

# vaACCSES Provider Conference



## PROGRAM NARRATIVE

**Monday, May 13, 2019**

**10:00 am – 12:30 pm**                      **Exhibit Set-Up**  
**11:00 am – 5:30 pm**                      **Conference Registration Open**  
**1:00 pm – 2:00 pm**                        **Opening General Session**

*Welcome*

Robin Metcalf, President, vaACCSES and President, The Choice Group

### **Navigating the Noise**

This session will look at the challenges (noise) that providers face in the ever-changing health and human services landscape. Staff retention, hiring, documentation dilemmas, regulatory scrutiny and changes, changing markets, funding challenges: All can impact the quality and sustainability of programs and without a firm foundation and clear direction, providers won't flourish, they will flounder. With music, dancing, games, and Kevin's unique presentation style, this session will help us laugh so that we do not cry amidst the noise of service delivery. Participants will walk away with principles to apply to navigate the noise and sustain success.

Presenter: Kevin Paluszak MA, CEO, ECCO Consulting Services

**2:00 pm – 2:15 pm**                        **Break**  
**2:15 pm – 3:45 pm**                        **Concurrent Sessions (2)**

### **Active Shooter – Risk, Response and Systems Implementation and Planning (Part 1 of 2)**

You asked for a more in-depth and longer presentation – we deliver! According to a recent study released by the FBI, “the number of incidents in which a shooter opens fire on a crowd of people more than doubled over the past seven years”. So far in 2018, there have been 23 active shooter events in the United States. There is a lot of debate as to how to reduce the frequency of these horrific events. But, one thing we can all agree on is that it is important to be prepared. Preparing your clients, staff or patients with information on how to respond to an active shooter event can make the difference between life and death. Does your organization have a response policy? What methods for response does your organization teach? Does your organization emphasize option-based strategies? By attending this session, you will learn 1) How to initially alert authorities and continue communication; 2) Evacuation methods and rally point considerations; 3) techniques for barricading; and, 4) how and when to counterattack.

Presenter: Stacey Markel, Consultant, Risk Consulting Division, RCM&D

### **CARF and Staff Competencies – Tips for Meeting the Standard**

The Aspire to Excellence Standards are applicable to all accredited organizations, and in the Workforce Development and Management section is a requirement on incorporating staff competencies into your organization. This is more than just meeting licensure competencies. Come learn from two experienced CARF surveyors. Enjoy a fun and energizing session to help you understand what you and your organization can do to be in conformance at your next CARF visit.

Presenters: Shirley Lyons, Program Manager, Henrico MH/DS and Hermitage Enterprises and Robin Metcalf, President, The Choice Group

**3:45 pm – 4:00 pm**                        **Break**  
**4:00 pm – 5:15 pm**                        **Concurrent Sessions (2)**

### **Active Shooter – Risk, Response and Systems Implementation and Planning (Part 2 of 2)**

Presenter: Stacey Markel, Consultant, Risk Consulting Division, RCM&D



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### **The Reality of Audit and Compliance – A Provider Panel**

Financial audits by Myers and Stauffer and Quality Management Reviews (QMR) by DMAS can be daunting, frustrating, confusing and a nightmare at worse. A panel of waiver providers will provide an overview of what to expect, what they experienced, and how to be prepared from their professional experience of participating in financial audits and QMR reviews. Plenty of time will be provided to share tips, facilitate Q & A, and to discuss concerns going forward and possible resources if you have an audit.

Presenters: Chip Dodd, President & CEO, Support Services of Virginia; Krista Shanafelt, Program Supervisor, Community Employment Options, Developmental Services, VA Beach Department of Human Services; and Jan Williams, Senior Director of Employment Services, ServiceSource

**5:30 pm – 7:00 pm**

**Welcome Reception**

*Mariner's Court Patio*

**8:00 pm – 10:30 pm**

**Hospitality Suite – Hosted by vaACCSES**

*Suite 111*

### **Tuesday, May 14, 2019**

**7:30 am – 5:00 pm**

**Conference Registration Open**

**7:30 am – 5:00 pm**

**Exhibits Open**

**7:30 am – 8:30 am**

**Breakfast Buffet**

**8:30 am – 10:00 am**

**Concurrent Sessions (2)**

### **The Challenges of Sexual Misconduct and Physical Abuse in Programs – Whether Allegations or Real – How to Mitigate Exposure and Risk**

Social services organizations have always possessed the related exposure for providing services to their clients. Awareness from the “#Me Too Movement” compounded by the increasing awareness of the legal community is resulting in increased allegations by staff and clients. These allegations are financially costly as well as damaging to an organization’s reputation and livelihood. How are you evaluating and managing your organization’s potential risk? This session will explore methods to create barriers for access of inappropriate applicants, training for staff and clients, and embracing policies and procedures that create an environment within your organization that can help reduce and prevent abuse. Presentation will include statistics, abuse claims examples, hiring – your organization’s first line of defense, training of clients and staff, a prevention checklist and available resources.

Presenters: P. Michael Weber, RCMD; Ally Van Haute, Senior Risk Management Consultant and Matt Furr, Senior Marketing Executive, Philadelphia Insurance Company

### **Update – All Things Federal!**

Get the latest information on federal issues including what is happening at the Departments of Education/RSA, Labor, Health and Human Services, and the Center for Medicaid and Medicare Services (CMS) and how that affects providers in terms of current law and pending legislation. Kate will provide the latest information regarding the Workforce Innovation and Opportunity Act (WIOA) regulations and guidance, the CMS Home and Community-Based Services (HCBS) Final Rule, the DOL Overtime Rule, the TIME Act (14c), Medicaid, federal budget actions and a myriad of other federal, state and constitutional concerns. She will share what ACCSES is doing on behalf of providers in the nation’s capital. This session will also look at the power of reaching out to individual members of Congress to tell your stories and show them the important work Virginia providers and the people they serve do every day.

Presenter: Kate McSweeney, VP Government Affairs & General Counsel, National ACCSES

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**9:30 – 9:45 am**      **Break**  
**9:45 – 10:45 am**      **General Session**

### **The Budget Matters - A 2019 General Assembly Budget Update**

Virginia operates under a two-year (biennial) budget cycle. Each year the Governor prepares a proposed budget supporting his priorities. Amendments by the General Assembly can add, modify, endorse or delete items in the Governor's proposed budget based on their priorities. The House Appropriations Committee and the Senate Finance Committee and their chief staff analysts critically examine the Governor's introduced budget, analyze funded and unfunded items, consider alternative approaches, and develop and recommend funding policies. How did the Health and Human Resources budget fare during this last budget cycle? What priorities were funded? What priorities were postponed and may be considered during the next biennium budget? How can providers truly influence the budget process?

Presenter: Mike Tweedy, HHR Chief Budget Analyst, Senate Finance Committee

**10:45 am**      **Drawing** (*Must Be Present to Win*)  
**10:45 – 11:00 am**      **Break**  
**11:00 – 12:15 pm**      **General Session**

### **A Public Policy Panel: Critical Issues Facing Virginia – How Disability Services and Building Provider Capacity Rank Among Those Priorities**

The goal of this panel is to increase conference attendees' understanding of the panel member's views on critical legislative and budget priorities facing Virginia and where they believe community-based services for individuals with disabilities rank among those priorities. Advice will also be shared regarding how providers can be effective advocates to influence elected officials prior to and during the 2020 General Assembly session.

Presenters: Senator Emmitt W. Hanger, Jr., Co-Chairman, Senate Finance Committee, Chair, HHR Subcommittee, Senate Finance Committee and Member of the 2019 General Assembly Budget Conference Committee; Delegate Mark D. Sickles, Member, HHR Subcommittee of the House Appropriations Committee and Member of the 2019 General Assembly Budget Conference Committee; and C.E. "Cliff" Hayes, Jr., Member of the House Appropriations Committee.

**12:15 – 12:30 pm**      **Break**  
**12:30 – 1:45 pm**      **Luncheon and Legislative Awards Presentation**  
                                 **Drawing** (Must be present to win)

**1:45 pm – 2:00 pm**      **Break**  
**2:00 pm – 3:30 pm**      **Concurrent Sessions (2)**

### **Mergers, Acquisitions and Other Scenarios – A Panel Discussion**

There is a lot of change emerging in our field. Organizations are faced with every increasing administrative burden while receiving rates that are inadequate and are eroding by yearly inflation. Although a subject that no one wants to talk about, serious discussion needs to happen in the open as to how providers, especially smaller providers, will continue to provide quality services and survive while facing what may be in store for the future – including managed care. In addition to the traditional merger and acquisition route, there may be innovative ways for providers to work together to survive and thrive. Attendees will hear from panelists about three very different scenarios that have proven to be successful for the organizations involved. Significant time will be provided for Q & A.

Presenters: Larysa Kautz, Chief of Staff & General Counsel, Melwood; John Walker, President & CEO, SOAR365 (formerly Greater Richmond Arc); and April Pinch-Keeler, President & CEO, MVLE, Inc.



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### **DBHDS – An Update**

What are the most recent updates and implementation changes regarding the DD Waivers? What's going on with the status of the final waiver regulations and the waiver provider manual? What does DBHDS need to do to be in compliance with the Virginia DOJ Settlement Agreement within the next two years? This interactive session will focus on the most up-to-date information regarding Virginia's DD Waivers and provide participants with an opportunity to get additional questions answered.

Presenter: Heather Norton, Acting Deputy Commissioner, Developmental Services, DBHDS

**3:30 pm – 3:45 pm      Break**

**3:45 pm – 5:15 pm      General Session**

### **Feeling the Numbers – Storification Through Relativism, Ratios, Trends and Charts**

*“If you want to learn about a culture, listen to the stories. If you want to change a culture, change the stories” – Michael Margolis*

Whether it be employees, family members, individuals using services, General Assembly members or the media – all of us have stories to tell. Nothing supports a good story better than a visually appealing representation of support data. And, we all collect data. But, what do we do with that data? In this session, attendees will learn simple storification techniques to motivate, influence, persuade and inspire others.

Presenter: Chip Dodd, President, Support Services of Virginia

**8:00 pm – 10:30 pm      Hospitality Suite – Hosted by vaACCSES**

*Suite 111*

## **Wednesday, May 15, 2019**

**7:30 am – 12:00 pm      Conference Registration Open**

**7:30 am – 1:00 pm      Exhibits Open**

**7:30 am – 8:30 am      Breakfast Buffet**

**8:30 am – 10:00 am      General Session**

### **Minimize Crisis – Plan. Communicate. Execute**

It is so easy to get nervous or share the wrong comments when you are faced with an upset client or even worse, reporter from the media. Who should share what information and when if we are faced with a fire or tornado damage, accusations of sexual abuse, an angry employee threatening us, loss of a life, or any other potential crisis? Crisis happens, but that doesn't mean we can be at our best so that we can limit impact on who we are, our reputations, and the safety and welfare of our agencies. Join us to understand the impact of how we handle crisis, how to build and monitor a crisis management plan, and distribute the best possible communications to employees, external clients, and the media. This session will be informative, interactive, and an opportunity to really support your agency and those you serve!

Presenter: Susan Long-Molnar, President & Owner, Managing Communications Consulting

**10:00 - 10:15 am      Break**

**10:15 – 11:30 am      Concurrent Sessions (2)**

### **The Workforce Crisis in Health & Human Services - What Providers Are Facing & What We Can Do About It.**

Workforce challenges are impacting providers across the health and human services field. Providers of direct care services for individuals with developmental disabilities and mental health issues living in the community are facing competition for workers, high turnover, and low retention rates. Turnover is costly – the dollars are just part of the equation. Service quality and consumer experience also suffer. Providers

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need to look for the right people and set them up for success in their organization through solid recruiting and retention practices include search and selection, solid orientation and training practices to increase employee engagement. This session will cover data and best practices in the area of the home and community-based service workforce and what providers can do to address direct care workforce challenges.

Presenters: Debbie Pierson MPA and Yonda Snyder, Partners & Co-Founders, Sage Squirrel Consulting Services LLC

### **Root Cause Analysis: Not Just a Risk Management Regulatory Requirement – It's Best Practice**

Note we answer the following questions by our systemic organizational actions and not our intentions.

- Do you and your organization want the best possible outcomes for the individuals you support? Do you want to be a reputable brand within the industry?

Or...

- Do you want to have the same problems all the time? Do you want to perpetuate mistakes and challenges fostering greater stress on staffing and resources thus minimizing outcomes?

While the DOJ settlement continues to reflect the Commonwealth is in non-compliance with risk management outcomes including provider utilization of root cause analysis (RCA), RCA is not just about complying to DOJ expectations or September 2018 Office of Licensing Regulations - it's about best practice! In our ever-changing industry, RCA is a valuable tool to minimize risk, foster improvement, and sustain quality outcomes. This session will review regulatory expectations, review basics of RCA, and provide perspective into overcoming common pitfalls and challenges when systematically incorporating RCA into organizational effectiveness. The session will include small group, an experiential moment, and homework to implement on the job.

Presenter: Kevin Paluszak MA, CEO, ECCO Consulting Services

**11:30 am – 11:45 am**

**Break**

**11:45 am - 12:55 pm**

**Closing General Session**

### **Department of Justice – An Update on the Virginia Settlement Agreement**

What happened during the recent April 23rd open court hearing held by U.S. Federal Judge John A. Gibney, Jr. between the Commonwealth of Virginia, the court-appointed Independent Reviewer and the Department of Justice? Is the Commonwealth of Virginia in compliance with the provisions of the 2012 VA Settlement Agreement? In what areas is Virginia out of compliance? What does Virginia need to do during the next two years to reach compliance? Join DOJ for a presentation and listening session regarding important updates and issue discussion. What may be the possible impact on providers? How can providers participate in the process?

Presenter: Kyle Smiddie, MSW, JD, Civil Rights Division, Special Litigation Section, U.S. Department of Justice

**12:55 pm – 1:00 pm**

**Drawing** (Must be present to win)

**1:00 pm**

**Exhibit Breakdown**

**1:00 pm**

**Conference Adjourns**