus, OH*

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### **#16 Pick Me...Pick Me...Designing & Conducting An Effective Interview**

*Scott Warrick, JD, MLHR, SPHR, Scott Warrick Consulting & Employment Law LLC, Reynoldsburg, OH*

How do you prepare for an interview? What is the #1 Factor that will determine if a new employee will be Successful? What is the difference between Behavioral and Hypothetical Questions ... and why are they Essential to your interview? What constitutes Legal and Illegal questions? How can you tell if a candidate is Lying to you? How can you determine a candidate's Emotional Maturity Level before you hire them? Join Scott as he reviews how to Design & Conduct an Effective Interview. Scott will not only outline for you in his own unique, practical, entertaining and humorous style how to most effectively interview candidates so you can choose the RIGHT ONE...but he will show you how to use this information Immediately!

### **#17 How to Encourage Ethical Training in Your Agency?**

*Tony Thomas, Executive Director, Welcome House Inc., Rocky River, OH*

This session will focus on implementing several strategies on teaching ethical practices to frontline staff. The speaker will facilitate an overview of the NADSP code of ethics, discuss how ethical dilemmas can be resolved using the code of ethics and provide some functional tools for supervisors and program staff on using the ethical training material in staff meetings and others training sessions for staff. There will be group dialogue on these topics as well as some scenario based training that will foster group participation.

## **Tuesday, March 23, 2010**

**3:30 p.m. – 4:30 p.m.**

**#18 Identifying Health Risks and Creating Individual Specific Training**

*Gail McPeake, RN, BSN, Program Director, Koinonia Homes, Independence, OH*

Individual Specific Training is best practice as well as a requirement for all certified medication personnel. Participants will learn how to identify the multiple health risks that many people with DD have, and how to create individual-specific training that can be used with staff to help prevent illness and injury.

**#19 Enhancing Personal Interactions and Enabling Independence: Using Technology to Minimize “Passive” Time and Maximize the Effectiveness of “Active” Interaction**

*SandraLee Henry, Senior Director, Dungan Minnesota, Mendota Heights, MN*

Sandra will address the following questions, allowing time for discussion and sharing with participants. Why do we need to seek alternative ways to support people? What’s Minnesota’s experience? What are the goals in using technology? What technology options are available and what benefits do they offer? What are considerations for providers and individuals when contemplating the use of technology? What are some challenges and strategies in approaching them?

## **Wednesday, March 24, 2010**

**8:30 a.m. – 9:30 a.m.**

**#20 Keynote: State of the State - DODD Updates**

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

Join Director Martin as he reviews current issues and activities from the DODD.

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

**9:45 a.m. – 10:45 a.m.**

**#21 Strategies Regarding Union Organization for Residential Providers**

*James D. Kurek, Partner, Millisor & Nobil, LPA, Cleveland, OH*

The presentation will review current trends in union organizing relating to I/DD providers and provide an update of current legislation that will significantly impact that trend. There will also be discussion of a variety of proactive steps that can be taken by providers to decrease the likelihood that a union will successfully organize its employees.

**#22 How To Write an Emergency Operations Plan**

*Marshal Bickert, Executive Director, Paratus Solutions, Columbus, OH*

This presentation will provide specific information regarding how to write an emergency operations plan. Participants will learn what should be included in an emergency operations plan, where to obtain local information and assistance, and how to organize the plan. Participants will receive handouts including templates and examples.

**#23 Standards of Conduct: Using a Progressive Discipline Policy**

*Dona England-Afek, Director, Columbus Center for Human Services, Inc., Columbus, OH*

Setting clear standards for conduct in the workplace is at the heart of every business’s handbook or policy and procedure manual. But is your disciplinary action policy really getting the results that you want? In this workshop, we’ll be discussing the benefits of the progressive disciplinary action process and how to create a system that encourages accountability and establishes measurable goals and clear expectations.

## Wednesday, March 24, 2010

**9:45 a.m. – 10:45 a.m.**

### **#24 Exploding Myths about Aging and Developmental Disabilities—The New PATHS Curriculum on Supporting Elders with IDD**

*Dr. Carl Tyler, Coordinator of Geriatric Education & Research, Center for Family Medicine, Cleveland, OH*

*David Pfriem, Program Consultant, Center for Family Medicine, Cleveland, OH*

*Catherine J. Rush, Hard-Wired for Health Project, Center for Family Medicine, Cleveland, OH*

*Sarah Schramm, Practice Facilitator/Outreach Coordinator, Center for Family Medicine, Cleveland, OH*

This is a preview of a newly-developed, unique training program for direct support professionals. Participants of the full program will develop skills in screening individuals for potential difficulties brought on by the aging process, and will be able to make appropriate judgments and referrals to health-care professionals for needed services and supports. In this session, participants will provide a “pre-pilot” mini-session for the training program, and will be able to discuss and briefly describe the following myths about aging and what can be done about them:

- “What Do You Expect for Someone Your Age?” - Myths and Realities of Aging with IDD
- “When You Get Old, You End Up in Diapers.” - Continence/Incontinence and Aging
- “He Must be Getting Alzheimer’s Disease.” - Normal and Abnormal Cognitive Changes with Aging
- “She’s Just Getting Old and Lazy” - Changes in Activities of Daily Living
- “He Walks Like an Old Man Cuz He Is One.” - Mobility and Aging/Balance, Gait and Falls in the Elderly
- “Of Course She’s Depressed: Wouldn’t You Be If You Were Her?” - Mood and Aging

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

*Patrick R Maynard, PhD, President & CEO, RHC/Resident Home Corporation, Cincinnati, OH*

#### **Panel**

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.).

### **#W1 Housing Guidance for Service Providers, County Boards & Housing Corporations - Part I**

*Julie Bohl, Executive Director, Housing Resource Group, Cincinnati, OH*

*Deb Guilford, Executive Director, NOWAC, Defiance, OH*

*Stephanie Lowe, CEO, Ottawa Residential Service, Inc., Port Clinton, OH*

*Doreen Mohr, SSA Director, Defiance CBDD, Defiance, OH*

*Tom Weaver, CEO, Partners for Community Living, Dayton, OH*

*Al Willis, Superintendent, Auglaize CBDD, New Bremen, OH*

During this special two-hour session, members of the Housing Guidance Working Group will provide an overview of the guidance developed to help address issues among housing corporations, service providers, and county boards. The first hour will consist of an overview of the issues the guidance addresses, led by members of the Working Group. The second hour will be the attendees’ opportunity to discuss and comment on the draft tools and guidance. In small groups facilitated by members of the Working Group, you will provide your direct feedback and help develop this critical guidance for housing corporations, service providers, and housing corporations.

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

	Tuesday, March 23, 2010					
8:30am - 9:00am	Conference Registration					
9:00am - 9:15am	Welcome: Than Johnson, OPRA Board President and Teri Derry, OPRA					
9:15am – 10:45am	#01 Keynote Presentation: Humor Your Key To Enjoying Your Work, Your Family and Yourself Phil Sorentino, Humor Consultants					
10:45am - 11:10am	Morning Break: Please Visit Exhibits					
Target	CEO/COO	Program Directors	Human Resources	Direct Support PATHS	Special Features	Technology
11:10am-12:10pm	#02 ICF/MR Cost Reporting, Rate Strategy & Future Opportunities  Patrick McCormick	#03 The Good, the Bad, and the Internet: Employment Law Aspects of Social Networking  Jackie Ford	#04 Consumer Driven Healthcare in the Age of Health Reform  Jolie N. Haven Yolanda C. Vorys	#05 Groundwork Quality Improvement Systems  Christe Snyder Rebecca Dalton	#06 Appropriate Medication Regimens for Individuals with MI/DD  Julie Gentile	#7 Using Electronic Monitoring to Support People with DD  Billie Hedde
12:30pm 1:40pm	Luncheon					
2:00pm - 3:00pm	#08 Disability Housing Network- Rent Study  Steve McPeake Marty Kopmeyer	#09 Living the Message of the Positive Culture Initiative Part I  Pam Berry Panel	#10 Coaching The Hypersensitive Employee  Scott Warrick	#11 PATHS to the Autism Specialty Certificate for Direct Support Professionals  Janice Cline Scott Osterfeld	#12 Care for the Caregiver- Finding the Balance Between Life and Work  Georgia Strupe	#13 Technology...It is Not What You Think!  Jeanne Sydenstricker Barbara Sapharas Kathryn Zielinski
3:00pm - 3:30pm	Afternoon Break: Please Visit Exhibits					
3:30pm - 4:30pm	#14 OPRA Updates  Mark Davis Anita Allen Missy Craddock Teri Derry	#15 Living the Message of the Positive Culture Initiative Part II  Pam Berry Panel	#16 Pick Me...Pick Me...Designing & Conducting An Effective Interview  Scott Warrick	#17 How to Encourage Ethical Training in Your Agency  Tony Thomas	#18 Identifying Health Risks and Creating Individual Specific Training  Gail McPeake	#19 Enhancing Personal Interactions and Enabling Independence  SandraLee Henry
8:00pm - 11:30pm	OPRA PARTY					

	<b>Wednesday, March 24, 2010</b>					
8:00am - 8:30am	<i>Conference &amp; Workshop Registration</i>					
8:30am - 9:30am	#20 Keynote Presentation: State of the State - DODD Updates Director John Martin, DODD					
9:30am - 9:45am	<i>Morning Break: Please Visit Exhibits</i>					
Target	CEO/COO	Program Directors	Human Resources	Direct Support PATHS	Special Features	DHN Workshop
9:45am - 10:45am	#21 Strategies Regarding Union Organization for Residential Providers  James D. Kurek	#22 How To Write an Emergency Operations Plan  Marshal Bickert	#23 Standards of Conduct: Using a Progressive Discipline Policy  Dona England-Afek	#24 Exploding Myths about Aging and Developmental Disabilities  Dr. Carl Tyler David Pfriem Catherine J. Rush Sarah Schramm	#25 Dual-Diagnosis (DD-MH) – a Rapidly Increasing Challenge for Community-Based Services  Patrick Maynard Panel	W1 Housing Conversations for Service Providers, County Boards and Housing Corporations Part I  Panel
10:45am - 11:00am	<i>Session Break</i>					
11:00am - 12:00pm	#26 Developmental Disabilities Legal Update  Carol Rolf Rob Pivonka	#27 No Families, No Solutions – Know Families, Know Solutions  Nancy L. Moore Sharidon Wolz	#28 New BWC Programs, Updates & Containment Strategies  Bobbijo Christensen	#29 Retaining and Improving Your Workforce through Training  Lisa Barnes	#30 Project STIR- Steps Toward Independence and Responsibility  Mary Ann Seckel Don Packer John Millisor Shirley Russell	W2 Housing Conversations for Service Providers, County Boards and Housing Corporations Part II  Panel
12:15pm - 1:15pm	<i>Luncheon</i>					
1:30pm - 2:30pm	#31 Waiver Reimbursement  Mark Davis	#32 “Where’s your Toolbox?”  Pam Basil	#33 Supervisor Training on Workplace Harassment & Inappropriate Conduct  Michelle Anderson Julie Wagner	#34 Teaching Self Reflective Practices To Frontline Staff Part I  David Pfriem Tony Thomas	#35 <b>Philadelphia Insurance</b> Managing Property Risk: Water Damage Prevention  Rachael Marchini	W3 Ask the Lawyer: Legal Guidance on Topics Commonly Encountered by Housing Corporations  Glenn Billington
2:30pm - 3:00pm	<i>Afternoon Break</i>					
3:00pm - 4:00pm	#36 National Benchmarking & Performance Excellence  Jen Bauer Becky Childs	#37 Estate and Future Planning  David A. Zwyer	#38 Creating a Dream Team  Michelle Madden Karisa Hough	#39 Teaching Self Reflective Practices To Frontline Staff Part II  David Pfriem Tony Thomas	#40 There are People Depending on You!  Pete Moore	W4 New Products in the Special Needs Housing Field  Eric Frentzel Tim Oberschlake

## Wednesday, March 24, 2010

**11:00 a.m. – 12:00 p.m.**

### **#26 Developmental Disabilities Legal Update**

*Carol Rolf, Senior Partner, Rolf & Goffman Co., LPA, Cleveland, OH*

*Rob Pivonka, Partner, Rolf & Goffman Co., LPA, Cleveland, OH*

A panel of Rolf & Goffman attorneys will provide highlights on the most recent changes in state and federal law that affect MR/DD providers. Topics will include regulatory issues, current focus of DODD, case and employment law update, and more. Participants will learn what new laws, trends will affect them and will gain insight as to how to structure their programs accordingly.

### **#27 No Families, No Solutions–Know Families, Know Solutions: Partnering with Families to Improve Outcomes**

*Nancy L. Moore, LISW, Training Coordinator, Hamilton Choices, LLC, Cincinnati, OH*

*Sharidon Wolz, LSW, Community Development, Hamilton Choices, LLC, Cincinnati, OH*

When working with individuals with multiple needs there are various approaches that can be effective in meeting their needs. One approach is family driven care which includes partnering with families. This presentation will assist program directors and direct care staff to understand the importance of family engagement and participation in effecting positive outcomes for individuals served. Participants will gain skills for engaging and working with families and will identify specific methods to develop and improve working relationships between families, providers and systems. Participants will be exposed to data that supports family involvement and how this approach can improve client satisfaction and improve functioning for individuals.

### **#28 New BWC Programs, Updates & Containment Strategies**

*Bobbijo Christensen, Account Executive, CompManagement, Inc., A Sedgwick CMS Company Dublin, OH*

This one hour presentation will pertain to BWC programs and recent updates impacting reserves and the elimination of reserve suppression with the payment of salary continuation. Participants will be able to identify programs (new and old) which may be cost effective for their business. Participants will be able to identify disability management and cost containment strategies to enhance their current program.

### **#29 Retaining and Improving Your Workforce through Training**

*Lisa Barnes, Staff Trainer, Resident Home Association/Regional Coordinator, West Central Ohio PATHS, Dayton, OH*

The cost of getting a new employee trained and operational is astounding! Leaders want to know what they can do to improve the return on investment, retain both former and new employees, and still provide quality services. There are several small but effective ways that agencies can enhance an employee's abilities and experience to improve their quality of work, loyalty and longevity.

### **#30 Project STIR – Steps Toward Independence and Responsibility. It is Stirring Up Interest in Self –Advocacy in Ohio!**

*Mary Ann Seckel, Self-Advocate of Marion, OH*

*Don Packer, Self-Advocate of Marion, OH*

*John Millisor, Self-Advocate of Marion, OH*

*Shirley Russell, CEO, Residential Home Association of Marion, 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

**Wednesday, March 24, 2010**

**11:00 a.m. – 12:00 p.m**

**#W2 Housing Guidance for Service Providers, County Boards & Housing Corporations - Part II**

*Julie Bohl, Executive Director, Housing Resource Group, Cincinnati, OH*

*Deb Guilford, Executive Director, NOWAC, Defiance, OH*

*Stephanie Lowe, CEO, Ottawa Residential Service, Inc., Port Clinton, OH*

*Doreen Mohr, SSA Director, Defiance CBDD, Defiance, OH*

*Tom Weaver, CEO, Partners for Community Living, Dayton, OH*

*Al Willis, Superintendent, Auglaize CBDD, New Bremen, OH*

During this special two-hour session, members of the Housing Guidance Working Group will provide an overview of the guidance developed to help address issues among housing corporations, service providers, and county boards. The first hour will consist of an overview of the issues the guidance addresses, led by members of the Working Group. The second hour will be the attendees' opportunity to discuss and comment on the draft tools and guidance. In small groups facilitated by members of the Working Group, you will provide your direct feedback and help develop this critical guidance for housing corporations, service providers, and housing corporations.

**12:15 p.m. – 1:15 p.m. Lunch**

**1:30 p.m. – 2:30 p.m.**

**#31 Waiver Reimbursement**

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

Participants will learn the latest on the status of the Individual Options and Level One waivers. Ohio is seeking approval for four new waiver services: Adult Family Living, Respite, 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 including the Cost Projection Tool, adult day services training requirements and waiver reimbursement future.

**#32 Where's Your Toolbox?**

*Pam Basil, Director of Social Services, Executive Coach, Heinzerling Foundation, Columbus, OH*

"Where's your toolbox?" Don't leave home without it! Based on conversations with hundreds of managers in most working environments, you will be given the top four tools that managers need most. You will learn these tools, and how and when to use them. People will stop their negative behaviors, focus on resolving real issues and do what they are supposed to do.

**#33 Supervisor Training on Workplace Harassment & Inappropriate Conduct**

*Michelle Anderson, Chief Operation Officer, Hattie Larlham Corp, Mantua, OH*

*Julie Wagner, Hattie Larlham Corp., Mantua, OH*

A presentation on workplace harassment, workplace bullying and sexual harassment and how the effect can create uncomfortable and sometimes hostile work environments. This presentation will stress the importance of management training for supervisors in the area of workplace harassment. Scenarios and different exercises will be presented at this session with the participants on how to manage and be aware of workplace harassment situations.

***Mark Your Calendars!!***

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\$5.00	\$9.00	\$32.00	\$960	\$11,520
\$5.00	\$9.50	\$38.00	\$1,080	\$12,960
\$5.00	\$10.00	\$40.00	\$1,200	\$14,400

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

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**Wednesday, March 24, 2010**

**1:30 p.m. – 2:30 p.m.**

**#34 Teaching Self Reflective Practices to Frontline Staff - Part I**

*Tony Thomas, Executive Director, Welcome House Inc., Rocky River, OH*

*David Pfriem, Principal, David Pfriem Training & Consulting, Lakewood, OH*

This will be an advance level course and a follow-up to the first self reflective session at the Spring 2009 OPRA conference. Participants from that session are encouraged to bring their materials back to this session. This session will be advanced as both presenters will discuss more in-depth (and practical) approaches to facilitate self reflective thinking to their DSP staffs. (It will do wonders for you, as well.) Teaching self reflective practice entails helping individuals you work with understand their own limitations and recognizing their strengths. It is more than supervision; it is helping a person reflect more about their own issues, how these previous issues may relate to their work with you, and how you can help them understand how to help them out of this pattern of self destruction. Participants will identify and use three primary tools to teach self reflective thinking to the participants. One is the Education, Training and Self Development section of the Community Support Skills Standards and the other is the section of the NADSP Code of Ethics; Integrity and Responsibility. The third teaching tool is the use of a journal. Journals are important tools used in higher level education programs to help students write about their daily work experiences and by doing so reflect on important areas of their school or practicum experience.

**#35 Managing Property Risk: Water Damage Prevention**

*Rachael Marchini, Senior Loss Control Consultant, Philadelphia Insurance Company, Beachwood, OH*

Participants will gain knowledge of the different types of incidents that will cause water damage: Preplanning to prevent water damage at your facility, freeze prevention, damage from storms, water from escaped liquids, water in the building envelope, what to do if you have water in your building, trends in water damage claims among OPRA members. The goal is to have participants have the knowledge and information they need to prevent damage to their facility from water. **There will be a 5% credit on property and casualty insurance premium for active OPRA Members who attend this session. This will be effective on your policy renewal date (for current policy holders) or effective date (for new policy holders).**

**#W3 Ask the Lawyer: Legal guidance on Topics Commonly Encountered by Housing Corporations**

*Glenn Billington, Billington Law Offices, Cleveland Heights, OH*

Housing corporation legal counsel will be present to provide an overview of a few specific legal issues common among housing corporations, such as human resources, leases, housing discrimination, etc. He will also take questions from attendees on pressing legal questions that they encounter in their day-to-day operations.

**2:30 – 3:00 p.m. Break** (Please visit exhibits.)

**3:00 p.m. – 4:00 p.m.**

**#36 National Benchmarking & Performance Excellence**

*Jenn Bauer, National Director of Business Development, Deyta LLC, Louisville, KY*

*Becky Childs, Senior Research Analyst, Deyta LLC, Louisville, KY*

Deyta has recently partnered with ANCOR and UCP (United Cerebral Palsy) in a National Benchmarking endeavor and has designed a system, the Performance Excellence Toolkit, to capture specific quality metrics that are reported by Deyta at the national, regional, state, agency and services type levels. This tool was built to promote Performance Excellence and has been presented to CMS with the hope that one day the industry may adopt this tool for a nationwide quality movement. The presentation will include up to date information on the tool, how it works and a comparison to the national Benchmark System and statistical Benchmark Data Reports.



## Wednesday, March 24, 2010

**3:00 p.m. – 4:00 p.m.**

### **#37 Estate and Future Planning**

**David A. Zwyer**, *Community Fund Management Foundation, Worthington, OH*

Participants will learn about what estate planning options (i.e., wills and various trusts) are currently available in Ohio for persons with disabilities and their families so that they will be able to share that information with others and assist them to contact attorneys and other resources. Participants will learn about what estate planning options are offered by the Community Fund Management Foundation (i.e., Master Trust, Pooled Trust and Roll-In Trust) and how to contact Community Fund for additional information. Mr. Zwyer will discuss the following topics with participants: Medicaid eligibility, parents' obligation of support, recommended contents of Wills, basics of trusts, who can create trusts, trusts available for funds belonging to individuals with disabilities, trusts available for funds from 3<sup>rd</sup> parties, and trust options offered by Community Fund Management Foundation.

### **#38 Creating A Dream Team**

**Michelle Madden**, *HR Director, Independence, Inc., Ravenna, OH*

**Karisa Hough**, *Staff Development Coordinator, Independence, Inc., Ravenna, OH*

Creating Your Dream Team: How to Harness the Power of Teamwork will walk managers through the team building process and describe universal strategies that can be successfully applied to any group. to create a winning team, managers need to motivate, persuade, teach, constructively criticize, praise and evaluate - EVERY DAY. By following the principles outlined in this program, managers will learn proven coaching strategies that they can apply immediately on the job.

### **#39 Teaching Self Reflective Practices to Frontline Staff - Part II**

**Tony Thomas**, *Executive Director, Welcome House Inc., Rocky River, OH*

**David Pfriem**, *Principal, David Pfriem Training & Consulting, Lakewood, OH*

This will be an advance level course and a follow-up to the first self reflective session at the Spring 2009 OPRA conference. Participants from that session are encouraged to bring their materials back to this session. This session will be advanced as both presenters will discuss more in-depth (and practical) approaches to facilitate self reflective thinking to their DSP staffs. (It will do wonders for you, as well.) Teaching self reflective practice entails helping individuals you work with understand their own limitations and recognizing their strengths. It is more than supervision; it is helping a person reflect more about their own issues, how these previous issues may relate to their work with you, and how you can help them understand how to help them out of this pattern of self destruction. Participants will identify and use three primary tools to teach self reflective thinking to the participants. One is the Education, Training and Self Development section of the Community Support Skills Standards and the other is the section of the NADSP Code of Ethics; Integrity and Responsibility. The third teaching tool is the use of a journal. Journals are important tools used in higher level education programs to help students write about their daily work experiences and by doing so, reflect on important areas of their school or practicum experience.

### **#40 There are People Depending on You!**

**Pete Moore**, *Support Consultant, OACB, Worthington, OH*

In the work that we do there is no room for mediocrity. Pete will give you the tools that you will need to be THE BEST professional that you can be because it is the right thing to do for the people we serve. You will walk away from this session with common sense tools that you will be able to use right away to improve your relationships with people. WOW!

### **#W4 New Products in Special Needs Housing Field**

**Eric Frentzel**, *Director of Facilities, Creative Housing, Columbus, OH*

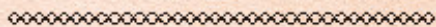
**Tim Oberschlake**, *Director of Operations, Creative Housing, Columbus, OH*

Back by popular demand, DHN will again host the introduction of new products that are new on the market that have been tried, tested and approved by special needs housing professionals. This session will focus on items that are accessible and can be bought at mainstream stores.

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Hotel accommodations are available at the Embassy Suites Hotel, Dublin, OH. Room rates for conference attendees are **\$123.99** 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 **OSC** to receive the reduced rate. This rate is only guaranteed on reservations made on or before **March 8, 2010**.

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- From I-270 -  
Take Exit 17A onto SR 161-RT 33 and go east. 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 I-71 -  
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 - *Approval pending for 9 Course Hours*

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 - *Approval pending 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 - *Approval pending for 9 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.

## 2010 OPRA SPRING CONFERENCE

Please Register on-line at: [www.opra.org](http://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, 1152 Goodale Blvd, Columbus, Ohio 43212 or Fax to (614) 224-3340. No phone registrations please.

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Title \_\_\_\_\_ Agency \_\_\_\_\_

Address \_\_\_\_\_ Suite # \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email Address \_\_\_\_\_

### ❖ REGISTRATION INFORMATION ❖

*Please check your category for registration:*

	Member	Non-Member
<input type="checkbox"/> Conference – Day 1 <b>ONLY</b> – March 23	<input type="checkbox"/> \$130	<input type="checkbox"/> \$205
<input type="checkbox"/> Conference – Day 2 <b>ONLY</b> – March 24	<input type="checkbox"/> \$130	<input type="checkbox"/> \$205
<input type="checkbox"/> Full Conference – March 23 <sup>rd</sup> & 24 <sup>th</sup>	<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 March 16th**)

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

### CEUs Requested

- ☐ **Accountancy Board** – *Approved 9 Course Hours*
- ☐ **BENHA/Nursing**– *Pending*  
(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; Supt/Asst Supt;** – *9 Course Hours – Approval Pending*
- ☐ **DODD Licensure** –*Approval Pending*
- ☐ **HRCI** - *9 Course Hours – Approval Pending*
- ☐ **Social Work Hours Only** from the Counselor, Social Worker & Marriage and Family Therapist Board – *Approved 9 Course Hours*

### Registration Cancellations

- There will be a \$50 charge for cancellations received between 03/09/2010 and 03/16/2010.
- No refunds will be issued for registrations cancelled after 03/16/2010.
- The full registration fee will be charged for EACH “No-Show”.
- Substitutions are permitted.

### Tuesday, March 23, 2010

#### 9:15 – 10:45

- ☐ #01 – Keynote – Humor Your Key...

#### 11:10 – 12:10

- ☐ #02 – ICF/MR Cost Reporting...  
☐ #03 – The Good, the Bad & the Internet...  
☐ #04 – Consumer Driven Healthcare  
☐ #05 – Groundwork QI systems  
☐ #06 – Appropriate Medication Regimens...  
☐ #07 – Using Electronic Monitoring...

#### 2:00 – 3:00

- ☐ #08 – Disability Housing Network  
☐ #09 – Living the Message...  
☐ #10 – Coaching the Hypersensitive ...  
☐ #11 – PATHS – Autism Specialty...  
☐ #12 – Care for the Caregiver...  
☐ #13 – Technology –Not What You Think!

#### 3:30 – 4:30

- ☐ #14 – OPRA Updates  
☐ #15 – Living the Message (cont)  
☐ #16 – Pick Me – Effective Interview  
☐ #17 – Encourage Ethical Training...  
☐ #18 – Identifying Health Risks...  
☐ #19 – Enhancing Personal Interactions...

### Wednesday, March 24, 2010

#### 8:30 – 9:30

- ☐ #20 – Keynote – State of the State

#### 9:45 – 10:45

- ☐ #21 – Strategies Regarding Union Org...  
☐ #22 – How to Write an Emergency ...  
☐ #23 – Standards of Conduct ...  
☐ #24 – Exploding Myths about Aging...  
☐ #25 – Dual-Diagnosis (DD-MH)...  
☐ #W1 – Housing Guidance – Part I

#### 11:00 – 12:00

- ☐ #26 – Developmental Disabilities Legal ...  
☐ #27 – No Families, No Solutions ...  
☐ #28 – New BWC Programs, Updates...  
☐ #29 – Retaining & Improving Workforce...  
☐ #30 – Project STIR  
☐ #W2 –Housing Guidance – Part II

#### 1:30 – 2:30

- ☐ #31 – Waiver Reimbursement  
☐ #32 – Where’s Your Toolbox?  
☐ #33 – Supervisor Training on Workplace...  
☐ #34 – Teaching Self Reflective – Part I  
☐ #35 – Managing Property Risk...  
☐ #W3 – Ask the Lawyer: Legal Guidance...

#### 3:00 – 4:00

- ☐ #36 – National Benchmarking ...  
☐ #37 – Estate & Future Planning  
☐ #38 – Creating a Dream Team  
☐ #39 – Teaching Self Reflective – Part II  
☐ #40 – There are People Depending on You!  
☐ #W4 – New Products...

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Embassy Suites Hotel, Dublin, Ohio  
Room reservations due by March 8, 2010