

GENERAL SESSIONS AND FEATURED SPEAKERS

Imagine ... Creating a World-Class Customer Service Culture, by Kit Welchlin, Edina, MN

Kit Welchlin has B.S. and M.A. Degrees in Speech Communication. He is a professional member of the National Speakers Association. He has delivered more than 3,000 presentations to more than 500,000 people over the past 25 years. In 2014, he was inducted into the Minnesota Speaker Hall of Fame. Kit also happens to have a 24-year-old stepdaughter that is developmentally and cognitively disabled.



COLLABORATIVE CUSTOMIZATION: BEST PRACTICES FOR CUSTOMIZED JOB DEVELOPMENT, by Ryan Aldrich, Meriden, CT

Ryan has been involved in the supported employment field since 2005, when he began his career with NEBA as an employment consultant. Today, he oversees programs for over 60 individuals served in Connecticut by the Department of Developmental Services (DDS), the Bureau of Rehabilitation Services (BRS), and privately invoiced individuals. Ryan has been a Certified Employment Support Professional (CESP) since 2013, and is proud to represent the northeastern United States on APSE's National Board of Directors. Ryan specializes in presenting and speaking on leadership development, best practices, mission outreach, and innovative, effective data collection and analysis. Ryan earned an Associate's Degree in Human Services from Middlesex Community College in 2011.



PROMOTING STRENGTHS AND ADAPTIVE RESOURCES IN PERSONS WITH DOWN SYNDROME, by Dennis McGuire, Evanston, IL

Dennis E. McGuire, Ph.D., Consultant, Global Down Syndrome Foundation, is a Down syndrome behavioral expert and has more than 30 years of experience in the fields of mental health and developmental disabilities. He is the former Director of Psychosocial Services for the Adult Down Syndrome Center of Lutheran General Hospital in suburban Chicago, the largest, most prestigious clinic for adults with Down syndrome in the United States. He helped establish the center which serves over 4,000 unique adult patients with Down syndrome each year.



TIPS FOR TALKING AND WAYS FOR MANAGING OUR VALUES, by Katherine McLaughlin, Westmoreland, NH

Ms. McLaughlin, an expert on sexuality and developmental disabilities, has taught sexuality education to people with developmental disabilities as well as trained them to be peer sexuality educators themselves. She has trained nationally at conferences and workshops, has developed and led parent workshops on Talking to Your Kids with Disabilities about Sexuality, and has trained staff on how to address sexuality with people with disabilities.



POSITIVE APPROACH TO CARE-SEEING IT FROM THE OTHER SIDE, by Kathy Tuckey, Efland, NC

Kathy has held leadership roles in the assisted living industry as both an executive director and resident relations director. She served as the Program Director for the Alzheimer's Association Georgia Chapter for over 8 years. As Program Director she was responsible for dementia training for professionals and family caregivers as well as all Alzheimer's and dementia programming in a seventeen county region. Kathy has over 30 years experience in the area of gerontology. She currently provides consulting



services and trainings in the area of dementia. Kathy is a Positive Approach™ to Care certified trainer.

SUPPORTING CHOICE AND CONTROL, by Michael Smull, Annapolis, MD

Michael Smull has been working with people who use long term supports and services for the past 44 years. He is the senior partner in Support Development Associates (www.sdaus.com) and the founder and Chair of The Learning Community for Person Centered Practices (www.learning-community.us). He is the co-developer of a person centered thinking curricula and of essential lifestyle planning. Mr. Smull has provided training and consultation in 48 states and 7 countries. He has been the executive director of 2 community agencies and was a Clinical Assistant professor at the University of Maryland School of Medicine. He has assisted agencies, states, regions and counties to make the changes needed to support person centered practices. Mr. Smull has written extensively on person centered thinking and planning, the challenge of changing to a person centered system and issues relating to supporting people with challenging behaviors.



CLARITY NOT CHARITY - SCRIPTING AN EFFECTIVE EMPLOYER APPROACH, by Debra McLean, Seattle, WA

Debra Mclean is passionate about seeing all people obtain employment. She has been intrigued with community building and person centered planning as a way to see individuals with a variety of support needs succeed in jobs that fit them since 1981. She provides training and consultation on supported employment and person centered planning in Washington and Oregon. She has taught classes on these topics at Portland State University in the Teacher Education Program and for Highline Community College, Certificate for Employment Specialists. Currently she works for Washington Initiative on Supported Employment. She has worked with schools, families, agencies, businesses, and individuals, both in the US and in Australia. Debra holds a Masters degree in Counseling, Rehabilitation and Deafness from Western Oregon University 1981.



“NEVER GIVE UP - THE SURVIVOR WAY” by Holly Hoffman, Eureka, SD

A professional motivational speaker and the author of *Your Winner Within*, Holly acknowledges that life is made up of challenges and we are oftentimes faced with situations that seem insurmountable. But within each of us is an ability to focus our thoughts, emotions, and energy to succeed—if only we have the knowledge, tools and discipline to do so.



Holly's writing and speaking not only offers encouragement and optimism but a roadmap for self-discovery and spiritual enlightenment. Her methods—the ones she uses every day in her own life—are intuitive, honest, and adaptable to nearly any situation. Readers and audience members alike walk away inspired to light the fire of successful living within themselves.

CONCURRENT SESSIONS (Preliminary List)

ASTEP (Advancing Students Toward Education and Employment Program) Active Panel Discussion with ASTEP Staff, Parents and Students by Amy Armstrong, Rhonda Weathers, Tracy Diefenbach (along with a parent/student panel), Minot, ND

Alzheimer's Disease in People with Intellectual and Developmental Disabilities: Basics and Strategies by Abby Beumer, Mandan, ND

A House Built by a Dream-Annie's House by Rachael Buss, Bottineau, ND

Thinking on Your Feet-The gift of Active Support by Cathy Haarstad, Minot, ND

Expanded Supported Employment Pilot Project by Cheryl Hess-Anderson, Bismarck, ND and Michele Burney, Minot, ND

Overall Service Planning by Karla Kalanek, Bismarck, ND

Transition and Transformation of DHS Services: Life Skills & Transition Center by Paul Kolstoe, Keith Vavrovsky, Kris Tisdale, Jennifer Hooley, Emily Reilly, Barbara Peterson & Heidi Paulson, Grafton, ND

Care of the Psychiatric Patient: Medication Awareness & Metabolic Syndrome with Atypical Antipsychotic Therapy by Kimbal Lutovsky and Paul Kolstoe, Grafton, ND

Money Follows the Person (MFP) Housing Resources by Cheryl Merck, Minot, ND

Intellectual Disability and the DSM-5: Diagnosing Complex Conditions by Heidi Paulson and Paul Kolstoe, Grafton, ND

Care Giver Cafe by Vicki Peterson, Edgeley, ND

Social Security Disability Benefits & Work Incentives 101 by Amy Bergan, Mark Mehlhoff & Terry Peterson, Minot, ND

Keep on Rollin' by Emily Reilly, Grafton, ND

iCan Bike by Kevin Sandness, Jamestown, ND

Pressure Injuries-The Basics by Kristy Sandy, Minot, ND

Disability and SSI by Stephanie Starr, Bismarck, ND

Nurtured Heart Approach by Heather Dutenhafer, Jamie Leao, Beth Johnson & Casey Bentz, Bismarck, ND

Technology and Disability by Duane Tempel, Madison, WI

The Dementia Care Services Program by Nikki Wegner, Mandan, ND

Answering Questions and Responding to Sexual Behaviors by Katherine McLaughlin, Westmoreland, NH

Moving from Friend to Sweetheart in the Age of Social Media by Katherine McLaughlin, Westmoreland, NH

Promoting Social Skills, Independence, Self-Esteem and Safety in the Community by Dennis McGuire, Evanston, IL

Ethics, Why do we need to care? by Dionne Spooner, Minot, ND

Data, Data Everywhere! It's Time to Stop and Think by Ryan Aldrich, Meriden, CT

Best Practices Become Typical Practices, by Michael Smull, Annapolis, MD

Positive Approach to Care-Using a Positive Physical Approach, Part I and Part II, by Kathy Tuckey, Efland, NC

Positive Approach to Care-GEMS, Seeing More Than Loss by Kathy Tuckey, Efland, NC

How to Effectively Understand and Review Your Organization's Retirement Plan by Jerry Bruzek and Tom Burkhart, Bloomington, MN

Connecting, Listening and Leading in a Multi-generational workplace by Kit Welchlin, Edina, MN

Restoring Civil Disclosure and Respectful Communication by Kit Welchlin, Edina, MN

Building Supports for Success “Job Coaching that Sticks” by Debra McLean, Seattle, WA

Positive Practices in Behavioral Support by Chelsea Evenstad and Bethany Johnson, West Fargo, ND

ABLE Accounts by Amy Bergan, Mark Mehlhoff & Terry Peterson, Minot, ND

Good Data in, Good Data out by Shae Dotson, Waterbury, CT

Reviewing the “how to's” documentation in Therap by Gretchen Falk-Lanfear and Deborah Hibbard-Brito, Waterbury, CT

Using your Data in Therap to better services for your clients by Shae Dotson and Deborah Hibbard-Brito, Waterbury, CT

Beyond bookkeeping: Utilizing your data to become more strategic by Carol Rogne, Fargo, ND

Community-Based Day & Employment Services: Transformation through Personal Outcome Measures by Jennifer Quigley, Towson, MD

SPECIAL EVENTS

PRE CONFERENCE SESSION: Collaborative Customization: Best Practices for Customized Job Development

ND APSE is sponsoring a preconference session by Ryan Aldrich, NEBA Works, Meriden, CT

Abstract: The labor market is improving and customized employment — long

a victim of the Great Recession of 2008 — is making strides back into the supported employment repertoire. With this new demand, employers and employment professionals are looking to each other for guidance in creating successful employment outcomes for individuals with disabilities. This session will focus on common barriers to customizing employment opportunities and breaking down those barriers. Methods to increase long term successful outcomes in customized employment will be discussed. Additionally, the specific roles of employers, family members and employment support professionals will be covered, with a concentration on collaborative activities during the employment process. Participants will gain a better understanding of team members' roles in customized employment, and will learn innovative methods to employ to increase successful customized employment outcomes. Registration Fee: \$40. The fee is \$15 for ND APSE members, 2017 APSE Best of the Best Award Winners, individuals with disabilities, and family members. The APSE Best of the Best Luncheon is included in registration for the PreConference.

PRECONFERENCE SESSION FOR EXECUTIVE DIRECTORS, NURSES AND QDDP'S sponsored by Therap Services, Waterbury, CT:

Business Intelligence for Executive Directors

Abstract: Therap has introduced the Business Intelligence module for aggregating agency-wide data and serving real time ad-hoc reports.

In this session, we will review Business Intelligence starting with Demographic Dashboard and GER (Incident Reports) Dashboard for both Providers and Oversight Providers.

- Demographic Dashboard provides aggregated reports on demographic data and allows for comparison of data across programs.
- GER Dashboard provides the ability to trend GERs at the state, provider and program levels. Providers can perform comparative analyses of variables including type, cause, severity and location of incidents to enhance overall quality assurance and reduction of incidents.

ISP Programs, Data and Reports for Goals and Objectives and Measuring Outcomes for QDDPs

Abstract: In this workshop, Therap staff will review the ISP Program and Templates module designed to outline Goals and Objectives for an individual, with tasks and scoring methods that grant the ability to track progress on criteria for completion. ISP Data Collection enables users to submit documentation on a regular basis as defined in the ISP Program.

Individual-Specific ISP Data Reports grants the ability to track service delivery and progress toward goals. Agency-Wide ISP Data Reports allow staff to ensure service delivery across programs and measure outcomes over time.

Health Tracking for Nurses

Abstract: Therap's Health Tracking modules allow users to efficiently track different types of health data and create detailed and monthly reports. Access to Health Tracking modules and reports is assigned by role, making it useful for both nursing and program staff. In this session, Therap staff will provide an overview of the Health Tracking modules as a flexible way to record, monitor and follow up on medical issues such as Appointments, Blood Glucose, Height and Weight, Immunizations, Intake and Elimination, Infection Tracking, Medication History, Seizures, Vital Signs and more. Registration Fee: \$25.00 for Directors, Nurses or QDDPs.

APSE AWARDS. The APSE “Best of the Best” Consumer Recognition Awards and the “Pat Knudson Outstanding Professional Achievement Award” will be presented during the Wednesday afternoon opening session.

CONFERENCE RECEPTION. Join us Wednesday, April 26, for the Reception following the afternoon sessions. A delicious array of hors d'oeuvres and beverages (soda, wine and beer) are free to conference participants. A cash bar will also be available. Entertainment will be provided.

DIRECT SUPPORT PROFESSIONAL AWARDS. NDACP's Direct Support Professional Awards will be presented during the Thursday morning plenary session.