



The Minnesota Age & Disabilities Odyssey

June 15 - 16, 2015

**Duluth Entertainment Convention Center
Duluth, Minnesota**

Sponsored by the Minnesota Department of Human Services
Aging and Adult Services and Disability Services divisions
and the Minnesota Board on Aging

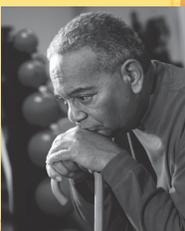
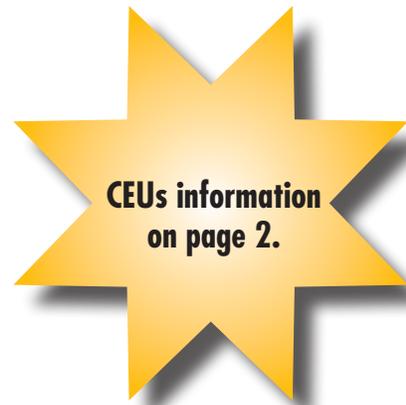


Table of contents

Welcome.....	1
General information	2
Exhibit Halls	3
Conference highlights	5
Age & Disabilities Odyssey awards	6
Minnesota Board on Aging award.....	8
Schedule-at-a-glance	9
Pre-conference intensives.....	10
General session.....	13
Concurrent sessions (Monday)	14
Concurrent sessions (Tuesday)	30
Thank you to our Gold and Silver sponsors.....	36
Awards – general session.....	37
Box lunch and sessions	38
Concurrent sessions (Tuesday continued).....	40
Thank you to our premier exhibitors.....	50
Exhibitors	51
Conference Planning Committee.....	55
Duluth Entertainment Convention Center Maps	56

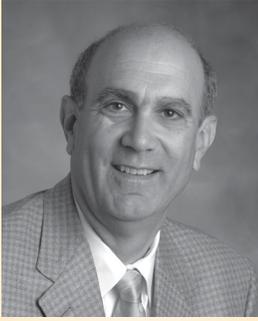


ADA1 (12-12)

This information is available in accessible formats for individuals with disabilities by calling 800-882-6262, toll-free 800-627-3529, or by using your preferred relay service. For other information on disability rights and protections, contact the agency's ADA coordinator.

In case of emergency, please refer to the handout in your tote bag titled: **Emergency and Severe Weather Procedures.**

Welcome



On behalf of the Minnesota Department of Human Services (DHS) and the Minnesota Board on Aging (MBA), we are excited to welcome you back to Duluth for the 2015 Age and Disabilities Odyssey Conference! Whether you consider yourself a seasoned veteran or this is your very first time at Odyssey, we are happy you are here and hope you are prepared for a special experience.

This year's theme is "Person-Centered Perspectives" which relates to a multitude of our current initiatives including Olmstead, MnCHOICES and Jensen. We have carefully selected keynotes, workshops and nuggets sessions and roundtable discussions that will provide you opportunities to explore Person-Centered Perspectives in ways that will both inform and enhance your everyday work.

Change in the fields of aging and disability is happening at an extraordinary pace. It is time to shift from planning to implementing change, from letting the system be our guide to listening to people and helping them live the life they want to live. While change is exciting, it presents challenges, such as having to meet daily demands while trying to learn and adjust to all that is new.

Take time to review this detailed conference program to identify the sessions that will help you most in your day-to-day work. We think you will find it difficult to decide which to attend because there is an outstanding variety of topics and presenters. You will find a couple new items in the program this year and encourage you to check it all out.

We hope you have a wonderful experience at Odyssey and that you return to your daily work filled with helpful information, new ideas and renewed energy for the next two years, until we can meet again.

Need help?

This is a large conference and we want you to have a memorable experience. If you have any questions or need assistance, please ask any of the many conference hosts from DHS or MBA. You will recognize them by the white ribbon on the bottom of their nametags.

Loren Colman, assistant commissioner, DHS, Continuing Care for Older Adults Administration; Jennifer DeCubellis, assistant commissioner, DHS, Community Supports Administration; Jean Wood, executive director, MBA, and director, DHS, Aging and Adult Services Administration; Alex Bartolic, director, Disability Services Division; and Don Samuelson, chair, MBA

General information

Conference program

Be sure to review this program and all handouts included in your tote bag. Review the handouts for program changes and additions.

The conference schedule is in this program and displayed on the monitor in the registration area in the Edmund Fitzgerald Exhibit and Pioneer Halls. Any changes to the schedule will be announced and displayed on the monitors.

About CEUs

Continuing education units (CEUs) have been applied for through:

- **Minnesota Board of Examiners for Nursing Home Administrators**
- **Minnesota Board of Psychology**
- **Minnesota Board of Social Work**

The anticipated numbers of CEUs available are:

- 3.0 CEUs for Monday pre-conference sessions
- 4.0 CEUs for Monday 11:30 a.m. – 5:15 p.m.
- 7.5 CEUs for Tuesday 8 a.m. – 4 p.m.

Certificates of attendance noting the number CEUs completed will be **available at the registration desk** following the completion of earned hours. Individuals of other disciplines may self-submit to their professional boards.

New session styles

Looking for something shorter? Plan to attend one or two Nugget sessions held in the tents in the exhibit halls. These short 25-minute sessions are repeated and are intended to provide a slice of information.

Looking for something different? Plan to attend the *Live Well at Home: In Action* event powered by PechaKucha on the Pioneer Hall stage at the Exhibit Halls Grand Opening from 5-7 p.m. on Monday.

Roundtable discussions

Suggest a topic for one of the four Open Roundtable discussions from 11:45 a.m.-12:45 p.m. on Tuesday, June 16 in Pioneer Hall. On Monday, add your topic to the Open Roundtable topic board in the foyer on the DECC's City Side or tweet it (use #mnodyssey #roundtable). On Tuesday, plan to come to the Pioneer Hall to see if your topic was one of the top four!

Attendee list

A list of the 2015 conference attendees is available online. A link to this list is available on the main page of the conference website, mn.gov/dhs/odyssey/

Free WiFi

Free WiFi is available to all conference attendees. Follow these simple instructions to connect:

- Choose network (SSID) "MNOdyssey"
 - Monday's password = PersonCentered
 - Tuesday's password = Perspectives
 - Passwords are case-sensitive

Twitter

We will tweet, and are encouraging others to tweet, about their Odyssey experience.

- Include #mnodyssey in your tweets
- Follow #mnodyssey and keep up on all the "twitter" about Odyssey

Use of cell phones

Don't talk on your cell phones during sessions. We request that all cell phones be silenced or put on vibrate.

Wear your badge

Wear your conference badge for admission to sessions, lunches, and the exhibit halls. No one will be admitted without a badge.

Scent policy

The Age & Disability Odyssey is a scent-free zone. Please be considerate of others' sensitivities to certain scents and limit or eliminate use of scented products during the conference.

Accessibility

The Age & Disability Odyssey is committed to making reasonable arrangements that enable all attendees to participate fully. All rooms and exhibit hall spaces are wheelchair accessible. The DECC has also added a family bathroom on the City Side second level, just past the Lake Superior Ballrooms. If you require an accommodation or assistance, go to the registration desk and speak with a Conference Host.

Lost and Found

Visit the registration desk in the foyer on the DECC's City Side if you lose or misplace items. The Odyssey is not responsible for lost or stolen items.

Note: Minnesota Department of Human Services is indicated with the abbreviation DHS and Minnesota Board on Aging is indicated with the abbreviation MBA throughout this booklet.

Exhibit Halls

Edmund Fitzgerald Exhibit and Pioneer Halls Opens 10:30 a.m., Monday, June 15 Closes Tuesday, June 16.

Come explore, discover, relax and visit with vendors, grantees and other attendees in the Edmund Fitzgerald and Pioneer Exhibit Halls where you'll find:

- Vendor exhibit booths (complete list of exhibitors on pages 51-54)
- Grantee poster sessions
- Refreshments, including the continental breakfasts and Tuesday's box lunch
- Meeting space for the roundtable discussions (See pages 38-39)
- All four tents for the different 25-minute nugget sessions (described throughout the program)
- Massage therapist Lee Pepper and company
- Opportunities to network
- Fun things to bring back to the office and your family

Don't forget to complete your bingo card, and enter to win the prizes or gift baskets.

Grantee poster sessions

Beginning Monday at 10:30 a.m., and running through Tuesday at 3 p.m., more than 100 organizations will have information on display. The full list of grantees is provided on page 4 of this program.

Visit Duluth

If you are looking for after-conference hours entertainment or a restaurant, plan to stop and visit with representatives from Visit Duluth at their table located in the foyer on the DECC's City Side.

Post-conference survey

Plan to help us improve the Odyssey conference by completing the post-conference survey. Watch for the link in an upcoming Conference Update email.

Events in the exhibit halls

Grand opening

Exhibit Hall Grand Opening featuring the *Live Well at Home: In Action* event powered by PechaKucha 20x20 on the Pioneer Hall stage. Come and listen, and enjoy the appetizers and refreshments from 5-7 p.m., Monday, June 15.



Pecha-what? PechaKucha 20x20 is a timed presentation format. Speakers from around the state will show 20 images and talk about each for no more than 20 seconds. It's fast-paced fun, with attention-grabbing high notes of their latest innovations, achievements, and strategies.

Prize and gift basket drawings

Enter to win a prize or gift basket. Multiple winners will be drawn at four times (listed on page 9). Details about each drawing will be provided next to the entry box in the Pioneer Hall. You must be present to win!

Box lunch and sessions

Tuesday, June 16, 11:30 a.m. to 1 p.m.

Pick up your box lunch, then plan to attend one of the roundtable discussions and nugget sessions. All sessions will begin at 11:45 a.m. and end by 12:45 p.m.

Massages by the minute

Massage therapist, Lee Pepper, will be back at Odyssey again this year. Re-energize with a massage for only \$1 per minute with a licensed therapist

Exhibit Halls

Grantee poster sessions

Come learn from and connect with these DHS grantees. Posters about their efforts to develop or improve services for older adults and/or people with disabilities will be on display.

1. ACE of SW Minnesota
2. ACR Homes, Inc.
3. Adult Day Services, Inc.
4. Age Well
5. Aitkin County CARE
6. ANGELS LAHN
7. Argyle's H.O.P.E LAHN
8. Assumption Community Services
9. Atwater LAHN
10. Barnesville Area LAHN
11. Bethesda Health and Housing
12. Center for Active Living
13. Central Towers Assisted Living
14. CommonBond Communities
15. Comunidades Latinas Unidas En Servicio
16. Community Memorial Home
17. Como Park LAHN
18. Conway- Battle Creek LAHN
19. Courage Kenny Rehabilitation Institute
20. DARTS
21. Dayton's Bluff Seniors LAHN
22. Ecumen
23. ElderCare Of Minnesota
24. ElderCircle
25. Essentia Health
26. Faith in Action for Cass County
27. Family Service Rochester
28. Foley Area C.A.R.E LAHN
29. Granite Falls LAHN
30. Great River Area Faith in Action
31. Grove City LAHN
32. Hamline Midway LAHN
33. Highland Park LAHN
34. Holdingford LAHN
35. Home Front First/Rosewood Specialty Care
36. Horizon Health
37. Housing Access Services
38. Independent Lifestyles
39. Jewish Family Services of St. Paul
40. KMJC, LLC
41. Knute Nelson Home Care
42. Korean Service Center
43. Lake Region Healthcare Clinical Pharmacy Service
44. Lakes Area Interfaith Caregivers
45. Lakes Homes and Program Development
46. Lakewood Health System
47. Lao Advancement Organization of America
48. Legacy Endeavors, Inc.
49. LifeCare Medical Center
50. Living Well Disabilities Services
51. Longfellow Seward Health Seniors
52. Lutheran Social Services of Minnesota
53. Macalester Summit Hill LAHN
54. Madison Lutheran Home
55. Merriam Park LAHN
56. Metro Group (Anoka, Dakota, Hennepin and Ramsey Counties)
57. Middle River-Thief Lake LAHN
58. Minnesota Chippewa Tribe
59. Minnesota Network of Hospice and Palliative Care
60. Minnesota Visiting Nurse Association
61. Neighbor to Neighbor LAHN
62. Network Therapies
63. New Challenges, Inc.
64. NextDoor, Inc.
65. Nokomis LAHN
66. North East Neighborhoods LAHN
67. North End South Como LAHN
68. North Shore Health Care Foundation
69. Northshore Area Partners LAHN
70. Northwoods Interfaith Volunteer Caregivers
71. Owatonna LAHN
72. Park Rapids LAHN
73. Payne-Phalen LAHN
74. Paynesville Rose Center LAHN
75. Pelican Rapids O.A.K.S. LAHN
76. Perham Living
77. Pine Island LAHN
78. Rebuilding Together Twin Cities
79. Red Wing Faith in Action
80. REM River Bluffs, Inc.
81. Residential Services of Northeastern Minnesota
82. Rise, Inc.
83. Rothsay Partners LAHN
84. Sanford Health of Northern MN
85. Senior Community Services
86. Southeast Seniors LAHN
87. St. Anthony Park LAHN
88. St. David's Center for Child & Family Development
89. St. Olaf Community Center
90. St. Williams Foster Home
91. Stearns County
92. Stephen LAHN
93. Store To Door
94. Sustainable Resource Center, Inc.
95. Tealwood Senior Living
96. Tech 4 Home
97. The Lutheran Home Association
98. Tri-Community LAHN
99. TSE, Inc.
100. Two Harbors LAHN
101. VINE Faith in Action
102. Volunteer Services of Carlton County
103. Wadena County DAC
104. Warren LAHN
105. Washington County
106. Washington County HRA
107. West 7th LAHN
108. West Central MN Communities Action
109. Whitney Senior Center
110. Wingspan

Note: LAHN = Living at Home Network

Conference highlights

Be Part of a 2015 White House Conference on Aging Listening Session

The White House Conference on Aging (WHCOA) is an event held by the federal government every ten years to develop recommendations for the President and Congress on issues, policy, and research in the field of aging. The White House is gearing up for a 2015 WHCOA. The Minnesota Board on Aging (MBA) is committed to ensuring that the voices of Minnesotans are included in these federal discussions. To that end, the MBA is working with its partners to convene listening sessions around the state and gather input from interested individuals. The information gathered will be submitted to the White House Conference on Aging. Come and share your perspectives on the future of aging.

Participants will:

- Understand the four themes of the WHCOA: healthy aging, retirement security, elder justice, long-term services and supports
- Explore barriers that exist within each of the four themes

- Share and discuss recommendations for policy and program changes needed at the federal, state and local levels within each of the four themes.

Presenters: **Jean Wood**, executive director and director, **Kari Benson**, planning coordinator, both from MBA and DHS, Aging and Adult Services Division; **Rajeane Moone**, WHCOA consultant, Minnesota Board on Aging, **Jim Varpness**, regional administrator, Administration for Community Living - Chicago Office; and video addresses from **Senator Amy Klobuchar** and **Senator Al Franken**, United States Senate.

Make sure to participate in one of the WHCOA Listening Sessions:

- 10) 9:30-11 a.m., Monday, June 15, Horizon Room 204, Harbor Side
- 77) 3-4:15 p.m., Tuesday, June 16, Room L, Lake Superior Ballroom, City Side.



June 15 is World Elder Abuse Awareness Day



Each year, hundreds of thousands of older people are abused and neglected. Elders throughout the United States annually lose an estimated \$2.6 billion dollars due to elder financial abuse and exploitation. Elders could have used this money to pay for basic needs such as housing, food, and other services to help them remain at home in their community.

No one is immune. Abuse, neglect and exploitation occur in every demographic, and can happen to anyone—a family member, a neighbor, even you. Yet it is estimated that only about one in five of those crimes are ever discovered.

World Elder Abuse Awareness Day (WEAAD) began on June 15, 2006. The International Network for the Prevention of Elder Abuse and the World Health Organization at the United Nations wanted to provide an opportunity for communities around the world to promote a better understanding of abuse and neglect of older persons.

The day's purpose is to raise awareness about the cultural, social, economic and demographic processes affecting elder abuse and neglect. In addition, WEAAD supports the United Nations International Plan of Action acknowledging the significance of elder abuse as a public health and human rights issue, and serves as a call-to-action for individuals, organizations, and communities to raise awareness about elder abuse, neglect, and exploitation.

Join us as we recognize the 2015 WEAAD at the Odyssey conference. Four conference sessions will explore a variety of adult protection topics in recognition of WEADD.

- 1) A Systems Approach to Elder Abuse, 8-11 a.m., Monday, a pre-conference intensive
- 29) Structured Decision-Making in Adult Protection, 2-3:15 p.m., Monday
- 46) The Minnesota Elder Justice Center: How We can Help? 3-4:45, Monday
- 103) READY SET GO: A 60-Day Walk in Adult Protection Services Investigations, 1-2:15 p.m., Tuesday

All sessions located in the French River 1, City Side.

Age & Disabilities Odyssey awards

Lake Superior Ballroom, Tuesday, June 16, 2015, 10 – 11:30 a.m.



The Minnesota Department of Human Services and the Minnesota Board on Aging are honoring outstanding organizations and exceptional individuals at the **Awards Recognition Tea, General Session** on Tuesday.

Community Award

For improving policies, services or quality of life practices for elders, people with disabilities and their communities.



From left to right: Lisa Albrecht, Jay Pearson, Rosanna Hudgins, Xay Yang, Kirsten Johnson, and Ron Joki

The LGBTQ Organizing Group

These current and former caregivers are passionate about caregiving. They created a multi-cultural, intergenerational support group for LGBTQ caregivers that span race and class, while also providing a safe and supportive space. Through “kitchen table conversations,” the LGBTQ Organizing Group is working to replicate the LGBTQ Caregiver Support Group in the Twin Cities and beyond. Their goal is to connect LGBTQ caregivers to resources, listen to their needs and, potentially, create new resources to meet those needs.

Policy Award

For demonstrating public policy leadership that resulted in improving the quality of life for elders, people with disabilities and their communities.

Charlie Lakin

For over 40 years, Charlie Lakin has worked to better the field of disability public policy. His influence on disability public policy began in Minnesota but has spread to both the national and international policy arenas. He directed the Rehabilitation Research and Training Center on Community Living at the University of Minnesota’s Institute on Community Integration, and would later use his talents at the National Institute on Disability and Rehabilitation Research. His long term perspective has been invaluable to the evolution of programs for people with disabilities and to those to whom he generously mentored and taught.



Age & Disabilities Odyssey awards

Innovation Award

For championing innovations in direct services, coordinating services or community-based partnerships and increasing the resilience, interdependence and quality of life for elders, people with disabilities and their communities.

The Lutheran Home Association

As a Live Well At Home grantee, The Lutheran Home Association (TLHA) developed an advanced sensory technology with community-based service plan that strengthens independence, safety and health management for older adults. Using lessons learned from this project, they created: 1) an online resource center to help meet the needs of individuals who experience memory loss through the use of appropriate monitoring technologies, 2) a tablet-based program that integrates trainings and simplifies documentation and wellness programs for staff, and 3) a technology-based mentorship program that supports direct care staff to grow new skills and handle job stress.



*Catherine Berghoff,
director of grant resource development
and program administration*

Service Award

For promoting exemplary practices, services and/or advocacy for elders, people with disabilities and their communities.



Jerry Mellum, senior planning analyst, Hennepin County Human Services and Public Health Department

Jerry Mellum is a champion for people with disabilities and the “go to” person for Individualized Housing Options. As a trainer in person-centered thinking and through his work, Jerry accesses the tools of person-centered thinking and brings them to life! As part of the Multi-County Collaboration, he helped create the Individualized Housing Options Resource Guide for Persons with Disabilities, Create your vision for where you want to live. He always believed in supports that are self-directed, and has been instrumental in helping advance the state’s initiatives to enable people to live lives of their own choosing.

Congratulations to our award recipients!

Minnesota Board on Aging award

Lake Superior Ballroom, Tuesday, June 16, 2015, 10 – 11:30 a.m.

MINNESOTA
BOARD ON A I



The Minnesota Board on Aging is honoring two organizations that have proven to be exceptional partners in helping Minnesotans to age well and live well. Both awards will be presented during the **Awards Recognition Tea, General Session** on Tuesday.

Madonna Towers and Inter-Faith Care Center

One of the biggest challenges facing the Return to Community service of the Senior LinkAge Line (SLL) was that nursing homes and their discharge planners were hesitant about the concept. Madonna Towers and the Inter-Faith Care Center not only weren't hesitant, but were leaders from the start. The staff of Madonna Towers and Inter-Faith Care Center took the program to new heights. Each has assisted more than 50 consumers back to a community setting. Both choose to make their own referrals to the SLL.



Peggy Bruns, social worker; and Beth Redalen, assistant administrator; both from Madonna Towers



Val Luttrell, social service designee; and Jeff Gookins, social services director; both from Inter-Faith Care Center

Schedule-at-a-glance

Monday, June 15		
7 a.m.	Registration opens	Foyer, City Side
7-9:30 a.m.	Continental breakfast	Foyer, City Side
8-11 a.m.	Pre-conference intensives	City Side & Harbor Side conference rooms
10:30 a.m.	Exhibit Halls opens	Edmund Fitzgerald Exhibit & Pioneer Halls
11:30 a.m.-1:15 p.m.	Opening session and lunch	Lake Superior Ballroom
1:15-2 p.m.	Networking break in the exhibit halls	Edmund Fitzgerald Exhibit & Pioneer Halls
2-3:15 p.m.	Concurrent sessions	City Side & Harbor Side conference rooms
3:15-3:45 p.m.	Networking break in the exhibit halls	Edmund Fitzgerald Exhibit & Pioneer Halls
3:45-5 p.m.	Concurrent sessions	City Side & Harbor Side conference rooms
5-7 p.m.	Grand opening of the exhibit halls	Edmund Fitzgerald Exhibit & Pioneer Halls
Tuesday, June 16		
7 a.m.	Registration opens	Registration area
7:30-9 a.m.	Continental breakfast	Edmund Fitzgerald Exhibit & Pioneer Halls
7:30-8 a.m.	Tai Ji Quan: Preparing for the Day	Ballroom 302, Harbor Side
8-9:15 a.m.	Concurrent sessions	City Side & Harbor Side conference rooms
9:15-10 a.m.	Networking break in the exhibit halls	Edmund Fitzgerald Exhibit & Pioneer Halls
10-11:30 a.m.	Awards recognition tea and general session	Lake Superior Ballroom
11:30 a.m.-1 p.m.	Box lunches and sessions	Edmund Fitzgerald Exhibit & Pioneer Halls
1-2:15 p.m.	Concurrent sessions	City Side & Harbor Side conference rooms
2:15-3 p.m.	Networking break in the exhibit halls	Edmund Fitzgerald Exhibit & Pioneer Halls
3-4:15 p.m.	Concurrent sessions	City Side & Harbor Side conference rooms
4:15 p.m.	<i>End</i>	

Prize and Gift Basket Drawings



Monday, Exhibit Hall Grand Opening Pioneer Hall	5-7 p.m.
Tuesday, Awards recognition tea and session Lake Superior Ballroom	10-11:30 a.m.
Tuesday, Box Lunch and sessions Pioneer Hall	11:30 a.m.-1 p.m.
Tuesday, Networking break Pioneer Hall	2:15-3 p.m.

You must be present to win!

French River 1, City Side

1) A Systems Approach to Elder Abuse

Description: Elder abuse affects millions of Americans and costs billions of dollars each year. According to national statistics, just one in 24 cases is reported to authorities. In Minnesota, over 50 percent of all reported vulnerable adult maltreatment cases involved persons ages 65 and older. Given the aging population and the widespread impact of elder abuse, we all must examine our responses to elder abuse. We will discuss the framework for dealing with this growing problem by reviewing a recent report from the U.S. Department of Justice, *Elder Justice Roadmap*.

Participants will:

- Review key concepts from the report *Elder Justice Roadmap*
- Explore the history of adult protection in Minnesota
- Discuss ways to strengthen the system and plan for the future

Presenters: **Iris C. Freeman** (moderator), adjunct professor and Elder Justice Policy Externship instructor, William Mitchell College of Law; **Carmen Castaneda**, adult protective services manager, Hennepin County Human Services; **Amanda Vickstrom**, executive director, Minnesota Elder Justice Center; **Will Phillips**, AARP; **Kevin E. Hansen**, assistant professor, Health Care Administration Program, University of Wisconsin-Eau Claire.

Horizon Room 203, Harbor Side

2) Greater Minnesota Transit: What is Happening?

Note this session will begin at 8:30 a.m.

Description: Public transportation empowers individuals to be independent, seek and retain employment, access medical care, and gain access to new opportunities. MnDOT's Office of Transit experts will describe and discuss several new transportation programs designed to provide better mobility throughout Minnesota. In this session participants will learn about new options for improved community access in Greater Minnesota and be engaged in a dialogue about the successes and challenges of living in Greater Minnesota, particularly for those with limited mobility.

Participants will:

- Understand current local options for improving community access
- Learn ways to engage local units of government on transit access issues
- Learn about new solutions for improving access

Presenters: **Tom Gottfried**, program director, **Beverly Herfindahl**, Transit for Our Future program coordinator,

Sue Siemers, mobility management program coordinator, **John Groothuis**, enhanced mobility of seniors and individuals with disabilities program coordinator, all from MnDOT Office of Transit.

Ballroom 305, Harbor Side

3) Making Person-Centered Thinking and Positive Support Approaches Work

Description: This session will provide a review of the key ideas of "person-centered" approaches. Main elements of what DHS has been funding and promoting will be summarized:

- 1) key principles of Person-Centered Thinking (PCT) training;
- 2) training of PCT trainers;
- 3) year-long technical assistance for organizations changing to PCT. These ideas are foundational in 245D and apply to all groups receiving services, their employees, and stakeholders. This session will also provide an opportunity to hear how four organizations are changing how they support people by integrating person-centered practices combined with what they have learned from the Positive Behavior Support intensive training.

Participants will:

- Distinguish between "important to" and "important for" and learn ways to balance them
- Understand how Person-Centered Thinking differs from other person-centered approaches
- Know the various initiatives in this arena that DHS funds
- Learn practical strategies and practices for implementing person-centered thinking

Presenters: **Angela Amado**, project supervisor, **Barb Kleist**, project coordinator, **Anne Roehl**, project coordinator, all from University of Minnesota, Institute on Community Integration; **Nicole Lind**, program coordinator, Residential Services, Inc; **Mark Thompson**, behavior analyst, Hermantown Crisis; **Merrill Ziemann**, behavioral and mental health professional, licensed psychologist, Owakihii; **Clarence Tweh**, owner/administrator/caregiver, Synder Health Care Systems Inc., **Mary Lou Bourne**, partner, Support Development Associates.

Gooseberry Falls 3, City Side

4) MnCHOICES: It's About the Journey

 **Lead agency staff who are in a MnCHOICES leadership position.**

Description: On the journey of MnCHOICES, occasionally stopping to ask for advice from others who are on the same journey can be very helpful. Join us on a tour through selected lead agencies as they share some key maps for traveling through MnCHOICES. Listen and learn how to avoid detours, stay clear of pot holes and get great mileage on your way. Participants will be encouraged to "ask directions" at each bend

in the road. Make sure to bring your list of challenges!

Participants will:

- Hear why some MnCHOICES workflow and management strategies did not work in other lead agencies
- Learn about workflow and management strategies that did work in other lead agencies that may help resolve a challenge in their own agency
- Discuss current challenges about MnCHOICES in their agency
- Get suggestions from their peers about potential methods to improve current MnCHOICES workflow and management challenges

Presenters: **Cathy Griffin**, agency policy specialist, **Rita Chamberlin**, agency policy specialist, **Nancy Jurgensen**, state program administration coordinator, all from DHS, Disability Services Division; **Rachel Shands**, state program administrator, DHS, Aging and Adult Services Division; **Representatives from lead agencies using MnCHOICES.**

Split Rock 1, City Side

5) Moving Home Minnesota: Overview with Select Topics

Description: A general overview of Moving Home Minnesota (MHM) will be provided, followed by more detailed information about specific aspects of the MHM program. The select topics include: 1) the eligibility process; 2) provider enrollment and claims; 3) supported employment; and 4) housing resources. The session on supported employment will describe how MHM has initiated systems change in individualized supported employment services to achieve competitive employment. The principles and strategies of customized employment will be explained. The housing resources session will provide an overview of the HUD 811 project based rent subsidies being made available to MHM participants.

Participants will:

- Be introduced to the MHM and hear about MHM's eligibility and enrollment procedures
- Learn about MHM's procedures for provider enrollment and claims submission
- See how principles of customized employment can be applied
- Learn more about the 811 housing subsidy program for MHM participants

Presenters: **John A. Anderson**, deputy project director; **Tony Gantenbein**, supported employment specialist; **Patrick Alford** or **Nancy Schultz**, eligibility specialist; **Heidi Sandberg**, agency policy specialist; **Maychee Mua**, provider relations trainer, all from DHS Moving Home Minnesota.

St. Louis River Room, City Side

6) Person-Centered Organizations

Description: Designed for home and community-based service providers, this pre-conference intensive will focus on how to create organizational change in order to become a more person-centered agency or facility. Participants will use an organizational development assessment guide to help identify areas to improve person-centered services and develop strategies to incorporate more effective person-centered practices.

Presenters: **Janene Cowan**, service quality specialist, DHS, Continuing Care for Older Adults; **Joe Timmons**, **Derek Nord**, **Kelly Nye-Lengerman**, all research fellows, all from University of Minnesota, Institute on Community Integration.

Ballroom 303, Harbor Side

7) Right at Home: Supporting Seniors in Community Living

 **Basic understanding of Medical Assistance (MA) programs in Minnesota, including waiver programs and other community-based services and supports.**

Description: Many types of supports are available to help older adults live and participate in their communities. These supports range from information and assistance, to caregiver supports, to publicly funded programs that help pay for needed long-term services and supports. The session will provide an overview of the range of supports available, including the role of Senior LinkAge Line® for serving older adults. Presenters will provide in-depth information about three publicly funded programs designed to help seniors remain at home: Essential Community Supports, Alternative Care and Elderly Waiver.

Participants will:

- Recognize the importance of caregivers, Minnesota's caregiver support program, available services and supports, caregiver assessment, tools and resources
- Know where to find resources and make referrals related to services and supports for seniors and to the ECS, AC and EW programs
- Understand basic eligibility requirements, program and service features of the ECS, AC and EW programs
- Understand the role of lead agencies (counties, tribes and managed care organizations), the Senior LinkAge Line and providers in the community support system for seniors in Minnesota

Presenters: **Douglas Silverman**, state program administrator, **Libby Rossett-Brown**, agency policy specialist, **Jolene Kohn**, state program coordinator, **Susan Wenberg**, program

administrator, **Gail Carlson**, program administrator, all Aging and Adult Services Division; **Christina Samion**, agency policy specialist, Disability Services Division; **Pansi Millage**, trainer, Member and Provider Services, all from DHS.

Horizon Room 205, Harbor Side

8) Trends in Self-Direction

Note this session will begin at 9 a.m.

I Designed for persons using Personal Care Assistance (PCA), Consumer Directed Community Supports (CDCS), or Community Support Grant (CSG) services, providers of these services, and lead agency staff with a role in administering these services.

Description: This session will provide information and facilitate discussion of changes in PCA Choice, CDCS and the CSG programs. Changes include 1) the implementation of the MnCHOICES assessment; 2) the unionization of workers in these three self-directed programs; 3) the recent U.S. Department of Labor rule home care ruling and subsequent litigation; 4) and the new Financial Management Service structure to be implemented for these programs. Changes in these programs provide an opportunity for participants in these self-directed services to employ their direct support workers and to assume related responsibilities. Participants will:

- Learn about changes in PCA Choice, CDCS, and CSG
- Learn how these changes support participants who choose to be the employer of their direct support worker

Presenters: **Sarah Schultz**, state program administrator; **Diane Benjamin**, agency policy specialist; **Cara Benson**, agency policy specialist; **Cindy Grebin**, state program administrator; **Jeanine Wilson**, community supports supervisor, all from Disability Services Division at DHS.

Gooseberry Falls 1, City Side

9) What's the Recipe for a Lifetime Community? **E**

Description: Lifetime Communities are good places to grow up and grow older. They address three key aspects of community life: the physical, social and service infrastructures. This session will discuss the ingredients of a Lifetime Community and share different “recipes” for success. Highlights from the work of the Metro Area Agency on Aging’s Lifetime Communities Learning and Action Collaborative will be presented. This Collaborative worked with 11 communities at one of four stages of community engagement: 1) exploring, 2) assessing, 3) launching a project and 4) adding a project. And finally, two examples of Lifetime Community projects at different stages of engagement will be shared: a) Dakota County’s “City Profiles”, and b) ITNTwinCities’ feasibility study for an innovative transportation service starting in suburban Hennepin County.

Participants will:

- Understand the “ingredients” for a Lifetime Community and why they are important to older adults and people of all ages
- Learn about two different methods, and tools for successful community engagement around the Lifetime Community “recipe”
- Examine the social, financial and health benefits for older adults that result from living in a walkable neighborhood
- View (and list from their own experiences) examples of towns that are reorienting their streetscape for the pedestrian, and how it has improved the quality of life for seniors seeking to remain in their homes

Presenters: **LaRhae Knatterud**, director of aging transformation, DHS, Continuing Care for Older Adults; **Kate Houston**, planning director, Metropolitan Area Agency on Aging; **Jess Luce**, supervisor, Dakota County Public Health, Communities for a Lifetime Initiative; **Debra Burton**, executive director, ITNTwinCities; **Todd Stump**, data analyst, Continuing Care for Older Adults, DHS; and **Don Ness**, mayor of Duluth.

Horizon Room 204, Harbor Side, 9:30-11 a.m.

10) White House Conference on Aging Listening Session

E Refer to page 5 for more information.



Sponsored by



Visit the exhibits

Be sure to take time to visit the exhibit halls where you will find dozens of booths with the latest products and information. Full details on the Exhibit Halls on pages 3-4.



Opening general session and lunch

Monday, June 15, 2015, 11:30 a.m. - 1:15 p.m. ■ Lake Superior Ballroom

Lunch will be served as part of this session

Welcome

Loren Colman, assistant commissioner, DHS, Continuing Care for Older Adults Administration

Jennifer DeCubellis, assistant commissioner, DHS, Community Supports Administration

Don Samuelson, chair, MBA

Lucinda E. Jesson, commissioner, DHS (video presentation)

Minnesota's Odyssey into Person-Centered Practice: An Epic Voyage

Description: Just as Homer's Odyssey has bred adaptations, fables, and spin offs, person-centered planning has generated much discussion, interpretation, and attention. Minnesota has been on the journey into person-centered practice for many years. Where has this epic voyage gone? What is myth and what is fact? What is ahead? How will we define "success"? What results matter most? Where will this epic voyage go next? These questions and more will be explored.



Presenter: Mary Lou Bourne, partner, Support Development Associates

Since 1997, Mary Lou Bourne's career has focused on supporting human service systems, specifically by redesigning their organizational structures and aligning their work cultures to become person-centered organizations. She has more than 30 years of experience, including work in mental health services, veteran support, early intervention, substance abuse, aging and developmental disability (DD) service delivery.

She has consulted and trained in 24 U.S. states. Her current practice includes large-scale systemic change and development of methods to support a learning culture within government-funded human service systems. Mary Lou is a partner in Support Development Associates and has been appointed a Malcolm Baldrige National Program Examiner four times, and serves as faculty to the National Leadership Institute on Developmental Disabilities. She currently lives with her husband in the Washington, DC metro area.

Split Rock 1, City Side

11) Against Medical Advice Discharges: Provider Obligations and Best Practices

Description: This session will discuss provider obligations when a resident leaves against medical advice including what the nursing and social services staff should and should not do, effectively working with physicians and pharmacists, how to document effective interventions including meetings with the resident and family members, and conduct required discharge planning under law. This session will also discuss how to best protect your resident while protecting your facility and professional licenses and focus on turning this process into patient-centered continuing care.

Participants will:

- Understand, identify and prepare for residents who may seek to discharge against medical advice (AMA)
- Conduct effective discharge planning and team strategies for residents discharging AMA
- Learn ways to document interventions and strategies for ensuring regulatory compliance
- Understand provider obligations relating to resident's cares and medications – even if they leave the facility

Presenters: **Robert Rode**, attorney, Voigt, Rode & Boxeth, LLC.

Split Rock 2, City Side

12) Assisting Seniors in Responding to Disasters

Description: Age-related disabilities are becoming more commonplace as our society ages. By 2030, the number of Minnesotans over age 65 is expected to nearly double with older adults comprising about one-fifth of our population. Emergency responders, with the help of community-based agencies, need to find ways to improve emergency response to seniors with age-related disabilities. This panel of experts will explore how best to address hearing loss, vision loss, and decreased mobility in notifying, evacuating and sheltering seniors during and after a disaster. In addition we will explore how innovations in assistive technology can support and address the emergency needs of seniors with access and functional needs.

Participants will:

- Become familiar with effective communication strategies to use when communicating with seniors who present with a hearing loss in an emergency
- Learn some ways to notify seniors with a vision loss of an emergency and also learn simple techniques for helping them navigate safely in a shelter facility
- Identify physical and transportation barriers for seniors in evacuating and sheltering and receive information on how to resolve potential access issues

- Learn how assistive technology can help during an emergency and how to access state and national assistive technology resources

Presenters: **Margot Imdieke Cross**, accessibility specialist, Minnesota State Council on Disability; **Barb Fonkert**, individual and functional needs planning coordinator, Homeland Security and Emergency Management, Minnesota Department of Public Safety; **Marie Koehler**, regional manager, Deaf and Hard of Hearing Services Division, DHS; **Linda Lingen**, special populations outreach coordinator, State Services for the Blind Minnesota Department of Employment and Economic Development, **Kim Moccia**, program coordinator, Minnesota STAR Program, Minnesota Department of Administration.

Ballroom 303, Harbor Side

13) Care Transitions through the Senior LinkAge Line®

Description: The Senior LinkAge Line®, a free statewide information and assistance service, helps consumers 60+ with transitions from the community to nursing home, nursing home to home and everywhere in between. Some of the areas Senior LinkAge Line® assists with include conducting the Pre-admission Screening, responding to MDS Section Q referrals, assisting private pay consumer's transition from the nursing home and general options counseling. Health care providers can make referrals to the LinkAge Lines via a secure online website which will be demonstrated during the presentation.

Participants will:

- Review process for making an online referral to the Senior LinkAge Line® for Pre-Admission Screening, MDS section Q and other areas of expertise
- Learn how the LinkAge Lines can help clients who want to remain in the community.
- See what's new with Pre-admission Screening, the online referral site and the Return to Community Initiative

Presenters: **Darci Buttke**, care transitions policy analyst; **Stephanie Minor**, Senior LinkAge Line® policy analyst, both from Minnesota Board on Aging.

Pioneer Hall Exhibit Hall - TENT 1

Nugget session

14) Consumer Directed Community Supports: Hot Topics

 Geared towards case managers or care coordinators that have experience working with individuals who have selected the Consumer Directed Community Supports (CDCS) service option

Description: Consumer Directed Community Supports (CDCS) is a self-directed service option that allows individuals to have more control, responsibility and flexibility in the community-based services they receive. This service option has changed throughout the years and continues to evolve. Join us to discuss updates to the CDCS program and recent trends. We will also provide some helpful tips for lead agency case managers/care coordinators on how to review and approve the participant developed supports plan.

Participants will:

- Learn about updates to the CDCS program (i.e., fiscal management services, CDCS workers, etc.)
- Learn about employer responsibilities in self-directed programs
- Learn about reviewing and approving the participant developed support plan (i.e., wages, paid parents, allowable expenditures, etc.)

Presenter: **Cindy Grebin**, waiver policy lead, DHS, Disability Services Division.

Pioneer Hall Exhibit Hall - TENT 3

Nugget session

15) Conversations with Aging Service Funders

Description: Formed in 2012, the Finish Strong Funders Coalition for Aging Services brings together a diverse array of funders in aging including private, corporate and family foundations as well as public funders. The purpose of the network is to provide support and technical assistance to Minnesota's public and private funders of aging services. Members of the Finish Strong Funders Coalition will discuss their funding priorities and help provide technical assistance to potential applicants.

Participants will:

- Identify private and public funders of aging services in Minnesota
- Understand grant proposals and guidelines from multiple funding perspectives

Presenters: **Sharon Oswald**, Delta Dental Foundation of Minnesota; **Lynn Haglin**, Northland Foundation;

Kerrie Blevins, The James R. Thorpe Foundation; **Dawn Simonson**, director, Metropolitan Area Agency on Aging; **Sharon DeMark**, Minnesota Philanthropy Partners.

French River 2, City Side

16) Dementia: Person-Centered Assessments, Communication and Caregiver Issues

 Understanding of the challenges of the disease and a desire to learn how to be more effective when working with clients who have dementia.

Description: The workshop will focus on assessing clients who have dementia using a person-centered approach. Attendees will learn how to prepare, approach, assess and maintain a trusting relationship in order to obtain an accurate assessment of the client with dementia. They will gain practical communication skills and insight on how many types of behaviors are forms of communication. These skills will help professionals develop a care plan that focuses on the strengths and preferences of the client while defining what is important to and for the client. Discussion of the warning signs of dementia and how dementia is not part of normal aging. Caregiver needs will be presented and how they fit into a person-centered plan. Resources will be provided.

Participants will:

- Complete a person-centered assessment with a client who has dementia
- Improve communication with clients with dementia
- Review the warning signs of dementia and the difference between normal aging and changes due to dementia
- Understand ways in which behavioral expressions are forms of communication rather than "behaviors"

Presenters: **Rita Kelner** and **Judy Witebsky**, both demential champions for Act on Alzheimer's.

St. Louis River Room, City Side

17) Determining Financial Eligibility for Older Adults

 A basic knowledge concerning program eligibility for Alternative Care and Essential Community Supports

Description: Alternative Care (AC) and Essential Community Supports (ECS) are two home and community-based programs that help people remain in their homes while using long-term services and supports. The programs provide services based on assessed needs and focus on persons preferences to meet those needs. To gain access to each of these programs a person needs to meet specific financial eligibility guidelines. This session will provide information about the policies and process used to determine financial eligibility for the AC and ECS, and will include a review of all the required forms.

Participants will:

- Understand the basic concepts of AC program and financial eligibility
- Learn how to determine AC financial eligibility using the AC financial eligibility worksheets
- Understand the differences between eligibility determination for AC and ECS

Presenters: **Libby Rossett-Brown**, agency policy specialist; **Jolene Kohn**, state program coordinator; **Douglas Silverman**, program administrator, all from Aging and Adult Services Division at DHS.

Horizon Room 202, Harbor Side

18) From Restrictive Interventions to Positive Support

I Participants impacted by 245D licensure requirements, or who hold or work with a DHS-licensed provider will derive the greatest benefit.

Description: Due to factors such as a class action lawsuit, changes in federal regulation and trends in behavioral support, the Minnesota Department of Human Services is in the process of transitioning from a policy of restrictive interventions to one of positive supports. Restraint, seclusion, punishment techniques are now generally prohibited for providers of home and community-based services. This session will cover the history behind the changes (including a summary of the Jensen Settlement), the new regulation and how people receiving services and providers are faring during the transition. Recommendations for best practice in implementing positive supports and reducing restrictive interventions will be discussed.

Participants will:

- Understand the reasons for transitioning from restrictive interventions to positive support
- Review the current 245d regulation on restrictive interventions and positive support
- Learn about the progress of the transition from restrictive interventions to positive support

Presenter: **Charles Young**, positive support lead, DHS, Disability Services Division.

Horizon Room 203, Harbor Side

19) Hearing Loss and Effective Communication

Description: This workshop will look at changes in demographics that will have an impact on the field as the nation's population ages, technology develops, and those with hearing loss begin to seek services. Hearing loss reduces a person's ability to communicate easily, which may have a tremendous impact on their mental health as well as the ability

to receive qualified and accessible services. There are strategies and assistive technology that can help. Learn about mental health impacts of hearing loss and to discover new and existing technology and apps for mobile devices to better facilitate communication.

Participants will:

- Learn at least three strategies to more effectively communicate with individuals with hearing loss.
- Learn at least three impacts hearing loss has on mental health.
- Learn at least three different types of assistive technology and apps for mobile devices.

Presenters: **Amy O'Bryan**, mental health specialist; **Cheryl Blue**, specialist, both from DHS, Deaf and Hard of Hearing Services Division.

Edmund Fitzgerald Exhibit Hall - TENT 4

Nugget session

20) Improving Quality in HCBS

Description: The Quality Improvement Requirement and the HCBS Performance-based Incentive Payment Program were two quality improvement initiatives that DHS implemented in 2014 to help HCBS improve services. This session will give an overview of these initiatives and common improvement project themes, strategies, and lessons learned.

Participants will:

- Learn about improvement project themes that HCBS providers are implementing
- Hear about strategies that HCBS providers have tried that helped them to successfully implement their projects
- Learn about two state-wide quality improvement initiatives that impact HCBS providers

Presenters: **Miriam DeVaney**, research analyst, Aging and Adult Services Division; **Janene Cowan**, state program coordinator, Continuing Care Administration for Older Adults, all at DHS.

Gooseberry Falls 1, City Side

21) Innovative Disability-Focused Patient Care

Description: The integration of disability-competent care teams across the continuum of medical and social services can improve quality while reducing costs for people with disabilities. Presenters from Bluestone Physician Services, a primary care clinic serving the unique needs of seniors and people with disabilities through a community-based Health Care Home model, will share and discuss their innovative disability-focused patient care model which includes: 1) providing resilient care planning through extended primary care and care coordination;

- 2) engaging community stakeholders and aligning incentives to drive down costs and improve quality outcomes; and
- 3) developing a sustainable model by understanding and engaging high risk/cost populations and stakeholders along the care continuum.

Participants will:

- List four outcomes affected by the integration of primary care and various stakeholders throughout the care continuum
- Describe integrated care planning
- Gain an understanding of extended primary care and care coordination

Presenters: **Sarah Keenan**, president; **Annette Fagerlee**, director of care coordination, both from Bluestone Physician Services.

Ballroom 304, Harbor Side

22) Live Well at Home: Inside the Rural Stearns Coalition

Description: The Rural Stearns Live Well at Home Coalition focuses on preventing readmissions to hospitals and long-term care placements in our area. The coalition is a joint venture between healthcare entities and community programs that provides older adults and their caregivers with the opportunity to overcome barriers that prevent successful community living. Clients received a custom plan and are assigned a support planner to assist individuals to remain in their home by accessing community supports tailored to their specific needs. This workshop includes an in-depth look at how this model works and the navigational process of an individual who would be enrolled in the program at each step of the way. This presentation will also include a discussion of the coalition's development of the coalition, benefits to participants, and the perspectives of involved partners.

Participants will:

- Understand the development of the coalition, the needs of its region and project goals
- Analyze barriers that prevent successful community living
- See examples of care coordination and continuum of care following program enrollment
- Receive information about establishing partnerships between healthcare entities and home and community-based programs

Presenters: **Lindsey Sand**, director of community services; **Kayla Kildahl**, support planner, both of Assumption Community Services; **Kathy Gilbride**, community development specialist, Central MN Council on Aging; **Inez Jones**, executive director, Paynesville Area Living at Home Block Nurse Program-ROSE Center; **April Stadler**, social services manager, CentraCare Health-Paynesville;

Ruth Hunstiger, director of community services; **Mare Simpler**, health promotions coordinator; **Roxie Knisley**, clinical director, Lake Region Home Health.

Pioneer Hall Exhibit Hall - TENT 2

Nugget session

23) MA-EPD & You!

Description: This session will cover the program basics for Medical Assistance for disabled working persons, update audience about important changes to program, and provide scenarios to illustrate ways that individuals can be served by accessing this work incentive program.

Participants will:

- Learn about the Medical Assistance for Employed Persons with Disabilities (MA-EPD)
- Have an opportunity to ask experts about the MA-EPD program.

Presenters: **Rachel Heule**, **KaSoua Yang**, both MA-EPD program specialists, Disability Services Division, DHS.

Ballroom 305, Harbor Side

24) Making a Difference: Positive Psychology at Work

Description: How do a caregiver's personal attitudes, stereotypes and history affect care? Embark on a professional and personal odyssey to understand how the principals of positive psychology can assist you in your efforts to make person-centered services successful. Effective person-centered services requires people who are open minded, positive, and willing to accept risks and change. We will explore how our language, approaches, and attitudes may not be as person-centered as we think. By shedding a light on our own blind spots, we can acknowledge what we need to improve. This session will change the way you think about how you impact others, inspire you with stories and possibilities, and ignite you with a passion to make changes that can impact everyone around you.

Participants will:

- Understand how individuals can improve their mood, outlook and productivity by employing easy techniques
- Learn strategies and techniques that promote positive thinking and actions
- Discover how experience shapes beliefs and attitudes
- Be challenged to think about one's own attitudes, actions and how they provide support

Presenters: **Jennifer May**, vice president of Operations; **Leane Brown**, program services consultant, both from STAR Services.

Ballroom 301&302, Harbor Side

25) Overcoming Housing Barriers

Description: Renters with criminal records, poor credit and rental histories have a harder time finding housing. With the absence of “felony friendly” landlords, renters must take a new approach. This classic, widely praised training maps out a process to follow that saves renters (and their case managers) time and money. It also helps them find a place to live faster! This training also features a brief overview of the major subsidized housing programs in Minnesota, updates coming to the HousingLink website to improve the housing search experience for those with disabilities, and an overview of the MATSH supportive housing website.

Participants will:

- Learn how to overcome criminal, credit, and rental history barriers in a rental housing search
- Discover ways to avoid losing money on application fees
- Review the major subsidized housing programs in Minnesota
- See how the housing search for those with disabilities will improve

Presenter: **Josh Dye**, marketing and outreach coordinator, HousingLink

Gooseberry Falls 2, City Side

26) Person-Centered Practices in Culture and Disability

Description: This cultural awareness session is designed to strengthen practitioners’ capacity to serve and provide culturally competent support and services to Minnesotans living with disabilities. The session focuses on the role of culture in providing person-centered care to Minnesota’s diverse populations living with disabilities. Many aspects of life that are important to people (such as their daily routines and habits, how they seek and understand status and roles, preferences, ways and times for celebrating or mourning, etc.) are deeply influenced by culture. This session highlights how cultural norms, traditions, and language barrier may influence communication, accesses to care, and the delivery of person-centered services.

Participants will:

- Build cultural awareness and strengthen capacity to serve and provide culturally and linguistic competent care and services
- Learn the role culture plays in person-centered service delivery
- Gather best practice strategies and relevant resources

Presenter: **Anab Gulaid**, project coordinator, University of Minnesota, Institute on Community Integration.

Horizon Room 205, Harbor Side

27) Ready to Serve: Supporting LGBT Older Adults

Description: Whether you know it or not, lesbian, gay, bisexual and transgender (LGBT) older adults are your clients. Learn the unique issues facing these populations and how these issues affect their willingness to seek out services. This session will outline LGBT aging, describe the diversity of sexual orientations and gender identities among senior clients, present findings from a recent needs assessment, and identify actions you can take to make your practice more LGBT culturally competent.

Participants will:

- Understand the differences between sexual orientation and gender identity and language used when working with LGBT older adults
- Identify the significant risks that LGBT older adults face and the reasons LGBT older adults are reluctant to seek formal services

Presenter: **Rajejan Moone**, executive director, Training to Serve.

Horizon Room 204, Harbor Side

28) Status of Long-Term Services and Supports

Description: Experience in delivering long-term services and supports through direct service, program administration or policy development.

Description: Each one of us plays a valuable role in providing high quality long-term services and supports to older adults and people with disabilities. In our day-to-day work, it is easy to maintain an keen focus on the work in front of us but lose sight of how this work fits into the bigger picture. This session will provide an overview of the state’s LTSS system, including information on the people we serve, trends in expenditures, demographic and other challenges we face, and innovations that are underway to improve the quality of services delivered and the quality of life of participants.

Participants will:

- Understand the populations served through public LTSS programs
- Understand current and projected LTSS expenditures
- Identify at least one way in which one’s job fits into this bigger picture
- Learn about at least one innovation that is underway to improve the system

Presenters: **Kari Benson**, planning coordinator, MBA, Aging and Adult Services Division; **Bob Held**, director, Nursing Facility Rates and Policy Division; **Ashley Reisenauer**, data analyst, Continuing Care Administration for Older Adults, all at DHS.

French River 1, City Side

29) Structured Decision Making in Adult Protection

 Working knowledge of the county vulnerable adult maltreatment investigative process.

Description: The 2013 Minnesota Legislature revised the duties of a county social service agency under the Vulnerable Adult Act (VAA). This modification requires counties to use a standardized tool provided by DHS to assess reports of suspected maltreatment received by the common entry point. Mandated use of a structured decision making tool supports the state's policy requiring investigation of reports of suspected maltreatment and the provision of protective services to vulnerable adults in appropriate cases. Detailed data on the first year of the county use of the structured decision making tool was made available to county social services. The contents of this report will be discussed.

Participants will:

- Review highlights of the report on structured decision making
- Explore Minnesota policy requiring investigation of reports of suspected maltreatment
- Discuss detailed data on the first year of the county use

Presenters: **Mary McGurran**, agency policy specialist; **Todd Stump**, program administrator, both from DHS, Aging and Adult Services Division.

Chester Creek Room, City Side

30) Transitions R US

Description: This presentation will provide an overview of three DHS initiatives focused on transitioning individuals from institutional settings: 1) the Anoka Metro Treatment Center Transitions project, which focuses on those with mental illness who have been difficult to place; 2) Disability Services Division's capacity building project; and 3) Moving Home Minnesota, which promotes an expanded array of community services for all age and disability groups. The panelists will compare and contrast their projects, and discuss the role of person-centered thinking in the planning and delivery of services.

Participants will:

- Learn about three DHS initiatives aimed at transitioning individuals from institutional settings
- Understand the similarities and differences among the three programs to better understand what would work best for individuals given their specific circumstances
- Understand how the principles of person-centered thinking have been operationalized within the three projects.

Presenters: **John A. Anderson**, deputy project director, Moving Home Minnesota; **Theresa Mustonen**, Disability Services Division; **Lynette Studer**, Adult Mental Health Division, all at DHS.

Gooseberry Falls 3, City Side

(31) You Can Live Alone with Alzheimer's Disease

 Basic understanding of Alzheimer's disease and other dementia's, knowledge of community resources and the importance of helping people develop personalized care plans.

Description: By 2025, the number of people age 65 and older with Alzheimer's disease is estimated to increase by 40 percent. People with Alzheimer's are being diagnosed earlier than ever. Many are lucky enough to have a caregiver living with them. But just as many aren't that lucky. Their children may live far away, or they have no family at all. It is possible to continue living alone at home with Alzheimer's with help and the support that's needed is more available now than ever before. This session will discuss the strategies to live at home successfully with Alzheimer's, including where to start, maintaining and enhancing capacity, and high impact services that can facilitate functional stability and safety. As a professional you can help people with Alzheimer's live at home.

Participants will:

- Learn approaches to help people with Alzheimer's live at home
- Learn to assist people with Alzheimer's in developing a personalized plan for (supported) independent living

Presenter: **Terry Barclay**, PhD, clinical director, HealthPartners Neuropsychology, Neurosciences Division, Center for Memory and Aging.

The DECC

To help guide you around the Duluth Entertainment Convention Center (DECC), floor plans are provided on pages 56 and 57. See also the DECC website, www.decc.org, has more information including the facility floor plan (PDF) under Event Facilities & Services, Room Capacity.

Gooseberry Falls 1, City Side

32) Advance Care Planning: A Person-Centered Approach

 Awareness of advance directives or living wills, experience or interest in working with people at the end of life or making decisions about end of life care.

Description: As medical care has improved, people are living longer and many eventually die following a long illness. Often people are unable to make health care treatment decisions for themselves at the end of life; others must decide. The Respecting Choices [®] model of advance care planning is comprehensive, patient centered, internationally known, and evidence-based. Health care providers and community members are working to implement this model in the Bemidji area. Conversations and effective communication of preferences through care transitions increase the likelihood that people receive care consistent with well informed, thoughtfully considered care preferences. Clearly stated preferences help caregivers more confidently make decisions if needed.

Participants will:

- Recognize important elements of Patient-Centered Advance Care Planning
- Identify steps health care providers and community members can take to consider implementation of a comprehensive advance care planning model
- List resources available to support advance care planning in Minnesota

Presenters: **Nancy Hall**, associate professor of nursing, Bemidji State University; **Mark Papke-Larson**, advance care planning coordinator, Sanford Health of Northern Minnesota

Gooseberry Falls 3, City Side

33) Disability Waiver Rates System and Evaluation Plan

 Knowledge and understanding about the Disability Waiver Rates System.

Description: This session will cover the Disability Waivers Rate System (DWRS) and the DHS plan to analyze system impacts, evaluate areas of concern, and refine framework components. The implementation of DWRS resulted in a uniform process for establishing rates across the state. The goals of DWRS are to have rates that are transparent, fair and consistent across the state in order to promote quality and choice. DHS will explain how DWRS connects a person's needs to their service rates, and will highlight how the DWRS evaluation plan measures system performance, system impacts, and service outcomes. DHS will also highlight how research efforts will be used to refine components.

Participants will:

- Learn about the DHS plan to evaluate the implementation of DWRS

- Discuss the plan to evaluate and refine DWRS
- Share ideas for improving the DWRS evaluation plan

Presenters: **Elyse Bailey**, fiscal policy analyst, and **Matt Knutson**, policy analyst, both from DHS, Disability Services Division.

Ballroom 301 & 302, Harbor Side

34) GRH/MSA Reform: Improving Quality and Choice

 Baseline knowledge of GRH and MSA Shelter Needy, or of Minnesota's group housing settings.

Description: This session will give an overview of the proposal to reform Group Residential Housing (GRH) and Minnesota Supplemental Aid (MSA) Shelter Needy programs included in the Governor's budget recommendations. The session will cover the ways the reform intends to: 1) Improve and standardize the integrity and quality standards of settings funded by GRH; 2) Increase housing options that promote choice and access to integrated settings, aligning with the state's Olmstead Plan and Plan to Prevent and End Homelessness; and 3) Simplify state-funded income supplement programs and supports for people with disabilities.

Participants will:

- Learn the latest updates on GRH/MSA Shelter Needy reform efforts
- Share feedback to help shape the future of state-funded housing and service options for people with disabilities
- Plan ways to successfully implement changes approved by the Legislature.

Presenters: **Julia Welle Ayres**, project manager, **Kristine Davis**, policy lead, both with the DHS, Olmstead Plan Housing Implementation.

Horizon Room 202, Harbor Side

35) Hey MnCHOICES...What About Me?

 Some knowledge about MnCHOICES is helpful

Description: Most of the early focus for MnCHOICES has been on lead agencies and certified assessors. Yet, MnCHOICES has far reaching implications. If you are a case manager or certified assessor, plan to attend this session. We will discuss roles and relationships within MnCHOICES on your work now and into the near future.

Participants will:

- Describe how MnCHOICES is connected, or not, to agencies
- Understand the MnCHOICES assessment and support planning process

- Appreciate the importance of the collaborative work process between a certified assessor and case manager and how it helps improve service

Presenters: **Rita Chamberlin** (facilitator), agency policy specialist, DHS, Disability Services Division; **Six lead agency panelists who are currently employed as certified assessors and/or case managers** (invited).

Horizon Room 205, Harbor Side

36) Implementing Organizational Person-Centered Change

Description: This session will present how some provider and county agencies have been implementing internal organizational changes to become more person-centered organizations. Agencies that have been integrating person-centered approaches will share their processes, examples, and stories. Examples will be shared (live or video) from people who receive support, families, staff, support personnel (e.g., accounting), and agency leadership. Organizational changes include assessment, planning, training, daily interactions of staff, and helping people moving to their own apartments and getting jobs. A wide variety of challenges will be presented, including some facing in-patient psychiatric care who are now successfully working and living in their own apartments.

Participants will:

- Identify up to three organizational changes to become more person-centered
- Understand how person-centered change happens not just for people who receive services but for all employees
- Be able to identify at least one thing to assist their agency to become more person-centered
- Hear a wide variety of examples from different types of agencies and different types of people requiring support

Presenters: **Angela Amado**, project supervisor; **Anne Roehl**, project coordinator, both from University of Minnesota, Institute of Community Integration; **Betsy Gadbois**, project coordinator, Lutheran Social Services; **Sandy Kindem**, executive director, Owakihi, Inc.

Horizon Room 203, Harbor Side

37) Jensen Settlement: What do I need to do?

 **Familiarity with the Jensen Settlement Agreement and Comprehensive Plan of Action.**

Description: This session will include a brief refresher on the Jensen Settlement Agreement (JSA) and Comprehensive Plan of Action (CPA). Information on where Minnesota is at implementing and complying with the CPA will be covered. Lead agency and provider roles and responsibilities will be discussed. The new online CPA Users Guide will be introduced.

Participants will:

- Understand key terms of the Jensen Settlement Agreement
- Learn about the Comprehensive Plan of Action
- Review roles and responsibilities for implementation
- Learn about the online CPA users guide

Presenters: **Maggie Friend**, analyst; **Peg Booth**, director, both from DHS, Jensen Implementation Office.

38) Integrating Evidence-based Health Promotion Activities

Description: When it comes to long term services and supports, there is a growing emphasis on evidence-based health promotion and chronic disease management strategies. Often these programs are led by traditionally social service providers serving community-dwelling older adults. This session will help service providers understand a number of easily integrated, “off the shelf” products available to support health outcomes. A major barrier to integrating evidence-based strategies is often available funding. The session will explore methods to develop sustainable services.

Participants will:

- Define evidence-based health promotion
- Learn about successful programs that can be integrated into services
- Explore funding and methods for sustainability in evidence-based health promotion

Presenters: **Rajean Moone**, consultant, Moone Consulting, LLC; **Elizabeth Hagstrom**, director of senior and disability services; **Patrick Somsen**, exercise and wellness manager, both from CommonBond Communities;

Gooseberry Falls 2, City Side

39) Living Well with Early Dementia

 **Basic dementia knowledge, experience with early dementia, community program development, dementia assessment skills.**

Description: The Living Well with Dementia program offers person-centered services to enrich and enhance the lives of people with early dementia and Mild Cognitive Impairment, and their care partners. It emphasizes participation in health, fitness, education, creative arts, and community outings. The program fills a critical service gap by providing structure, meaningful activities, and opportunities for social connections for both the person with dementia and their care partner. This pilot program spotlights the collaboration of three community organizations and their successful partnership. Program successes and challenges will be reviewed as well as plans for the future.

Participants will:

- Gain insight into the service gaps for persons with early dementia and their care partners
- List the benefits of early stage interventions
- Understand the four components of the evidence-based, person-centered program
- Identify the critical program elements needed to replicate this community-based program

Presenters: **Susan Ryan**, occupational therapist; **Jennifer Finstad**, caregiver services social worker, both from Amherst H. Wilder Foundation; **Barbie Levine**, director of adult services, St. Paul Jewish Community Center; **Sara Tucker**, early stage services manager, Alzheimer's Association Minnesota-ND Chapter.

Ballroom 303, Harbor Side

40) MinnesotaHelp Network™ - Engaging Counties

Description: The MinnesotaHelp Network™ includes the Senior LinkAge Line®, Disability Linkage Line® and VeteransLinkage Line™ as well as county partners. The session will focus on the continued expansion of stronger partnerships between the Linkage Lines and county partners. Communication between counties and the Network occur daily for consumers that may need referrals for assessment and support planning, pre-admission screenings or assistance in answering more complicated questions. Several counties currently use live chat called Revation to communicate with the Network to seamlessly assist a client. Each county can use Revation, provided by the MinnesotaHelp Network™ at no cost. Come see a demo of the Revation and learn how to join the Network.

Participants will:

- Describe the partnerships with counties within the MinnesotaHelp Network™ that provide Minnesotans the right information at the right time
- Learn how the chat tool (Revation), is used to easily make referrals directly to counties and other organizations
- Understand the importance seamless assistance to clients and their family/friends has been made possible through the MinnesotaHelp Network™
- Know how to join the MinnesotaHelp Network™

Presenters: **Elissa Schley**, lead consultant; **Chris Benson**, coordinator, both from Minnesota Board on Aging, MinnesotaHelp Network™.

Horizon 204, Harbor Side

41) Minnesotans Personal Health Records: Securely Sharing Data

Description: How and why should government securely share data with citizens? DHS has received a Testing Experience and Functional Tools grant from the Centers Medicare and Medicaid Services (CMS) to demonstrate the use of personal health records for people receiving community-based long term services and supports. This four-year pilot will show how DHS can share understandable, person-centered electronic information with beneficiaries of Medical Assistance.

Participants will:

- Learn the benefits of Personal Health Records (PHRs) for people on public programs
- Learn about some of the challenges associated with PHRs
- Learn the implementation plan for a P demonstration

Presenters: **Tom Gossett**, project manager; **Rolf Hage**, state program administrative director, both from DHS, Aging and Adult Division.

Ballroom 305, Harbor Side

42) Preferred Integrated Network: Evaluation

Understanding of the Special Needs Basic Care (SNBC) program may benefit the audience, but is not required.

Description: The Preferred Integrated Network (PIN) program focuses on joining physical and mental health case management for adults with mental illness or emotional disturbances. The goal is to improve physical, mental health and social services. A unique public private partnership between Medica, Medica Behavioral Health and Dakota County provides a “wellness navigator” for each PIN enrollee. The navigator acts as a single source of contact for guidance and assistance in navigating the complex health care system and provides comprehensive care planning and coordination tailored to each individual’s unique needs and preferences. This session will share information about how this program started, the uniqueness of the partnership and the coordination of care model, and successes and challenges we have had. Results from a formal evaluation will be shared.

Participants will:

- Understand the Medica PIN program
- Learn about formal evaluation done by DHS.
- Hear about refinements that were done as a result of the evaluation

Presenters: **Becky Bills**, clinical manager, Medica; **Cindy Moe**, clinical program manager, Medica Behavioral Health; **Heather Sande**, public health nurse and care coordinator, Medica.

Pioneer Hall Exhibit Hall - TENT 2

Nugget session

43) Purposeful Work As We Age

Description: For many older adults, work remains a focus of their lives. Older workers may be challenged to find purpose and meaning in the work that they do, in addition to supporting themselves. Helping older workers discover how to find their transferable skills and how to market their abilities in a changing technological age can help older job seekers show their talents.

Participants will:

- Learn how work can enhance lives in the later years
- Learn about resources available to older workers
- Obtain resources to increase technology skills in older job seekers
- Find ways to help older people and those with disabilities overcome barriers to employment

Presenters: **Debra Trygstad**, employment and training coordinator; **Nancy Hoffman**, interim state manager, both from Experience Works.

Pioneer Hall Exhibit Hall - TENT 1

Nugget session

44) Social Security's Online Services

Description: Social Security offers many online services that provide the public with alternate service options in conducting their Social Security business. Since we live in a world full of technology, this is a highly desirable service option for many as it offers independence and flexibility. Online services include the ability to view your own earnings record, file for benefits, print a benefit verification letter or update your address upon relocation. All of these done with just a few simple clicks using your secure MySSA account.

Participants will:

- Learn about the various online services available to the public
- Learn about the benefits of creating their own MySSA account

Presenter: **Kelly Stainiger**, assistant district manager, Social Security Administration.

French River 2, City Side

45) Technology Enhanced Person-Centered Service

Description: This session will provide information and real life examples of how technology can be used to enhance services to people with disabilities and to assure services are provided in the most independent and person-centered way possible.

Participants will:

- Hear first hand from individuals and providers on how technology is being used to enhance service delivery
- Identify the first steps in planning services for people that include the use of technology
- Learn how technology can be used to supplement or replace staff to assure services are provided in the manner that encourages independence

Presenters: **Barb Turner**, COO, ARRM; **Sandy Henry**, Sengistix; **Thomas Gillespie**, director of system design, Hammer; **Jen Elleraas**, director, Dungarvin; **Doug Annett**, vice president of residential and community living, Opportunity Partners ARRM.

French River 1, City Side

46) The Minnesota Elder Justice Center: How We Can Help?

Description: This session will provide an introduction to the Minnesota Elder Justice Center, its mission and vision, and an overview of its work. This overview will include a discussion of the center's history and founding as the descendant of the Vulnerable Adult Justice Project and S.A.F.E. Initiatives, as well as an orientation to current projects. In addition, we hope to explore with attendees the manner in which the Center Ways the center can add value to enhance the work of service providers – both APS and others working on behalf of vulnerable adults – will be explored.

Participants will:

- Learn about the history of the Minnesota Elder Justice Center and its mission
- Understand the impact of the Vulnerable Adult Justice Project, the Vulnerable Adults Act and S.A.F.E. Initiatives on the center's history
- Gain familiarity with current Minnesota Elder Justice Center projects and initiatives
- Explore the manner in which the Elder Justice Center can be of greatest assistance in person-centered service

Presenters: **Marit Peterson**, program manager; **Amanda Vickstrom**, executive director, both from Minnesota Elder Justice Center.

Chester Creek, City Side

47) The POWER of Plain Language

Description: Plain language provides better services to Minnesotans by reducing confusion, saving time and improving customer satisfaction. Learn how to recognize confusing language and apply plain language principles to make your communications easier to understand.

Participants will:

- Learn what plain language is
- Learn to recognize confusing text
- Learn how to apply plain language principles

Presenters: **Chris Webber**, technical supervisor, Application Support Division; **Kelly Melcher**, training specialist, Disability Services Division, both at DHS.

Pioneer Hall Exhibit Hall - TENT 3

Nugget session

48) The Right Training Changes Lives

Description: With the right training, direct support staff will be better equipped to provide assistance that puts the needs and wants of the people they support first, allowing people with disabilities and older adults to live fuller, richer lives in their communities. With the right training, staff will be united around common values, skills, standards and attitudes – which will be reflected in better performance. With the right training, there will be less turnover in staff – and more opportunities for development and advancement.

Participants will:

- Learn about the College of Direct Support (CDS) and the state-of-the-art learning management system
- Learn how to access CDS as a training resource in Minnesota
- See a live demo and have an opportunity to ask questions about using CDS as a training tool

Presenter: **Nancy McCulloh**, project coordinator, University of Minnesota, Institute on Community Integration.

Edmund Fitzgerald Exhibit Hall - TENT 4

Nugget session

49) Twitter, Facebook, and Blogging for Non-profits

 **Basic understanding on navigating the internet.**

Description: You've heard about what Twitter, Facebook, and blogs are and what they can do, now let's roll up our sleeves and talk implementation. This nugget session will take you step-by-step through the basics of getting your organization ready to Tweet, Facebook, and blog. We'll walk you through how Twitter, Facebook and blogging can increase awareness of your organization, help you engage with your target audiences, and what tools are out there to make all of this manageable and efficient.

Participants will:

- Understand how different social media tools could fit with your organization
- Learn about ready made tools and systems
- See how social media works for organizations large and small

Presenters: **Sarah Lahr**, care coordinator, **Jamie Millard**, co-executive director, both from Amherst H. Wilder Foundation.

St. Louis River Room, City Side

50) Understanding the Provider Screening Requirements

Description: This session will cover the provider screening requirements including: 1) risk levels; 2) revalidation; 3) site visits; 4) application fees; and 5) denial and terminations.

Participants will:

- Learn who is required to pay an application fee and how fees are collected
- Understand who will be required to go through a site visit
- Understand low, moderate and high risk levels
- Understand how the screening requirements affect providers with multiple files

Presenter: **Pansi Millage**, trainer, DHS, Member and Provider Relations.

Ballroom 304, Harbor Side

51) What If You Could Afford to Pay for Long-Term Care?

Description: One of the most critical issues facing states as their population ages is the question of how to pay for the long-term care. Right now, most long-term care is paid for by the public sector through the Medicaid program. As the number of older people grows, this approach is an unsustainable burden on state budgets and would take money away from other competing issues and populations. Minnesota, through its Own Your Future initiative, is addressing this issue head on and has begun to identify interesting and innovative insurance and financial products to pay for long-term care that would be more affordable and more suitable for middle income individuals. Come to this session to find out more about these products and the current work of the state as the leader in reforming Minnesota's system of financing and also contributing to these efforts at the national level. Give your honest reaction to the products as part of a pilot consumer testing process. At some point, the gridlock in Washington will break and we want to be ready with tested and effective new options.

Participants will:

- Learn why the long-term care financing issue is a critical one for states and individuals
- Understand several innovative products can provide coverage at affordable prices, and provide feedback to staff on these products
- Learn how these new products could help you pay for long-term care and affect the system developed for the whole country

Presenters: **LaRhae Knatterud**, director of aging transformation; **Loren Colman**, assistant commissioner, both from DHS, Continuing Care Administration for Older Adults.

Split Rock 1, City Side

52) Work-Benefits-Youth

Description: Early work experience matters. Recent research shows that youth with disabilities who had paid work experience during high school are more than 4.5 times more likely to obtain integrated competitive employment outcomes as adults. This session will cover best practices, new strategies, and the Work Benefits Youth information campaign to help our systems better educate, plan and support families and their youth in attaining integrated employment.

Participants will:

- Learn best practices to building early work experience for youth with disabilities
- See how to navigate DB101 estimators to help people with disabilities understand how work impacts benefits
- Understand youth in transition professional roles, and new work to better integrate work
- Identify ways to support employment through work incentives and other programs and services that support work while maintaining benefits

Presenters: **Bekah Satre**, policy consultant, DHS, Disability Services Division; **Jayne Spain**, transition specialist, Minnesota Department of Education; **Alyssa Klein**, transition specialist, Minnesota Department of Employment and Economic Development.

The 2015
Minnesota Age & Disabilities Odyssey
is co-sponsored by:



Minnesota Department of **Human Services**

**MINNESOTA
BOARD ON AGING**



Thank you to our sponsors

Mains'l Services is proud to be a sponsor of the 2015 Age & Disabilities Odyssey.

***"Offering innovative supports to people,
responding to their hopes and dreams."***

- * Self Directed Services
- * Individualized Housing Options
- * College Essentials+
- * Independent Living Services
- * Financial Management Services
- * Behavioral and Mental Health Supports
and more...



www.mainsl.com
763-494-4553

THERE'S NO PLACE LIKE HOME.

We'll help you stay there.



WE'RE A HOME CARE AGENCY OFFERING THE
VERY BEST IN PERSONALIZED SERVICES

- Personal Care Assistance (PCA)
- Skilled Nursing
- Consumer-Directed Support Options (CDCS)
- Home Health Aides



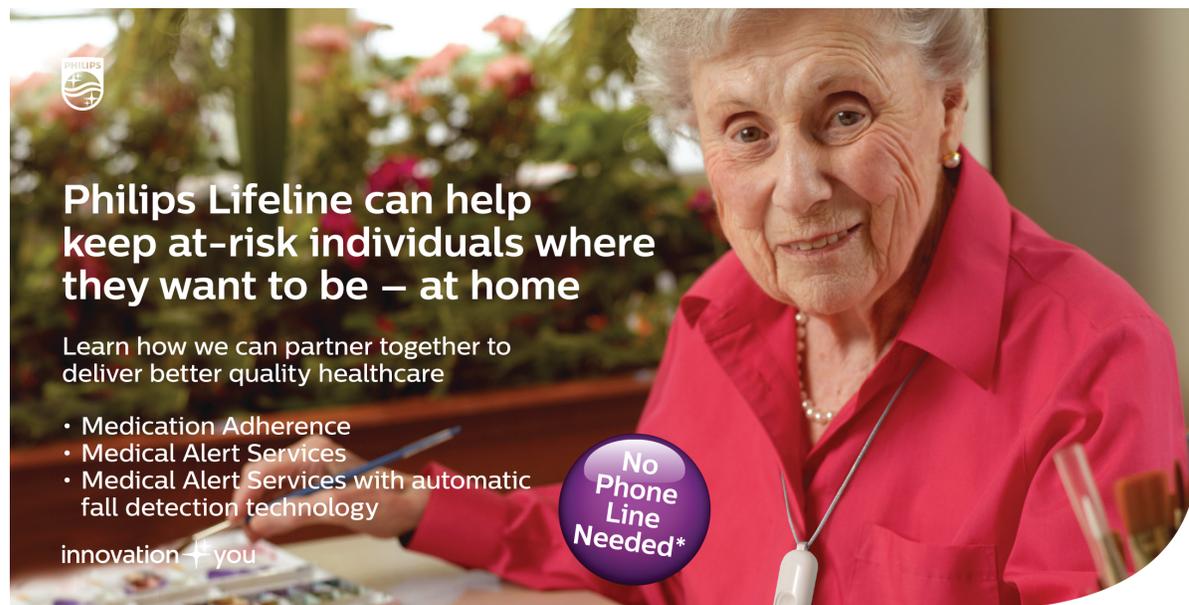
866-935-3515 Toll Free ● www.accracare.org

Thank you to our sponsors



You belong.
Now there's a health plan
with you in mind.

MEDICA®




**Philips Lifeline can help
keep at-risk individuals where
they want to be – at home**

Learn how we can partner together to
deliver better quality healthcare

- Medication Adherence
- Medical Alert Services
- Medical Alert Services with automatic
fall detection technology

innovation + you

**No
Phone
Line
Needed***

*Assumes the location of the communicator is in an area with sufficient access to coverage by the AT&T wireless network. A customer phone number is required to enroll in this service.

Stop by the booth or contact:
Stephanie Garrigan
Phone: 1-244-358-8657
Stephanie.Garrigan@philips.com

PHILIPS
Lifeline

Thank you to our sponsors

incontinence • urological • incontinence • gloves • wound care • personal care • linens • diabetic • house keeping • nutrition • bath safety

fall prevention • patient lifts • specialty mattresses • medical beds • equipment • ostomy • urological

gloves • wound care • personal care • linens • diabetic • house keeping • nutrition • bath safety

gloves • wound care • personal care • linens • diabetic • house keeping • nutrition • bath safety

fall prevention • patient lifts • specialty mattresses • medical beds • equipment • ostomy • urological • incontinence • gloves • wound care • personal care • linens • diabetic • house keeping • nutrition

Bringing healthcare home.™

Serving all ages at home with our extensive inventory of medical products and equipment. We make ordering easy with our convenient monthly ordering system and knowledge of insurance billing.

We pledge to make your experience a pleasant one. You can read about our Gold Key Service Pledge on our web page, or simply call the numbers below.

We want to help you!

KEY MEDICAL
Innovative programs. Outstanding customer service.™

P: 651.792.3860 TF: 877.309.4271
www.keymedicalsupply.com

© 2011 Key Medical Supply, Inc. ® Registered trademark of Key Medical Supply, Inc. All rights reserved.

equipment • ostomy • urological • incontinence • gloves • wound care • personal care • linens • diabetic • house keeping • nutrition

MinnesotaHelp.info



Thank you to our sponsors

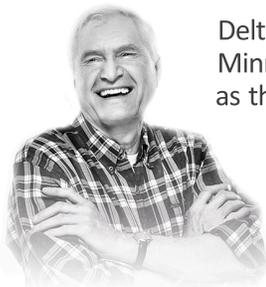


Over 100 years of providing
services, skills and support
for people with vision loss.

- In-home assessments
- Life skills classes
- Counseling and support
- Recreational opportunities
- Informational presentations for professionals and families

VisionLossResources.org

Minneapolis: **612-871-2222** Saint Paul: **651-224-7662**



Delta Dental has been making Minnesota smile since 1969 as the leading dental benefits provider in the state.

With our individual and group plans, see how we put The Power of Smile® to work for you!
visit

www.DeltaDentalMN.org



MAKING A HEALTHY DIFFERENCE

Blue Cross and Blue Shield of Minnesota is a proud sponsor of the 2015 Age & Disabilities Odyssey Conference.

Blue Cross® and Blue Shield® of Minnesota and Blue Plus® are nonprofit independent licensees of the Blue Cross and Blue Shield Association.

Ballroom 302, Harbor Side (7:30-8 a.m.)

53) Tai Ji Quan: Preparing for the Day

Note this session is from 7:30 - 8 a.m.

Description: Experience 30 minutes of *Tai Ji Quan: Moving For Better Balance* to begin the day! We'll focus on relaxation and "moving meditation" that improves strength, flexibility and balance. This will be an experiential learning session with an evidence-based person-centered health promotion program with an opportunity for questions at the end.

Participants will:

- Understand the basic elements of *Tai Ji Quan: Moving For Better Balance*
- Begin the day with exercise and relaxation

Presenters: **David Fink**, program developer, Metropolitan Area Agency on Aging; **Mary Hertel**, program consultant, DHS Aging and Adult Services Division.

Ballroom 302, Harbor Side

54) Let's Shift the Balance on Falls in Minnesota

Description: Falls are a major concern for many older Minnesotans worried about serious injury and loss of independence. The good news is that falls are preventable! In this session we will discuss: 1) national and state statistics on the incidence and cost of falls; 2) innovative approaches being tested through a DHS grant from the Administration for Community Living that engage health care providers with evidence-based fall prevention programs; and 3) two highly effective evidence-based fall prevention programs: *A Matter of Balance* and *Tai Ji Quan: Moving For Better Balance*. Presenters will share key implementation best practices as well as provide a "hands-on" learning experience.

Participants will:

- Understand the magnitude of the issue of older adult falls in the U.S. and Minnesota
- Learn about the ACL grant initiative as it relates to health care providers and evidence-based fall prevention programs
- Learn about implementing *A Matter of Balance* and *Tai Ji Quan: Moving for Better Balance* in urban and rural settings through shared best practices and a "hands-on" learning experience

Presenters: **David Fink**, program developer, Metropolitan Area Agency on Aging; **Mary Hertel**, program consultant, DHS Aging and Adult Services Division; **Danica Robson**, program developer, Land of the Dancing Sky Area Agency on Aging; **Karen Lenius**, senior programs/RSVP director, Mahube-Otwa Community Action Partnership, Inc.

French River 2, City Side

55) A Technology-driven Model to Retain Caregivers

Description: An innovative model of evidence-based, technology-driven systems to reduce caregiver turnover will be presented and discussed.

Participants will:

- Receive a comprehensive overview of the Care Well model
- Learn about the use of multiple strategies to increase caregiver retention
- Observe a live demonstration of innovative technology-based strategies
- Learn about the impact and implementation of the Care Well model

Presenters: **Catherine Berghoff**, director of grant resource development and program administration, The Lutheran Home Association; **John Hobday**, CEO, HealthCare Interactive; **Jack York**, CEO, It's Never 2 Late; **Joseph Gaugler**, associate professor, University of Minnesota School of Nursing, Center on Aging.

St. Louis River Room, City Side

56) Adult Services: There's an App for That

Description: Nationally, adult services workers are faced with skyrocketing caseloads, limited resources, and burnout related to inefficient business processes. With the use of mobile solutions, social workers can focus more time with clients and less time on clerical demands. True mobility can save social workers up to two hours a day, boosting worker morale and improving the quality of their casework. During this session, attendees will learn about the five hurdles blocking social worker productivity and how to overcome them. Remedying these challenges will increase client safety, compliance, and worker satisfaction as well as save time on documentation, allowing more time with clients.

Participants will:

- Learn how redesigning business processes to include mobile solutions can improve quality casework and allow adult services to be more audit-ready
- Learn how the implementation of mobility solutions in adult services gives workers more time to focus on clients
- Learn why a mobility solution improves worker morale and decreases turnover

Presenters: **Chuck Barber**, practice management consultant, Northwoods; **Karen Bunkowski**, social services supervisor; and **Christine Chartier**, case manager, both from Winona County Community Services.

Pioneer Hall Exhibit Hall - TENT 3

Nugget session

57) Alternatives to Congregate Living

A Knowledge about the corporate foster care moratorium, work with or know individuals living in congregate settings, and be seeking new ways of serving these individuals.

Description: Stearns, Washington, Anoka, Hennepin, Dakota and Ramsey counties will share results of their creative work to develop alternatives to congregate living (specifically, but not limited to, corporate foster care). They all participated as grantees of an ongoing legislatively supported local planning grant for lead agencies (Spring 2013 - June 2015). Come hear about their results, barriers and new person-centered approaches.

Participants will:

- Find out what six Minnesota counties have learned this year in developing alternatives to congregate living
- Learn new ideas to apply to a person-centered approach
- Learn where to start agency planning
- Be inspired with realistic information on barriers and ways to overcome them

Presenters: **Louella Kaufer**, human services program manager, Hennepin County; **Dennis Price**, supervisor, Resource Development and Adult Foster Care Licensing, Dakota County; **Sarah Tripple**, community services policy analyst, Washington County; **Beth Pierce**, disability services manager, Ramsey County; **Julie Ladeen**, grants and contracts coordinator, Community Social Services and Behavioral Health, Anoka County.

Gooseberry Falls 3, City Side

58) Awakenings: Innovative Dementia Care **I**

Description: Until there is a cure, we must provide the best care. That is why Ecumen created Awakenings, a nationally honored approach to Alzheimer's care that significantly reduces chemical restraints, the sedating psychotropic medications often prescribed to people with Alzheimer's disease and other related dementia. Awakenings provides a better quality of life for people with dementia. This session will focus on helping participants understand the positive outcomes of reducing unnecessary medications and the programmatic changes necessary to achieve these results. Awakenings occur as unnecessary medications are decreased or discontinued. Engagement increases and abilities and personality emerge.

Participants will:

- Understand the impact of the Awakenings program on resident quality of life
- Identify the outcomes of implementation and an action item to assist in changing the culture of medication use in the elderly
- Identify key strategies for implementation and sustainability

Presenters: **Janelle Meyers**, program director; **Sonya DeSmith**, quality improvement nurse, both from Ecumen.

Pioneer Hall Exhibit Hall - TENT 1

Nugget session

59) Beyond the Smile: How a Healthy Mouth Matters **I**

Description: The connection between oral health and overall health is well established in scientific literature. There are more than 120 medical conditions that have oral signs or symptoms a dentist can detect. Promoting oral health through preventive hygiene and dental visits is the path to improving overall health. However, many older adults and people with disabilities are challenged by transportation, mobility, ability to pay, knowledge, and their own or their caregiver's ability to support regular oral hygiene care. This presentation will focus on the strategy of integrated models of health care, focusing on emerging opportunities to better incorporate dental care. Issues such as integrated care teams, diagnostics and teledentistry will be discussed.

Participants will:

- Understand the importance of oral health for overall health
- Learn about key emerging opportunities that allow for better integration of dental care with primary care and long-term care
- Learn tips for accessing oral health training and educational resources to help promote good oral health for older adults and people with disabilities

Presenter: **Sheila Stroock**, a dentist and the vice president of dental services, Delta Dental of Minnesota.

Gooseberry Falls 1, City Side

60) Bi-Giiweng: Coming Home **I**

Description: The DHS Office of Indian Policy is a unique division that works with tribes in the design of American Indian elder and disability programming. The goal is to ensure that the Indian clients who are eligible for public assistance have full access to the benefits of DHS programs. The unique protections and health and human services they have been guaranteed as a result of historic federal-tribal relations as well as state laws/policy will be discussed. Panelists will focus on

three DHS and Tribal cooperative initiatives: Wisdom Steps and Indian Elder program development, the White Earth Transfer, and Moving Home Minnesota.

Participants will:

- Learn about the role of the Office of Indian Policy and other DHS areas in working with the tribal nations on issues related to aging and disability services
- Gain an understanding of American Indians living within tribal jurisdiction and the government-to-government relationship DHS has with tribes
- Learn about the cooperative initiatives and projects that are reshaping aging and disability services provided within tribal communities
- Leave with an understanding of the importance of providing services that are person-centered, culturally relevant, promote self-determination, and honor American Indian traditions and spirituality

Presenters: **Yvonne Barrett**, deputy director, Office of Indian Policy; **Jeanne Nelson**, tribal liaison, Moving Minnesota Home; **Peggy Roy**, tribal liaison, American Indian Elder Desk, all from DHS; **Pat Butler**, health director, White Earth Nation Health Division.

Chester Creek Room, City Side

61) Care Transitions: Reducing 30-day Readmissions

Description: Mayo Clinic's Care Transitions Program assists frail elders during the critical post-hospitalization transition. Improved health outcomes and decreasing 30-day readmission rates will be shown. A basic description of the program, including features others can implement, will be presented. Home visits and care coordination phone calls focus on five priorities: medication reconciliation, home safety assessment, community resource referrals, early recognition and management of acute issues, patient self-management of chronic disease and advanced care planning.

Participants will:

- Learn about 30-day readmission rates
- Explore challenges in the current health care system caring for older adults with advanced illness
- Learn about the components of a successful care transitions program

Presenters: **Ashley Kimeu** and **Lynn Borkenhagen**, both from Mayo Clinic.

Room M & N, Lake Superior Ballroom, City Side

62) Developing a Crisis Response Process

Description: DHS is working across divisions to develop an integrated crisis response process. This project is using continuous improvement (CI) methods to design and create a new set of work processes to support person-centered care for individuals at risk of losing their community placement in Minnesota. Session presenters will describe: 1) the origin of the project and how the participants were identified and recruited; 2) the CI techniques that were used, with illustrations and examples; 3) the challenges faced by the CI project and how they were overcome; 4) the results of the CI project; and 5) the lessons learned and advice for other organizations implementing these techniques.

Participants will:

- Understand the pilot process developed to address the crisis needs of individuals with disability at risk of losing their community placement
- Provide input and feedback to the planned process
- Understand benefits to applying a disciplined continuous improvement process in establishing integrated processes in human services

Presenters: **Jeff Swanson**, deputy director, Management Services, Office of Continuous Improvement; **Steve Jensen**, executive director, Community Based Services, **Erwin Conception**, director of medical psychological services, Direct Care Treatment; **Alex Bartolic**, director, Disability Services Division, all at DHS.

Horizon Room 205, Harbor Side

63) Disability Services Division Technical Support

Description: Are you frustrated because you don't know where to go or who to ask for support? Can't find the answers to your questions about Disability Services? In this interactive session, Disability Services Division staff will teach you where to turn and how to get the most of all the tools available to help you do your job. This session will cover the Community Based Services Manual, TrainLink, the new PolicyQuest site, the new access point for regional resource specialists, the Disability Response Team, the Disability Linkage Line, Disability Benefits 101 and more.

Participants will:

- Learn about the Disability Services Division's on-line resources and real-time support
- Know where to turn to for any question or need
- Understand how to navigate within each tool to find answers

Presenters: **Nicole Scheiber**, state program administrator; **Amanda Corbett**, state program administrator, both from DHS Disability Services Division's Response Center

Gooseberry Falls 2, City Side

64) Employee Engagement by Managing to Strengths

Description: Managers and their direct reports are people with exceptional talents and weaknesses. Most effective managers don't waste their energy on trying to fix weakness. Instead, they put their best people in positions where they can succeed and focus their efforts on building their strengths. As a manager or supervisor in home and community based services, it can be a challenge to manage to strengths. Busy leaders can easily forget about the strengths-based approach, especially in small organizations. This session will be a brief lecture with a group dialogue so that we can learn from one another about our challenges as managers and learn ways to bring out the best in others.

Participants will:

- Learn about the strengths approach to management
- Adopt practical strategies to coach staff using the strengths-management framework
- Identify areas when their environment may be less supportive of a strengths management approach and identify ways to improve the environment

Presenters: **Krista Boston**, director, MBA, Consumer Assistance Programs, DHS Aging and Adult Services Division; **Elissa Schley**, MBA, Minnesotahelp.info Network.

Ballroom 304, Harbor Side

65) Home Evaluations - A Multidisciplinary Approach

Familiarity with home evaluations/modification process

Description: When barriers in the home threaten the independence of an individual, a home evaluation is performed to identify a solution. Today, most evaluations are completed with a single skill set, missing major components necessary to obtain the best outcome. The ideal solution needs to include the individuals current and future abilities (clinical), the structure of the physical environment (construction), and may also require specialize equipment be installed (trades). This session will provide insight on the need for a multidisciplinary team approach. A panel discussion will be held on what skill sets are required and how implementing a team approach will better meet the client's needs with the best chance of being the most cost-effective solution.

Participants will:

- Learn and understand the importance of an interdisciplinary team approach
- Identify what disciplines should be included
- See an example of how to implement a team approach

Presenters: **Blair Ferguson**, president, **Pamela Parson**, assistive technology professional, EquipALife Branch Office, both from Beyond Barriers Minneapolis, LLC; **Sue Redepening**, president, LiveLife Therapy Solutions.

Horizon Room 204, Harbor Side

66) Housing Benefits 101: Navigating Housing Supports

Description: Housing Benefits 101 (www.hb101.org) is designed to support individualized planning through person-centered approaches. The online tool offers robust content to help people make informed decisions. HB101.org provides a way for people to create individualized housing plans based on their preferences and needs. Learn about this new tool, which replaces the DHS Housing Resource Toolbox. It was developed in partnership with a wide range of stakeholders, including counties, housing experts and other community partners.

Participants will:

- Understand key methods for building a housing plan
- Navigate through the Housing Benefits 101 site
- Learn how to integrate innovative housing planning tools into work with clients

Presenters: **Rajean Moone**, consultant, Moone Consulting, LLC; **Heidi Sandberg**, housing specialist, **Beth Grube**, housing specialist, both from DHS.

Horizon Room 203, Harbor Side

67) LifeBuilders: Planning True Person-Centered Lives

Description: We've had individual plans (for example, service, habilitation, education, etc.) for decades. Weren't they person-centered plans? Probably not. People with IDD, after lives with little choice-making, have a lot of issues with making choices. What if they want to get married or at least have dates? What if they want to live in Montana or New York? What if they want to have a job doing something more complex than contracted piece work or table busing? Trained planners from LifeBuilders work from the ground up. They meet monthly to compare notes and talk about how to plan better and solve problems. What did we learn? What are the obstacles to TRUE person-centered planning? What is an ideal person-centered planner? Find out in this workshop.

Participants will:

- Learn why true person-centered planning is not as simple as most believe
- Understand why the person MUST be at the center of a true person-centered plan
- Describe methods to reach the person's real life dreams and needs
- Discover the preparation, training and support that effective person-centered planners need

Presenters: **Howard J. Miller**, project coordinator, **Matt Ziegler**, program director, both from New Challenges, Inc.; **Betsy Gadbois**, director of training and life planning, Lutheran Social Services; **Claire Benway**, manager of quality in service and delivery, Opportunity Partners; **Thea Kremer**, program manager, MRCI; **Sandra Kindem**, executive director, **Michael Pitsiladis**, lead direct support professional, both from Owakihi, Inc., **Tiana Hopson**, **Michael Kramer**, **Amanda Daley**, **Rebecca Stevenson**, and **Dylan Decker**, all individuals supported by Owakihi, Inc.

French River 1, City Side

68) Long-Term Care Re-think Tank

Description: Too much attention is paid to discussing ways to pay for long-term care (LTC) and not enough about how to get the kind of care we really want. LTC needs to be person-centered. It cannot be built around institutions. It should seek to maximize autonomy. This session will present a new vision for LTC from a variety of perspectives: caregivers, academic and policy. Words used to describe current care will be contrasted with those that outline what people seek. A panel will discuss the issues and offer a vision of the art of the possible.

Participants will:

- Be stimulated to reconsider their views about long-term care
- List two steps they can take today to change the system
- Become better advocates for change

Presenter: **Robert Kane**, professor and Minnesota Chair in Long-Term Care and Aging, University of Minnesota, School of Public Health.

Room O, Lake Superior Ballroom, City Side

69) Measuring Success in Community-Based Services

 **Basic knowledge of home and community-based service models and strategies will be helpful.**

Description: This presentation is based on the latest strategic thinking by the Living at Home Network (LAHN), a cooperative enterprise of the 36 community-based Living At Home/Block Nurse Programs in Minnesota. In 2014, LAHN completed a grant working with Wilder Research to develop outcome measures for key aspects of the core home and community-based services provided by LAHN programs to serve as a foundation for determining possible future directions to best meet the needs of the next wave of older adults. Using the information gathered from multiple sources, the presenters will describe the process and results of the research project and potential uses of the recommendations by community-based service providers throughout the state.

Participants will:

- Learn about the range of program elements that currently make up the core of Block Nurse program services
- Identify what health care providers consider the most important next best steps
- Discuss the potential reshaping of home and community-based services
- Identify five potential core service components and the implementation challenges they pose

Presenters: **Greg Owen**, consulting scientist, **Karen Ulstad**, research associate, both from Wilder Research; **Diane Raff**, executive director, Living at Home Network.

Pioneer Hall Exhibit Hall - TENT 2

Nugget session

70) MinnesotaHelp.Info Gets a Helpful Minnesota Makeover

Description: This session briefly introduces participants to MinnesotaHelp.Info and what to do if you don't know exactly what you are looking for. We will highlight new resources added to the database this year including the Home and Community Services Finder. County and managed care workers will be able to see a demo of the LTC Link, which helps locate Minnesota Health Care Program-approved providers. We will also give a sneak preview of a new (friendlier and more intuitive) version of the website to be introduced later this summer.

Participants will:

- Learn about four or more major categories of resources available in MinnesotaHelp.Info
- Learn how to start and conduct an on-line chat

Presenters: **Jane Olson**, data coordinator, **Marc Hedman**, analyst, both from MBA, MNHelp Network.

Edmund Fitzgerald Exhibit Hall - TENT 4

Nugget session

71) Minnesota Nursing Home Report Card: Demo and Feedback

Description: DHS and the Minnesota Department of Health provide a web-based Nursing Home Report Card. See a demonstration, including search options, how to prioritize based on quality measures, drill down features and mapping function.

Participants will:

- Know when the report card will be helpful in their work
- Know where to find the report card and how to use it
- Discuss ways to improve the report card

Presenter: **Robert Held**, director, DHS Nursing Facility Rates and Policy Division.

Horizon Room 202, Harbor Side

72) New Waiver Services: Making Work Part of the Plan

Description: This session will address how the Minnesota Olmstead Plan, HCBS Final Rule and Employment First Policy are impacting employment for people with disabilities in Minnesota. The session will review the new and redefined employment services available through the waivers. The new services are individualized employment approaches that support people with disabilities to obtain integrated competitive employment in the community.

Participants will:

- Learn about the new opportunities the Olmstead Plan, HCBS Final Rule and Employment First Policy are creating
- Learn the details of the new and redefined employment services available through the waivers.

Presenters: **Tony Gantenbein, Bekah Satre, Dean Ritzman**, all employment policy specialists, DHS Disability Services Division.

Split Rock 2, City Side

73) See, Touch and Hear about Live Well at HomeSM in Action

Basic knowledge of functional deficits of older adults.

Description: Are you familiar with the seven risk factors likely to cause older adults to move permanently from home to a care setting? Did you know that Live Well at HomeSM (LWAH) offers older adults and providers tools and materials to identify and mitigate risks? Are you using the LWAHSM rapid screen mobile app? Come and enjoy the tour of the LWAHSM program tools, materials and applicability. Then stay to hear from about the presenters' experiences using and integrating the rapid screen tool into their core business practices and in assisting community organizations to do so. If you work with older adults, don't miss this opportunity to see and hear about LWAHSM tools in action.

Participants will:

- Learn about the LWAHSM program and rapid screen tool goals and use
- Tour the website and learn more about the resources available to address risks
- Understand the necessary steps to become individual and agency screeners
- Find out more about who is using the LWAHSM rapid screen tool in their region

Presenter: **Britt Bassoni**, state programs administrator principal, DHS Aging and Adult Services Division.

Split Rock 1, City Side

74) Successful Senior Centers Eliminate the "S" Word

Description: This presentation will review the findings from the National Institute of Senior Centers about factors that contribute to the success of senior centers. VINE Faith in Action in Mankato used this research as a guide in developing the VINE Adult Community Center, a place for "experienced adults" to maintain their health, engage in life-long learning, receive needed assistance, and volunteer to help others. During this presentation, VINE staff will share the four-year process of raising funds and repurposing a 60,000 sq. ft. former college classroom building as a resource center for "adults in mid-life and beyond". Community Service/Community Services Development (CS/SD) funds played an important part in developing the fitness components of this project.

Participants will:

- Review current research and best practices in senior center development and management
- Learn about a new vision for facility development and programming that will appeal to aging adults
- Explore strategies to engage boomers in new models of adult community centers

Presenter: **Pam Determan**, executive director, VINE Faith in Action.

Ballroom 303, Harbor Side

75) Understanding Hoarding

Description: Now identified in the DSM-5, hoarding disorder is no longer considered as merely a subset of Obsessive Compulsive Disorder. Symptoms of hoarding can cause clinically significant stress and can impair important areas of functioning. This session allows the learner to identify hoarding, and understand the professional role, implications and interventions in cases of hoarding. Hoarding symptoms are thought to be three times more prevalent among the aging, but can affect persons of any age.

Participants will:

- Identify the pathology of hoarding and comorbidities
- Differentiate between collecting and hoarding
- Identify self awareness of hoarding using a screening tool
- Identify the roles that law enforcement and human services play in the interventions and treatment of hoarding

Presenters: **Laura Marquette**, clinical director of mental health services, **Erin LaVenture**, adult mental health program coordinator, both from Accurate Home Care.

Ballroom 305, Harbor Side

76) When Good Is No Longer Good Enough

Description: People with disabilities continue to face a culture that largely accepts their segregation and discrimination in the workforce as a matter of course. Many organizations are challenged by the question: Isn't providing employment services to people with disabilities the way we always have good enough? The answer: Absolutely not! Jim Collins (author of the book *Good to Great: Why Some Companies Make the Leap...And Others Don't*) proposes that good is the enemy of great. Fortunately, moving from good to great is not a function of circumstance, and it doesn't take a revolutionary process. Greatness is largely a matter of conscious choice. This session will apply the principles of Good to Great to the conscious choice of transitioning from traditional day services to person-centered, community-based employment services.

Participants will:

- Learn key principles from the book "Good to Great" and how to apply them in their own organizations
- Synthesize concepts to explore the transition from traditional (center-based) employment models to person-centered, community-based services
- Participate in exercises to illustrate and practice the presented concepts
- Understand the significance of shifting disability employment services from good to great

Presenter: **Jolene Thibedeau Boyd**, director of employment services, Community Involvement Programs.



Thank you to our Gold and Silver Sponsors!





Awards recognition tea and general session

Tuesday, June 16, 2015, 10 - 11:30 a.m. ■ Lake Superior Ballroom

Presentation of awards

Alex Bartolic, director, DHS, Disability Services Division

Jean Wood, executive director, MBA, and director, DHS, Aging and Adult Services Division

Don Samuelson, chair, MBA

Three Big Words

Description: Winston Churchill is credited with telling us that “To improve is to change; to be perfect is to change often.” If that’s true, then the work we do must be pretty close to perfect! Changes in long-term services and supports are not only inevitable, but occur with astounding frequency. The focus of “change” in our work is mostly about programs, systems, services, processes and protocols. Often, we forget about the most important part about change: aligning our organizations’ culture, values, staff and practices. Get ready to laugh while you learn because Stevie Ray will use humor to inoculate us against job burnout. This fun interactive session will allow us to take a fresh look at how we deal with change, provide us with a new perspective about what we do and discover new ways to improve performance in whatever we do.



Presenter: Stevie Ray, executive director, Stevie Ray’s Improv Company

Stevie Ray, a nationally recognized speaker and trainer for over 25 years, helps Fortune 500 companies and small organizations alike improve communication skills, teamwork, innovative thinking, leadership, and customer service. He is the executive director of Stevie Ray’s Improv Company in Minneapolis, a company that has provided training and entertainment since 1989. A nationally syndicated columnist for the *Business Journal Newspapers*, he has been published in the *Harvard Business Review*, and is the author of six books. He lives in Minneapolis with his wife, Kanitta and stepdaughter Ondine who is ten years old, going on thirty. He learned his quick-thinking skills trying to win debates with them.

(Roundtable discussions and nugget sessions in the Exhibit Hall, 11:45 a.m. - 12:45 p.m.)

Pioneer Hall – Roundtable 5, 6, 7 and 8

Open Roundtable Discussions – Topics to be determined

Description: Four additional roundtable discussions will be convened between 11:45 a.m. and 12:45 p.m. on topics determined by attendees. Anyone can suggest a topic by adding it to the Open Roundtable topic board in the foyer on the DECC's City Side or tweet it (use #mnodyssey #roundtable). All topics will be determined by 10 a.m. on Tuesday.

Pioneer Hall - Round table 4

78) Becoming More Person-Centered

Description: This roundtable discussion will provide conference participants an opportunity to find out about and discuss lessons learned from the Person-Centered Thinking (PCT) training initiatives offered by the Institute on Community Integration, University of Minnesota. They can learn about using the tools of PCT in everyday practice, training coaches and leaders for internal organizational change, using two-day PCT trainers, and using the Picture of a Life planning process. Participants can bring questions, issues and their own lessons to share with others on how implementation of person-centered approaches is progressing and what directions they can take next. Discussion can center on a wide variety of person-centered approaches.

Participants will:

- Have the opportunity to discuss issues in implementing person-centered approaches
- Learn about available training and technical assistance opportunities

Presenter: **Angela Amado**, project supervisor, University of Minnesota, Institute on Community Integration.

Pioneer Hall - Round table 1

79) Caregiver Cafe: The Power of Conversation

 **Basic understanding of the experiences and needs of family caregivers and of the role traditional support groups play in supporting caregivers.**

Description: Caregiver Cafe is an innovative alternative to the traditional caregiver support group. Designed by caregivers, the model is an early intervention that strengthens community support by focusing on building peer relationships while overcoming the barriers to asking for help all in a casual cafe environment. Our session will explore the components of the Caregiver Cafe model, lessons learned through three years of implementation and the impact of the model on caregivers.

Participants will:

- Learn the unique components of the innovative caregiver-designed Caregiver Cafe model.
- Understand the strengths of guided reflective conversations for caregivers
- Understand how to pilot an alternative to a traditional caregiver support group in their community

Presenters: **Kirsten Johnson**, community initiatives manager, **Jen Finstad**, caregiver services social worker, both from Amherst H. Wilder Foundation.

Pioneer Hall - Round table 3

80) Fundraising: Outside the Box

Description: Fundraising can be challenging, especially for small programs. Government funding, foundation grants and individual contributions often don't provide enough for programs to provide the quality and quantity of services they would like to offer. This interactive session will begin with several examples of successful fundraising outside the box, such as a volunteer baker (from a small neighborhood program in Saint Paul, Minnesota) who was profiled in an article in the (national) Penzeys Spices catalog that led to \$4,000 in funding from Sarasota, Florida. After a few examples (with both positive and negative results) are shared, over half the session time will remain for comments, questions and sharing from participants.

Participants will:

- Learn about unique fundraising ideas that they may be able to replicate in their programs
- Have ample opportunities to share comments and questions with other participants

Presenter: **Tom Fitzpatrick**, program director, Hamline Midway Elders.

Pioneer Hall - Round table 2

81) Honoring Care Preferences: Advance Care Planning

Description: Over 70% of persons over 65 are unable to make treatment decisions for themselves at the end of life. When others must decide, well-considered and well-informed preferences, communicated in person and supported by a useful document, ease the process and provide for care consistent with those preferences. Implementing a comprehensive advance care planning program like Respecting Choices® (RC) is a substantial challenge for communities. Discussion will include RC use of Patient Centered Advance Care Planning and Provider Orders for Life-Sustaining Treatment (POLST) along with barriers and facilitators to implementation. These are evidence-based processes that elicit personal preferences and communicate them through care transitions.

(Roundtable discussions and nugget sessions in the Exhibit Hall, 11:45 a.m. - 12:45 p.m.)

Participants will:

- Discuss the advantages of patient-centered advance care planning
- Discuss the advantages of Provider Orders for Life Sustaining Treatment (POLST)
- Address barriers and facilitators to implementing advance care planning in a community
- Network with others interested in advance care planning

Presenter: **Nancy Hall**, associate professor of nursing, Bemidji State University.

Pioneer Hall Exhibit Hall - TENT 1

Nugget session

82) MnCHOICES Newsflash

I Audience should know what MnCHOICES is

Description: 2015 is a busy year for MnCHOICES, which means it's a busy year for all of you too. Hear an up-to-the-minute report on the status of MnCHOICES, including what's happening next for MnCHOICES and when. Get the latest timelines and current proposals. Find out what's next for you and your organization.

Participants will:

- Know the current status of MnCHOICES
- Be able to explain what is planned for MnCHOICES for the next 6 - 12 months
- Be able to estimate when planned MnCHOICES events will begin
- Understand the basics about what the next phases of MnCHOICES means for them

Presenters: **Rachel Shands**, state program administrator, Aging and Adult Services; **Nancy Jurgensen**, state program administration coordinator, **Rita Chamberlin**, agency policy specialist, both from Disability Services Division, and all from DHS.

Pioneer Hall Exhibit Hall - TENT 2

Nugget session

83) Nursing Facility Level of Care: A Brief Update

I Basic understanding of Medical Assistance programs in Minnesota, such as nursing facility services, waiver programs and other community-based services and supports.

Description: DHS changed the Nursing Facility Level of Care criteria on January 1, 2015. This session will address these change, and the programs and populations that may be affected by the changes.

Participants will:

- Understand changes made to the Nursing Facility Level of Care
- Become familiar with the programs and populations that may be affected by these changes

Presenters: **Douglas Silverman**, state program administrator, **Jolene Kohn**, state program coordinator, both from DHS Aging and Adult Division.

Pioneer Hall Exhibit Hall - TENT 3

Nugget session

84) Special Needs BasicCare Program Update **A**

Description: Special Needs BasicCare (SNBC) is a medical assistance managed care program for people under age 65 with disabilities. Currently there are over 47,000 people enrolled in SNBC. SNBC includes all Medicaid primary, acute, medical, preventative, rehabilitative and behavioral health services. Long-term services and supports remain fee for service. Starting in 2014, SNBC began developing and implementing payment and delivery reforms through Integrated Care System Partnerships. Learn about the unique and innovative ways that the health plans are partnering with primary care and behavioral care for people with disabilities.

Participants will:

- Understand what SNBC is and who is eligible for it
- Learn about the expansion of the SNBC program
- Learn about how SNBC plans are working to improve health care access, coordination and outcomes through payment reform by establishing partnerships between managed care organizations and providers
- Learn how to access information about SNBC on the DHS website

Presenters: **Gina Smith**, policy specialist, **Susan Kennedy**, project coordinator, both from DHS Special Needs Purchasing.

Split Rock 1, City Side

85) 2015 Legislative Session: An Update

Description: This session will provide an overview of the 2015 legislative session and implications for the state's programs and services for persons with disabilities and older persons in Minnesota. The audience will receive basic information regarding legislative action and policy changes.

Participants will:

- Learn about the impacts of 2015 legislation to long-term services and supports programs
- Learn about implementation timelines of legislated policy changes

Presenters: **Stacy Twite**, director of legislation and external affairs, **Loren Colman**, assistant commissioner, both from Continuing Care for Older Adults Administration; **Jean Wood**, executive director, MBA, and director, Aging and Adult Services Division; **Bob Held**, director, Nursing Facilities Rates and Policy Division; **Alex Bartolic**, director, Disability Services Division, all at DHS.

Pioneer Hall Exhibit Hall - TENT 2

Nugget session

86) DB101 Estimator: Work and Benefits

Description: Most people with disabilities want to work but experience barriers in doing so. A common barrier is the fear that needed benefits will be lost upon employment. General discussions about benefits and work are important but often only provide high level reassurance that will not break the perception barriers. DB101 estimators offer individuals the ability to enter personalized information and benefits and work prospects to see the direct impact work has on benefits.

Participants will:

- Learn how to navigate DB101 estimators to help people with disabilities understand how work impacts benefits.
- Identify ways to support employment through work incentives and other programs and services that support work while maintaining benefits

Presenters: **Beth Spencewood**, coordinator, **Abigail Helget**, work and benefits specialist, both from DLL, Metropolitan Center for Independent Living.

Pioneer Hall Exhibit Hall - TENT 1

Nugget session

87) Developing and Implementing Engaging Art Programs

 **Some understanding of aging brain research and the potential health impact of engaging in creative, expressive art activities.**

Description: A trained teaching artist and memory care specialist will demonstrate the therapeutic nature of art and its impact on overall improved health for persons suffering from memory loss. A short video on the ArtSage approach and the field of arts and aging will be shown. Presenters use painting, music and movement to lead participants through an engaging arts process that uses classic and well-loved poems, call and response techniques, props and the stimulation of the senses to create a group poem. This evidenced-based, person-centered process engages people navigating memory loss in exciting and stimulating ways. Participants will also learn about other arts programs for memory loss like Opening Doors to Memory, Spark! and the MIA.

Participants will:

- See the positive impact the arts can have on older adults especially those with memory loss
- Learn how to implement the Alzheimer Poetry Project techniques and process to benefit older adults with memory loss
- Experience an engaging art program taught by professional teaching artists that benefits patients, care providers and the community
- Understand the health impacts that engaging art programs can have for older adults at all care levels

Presenters: **Zoe Bird**, director, Alzheimer's Poetry Project-Minnesota Chapter; **Jane Tygesson**, founder, Opening Doors to Memory, Discover Your Story and SPARK!

Horizon Room 205, Harbor Side

88) E-Learning: A Fun, Online Person-Centered Training

Description: Come play a game with us! This interactive workshop will allow participants to experience an online training module created to help people better understand person-centered planning principles, and how to support people in realizing dreams and goals in life.

Participants will:

- Experience a technology-based method to teaching person-centered principles
- Learn basic philosophies of person-centered principles

Presenter: **Stacy Roe**, vice president of services, Mains'l Services.

Edmund Fitzgerald Exhibit Hall - TENT 4

Nugget session

89) Getting Nurses in the Senior LinkAge Line Groove

Description: Nurses and Nurse Practitioners (NP) are the critical health care team members supporting full community access for seniors and families. The future nursing workforce requires enhanced knowledge about effectively utilizing the Senior LinkAge Line (SLL). This session describes an innovative teaching strategy utilized with NP students. Students reported awareness of the SLL, but lacked knowledge of specific strategies the SLL could contribute to helping seniors in the community. Active engagement with SLL staff provided examples of how a SLL referral can provide linkages for older adults. Students reported they were more likely to make a SLL referral and how to actively get patients connected to the SLL.

Participants will:

- Describe strategies to engage nurses and nursing students to effectively partner with Area Agencies on Aging
- Identify gaps in health care professionals skills in utilizing Area Agencies on Aging services to keep older adult in the community
- Identify strategies to make successful referrals to Area Agencies on Aging and the Senior LinkAge Line

Presenters: **Sara McCumber**, assistant professor, The College of St. Scholastica and Essentia Health Neurology; **Debra R. Kossett**, counselor, Minnesota Senior LinkAge Line.

Horizon Room 204, Harbor Side

90) Hear for the Health of It

Description: Engaging a person 'front and center' in service planning requires effective communication. Making personal choices about one's care and health requires having access to information. Untreated hearing loss adversely affects communication and access to this critical information. It may also play a role in social isolation, falls, cognitive decline, frequency of hospitalizations and more. Learn about research showing connections between hearing loss and these other health conditions. Discover simple practices you can start tomorrow to enhance person-centered planning and improve outcomes for people who have hearing loss. Learn about the Minnesota framework for supporting healthy aging for people with hearing loss.

Participants will:

- Examine how effective communication and access to information supports a person-centered service model
- Discover how addressing hearing loss leads to improved quality of life and health outcomes
- Identify best practices for detecting and treating hearing loss and learn strategies for working with people who have hearing loss
- Learn about the Minnesota framework for bringing age-related hearing loss into the healthy aging conversation

Presenters: **Jan Radatz**, agency policy specialist, **Marie Koehler**, regional manager, both from DHS Deaf and Hard of Hearing Services Division.

Gooseberry Falls 2, City Side

91) Housing Access Services and Technology for a Home of Your Own

Description: Housing Access Services (HAS) and Technology for Home (T4H) are partners with the DHS Disability Services Division. T4H will discuss the assistive technology that some people need to live independently and how T4H conducts person-centered AT assessments, training and follow up for people with disabilities of all ages and follow up. HAS will explain how they have helped over 1,200 adults move to homes of their own one person at a time. Both presenters will use a combination of lecture, video and stories to describe partnerships that help people with disabilities stay or move to homes of their own.

Participants will:

- Learn what technology is available related to independent living and how it is funded
- Learn about person-centered processes to assess technology and housing needs
- Hear examples of a variety of peoples' circle of supports who work with Technology for Home and Housing Access services
- Hear real stories of the impact moving and technology has had on the lives of people with disabilities in Minnesota

Presenters: **Scott Schifsky**, program director, The Arc Minnesota; **Sue Redepenning**, president, Technology for Home.

Ballroom 304, Harbor Side

92) I Know What is Important to Me. Do You?

Description: This session will cover the Council on Quality and Leadership's (CQL) 21 outcomes that people have indicated are important to them, how to conduct an effective interview process with a person and how to use the information learned. Listening to what is important to a person and then acting on that information is crucial to this process. By learning what is important both to and for a person directly and those people who know them best, we take the guesswork out of providing supports and can use the data collected to measure performance.

Participants will:

- Learn basic information about 21 outcome measures for people
- Learn how to use the data collected for planning with people
- Learn how to use the data collected to enhance quality supports and services organizationally
- Learn how to use the data to bench mark with other organizations

Presenter: **Debra Koop**, director of quality, Lutheran Social Service of Minnesota.

Gooseberry Falls 3, City Side

93) Innovation in Minnesota's Dual Demonstration

A **Knowledge or experience with strategies and the need for healthcare outcome and quality measurement, data-driven practice and health care disparities**

Description: This session will discuss improving measurement performance and outcome-driven practice within Minnesota's Demonstration to Integrate Care for Dual Eligible Seniors, also known as the Dual Demonstration. The Dual Demonstration's primary goal is to improve the "beneficiary experience". Several initiatives have been developed to achieve this goal. Presenters will discuss various aspects of the Dual Demonstration and its initiatives including: 1) evaluation of the achievement of demonstration goals; 2) quality measurement reform; 3) evidence-informed and outcome-driven efforts to address disparities; and 4) development of partnerships aimed at improving healthcare access, care coordination, and health outcomes through payment reform.

Participants will:

- Discuss considerations and challenges involved in analyzing and creating a plan to promote racial equity in an already complex health care delivery system
- Acquire strategies for facilitating and supporting effective partnerships

- Understand the quality measures used to evaluate MSHO
- Describe practical tips for engaging stakeholders in complex processes

Presenters: **Lauren Siegel**, project coordinator, **Brooke Hunter**, data analyst, **Gretchen Ulbee**, manager, all from DHS Health Care Administration, Special Needs Purchasing

Pioneer Hall Exhibit Hall - TENT 3

Nugget session

94) Local and Statewide Services for People Living with HIV/AIDS in Minnesota

Description: Medication and insurance premium costs can be a barrier for people trying to reach HIV viral suppression. Program HH, Minnesota's AIDS Drug Assistance Program, helps people reduce that barrier. This program is run by DHS and focuses on access to medications and health care for people living with HIV in Minnesota. Come and learn more about Program HH and the services it can offer for those living with HIV.

Presenter: **Bonnie Rossow**, training coordinator, DHS HIV/AIDS Unit, Disability Services Division.

Room L, Lake Superior Ballroom, City Side

95) Mapping Our Way Around the HCBS Rule and Provider Self-Assessment

Description: This workshop will start with and navigate beyond the basics of the HCBS rule. We will also outline our strategy to measure compliance of services and settings that comply with the rule, which ones are presumed not to be HCBS and which ones do not comply with the rule. Then the workshop will discuss a key component to ensure compliance to the rule: the provider self-assessment. We will cover preliminary results from the self-assessment sent to providers of the following day services: adult day, DT&H, structured day and pre-vocational and the following settings: residential care, customized living, adult and children's foster care.

Participants will:

- Define HCBS requirements for residential and non-residential settings
- Understand the importance of the provider self-assessment in relation to the HCBS rule
- Review criteria that make a service and setting HCBS compliant, presumed not HCBS and not HCBS

Presenters: **Michael Saindon**, state program administrator, Aging and Adult Division; **Leah Zoladkiewicz**, waiver policy analyst, Disability Services Division, both at DHS.

Gooseberry Falls 1, City Side

96) Moving Beyond Damaging Lies and Harmful Language

 **Familiarity with care or service settings.**

Description: This session will dispel harmful cultural stereotypes about aging. It will examine the role of language and elderspeak as a part of the aging experience and understand its harmful effect on identity. The session will examine a deeper, more nuanced, picture of aging that emerges from the “lived experience” of older people and supported by recent research on aging. It will explore the experience of aging as a natural, positive and meaningful period of life. The mental, emotional and relational capacities of elders will be reflected in new light.

Participants will:

- Learn about specific harmful consequences of false beliefs about aging
- Know what elderspeak is, how it sounds, what it means, and the negative effects
- Identify three positive aspects of growing older
- Identify important components necessary for providing services to elders

Presenters: **Patty Crawford**, adult day center manager, Augustana Care Corporation; **Bruce McBeath**, licensed psychologist, Goodhue County Health and Human Services.

Ballroom 301&302, Harbor Side

97) Moving Home Minnesota: Achieving Community Integration

Description: Participants will learn about the Moving Home Minnesota (MHM) program, including information about eligibility requirements, benefits and services, provider enrollment and claims. The major focus of MHM is to successfully transition individuals from qualified institutions to qualified integrated community settings. MHM has developed an expanded array of services and benefits that are intended to address gaps in the existing service system and promote emerging evidence based practices. The presentation will emphasize the importance of using person-centered thinking in all phases of planning and service delivery.

Participants will:

- Understand the ways MHM can be a beneficial and effective resource for individuals needing to transition from institutional settings
- Be able to compare and differentiate between the MHM program and other transition programs administered by the Department of Human Services

- Understand the engagement, enrollment and transition processes associated with MHM
- Learn about real life situations where the MHM program has shown good outcome.

Presenters: **John A. Anderson**, deputy project director, **Patrick Alford** or **Nancy Schultz**, enrollment specialist, both from DHS, Moving Home Minnesota.

Ballroom 303, Harbor Side

98) Ombuds Who? Health Care Ombudsman Services in Minnesota

Description: What is an Ombudsman? What does it mean? What do they do? Learn how an Ombudsman can assist you, your client, or your loved one. Learn where to refer clients when they have a health care complaint. Representatives from three Ombudsman offices will co-present. They will explain the mission and goals of each office, followed by an interactive panel discussion.

Participants will:

- Understand the role of an Ombudsman
- Compare the services of three different health care Ombudsman offices
- Decide which Ombudsman office your client should contact about a problem or complaint
- Empower your client to understand the right to make a health care complaint and to seek resolution that reflects the person's preferences

Presenters: **Mary Gilmer** and **Margaret Manderfeld**, both ombudsmen from the DHS Office of the Ombudsman for Managed Health Care Programs; **Maisie Blaine**, regional ombudsman, MBA, Office of the Ombudsman for Long Term Care; **Michael L. Woods**, ombudsman, Office of the Ombudsman for Mental Health and Developmental Disabilities.

Chester Creek Room, City Side

99) Palliative Care: What, Why, When?

Description: This presentation will define what palliative is (and is not) to help the listener better understand when to get palliative care involved in their patients' care. It will also focus on the Mayo Clinic's Palliative Care Homebound Program (PCHP). This is a home-visit service provided to homebound high-risk, frail individuals with late-stage, life-threatening illnesses. The program is designed as a bridge, providing home-based primary care in the months to years preceding hospice eligibility. Care is focused on optimizing symptom management and maximizing quality of life. Life-extending

interventions are pursued only when keeping with the patient's comprehensive goals of care, similar in concept to open access in the hospice model.

Participants will:

- Define what palliative care is (and is not), how it differs from hospice care
- Identify appropriate timing of palliative care
- Explore collaborative opportunities between palliative medicine, internal medicine and the community
- Understand Mayo Clinic's Palliative Care Homebound Program

Presenters: Ashley Kimeu, Lynn Borkenhagen, both from Mayo Clinic.

French River 2, City Side

100) Personal-Centered Planning and the Dignity of Risk

Description: This presentation will explore the concept of risk and engage in interactive discussion about how to use person-centered planning to support positive risk-taking and promote growth. A frequent barrier to greater self-determination is concern about risk and liability. To move toward greater integration in society, every individual's dignity of risk should be protected. This session centers on empowering person-centered supports while simultaneously managing risks. The focus of person-centered planning should be on positive, prudent risk-taking choices that support autonomy and independence and permit mistakes and failure. We will explore ways to use person-centered planning to clarify a person's choices, identify related liability concerns and find an appropriate balance.

Participants will:

- Understand the importance of risk-taking to personal growth and independence
- Explore common misunderstandings about regulations and policies that may result in a lack of choice for people
- Analyze liability concerns
- Learn how to incorporate positive risk-taking into person-centered planning

Presenters: Susan McGuigan, development manager, Minnesota Brain Injury Alliance; Sean Burke, attorney, Minnesota Disability Law Center; Barb Turner, chief operating officer, ARRM.

Ballroom 305, Harbor Side

101) Person-Centered Counseling Professionals

Description: Throughout the country, people are trying to find ways to make services more affordable, accessible and aligned with Olmstead. However the challenges of a segmented and complex system are many. In 2014, three federal agencies provided a funding opportunity to help states in developing No Wrong Door Systems (or single entry point) for people of all ages and all payers (including private pay). Central to the proposal is the creation of a training program and new job roles for a Person-Centered Counseling Professional. In 2016, an online training program for these professionals will become available. Come and hear about the evolution of this role and engage in discussion about the potential impact in Minnesota.

Participants will:

- Learn about the components and vision of a No Wrong Door System
- Learn how person-centered practices can be helpful in all settings
- Learn about an online training program for Person-Centered Counseling Professionals

Presenters: Susan O'Neill, director of state initiatives and direct course quality enhancement, University of Minnesota, Institute on Community Integration.

Room O, Lake Superior Ballroom, City Side

102) Public Benefits Support Work More than EVER

Description: While most want to work, only around 20% of people with disabilities are employed in competitive settings, compared with 70% of the broader population. A major reason is often the misperception that if you are on public benefits, it does not pay to work. This session will highlight how public benefits support work. We will also highlight new public benefit changes that will make easier than ever for people to be better off working.

Participants will:

- Identify how public benefits support work.
- Learn about new changes for 2015 that will make work pay more than ever
- Understand how public benefits change as employment changes
- Learn how to use tools to quickly see how benefits might impact benefits and how to be money ahead

Presenters: Lesli Kerkhoff, supervisor, Beth Grube, policy consultant, both from DHS Disability Services Division; Liz Weber, work and benefits specialist, Disability Linkage Line.

French River 1, City Side

103) READY SET GO: A 60-Day Walk in Adult Protection Services Investigations

I Experience or knowledge of adult protection services (APS) investigations

Description: Come learn about a step-by-step approach for adult protection workers to understand and complete their duties. Adult protection workers across the state have requested specific guidance regarding their roles and duties in adult protection. This session will walk the participants through the *Guidelines of the Investigation of Vulnerable Adult Maltreatment Manual*. Participation will be encouraged. Examples of an adult protection investigation will be shared. Participants will have an opportunity to review a common entry point (CEP) report, prepare for the investigation, and make a final determination of the investigation.

Participants will:

- Review the SSIS-CEP and the SDM systems
- Receive an overview of the Minnesota statutes governing adult protection in Minnesota
- Gain an enhanced knowledge of the key components and expectations of an adult protection investigation and how to be a successful investigator

Presenters: **Kelli Klein, Melissa Vongsy**, both adult protection resource specialists, DHS Aging and Adult Services Division.

Horizon Room 202, Harbor Side

104) Use Evidence-Based Best Practices to Listen and Plan

I Basic understanding about Person-Centered Thinking, Positive Behavior Supports.

Description: Minnesota Life Bridge (MLB) uses a systematic process at admission for exploration based in person-centered thinking, functional behavior assessment, and related support planning. Anecdotal case study data on the results of these applications for a young man who used these supports as he transitioned to a new home and new life will be presented and he will speak about his experience. Hear what we have learned, what we are pleased about, and what barriers we have yet to overcome in applying person-centered practices and positive behavior supports.

Participants will:

- Articulate the rationale for building a life for a person according to their dream and how to use important TO as context for what's important FOR
- Describe at least one way to use the person-centered thinking tool 'What's Working/What's Not Working' within a team meeting

- Describe how to set a positive context within a team meeting
- Describe how actively listening to the people using supports leads to a better support plan

Presenters: **Tim Moore**, clinical director, **Amber Maki**, behavior analyst III, **Stacey Sjostedt**, behavior analyst II, **Beth Klute**, behavior analyst II, all from Minnesota Life Bridge; a former Minnesota Life Bridge service recipient.

Split Rock 2, City Side

105) What We Measure and Why

I Basic understanding of the Minnesota system of long-term services and supports.

Description: The DHS Aging and Adult Services and Disability Services Divisions gather information at the system, program, provider and participant levels to guide many aspects of work, including quality assurance and improvement, policy development, program implementation and service development. It can be challenging to know about the data that is collected and even more challenging to know how it is put to use. This session will provide an overview of the data that the two divisions collect and will provide examples of how the data is used to guide state-level efforts to provide high-quality, long-term services and supports to older adults and people with disabilities.

Participants will:

- Understand the range and types of data collected on public long-term services and supports programs
- Learn at least one example of how this data is used by DHS
- Identify at least one way that the data can inform their work

Presenters: **Kari Benson**, planning coordinator, MBA, Aging and Adult Services Division; **Sarah Thorson**, manager, Disability Services Division; **Ashley Reisenauer**, research analysis specialist senior, Continuing Care for Older Adults Administration, all at DHS.

Minnesota Adult Abuse Reporting Center
exploitation neglect financial verbal emotional abuse physical sexual

Mark the date: July 1, 2015!
Minnesota is launching a new central system for reporting suspected maltreatment of **vulnerable adults**

- State-wide common entry point available 24/7
- One toll-free phone number for the general public
- Website access for mandated reporting

For more information go to mn.gov/dhs/adult-protection/

Room O, Lake Superior Ballroom, City Side

106) Competency-Based Training, 245D & Online Learning

Description: The 245D requirements include expectations that Direct Support Professionals (DSP) show competency in specific skill areas. This presentation will discuss the findings of a five-year NIDRR-funded study measuring the effects of competency-based training on the quality of lives for people with intellectual and developmental disabilities, including an overview of the competencies used in the development of the College of Direct Support courses. Three methods for testing learner competency will be shown.

Participants will:

- Learn about the importance of competency-based training in meeting 245D training requirements
- Understand three basic methods of measuring direct support professional competency using nationally validated competency sets
- Learn about a five-year research study showing how online training helped DSP build skills and competencies enabling them to provide better person-centered supports

Presenter: **Nancy McCulloh**, project coordinator, University of Minnesota, Institute on Community Integration.

Split Rock 1, City Side

107) Cultural Attunement Promotes Health Equity in Dementia Care

Description: Implementing health equity principles can aid health care and social service professionals, as well as communities, in offering person-centered services for persons with dementia. Being culturally attuned can increase the effectiveness of assessment, diagnosis and presenting treatment options for the person with dementia as well support services for their family. The first segment of the discussion will delve into issues of respecting the culture of a client and strategies for developing quality services. Dr. Frizzell, a member of the Eastern Cherokee/Lakota tribe, will offer wisdom from her extensive experience working in the American Indian culture.

Communities also are an important part of the support mechanism for persons with dementia and their families. ACT on Alzheimer's Dementia Friendly Communities (DFCs) are creating innovative person-centered collaborations to help persons with dementia and their caregivers to live, work and participate in their preferred communities on their own terms. Two DFCs will share how they have adapted the DFC materials to create a community collaborative. The discussion will focus on how the initiatives were formed; how cultural

values and health equity perspectives are incorporated in planning; and how to create a safe, supportive community for the person with dementia and family.

Participants will:

- Learn the importance of being culturally attuned
- Learn prerequisites for cultural attunement when providing services to persons with dementia and tools to aid caregivers
- Learn about the ACT on Alzheimer's initiative and how to form a dementia-friendly community
- Understand how to incorporate health equity principles into planning an initiative

Presenters: **Linda Bane Frizzell**, assistant professor, North Dakota State University; **Roxanna Linares**, executive director, El Centro; **Meghan Constantini**, team coordinator, St. Paul Neighborhoods ACT on Alzheimer's, Carondelet Village, **Yolinda Chambers**, assistant administrator, Central Tyrone Guzman.

Horizon Room 203, Harbor Side

108) Health Literacy: Helping Patients Understand

Description: Health literacy, simply put, is our ability to read, understand and act on health information. According to the 2003 National Assessment of Adult Literacy from the U.S. Department of Education, adults in the oldest age group, 65 and older, had lower average health literacy than adults in younger age groups, with only 3% at the proficient level. This means that the group with the highest prevalence of chronic disease and the greatest need for healthcare has the least ability to obtain and understand information needed to maintain their health. This session will provide background on health literacy, strategies for clear communication and tools to empower older adults to take charge of their health.

Participants will:

- Know key health literacy concepts
- Understand strategies to enhance communication

Presenter: **Alisha Ellwood Odhiambo**, senior provider quality program manager, chair, Minnesota Health Literacy Partnership, Blue Cross Blue Shield MN.

Horizon Room 204, Harbor Side

109) Integrating Healthcare and HCBS: What's Next?

Description: Based on a recently completed study of service integration among healthcare entities and home and community-based service providers, Wilder Research and DHS staff will describe key findings from a variety of data sources including in-depth interviews with both types of service providers regarding their expectations for each other in efforts to improve service integration. Discussion will

focus on progress toward improved integration, barriers that make integration difficult and strategies for overcoming these barriers.

Participants will:

- Identify four key issues facing home and community-based service providers in making their services accessible to healthcare entities and their patients.
- Describe three primary benefits that healthcare entities and consumers can gain through integration efforts
- Describe three key challenges that make integration difficult
- Describe potential adjustments in home and community-based services that can make integration efforts more successful

Presenters: **Greg Owen**, consulting scientist, **Chris Lindberg**, research associate, both from Wilder Research; **Mark Schulz**, state program coordinator, DHS Aging and Adult Services Division.

Room M&N, Lake Superior Ballroom, City Side

110) Lead Agency Review: What We Have Learned and What's Ahead

Familiarity with DHS Lead Agency Reviews for Home and Community-Based Services

Description: DHS developed the Lead Agency Reviews (LARs) for home and community-based services to assure technical compliance with state and federal requirements, identify promising practices that improve the quality of services and obtain feedback about DHS. The reviews aim to be constructive, while gathering and sharing both quantitative and qualitative information for performance based management. From July 2012 to May 2015 DHS visited all lead agencies. Presenters will highlight the findings from this second round of LARs. This will include both technical compliance and ways in which DHS and lead agencies are working to improve outcomes for individuals. Also, this summer, DHS will begin its third round of LARs. Presenters will highlight changes to the process, including new areas of qualitative analysis and future programmatic scope enhancements. Presenters will also gather feedback from the audience on their experiences with the LARs process.

Participants will:

- Understand the history, goals and foundational principles of the LARs
- Learn about the top strengths and challenges for technical compliance and learn of best practices
- Learn about changes planned for the third round of LARs
- Discuss their experiences with the LARs

Presenters: **Julia Wallis Holmoe**, agency policy specialist, **Jean Martin**, agency policy specialist, both from DHS Continuing Care for Older Adults Administration.

French River 2, City Side

111) Make it Work: Strategic Funding of Work-related Assistive Technology

Basic familiarity of disabilities and assistive technology, and understanding of different eligibility and authorization requirements.

Description: Funding the Assistive Technology (AT) people need to work should not be a barrier to employment. This session will provide an overview of the main funding sources for employment-related AT, such as Medical Assistance and Medicare, home and community-based waivers, IDEA, section 504 of the Rehabilitation Act, vocational rehabilitation agencies, and SSI's Plan for Achieving Self Support. Using case scenarios, participants will work through various strategies on how people can use multiple funding sources to maximize funding for AT and achieve their employment goals. The session also will touch on some lesser-known funding sources.

Participants will:

- Have a general familiarity with the main funding sources for work-related AT
- Understand how to develop a plan to maximize funding for all the AT a person may need to work
- Know where to go for additional information and help to access funding from these sources

Presenter: **Jennifer Giesen**, attorney, Minnesota Disability Law Center.

Split Rock 2, City Side

112) Managing Disability Waiver Budgets

Basic understanding of the Rates Management System and the Waiver Management System.

Description: Managing home and community-based disability waiver budgets is no easy task, especially with recent reform efforts. Counties and tribal agencies can serve individuals while staying within their budget with confidence, if they are equipped with the right tools. This session will provide participants with the skills and knowledge to enhance their performance as budget managers. Presenters will cover the following topics: key indicators of budget performance; how to use the Waiver Management System to anticipate spending; county and tribal agency options when a budget is exceeded; the risks of unused funds while maintaining a waiting list; and the effect of disability waiver rate setting implementation on budgets.

Participants will:

- Learn to use existing systems to anticipate spending and assess waiver budget performance.
- Learn about the tools available to them if a budget is overspent.
- See data on the effect of DWRS implementation on waiver budgets

Presenters: **Lisa Antony-Thomas, Colin Stemper, Joseph Alakija**, all waiver management policy analysts, all from DHS Disability Services Division.

Horizon Room 202, Harbor Side

113) Medicare: Changes, Challenges and the Future

I Familiarity with and interest in Medicare as the primary payor for seniors.

Description: Medicare is a primary payer of services for seniors and people with disabilities. Medicare is changing in major ways. Not only is there more transparency across the system, performance and outcome-based funding have become the focus. Medicare changes are a major issue with policy makers due in large part to the aging of the baby boomers. Benefits are changing with Medicare Part A, B, C and D that will take effect in 2015, 2016 and beyond. Hospital observation, home health care benefits, physician participation and advocating with consumers for coverage are just a few of the current Medicare hot topics that will be discussed. It's important to understand the current system of Medicare as well as how Medicare may change in the future.

Participants will:

- Understand Medicare “as it is” and the possible “to be”
- Receive current information about all of Medicare – Parts A, B, C, and D
- Learn how to advocate for clients with Medicare issues.

Presenters: **Kelli Jo Greiner**, health care policy analyst, MBA; **Robin Thompson**, senior outreach coordinator, Minnesota River Area Agency on Aging.

Gooseberry Falls 1, City Side

114) Person-Centered Planning to Prevent Readmissions

I Interest in helping prevent hospital readmissions for people with disabilities and severe health conditions.

Description: For years, attention to hospital utilization and smooth transitions of care have been a key focus of care coordination to prevent hospital readmissions.. AXIS Healthcare, which provides care coordination for individuals with disabilities, has refined the process to help identify people most at risk for hospital readmission and to provide intensive

care coordination to these clients during transitions from hospital to the community. AXIS calls this process the Targeted Care Planning process. Presenters will: 1) discuss the methods involved that help care coordinators engage higher risk clients in developing a person-centered readmission prevention plan, and 2) share data and outcomes that demonstrate the value of this approach.

Participants will:

- Know how to identify clients at high risk for hospital readmission
- Understand the role of motivational interviewing and patient activation in developing client-centered goals
- Identify 4 factors that put this population at risk for hospital readmissions

Presenters: **Kathy Thurston**, manager, **Lois Foehringer**, supervisor, care coordination programs, **Rebecca Kaufmann**, compliance associate, **Randall Bachman**, director, all from AXIS Healthcare, part of Allina Health.

St. Louis River Room, City Side

115) Powerful Tools for Caregiver Program & Stress

I An interest in empowering and supporting caregivers, giving individuals skills to “thrive vs. just survive.”

Description: Long-term caregivers face unique caregiving challenges, including stress. Powerful Tools for Caregivers is an evidence-based health program that provides self-care tools and strategies for family caregivers. Explore the Powerful Tools for Caregivers curriculum components: self-care behaviors, management of emotions and stress, self-efficacy, use of community resources, and use of pilot stress webinar to support caregivers.

Participants will:

- Examine the importance of caregivers, caring for self in long-term caregiving situations
- Explore strategies for positive self-care
- Recognize Powerful Tools for Caregivers intervention and implementation strategies
- Analyze results of a new stress webinar option for caregivers

Presenters: **Becky Hagen Jokela**, extension educator, Family Resource Management, University of Minnesota Extension; **Debra Laine**, special program developer, Arrowhead Area Agency on Aging.

Chester Creek Room, City Side

116) Raising Expectations: Making Employment the First Choice

I Workshop participants should have an interest in understanding, exploring, and implementing integrated employment practices.

Description: Individuals with disabilities are plagued by low employment expectations and experience crushing low workforce participation rates compared to their non-disabled peers. There is renewed interest and energy at the state and national level in boosting employment participation and workforce integration. Employment is a mechanism for greater community access and full participation in community life. This presentation will highlight current employment research and policy at the state and national level, best practices in employment supports in Minnesota and one self-advocate's journey to achieve fully inclusive and meaningful employment.

Participants will:

- Understand and identify current research and policy initiatives related to the employment of individuals with disabilities.
- Explore best practices in employment supports for individuals with disabilities using "employment first" thinking
- Learn how one self-advocate navigated a world of low employment expectations and was able to maximize his employment potential

Presenters: **Kelly Nye-Lengerman**, project coordinator, **Jeffrey Nurick**, project specialist, both from University of Minnesota; **Jolene Thibedeau Boyd**, director of employment and community supports, Community Involvement Programs.

Gooseberry Falls 2, City Side

117) Tapping the Talents and Wisdom of Older Adults **B**

Description: This session will explore the innovative approaches from the Northland Foundation's implementation of its nationally-recognized AGE to age Initiative. This grassroots program taps the energy and wisdom of elders to help children reach their full potential and remain connected to their communities. Participants will learn about strategies aimed at increasing the community engagement and social connectedness of older people, which are essential to maintaining cognitive functioning and health. Evaluation shows this effort is helping older adults gain a renewed sense of purpose and positive health benefits. The Foundation is working with 13 rural sites, including three Indian Reservations in northeastern Minnesota.

Participants will:

- Learn about practical tools and innovative strategies that tap the talents and wisdom of older adults through a demonstrated effective program model and peer learning community
- Gain new insights and engage in discussion on leveraging social capital, developing public-private partnerships, and implementing community initiatives that draw on the under-utilized knowledge, talents, and skills of experienced adults to support children
- Discover ways adults older adults are making a difference in leading community change

Presenters: **Zane Bail**, director of development and special projects, **Lynn Haglin**, vice president/KIDS PLUS director, both from Northland Foundation.

Horizon Room 205, Harbor Side

118) The Person-Centered Life in Long-Term Care **E**

Description: This session will provide the history and current trends in using person-centered approaches in long-term care in a variety of settings. Pioneers (progressive leaders in the culture change movement) and current community-based regulations will be addressed, as well as end-of-life planning as a component of life planning for the elder and others in long-term care services. "Know the Person" approaches to dementia care will also be covered as well as how long-term care services can meet the needs of aging consumers of disability services who utilize person-centered life planning.

Participants will:

- Learn about the person-centered movement in long-term care settings and how they impact quality of life as well as quality of care
- Learn about the current person-centered movement in community-based settings and how they impact individuals needing long-term care services
- See how person-centeredness contributes to autonomy, self respect and dignity
- Engage in a person-centered life and care planning exercise

Presenters: **Sandra Newbauer**, regional ombudsman, **Sherilyn Moe**, ombudsman specialist, **Jane Brink**, regional ombudsman, all from the MBA, Office of the Ombudsman for Long-Term Care.

French River 1, City Side

119) Tips for a Successful Health Plan Audit

A Intended audience is care coordinators or staff working with members enrolled in MSHO or MSC+ through one of Minnesota's Health Plans.

Description: Panel presentation about assessment, care plan and transition log audits. Panelists from MSHO audit teams will provide best practices for care plan development, highlight 2015 changes to the collaborative care plan and the audit protocol, and share tips for a successful assessment and care plan audit. The panel will also share feedback from transition log audits and best practices when managing member transitions.

Participants will:

- Understand the changes in the 2015 Collaborative Care Plan and the 2015 Audit Protocol
- Learn how to prevent audit errors
- See ways to manage the care plan as a “living” document
- Describe best practices with transition management

Presenters: **Kathy Albrecht**, manager of regulatory quality, Medica; **Stephanie Bartelt**, regulatory audit manager, South Country Health Alliance; **Kelli Cannon-Johnson**, delegation oversight specialist, UCare; **Kim Flom-Brooks**, Partner Relations Consultant, Blue Cross Blue Shield; **Kristi Shamp**, senior care coordinator, PrimeWest HealthMedica.

Room L, Lake Superior Ballroom, City Side

77) White House Conference on Aging Listening Session
(Refer to page 5 for more details)



Thank you to our premier exhibitors!



MinnesotaHelp.info



***Three Star Exhibitors

Key Medical Supply, Inc.

5910 Rice Creek Parkway, Suite 1000
Shoreview, MN 55126
www.keymedicalsupply.com

We bring quality healthcare supplies, equipment and services to your home. We offer a full line of services from Medical Supplies and Durable Medical Equipment to Assistive Technology and Home Modifications. Our mission is to be the best at what we do and to always be looking for ways to improve and bring innovation to our customers. It's a jungle out there in the complex world of third party healthcare rules and regulations: We strive to help you tame it! Learn more about Key Medical on our website: www.keymedicalsupply.com – or better yet, call us! We like the personal touch!

Lutheran Social Service of Minnesota

2485 Como Avenue
St. Paul, MN 55108
www.lssmn.org

Lutheran Social Service of Minnesota began in 1865 when a Lutheran pastor and his congregation opened an orphanage for children near Red Wing. Today, with 2,300 employees and 10,000 volunteers, Lutheran Social Service helps one in 65 Minnesotans each year live and work in a community with safety, dignity, and hope. Through a wide range of services, the organization seeks to provide safety and supportive homes for children, counseling to restore health and wellness in families, community living for people with disabilities, and options that help seniors experience independence and abundant aging. For comprehensive information about the work of Lutheran Social Service of Minnesota, please visit www.lssmn.org

Minnesota Board on Aging

P.O. Box 64976
St. Paul, MN 55164-0976
www.mnaging.org

The Minnesota Board on Aging, established in 1956 is a 25 member Governor appointed Board. The Board is charged with administering funds from the Older Americans Act and these funds provide a wide range of senior services statewide. The Board provides the statewide Senior LinkAge Line® service which is delivered locally through its six designated Area Agencies on Aging.

MinnesotaHelp Network™

P.O. Box 64976
St. Paul, MN 55164-0976
www.mnaging.org

The MinnesotaHelp Network™ is Minnesota's Aging and Disability Resource Center (ADRC). ADRC is the federal name for this effort. The MinnesotaHelp Network™ is an integrated system representing many partners including the Senior LinkAge Line®, Disability Linkage Line®, and Veterans Linkage Line™. A key component of the MinnesotaHelp Network™ is the statewide resource database, www.MinnesotaHelp.info. The website has information on services for older adults, people with disabilities, veterans, caregivers, families and children.

Minnesota State Council on Disability

121 E. 7th Place
St. Paul, MN 55101
www.msCOD25ada.com

The Minnesota State Council on Disability, in partnership with the disability community, invites you to enjoy the statewide celebration of the 25th Anniversary of the passage of the Americans with Disabilities Act, ADA. Visit our website for information on all the ADA Anniversary activities, www.msCODADA25.com. We invite everyone to the Minnesota History Center on July 26, 2015 for a Family Day to celebrate this historic civil rights anniversary. Also, MARK YOUR CALENDARS for October 28, 2015 when we are hosting an ADA celebration/training conference focused on employment, technology, advocacy and community living. Admission to both events is FREE!

UCare

500 Stinson Blvd NE
Minneapolis, MN 55413
www.ucare.org

UCare is an independent, non-profit health plan that specializes in public programs and also participates in MNsure, Minnesota's health insurance marketplace. UCare programs and services include: UCare for Seniors – A Medicare advantage program. UCare Connect – A special needs basic care program serving people with physical or developmental disabilities and/or mental illness. MinnesotaCare (MNCare) A subsidized state-wide program for low-income Minnesotans who do not have access to health insurance.

**Two Star Exhibitors

Accra Care

1011 1st St. S #315
Hopkins, MN 55343
www.accracare.org

CentraCare Behavioral Health of St. Cloud Hospital

Recovery Plus
713 Anderson Ave
St. Cloud, MN 56303
www.centracarehealth.com

Cummings Mobility Conversion and Supply

6540 Jansen Ave. N.E.
Albertville, MN 55301
chrisb@cummingsmobility.com

Mains'l Services

7000 78th Ave N
Brooklyn Park, MN 55445
www.mainsl.com

MEDICA

401 Carlson Parkway
Minnetonka, MN 55305
www.medica.com/youbelong

Minnesota Olmstead Implementation Office

400 Sibley Street, Suite 300
St. Paul, MN 55101
mn.gov/olmstead/

People Incorporated

2060 Centre Pointe Blvd Suite 3
St. Paul, MN 55120
www.peopleincorporated.org

Philips Lifeline

111 Lawrence Street
Framingham, MA 01702
www.lifelinesys.com

REM Minnesota

6600 France Ave South
Edina, MN 55435
www.remminnesota.com

Rural AIDS Action Network

300 E St Germain St Ste 220
St Cloud, MN 56304
www.raan.org

Vision Loss Resources

1936 Lyndale Avenue South
Minneapolis, MN 55403
www.visionlossresources.org/

VRI-Valued Relationships Inc.

2114 Anderson SE
Grand Rapids, MI 49506
www.monitoringcare.com



**Thank you for attending,
presenting, and sharing your
wisdom, ideas and comments!**

**Plan to help us improve
the Odyssey conference by
completing the post-conference
survey. The link to this survey
will be provided in an upcoming
Conference Update email.**

*One Star Exhibitors

Access North Center for Independent Living of Northeastern Minnesota

1309 East 40th St
Hibbing, MN 55746
www.accessnorth.net

Accessible Homes LLC

1104 5th Ave South
South Saint Paul, MN 55075
www.accessiblehomesllc.com

Accurate Home Care

16201 90th Street NE, Suite 100
Otsego, MN 55330
www.accuratehomecare.com

Arc Northland

424 W. Superior St. #201
Duluth, MN 55802
www.arcnorthland.org

Artifex Wellness Center

1 Groveland Terrace, Suite 202
Minneapolis, MN 55405
www.artifexwellnesscenter.com

Bethel University

3900 Bethel Drive
St Paul, MN 55112
www.bethel.edu/graduate/admissions/

Beyond Barriers

9652 152nd Ave NE
Forest Lake, MN 55025
www.beyondbarriers.com

BlueCross and BlueShield of Minnesota and BluePlus

3400 Yankee Drive
Eagan, MN 55121
www.bluecrossmn.com

Community Connections Partnership

1295 Bandana Blvd N Suite 135
St. Paul, MN 55108
www.communityconnectionspartnership.org

Community Involvement Programs

1600 Broadway St NE
Minneapolis, MN 55413
www.cipmn.org

Conference Connections Bookstore

16031 2nd St. N.
Lakeland, MN 55043
www.humanrightsandpeacestore.org

Consumer Directions Inc.

111 College Ave North Suite 1
Saint Joseph, MN 56374
www.consumerdirections.info/

CustomCARE, LLC

5265 Edina Industrial Blvd
Edina, MN 55439
www.CustomCareLLC.com

Deaf Can Inc./Deaf Outreach Services

408 Burcher Avenue
South St. Paul, MN 55075
www.deafcan.net

Delta Dental of Minnesota

500 Washington Ave S, Ste 2060
Minneapolis, MN 55415
www.deltadentalmn.org

DHS Deaf and Hard of Hearing Services Division

540 Cedar St
St. Paul, MN 55164-0969
www.mn.gov/dhs/deaf-hard-of-hearing

DHS HIV/AIDS Unit

540 Cedar St
St. Paul, MN 55164
www.mn.gov/dhs/hiv-aids

Dungarvin

1444 Northland Drive Suite 100
Mendota Heights, MN 55120
www.dungarvin.com

Echo's Healing Stones Jewelry

110 1st Ave NE #807
Minneapolis, MN 55413
www.echoshealingstones.com

Gillette Children's Specialty Healthcare

200 University Ave E
St. Paul, MN 55101
www.gillettechildrens.org

Harris Communications

15155 Technology Dr
Eden Prairie, MN 55344
www.harriscomm.com

HealthPartners

8170 33rd Ave S
Bloomington, MN 55425
www.healthpartners.com

Home Instead Senior Care

315 E Central Entrance
Duluth, MN 55811
www.homeinstead.com/

Homestyle Direct

3299 Woodridge Dr
Twin Falls, ID 83301
www.homestyledirect.com

MHCP Provider Training Team

540 Cedar Street
St. Paul, MN 55164
www.dhs.state.mn.us/id_000221

Minnesota Board of Social Work

2829 University Ave SE Ste 340
Minneapolis, MN 55414
www.socialwork.state.mn.us

Minnesota Disability Law Center

430 First Avenue N., Suite 300
Minneapolis, MN 55401
www.mndlc.org

Minnesota Network of Hospice & Palliative Care

2365 N McKnight Road, Suite 2
North St. Paul, MN 55109
www.mnhpc.org

Minnesota Social Service Association

125 Charles Avenue
St. Paul, MN 55118
www.mnssa.org

Minnesota State Quality Council

1185 N Concord Street, Suite 424
South St. Paul, MN 55075
bit.ly/MnSQC

MN Association of Area Agencies on Aging

1301 West St Germain Suite 101
St. Cloud, MN 56301
www.mn4a.org

*One Star Exhibitors

Mom's Meals NourishCare
3210 SE Corporate Woods Drive
Ankeny, IA 50021
www.MomsMeals.com

Moving Home MN and Housing Benefits 101
PO Box 64250
St. Paul, MN 55164-0250
www.dhs.state.mn.us/mhm and
mn.hb101.org/

MRCI WorkSource
15 Map Drive
Mankato, MN 56001
www.MRCIWorkSource.org

Orion ISO
9400 Golden Valley Rd.
Golden Valley, MN 55427
www.orioniso.com

Own Your Future
540 Cedar Street
St. Paul, MN 55164
mn.gov/dhs/ownyourfuture

PAL Medical Systems
508 SE 10th St
Grand Rapids, MN 55744
www.palmedicalsystems.net

Pinnacle Services and Summit Fiscal Agency
724 Central Ave NE
Minneapolis, MN 55414
www.pinnacleservices.org

Placement Partners MN, Inc.
6009 Wayzata Blvd., Ste 1
St. Louis Park, MN 55416
www.ppmninc.com

Pluto Legal, PLLC
100 E Hwy 14
Tyler, MN 56178
www.Plutolegal.com

Provider Communications - ICD-10
540 Cedar St
St. Paul, MN 55164
www.dhs.state.mn.us/dhs16_163450

Recover Health
400 Wittman Drive Suite B
Grand Rapids, MN 55744
www.recoverhealth.org

Research and Training Center on Community Living
150 Pillsbury Dr SE PTH 111
Minneapolis, MN 55455
www.rtc.umn.edu

Rightway Home Care Services, Inc.
7082 Brooklyn Blvd.
Brooklyn Center, MN 55429
www.rightwayhomecare.com

Rivertown Communications
7400 Manning Ave. No.
Stillwater, MN 55082
www.rivertown-inc.com

Social Security Administration
190 5th St E, Suite 800
St. Paul, MN 55101
www.socialsecurity.gov

St. Croix Hospice
7200 Hudson Boulevard, Suite 230
Oakdale, MN 55128
www.stcroixhospice.com

STAR Services
1295 Bandana Blvd N, Suite 135
Saint Paul, MN 55108
www.starsvcs.com

State Services for the Blind
2200 University Ave. W., #240
St. Paul, MN 55114
www.mnssb.org

Thomas Allen
1550 Humboldt Avenue
West St. Paul, MN 55118
www.ThomasAllenInc.com

True Friends
10509 108th St NW
Annandale, MN 55302
www.truefriends.org

Trillium Services Inc.
4629 Airpark Blvd
Duluth, MN 55811
www.trilliumservice.com

Udac, Inc.
500 East 10th Street
Duluth, MN 55805
www.udac.org

Volunteers of America Minnesota Senior Mental Health
5905 Golden Valley Road, Suite 100
Golden Valley, MN 55439
www.voamnwi.org/senior-mental-health

Wing House
2020 5th Street SW
Rochester, MN 55902
www.winghouse.org

Work Youth Benefits/Disability Benefits 101
P.O. Box 64967
St. Paul, MN 55164-0967
www.Db101.org and www.WorkBenefitsYouth.org

Conference Planning Committee

2015 Minnesota Age & Disabilities Odyssey Conference Planning Committee

Jean Wood, executive director, MBA, director,
DHS, Aging and Adult Services Division

Alex Bartolic, director, DHS, Disability Services Division

Mary Olsen Baker, MBA and DHS, Aging and
Adult Services Division

Cathy Griffin, DHS, Disability Services Division

Judy Hauschild, DHS, Disability Services Division

Bev Milotzky, DHS, Nursing Facility Rates and Policy Division

Ilya Garelik, DHS, Nursing Facility Rates and Policy Division

Kelly Melcher, DHS, Disability Services Division

Lolly Lijewski, DHS, Disability Services Division

Darci Steffen, DHS, Continuing Care
for Older Adults Administration

Bev Asher, MBA and DHS, Aging and Adult Services Division

Jennifer Strei, DHS, Disability Services Division

Taylor Kearns, DHS, Disability Services Division

Diane Mangan, MBA and DHS, Aging and
Adult Services Division

Jacqueline Peichel, DHS, Aging and Adult Services Division

Miriam DeVaney, DHS, Aging and Adult Services Division

Lynda Hinrichs, DHS, Disability Services Division

Nancy Lee, DHS, Aging and Adult Services Division

Rolf Hage, MBA and DHS, Aging and Adult Services Division

Todd Stump, DHS, Aging and Adult Services Division

Jennifer Kirchen, DHS, Aging and Adult Services Division

Gloria Fike, DHS, Communications office

Jon Siess, DHS, Communications office

Patrice Vick, DHS, Communications office

Siri Khalsa, DHS, MN.IT Services

Britt Bassoni, MBA and DHS, Aging and
Adult Services Division

Kari Benson, MBA and DHS,
Aging and Adult Services Division

Reginald Cooke, MBA and DHS,
Aging and Adult Services Division

Gail Dekker, DHS, Disability Services Division

Tony Gantenbein, DHS, Disability Services Division

Maren Hayes, DHS, Continuing Care
for Older Adults Administration

Mary Hertel, MBA and DHS, Aging and
Adult Services Division

LaRhae Knatterud, DHS, Continuing Care
for Older Adults Administration

Michelle Lichtig, DHS, Aging and Adult Services Division

Anna MacIntyre, DHS, Disability Services Division

Amy McQuaid, DHS, Deaf and Hard of Hearing
Services Division

Sean O'Neil, MBA, Office of the LTC Ombudsman

Karen Peed, DHS, Continuing Care
for Older Adults Administration

Jennifer Perry, DHS, Disability Services Division

Bonnie Rossow, DHS, Disability Services Division

Mike Saindon, DHS, Aging and Adult Services Division

Bekah Satre, DHS, Disability Services Division

Mark Schulz, MBA and DHS, Aging and
Adult Services Division

Nancy Schulz, DHS, Continuing Care
for Older Adults Administration

Thomas Skarohlid, DHS, Disability Services Division

Jane Vujovich, DHS, Aging and Adult Services Division

Donna Walberg, MBA and DHS, Aging and
Adult Services Division

Sue Wenberg, MBA and DHS, Aging and
Adult Services Division

Munna Yasiri, DHS, Nursing Facility Rates
and Policy Division

Special thanks to

All the Conference Hosts for their many hours of service
DHS Communications office staff
GTS Educational Events

Duluth Entertainment Convention Center Map

DECC

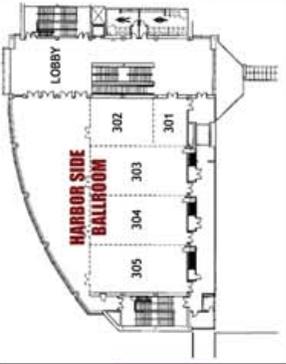
Duluth Entertainment Convention Center

FLOOR PLANS

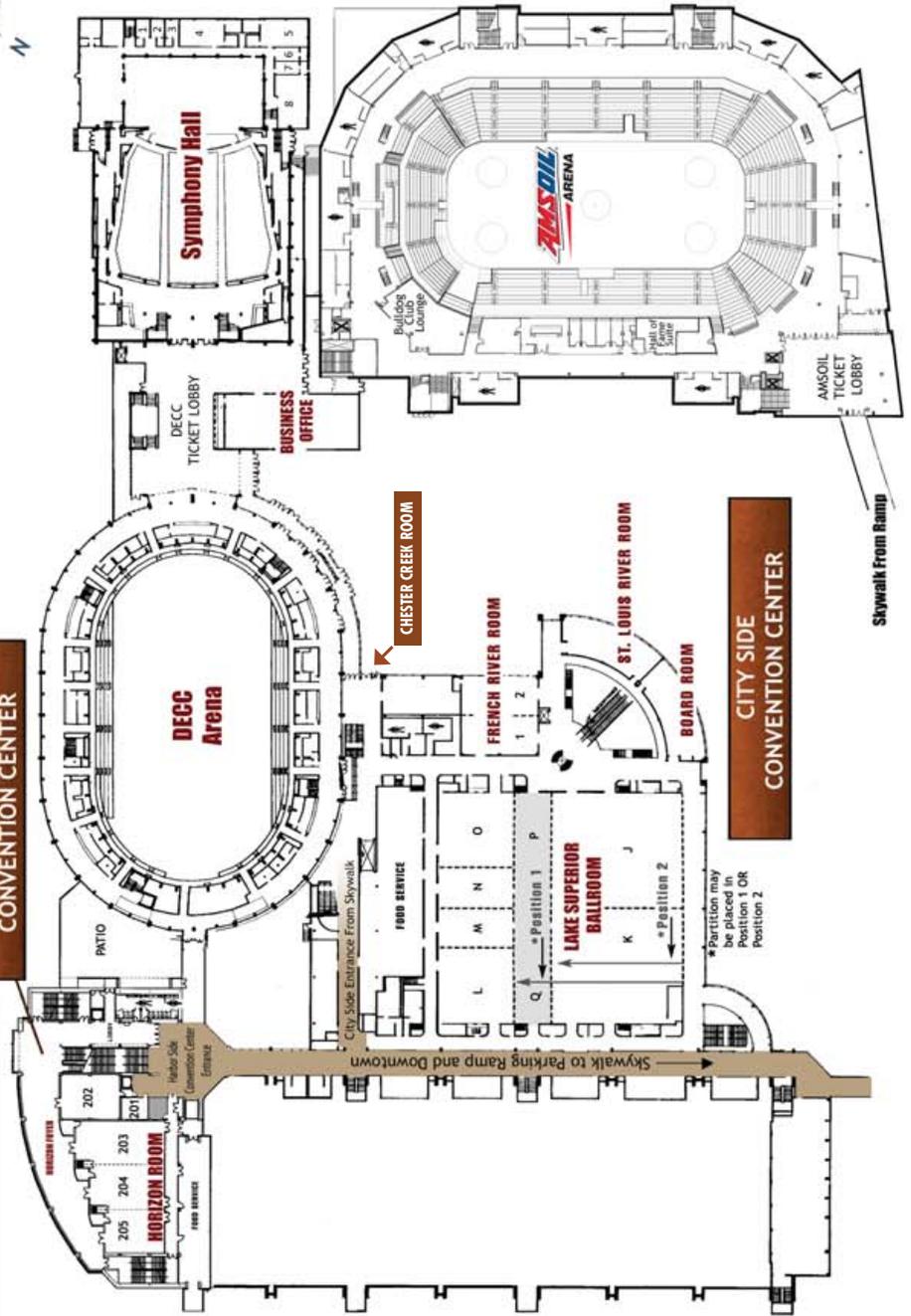


Lake Superior

HARBOR SIDE THIRD LEVEL

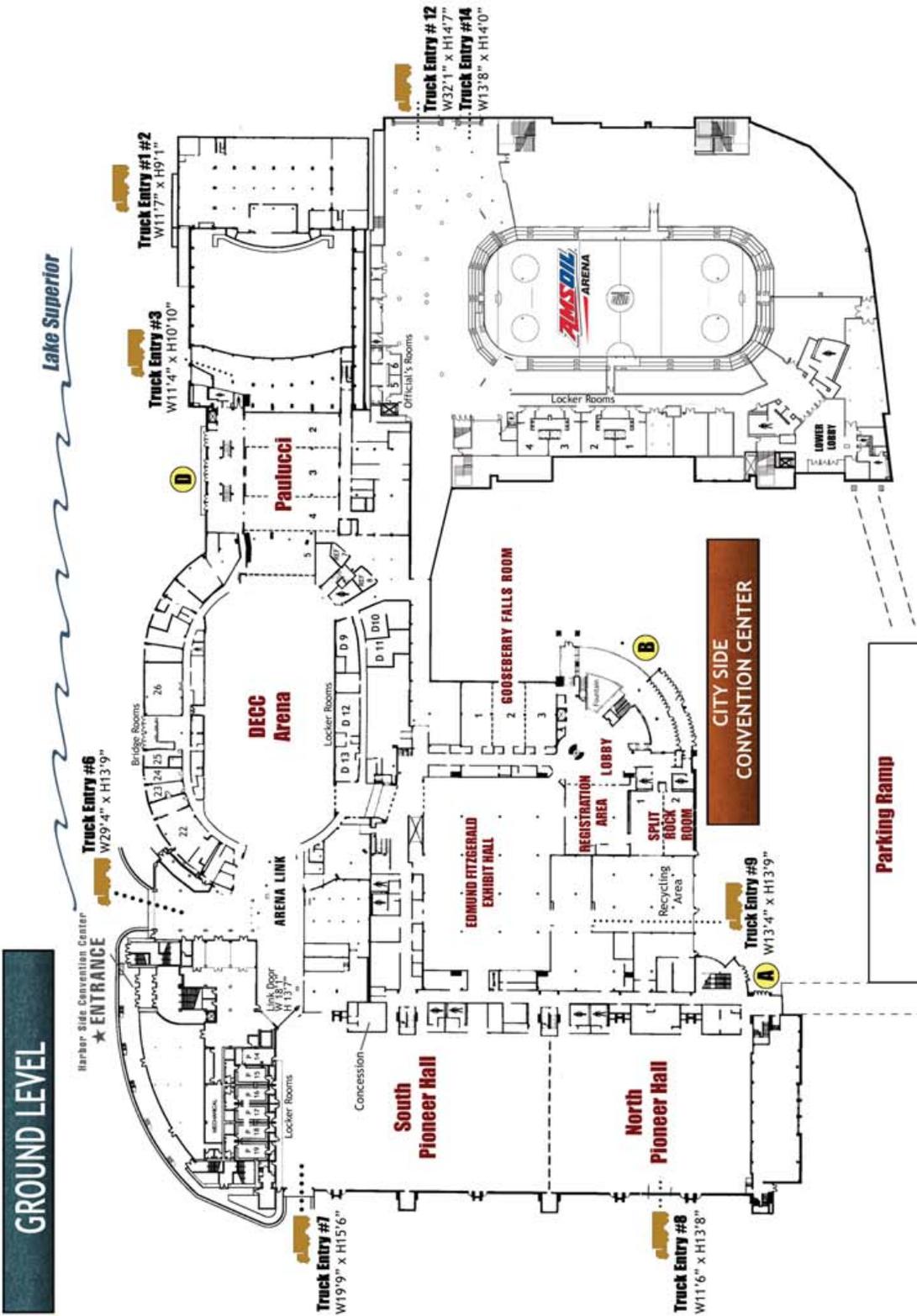


SKYWALK LEVEL



Skywalk From Ramp

Duluth Entertainment Convention Center Map





Minnesota Department of **Human Services**

Link to an expert
by phone or online

MinnesotaHelp.info

