Wednesday, October 23, 2019

9:00 AM – 4:00 PM ..........NADSA BOARD OF DIRECTORS MEETING

EVENING..........................DINNER ON YOUR OWN

Thursday, October 24, 2019


7:30 AM – 6:00 PM .............REGISTRATION OPEN

Be sure to bring a supply of your business cards to exchange with others during the conference!

9:00 AM – 12:00 PM* ...............ADS SITE VISITS  

Transportation Sponsor: TESCO

SV 1 | THU | 9 AM – 12 PM | SITE VISIT | CE HOURS: (NONE)  
Space limited to 20 NADSA Members only

Separate fee required

*By 8:45 AM, meet in MARRIOTT HOTEL LOBBY for transportation by ACTIVE DAY departing promptly at 9:00 AM

Active Day of Millennium

Successfully Managing a Cultural Center

10937 Bren Road East, Minnetonka  
(13.4 miles; ~ 23 minutes from Marriott City Center)

Sarah Torres, Regional Director of Operations, Active Day of Millennium

There are many benefits for those who attend a program specific to their cultural background. However, to successfully operate a culturally specific program, there needs to be an understanding of what is universal to the operations and what is unique. Understanding the main cultural components – staffing, activities, food, and cultural norms – is the key to providing a great program with great outcomes.

SV 2 | THU | 9 AM – 12 PM | SITE VISIT | CE HOURS: (NONE)  
Space limited to 12 NADSA Members only

Separate fee required

*By 8:45 AM, meet in MARRIOTT HOTEL LOBBY for transportation by TESCO departing promptly at 9:00 AM

Hmong DayElders – Volunteers of America of MN

Promoting Culturally Relevant and Collaborative Adult Day Services

1505 Park Avenue South, Minneapolis  
(1.5 miles; ~ 10 minutes from Marriott City Center)

Bee Vue, Center Service Director, Hmong DayElders – Volunteers of America of MN

Hmong DayElders is a non-medical program providing opportunities to expose and introduce participants to new concepts and ways of life in their new society. Trust is an essential component to working successfully with the community and is fostered when community-based providers appreciate and deeply understand the strengths and challenges that unique cultural, economic, and racial backgrounds impart. Hmong DayElders embraces this reality with a core tenet of authentically engaging participants to ensure that their values and lived experiences are understood and their voices are heard.
Thursday, October 24, 2019

SV 3 | THU | 9 AM – 12 PM | SITE VISIT | CE HOURS: (NONE)  Space limited to 15 NADSA Members only
Separate fee required

*By 8:45 AM, meet in MARRIOTT HOTEL LOBBY for transportation by TESCO departing promptly at 9:00 AM

Mount Olivet Day Services
5601 Lyndale Avenue South, Minneapolis
(5.8 miles; ~ 19 minutes from Marriott City Center)
Ginny Cullen, Program Director, Adult Day Program, Mount Olivet Day Services

This intergenerational program provides care for children and adults who seek interaction and support in a nurturing environment. The adult program serves individuals needing social interaction, assistance with daily activities and support services. It is a wonderful alternative to providing full-time care or finding nursing home placement. Site visitors will be given information on operations management, budgetary considerations, and coordination of services.

SV 4 | THU | 9 AM – 12 PM | SITE VISIT | CE HOURS: (NONE) |  Space limited to 12 NADSA Members only
Separate fee required

*By 8:45 AM, meet in MARRIOTT HOTEL LOBBY for transportation by OPEN CIRCLE departing promptly at 9:00 AM

Open Circle of Heritage Park
1015 4th Avenue, N, Suite 103, Minneapolis
(1.7 miles; ~ 12 minutes from Marriott City Center)
Patty Ryan, Center Manager, Open Circle of Heritage Park
Gail Skoglund, Corporate Director of Adult Day Services, Open Circle of Heritage Park

This program is a hybrid health and social model. It is located within the Cora McCorvey Health and Wellness Center, owned by the Minneapolis Public Housing Authority. Adult Day was part of the original vision, and the site feels like a destination – a place to belong. Included are opportunities to use the YMCA on a regular basis, as well as an indoor walking path lined with art from Northside Artists. To enhance the program and services, OTA, OTR, and various other types of academic interns are utilized.

9:00 AM – 12:00 PM.................WORKSHOPS

WS 1 | THU | 9 AM – 12 PM | WORKSHOP (15 MIN BREAK AT 10:30 AM) | CE HOURS: 2.75
Separate fee required for Workshops

Opening an Adult Day Services Center: What You Need to Know
Beth Meyer-Arnold, RN, MS, Owner and Founder, EM-A Consulting LLC
Joel Bednoski, LPN, ALFA, Principal and Founder, Harpeth Consultant Advisory Group

Considering starting an Adult Day Services center? It’s not an easy task! Not to mention, the challenges of keeping one going after its launch. Commitment to understanding the adult day landscape, respective target markets, business planning, and program design are just the beginning. Give yourself the advantage you need to succeed by gathering insight from two leading industry experts who specialize in the various components of Adult Day Services program design and management.

Learning Objectives
1. Describe market and industry trends of the Adult Day Services landscape; including revenue sources.
2. Understand how to develop a comprehensive business plan for opening an adult day center.
3. Learn a systems approach to developing and sustaining a person-centered adult day center.
Thursday, October 24, 2019

**WS 2 | THU | 9 AM – 12 PM | WORKSHOP (15 MIN BREAK AT 10:30 AM) | CE HOURS: 2.75**

Separate fee required for Workshops

**Financial Ingenuity: Spending Time ON Your Business vs. IN Your Business**

Jed Johnson, MSW, MBA, Managing Director of Aging Services, CARF  
Jeffrey Boland, CPA, Partner / Senior Living Services Consulting, RKL  
Elizabeth Barnes, MHA, Senior Director, Adult and Senior Services, Easterseals DC MD VA

Historically, Adult Day Service (ADS) providers have debated, “Are we an industry?” with some espousing an underlying perception that a focus on business and finance somehow taints the profound impact made upon the lives of participants and family caregivers. This session is grounded in the premise that it is as essential for ADS leadership to spend time “on the business” as it is to spend time “in the business.” In this rapidly changing healthcare marketplace, organizational success is directly correlated with financial acumen.

This interactive session will focus on the financial building blocks for success and examples of practical applications in the Adult Day Service setting. These are vital components given emerging Medicare Advantage and growing Medicaid managed care markets; performance-based contracting that involves assumption of financial risk; value-based care that ties payments to the quality of care and rewards providers for both efficiency and effectiveness; along with increasingly savvy consumers seeking increased transparency.

Operational and financial data that demonstrate the quality of your services and the cost-effectiveness of your management strategies are necessary tools in order to advocate for your organization in front of health plans, legislators, lenders, and other stakeholders.

Topics will include budgets/budgeting; financial indicators, ratios & benchmarks; cost calculations and pricing strategies; and financial reports/reporting as these all contribute to building a quality framework. ADS-specific examples along with other tools and resources will be shared.

**Learning Objectives**

1. Understand the ADS budgeting process including operational, cash flow, capital and functional budgets and how to use these projections and actuals to calculate key financial ratios.  
2. Explore key financial performance indicators that can be useful in demonstrating the cost-effectiveness of your services and financial stability of your program.  
3. Discuss tools you can use to calculate and track financial indicators in your organization.  
4. Review varied pricing models and reimbursement methodologies that inform organizational strategic decisions.  
5. Obtain insights from leaders in the ADS field regarding use of financial data for planning, advocacy and service delivery.

**12:15 PM – 1:30 PM ................. LUNCH ON YOUR OWN**
2:00 PM – 5:00 PM* ..............ADS SITE VISIT

SV 5 | THU | 2 PM – 5 PM | SITE VISIT | CE HOURS: (NONE)

Separate fee required; Space limited to NADSA Members only

*By 1:45 PM, meet in MARRIOTT HOTEL LOBBY for transportation by TESCO departing promptly at 2:00 PM

Amherst H. Wilder Foundation Adult Day Health Services
650 Marshall Avenue, St. Paul
(9.1 miles; ~ 23 minutes from Marriott City Center)

Maureen Kenney, MPA, Director of Aging Services, Amherst H. Wilder Foundation Adult Day Health Services

This program helps older adults with memory loss, mental health concerns, physical or chronic conditions such as diabetes or heart disease to maintain their independence while experiencing meaningful connections, a sense of belonging and an enhanced quality of life. Participants can join in arts, social and wellness activities as well as receive personal and health care support.

2:00 PM – 5:00 PM ..................WORKSHOPS

WS 3 | THU | 2 PM – 5 PM | WORKSHOP (15 MIN BREAK AT 3:30 PM) | CE HOURS: 2.75

Separate fee required for Workshops

Marketing Your ADS Services: How to Breakdown the Overwhelming

Joel Bednoski, LPN, ALFA, Principal and Founder, Harpeth Consultant Advisory Group

The mere thought of marketing your ADS products and services often results in what many consider to resemble a panic attack. A flood of questions start pour in: where do I start, I don’t have the money to market, who is going to do it all, etc. Marketing is a crucial element in the continued success of your organization. Let us help break down the overwhelming task of figuring out how to develop and implement a marketing plan unique to your organization. Participants will leave this session with a tactical “how am I going to do this” plan in hand.

Learning Objectives
1. Understand the basic fundamentals of marketing (7 steps)
2. Develop a marketing action plan unique to your organization
3. Identify key staff within your organization and develop an implementation plan

3:00 PM – 6:00 PM ..................EXHIBITOR SET-UP
Thursday, October 24, 2019

5:00 PM – 6:00 PM ..................... POSTER SESSION  
PS | THU | 5 PM – 6 PM | POSTER SESSION | CE HOURS: (NONE)  

**Join Us for the Conference Poster Session!**

New this year is an exciting opportunity to interface with presenters during our first Poster Session. This session will feature valuable information and promising practices you can apply in your program!

The Poster Session is complimentary for conference registrants, so whether you’ll be with us earlier in the day for workshops or site visits, or arriving Thursday for the Friday / Saturday sessions, come experience the launch of our first Poster Session and enjoy complimentary lemonade. *Special thanks to CARF for sponsoring this function.*

- **ADS Can Increase Research Awareness and Facilitate Research Participation**  
  Michael Splaine, Splaine Consulting | John Hobday, Health Care Interactive

- **Facilitating Community Partnerships to Enhance Student Service Learning – Going Beyond Fieldwork!**  
  Mark Bumgarner, MS, BA, QP, Adult Life Programs, Inc.

- **From Mono to Multi Generations: One Center’s Transformation**  
  Jay Schrimpf, Anne Kulik & Susan Davidson, Bethlehem Intergenerational Center

- **HIPAA**  
  Ellen Harrington-Kane, Among Friends Adult Day Care

- **How to Prepare the NADSA Center of Distinction Application**  
  Christi Clark, BA, Insight Memory Care Center | Lori Sanchez, Morning Star Adult Day Program

- **Quality of Life in Adult Day Services**  
  Keith Anderson, MSW, PhD, University of Montana | Lisa Peters-Beumer, MPH, Aging & Disability Consultant Specializing in Adult Day Service

- **National Study of Long Term Care Providers (NSLTCP)**  
  Vincent Rome, MPH, National Center for Health Statistics, CDC

- **Operating the CACFP in Adult Day Care Centers**  
  Patrick Dibert, Child Care Resources

- **PES Tools (Purpose, Engagement, Socialization) and School for Seniors®**  
  Van Nguyen, Sun Tree Adult Day Health Care

- **Social Media Marketing**  
  Kris Chana, Chelsea Place Care

- **Verifying Competency for Person-Centered Care**  
  Peter Illig & Rosalind O’Neil, NCCAP

**Evening........................................ DINNER ON YOUR OWN**
Friday, October 25, 2019

**App Sponsor:** ADS Data Systems | **Lanyards Sponsor:** RTZ Systems | **Totes Sponsor:** Total ADHC Solutions

**7:30 AM – 6:00 PM** ..........REGISTRATION OPEN

*Be sure to bring a supply of your business cards to exchange with others during the conference!*

**7:30 AM – 8:30 AM** ..........EXHIBITOR SET-UP

**8:00 AM – 8:45 AM** ..........MOVED: See EC 2-F ADS PROVIDER LEADERSHIP

**8:30 AM – 4:30 PM** ..........EXHIBITS OPEN

*5:30 PM – 7:00 PM** ..........EXHIBITS REOPEN FOR 5:30 PM RECEPTION

- ADS Data Systems
- Aegis Therapies
- Ageless Innovation
- Apollo Corporation
- Attainment Company, Inc.
- Business Suppliers, Inc.
- Commission on Accreditation of Rehabilitation Facilities
- Centers for Disease Control and Prevention
- ComforTek
- Easterseals Southern California
- Flying Angels
- Healing Stones, Ltd.
- Heffernan Insurance Brokers
- MyAdultDaycare
- National Certification Council for Activity Professionals
- Passion for Dining and Nutrition
- Quicksilver
- ResiDex Software
- RTZ Systems
- Scioto Properties
- TESCO Bus Transportation
- The Mentor Network
- Total ADHC Solutions
Celebrating Person-Centered Champions: Inspiring Ideas from the Ground Up

Amber Carey-Navarrete, Training and Consulting Director, Easterseals Southern California

Throughout an Adult Day Service’s person-centered journey particular individuals stand out amongst the crowd. For some it is apparent from the moment they begin the journey, and for others they grow into it through hard work and dedication. However they develop, they are our biggest assets and the checks and balance needed to maintain PC growth. Ideas to cultivate, inspire and develop champions will be discussed. Along with ways celebrate and motivate their efforts. Stories of successes and inspired ideas will be shared. Including time for discussion and idea sharing between session attendees.

Learning Objectives
1. Understand what it means to be a person-centered champion, how to identify them, and how to enhance their influence and efforts.
2. Learn and share strategies to develop, motivate, and celebrate person-centered champions.
3. Explore practical ideas that can be adapted and implemented within any team.

Strategic Planning: There is Value to Expanding the Scope of Your Mission

Ila Schepisi, MTS, CTRS, Director, Virginia Tech Adult Day Services
Sara Amos, MS, CTRS expected, Program Facilitator, Virginia Tech Adult Day Services

Attendees will hear how decisions beyond one center’s control reduced referral networks and led them into strategic planning. This process directed the center to expand the scope of its mission. During session, we will review strategic planning methods and discuss a new program offered as an extension of Virginia Tech Adult Day Services known as Memory Masterclass. A program for community-dwelling older adults focused on strategies and practices associated with improving long-term memory and executive function. Findings support the feasibility of implementing a preventative program to promote well-being in older adults experiencing MCI as an extension of adult day programming.

Learning Objectives
1. Identify successful achievements in strategic planning at one Adult Day Services Center.
2. Understand processes involved in strategic planning and available resources.
3. Discuss the importance of involving staff at all levels in strategic planning.

The Challenges of Parkinson’s Disease: Is Your Organization Prepared?

Rose Wichmann, Director, Struthers Parkinson’s Center
Joan Gardner, Programs Manager, Struthers Parkinson’s Center

Parkinson’s disease was recently identified as the fastest growing neurodegenerative disease in the world. Its symptoms are unique and complex, affecting not only mobility but many other body systems. Staff are often frustrated when working with these clients, as they do not fully understand PD’s impact on thinking, communication, and movement. This session will provide an overview of the demographics and symptoms of Parkinson’s disease, along with practical strategies to implement when working with these clients. Photos/videos of PD symptoms, case examples and opportunities for questions and discussion will be incorporated throughout the session.

Learning Objectives
1. Identify motor and non-motor symptoms of Parkinson’s disease.
2. Describe practical environmental modifications and cueing strategies helpful to staff working with PD clients.
3. Discuss importance of medication schedules and timing in PD management.
### EC 1-D | FRI | 9 AM – 10 AM | EDUCATION COURSE | CE HOURS: 1

**Human Rights and Aging**  
*Peter Illig, Esq, CEO, National Certification Council for Activity Professionals /NCCAP*

Human Rights are basic rights and freedoms to which all human beings, irrespective of race, gender, socioeconomic status or age are entitled. International human rights treaties define many rights that are reflected in national legislation. Do US health care laws recognize and uphold the human rights of older persons?

**Learning Objectives**
1. Understand the historical origins and evolution of human rights.
2. Apply the Universal Declaration on Human Rights to the Adult Day setting.
3. Obtain knowledge on various US health care laws and regulations that apply to the older adult.

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<tr>
<th>INTENDED FOR</th>
<th>Advanced Providers</th>
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<td>CONTENT AREAS</td>
<td>Advocacy, Caregiving, Leadership</td>
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### EC 1-E | FRI | 9 AM – 10 AM | EDUCATION COURSE | CE HOURS: 1

**Eliminating Elderspeak: Authentic Communication in Adult Day Services**  
*Patty Crawford, MA, Center Director, Open Circle Adult Day Center / Cassia Care*

Elderspeak, sometimes referred to as secondary baby talk, is a modified speech pattern marked by increased volume, simplified syntax, diminutives, collective pronouns, and terms of endearment. Research has found that elderspeak can lead to a diminished sense of self, yet it is a significant part of the speech environment for elders in institutions that are designed to provide care. This presentation is designed for people who work in Adult Day Services and face the added challenge of communicating with members with dementia.

**Learning Objectives**
1. Identify elderspeak and examine its impact on identity.
2. Evaluate the ageist attitudes that formed this speech pattern.
3. Explore interventions to build authentic practices in communication.

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<tr>
<th>INTENDED FOR</th>
<th>Emerging Providers, Seasoned Providers, Advanced Providers</th>
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<tr>
<td>CONTENT AREAS</td>
<td>Advocacy, Business, Caregiving, Clinical Care, Leadership, Marketing, Person-Centered, Populations, Staff &amp; Volunteers</td>
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### VS 1 | FRI | 9 AM – 10 AM | VENDOR SHOWCASE | CE HOURS: (NONE)

**Business Suppliers, Inc. - Everyone Is Included**  
*Ralph Ditchie, President & Chief Stock Holder, Among Friends Adult Day Care, Inc., and Business Suppliers, Inc.*  
*Mike Rhodes, Business Development, Business Suppliers, Inc.*

Business Suppliers, Inc. (BSI) began developing software solutions for the Adult Day Services industry in 1998. Because BSI has common ownership with Among Friends ADS in Illinois, development and innovation have been seamless and continuous. There have been many imitators, but only BSI continues to develop an inexpensive price point that includes all new development. Everyone is included when management is able to focus on the client rather than clerical and management paperwork. See how this interactive solution provides for management of activities, dietary restrictions, attendance, billing, CACFP, transportation, client and staff scheduling, nursing notes and many other great features.

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<tr>
<td>CONTENT AREAS</td>
<td>Billing/ Finance, Clinical/ Direct Services, Equipment/ Facility/ Furnishings, Technology</td>
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**10:00 AM – 10:30 AM..........BREAK & EXHIBIT VIEWING**
Friday, October 25, 2019

10:30 AM – 11:30 AM ............ ROUND 2 BREAKOUT SESSIONS

Select from 6 options

EC 2-A | FRI | 10:30 AM – 11:30 AM | EDUCATION COURSE | CE HOURS: 1

CANCELLED: It’s Not Magic! It’s Money, Marketing and Mission

Toni Camp, Lead Staff for Capital Campaign, Life Enrichment Center

EC 2-B | FRI | 10:30 AM – 11:30 AM | EDUCATION COURSE | CE HOURS: 1

Joe's Journey Home – Serving Homeless Older Adults through a Community Based Health Home Model

Corinne Jan, RN, PHN, Chief Executive Officer, Family Bridges
Lydia Missaelides, MHA, Executive Director, Alliance for Leadership and Education

As 10,000 people turn 65 everyday in the US, and the general population ages, so, will the homeless population age. It is predicted that homelessness among people age 65 and older will more than double by 2050, from over 44,000 in 2010 to nearly 93,000 in 2050.

This session is designed to review the causes of this alarming trend, and to describe a 69-year-old man’s journey from homelessness to wholeness.

The Community Based Health Home (CBHH) model is designed to provide enhanced case management beyond the four walls of an ADS/ADHC, with its team reaching out to homeless encampments, creating coordinated partnerships with medical, social, housing, and food providers with the ultimate goal of permanent housing while preventing exacerbation of chronic illness, substance abuse, mental illness, and further emotional or physical decline along the way.

Learning Objectives
1. Understand the current status of homelessness in older adults and its causes in the US.
2. Describe the components of the Community Based Health Home Model (CBHH) and how its features effectively provide person centered, enhanced case management services.
3. Explore best practices, lessons learned, and personal insights from working with homeless older adults.
4. Identify policy initiatives to prevent and end homelessness among older adults.

EC 2-C | FRI | 10:30 AM – 11:30 AM | EDUCATION COURSE | CE HOURS: 1

Recreation Therapy: Therapeutic Interventions that Work

Wesley Cornelius, MEd, Founder, C Hope Health Services

During the session, participants will describe and identify how Recreation Therapy interventions provide hope and wellness using person-centered care for individuals with or without disabilities.

Learning Objectives
1. Identify 7 settings in which Recreation Therapy provide interventions for using the holistic approach.
2. Describe 6 domains of health/wellness and how Recreation Therapy uses activities to obtain person-centered goals and objectives.
3. Recognize three Recreation Therapy interventions to facilitate for any person regardless of age or special need.
EC 2-D | FRI | 10:30 AM – 11:30 AM | EDUCATION COURSE | CE HOURS: 1
Evidence-Based Management and Organization Improvement in ADS

Jeff Klein, FACHE, President/CEO, Nevada Senior Services, Inc.
Michael Splaine, Owner/Principal, Splaine Consulting
Lisa Peters-Beumer, MPH, Principal, Aging & Disability Consultant Specializing in Adult Day Service

What process do you use for making administrative and programmatic decisions? What evidence do you rely on? And how do you gather it? This session explores how a systematic approach can lead to program-generated evidence (data) and stakeholder input as a basis for “real time” strategic plan development, program management and sustainability. Use of well-established instruments and the “key question” approach within an ADS service delivery model will be presented as a framework for decision making and development of leading-edge programs and initiatives. Learn how incorporating ongoing action research can provide an effective platform for organizational growth and improvement.

Learning Objectives
1. Describe how to use program-generated evidence for decision making, strategic planning and sustainability in an Adult Day Service organization.
2. Identify challenges to developing and using evidence for administrative decision making in Adult Day Services.
3. Explain how using “key questions” and action research can support organizational growth and improvement.

EC 2-E | FRI | 10:30 AM – 11:30 AM | EDUCATION COURSE | CE HOURS: 1
A Community Effort: Improving Social Connectedness for Persons Living with Dementia

Becky Reichelt, MS, Chief Operating Officer, St. Paul Elder Services, Inc.

Because persons living with dementia often self report social isolation and elimination from past leisure interest engagements and social relationships, providing opportunities for structured, purposeful, and meaningful community connections is a key component for successful dementia-specific Adult Day Service operations. This interactive session will focus on the value of community connectedness that goes beyond the actual time spent within the Adult Day Service setting and focuses on lasting relationship building within the lives of persons living with dementia.

Learning Objectives
1. Identify at least two factors that impact social isolation and the need for community connectedness for persons living with dementia.
2. Identify four components of a quality social connectedness evaluation that can be used to create a purposeful engagement plan.
3. Identify at least two approaches to successfully create a community connection plan for persons living with dementia.
EC 2-F | FRI | 10:30 AM – 11:30 AM | EDUCATION COURSE | CE HOURS: 1

**ADS Provider Leadership**

**MODERATOR:**
Terry Z. Fishler, Strategic Business Development, ADS Data Systems, and Chair, NADSA Advocacy/Policy Committee

**PANELISTS:**
- Senator Roy C. Afflerbach, Ret., Founder, The Afflerbach Group, LLC, and NADSA Public Policy Advisor
- Jo Ver Beek, RN, CRRN, Director Care Services, The Day Center of Evergreen Commons
- William Zagorski, CEO/Executive Director, Centennial Adultcare Center

This session will begin with a dynamic panel presentation on the NADSA Members’ priorities that were identified in the February 2019 Policy/Advocacy Committee survey:

- On the federal level: Elevating Adult Day Services visibility and achievements as a member of national organizations with goal synergy.
- On a state level: State Associations’ activities and decision points in seeking state license or certification, noting a “Plan B” option.
- The evolution of the Tennessee State Adult Day Services Association that highlights effective service and costs savings in presentations to legislators and payors (including Medicare Advantage plans).

Attendees will have the opportunity to join their colleagues in one or more of the following NADSA Advocacy/Policy Committee’s focus groups following the conference:

1. Pursuing contracts with insurers of Medicare Advantage: What is working? What is not?
2. Effective presentation content to legislators.

*State association leaders should make a special effort to attend.*

**Learning Objectives**

1. Describe the ways in which an alliance with national organizations enhances the industry’s visibility, support and success in the payer and legislative arenas.
2. Understand the advantages and strategies in pursuing state license or certification.
3. Learn the grassroots steps in building and sustaining a State Association.
4. Describe the ways in which specific service research data can result in state legislative support and payer contracts.

**VS 2 | FRI | 10:30 AM – 11:30 AM | VENDOR SHOWCASE | CE HOURS: (NONE)**

**ADS Data Systems – The Software Choice Among Adult Day Providers**

Kimberly Turner, Software Consultant, ADS Data Systems

At ADS Data Systems, we are committed to partnering with our customers to enable them to elevate person-centered quality care. Built specifically for Adult Day Services, and based on customer feedback, we continue to enhance our software to be intuitive and easy to use. We are the software of choice among adult day providers.

The ADS Software combines everything your adult day center needs into one convenient application, streamlining tasks, improving operational efficiency, simplifying data collection/retrieval and reducing costs. At ADS Data Systems you are always on the most recent version of the software every time you log in.

ADS Data Systems is proud to be part of WellSky, a global healthcare technology company. WellSky offers a range of software technologies for IDD, Home Health, Hospice, Aging & Disability, Behavioral Health, Protective Services, Information & Referral, Adult Day Services and much more. Let the ADS Software manage the details so you can focus on person-centered quality care.

**11:30 AM – 12:45 PM .......... LUNCH MEET & GREET WITH EXHIBITORS**
1:00 PM – 2:30 PM .................. OPENING GENERAL SESSION

Sponsor: The Mentor Network

AWARDS | FRI | 1 PM – 1:30 PM | CE HOURS: (NONE)
- WELCOME MESSAGE – Corinne Jan, RN, PHN, NADSA Board Chair
- SPONSOR RECOGNITION – Corinne Jan, RN, PHN, NADSA Board Chair
- CONFERENCE APP – Beth Scovill, ADS Data Systems
- NADSA 2019 DIRECTOR/ADMINISTRATOR AWARD – Presented by: Corinne Jan, RN, PHN, NADSA Board Chair
- NADSA 2019 INNOVATOR AWARD – Presented by: Corinne Jan, RN, PHN, NADSA Board Chair
- CENTERS OF DISTINCTION RECOGNITION – Corinne Jan, RN, PHN, NADSA Board Chair

NADSA ANNUAL MEETING | FRI | 1:30 PM – 1:45 PM | CE HOURS: (NONE)
- ACCOMPLISHMENTS & PRIORITIES – Corinne Jan, RN, PHN, NADSA Board Chair
- FINANCIAL UPDATES – Lydia Missaelides, MHA, NADSA Treasurer
- ADVOCACY UPDATE – Senator Roy C. Afflerbach, Ret., Founder, The Afflerbach Group, LLC, and NADSA Public Policy Advisor

OPENING KEYNOTE | FRI | 1:45 PM – 2:30 PM | CE HOURS: (NONE)
Hot Topic! Current Issues and Opportunities for Adult Day Services
Camille Dobson, Deputy Director, National Association of States United for Aging and Disabilities

The ever-evolving healthcare policy and funding environment presents both opportunities and challenges for adult day services. Join us as Camille Dobson, Deputy Director of the National Association of States United for Aging and Disabilities, shares the 411 on current Federal policy related to Adult Day Services (ADS) and other Home and Community Based Services (HCBS)! She will highlight opportunities for ADS providers as the HCBS settings rule is implemented and outline delivery system changes across the U.S. Camille will discuss challenges faced by states, payors and service providers, and the importance of demonstrating the value of ADS as the leading solution for supporting older adults, people with disabilities and their families. Together ADS can rise to the challenge!

2:30 PM – 3:00 PM .................. BREAK & EXHIBIT VIEWING
3:00 PM – 4:00 PM ........................ ROUND 3 BREAKOUT SESSIONS
Select from 6 options

EC 3-A  |  FRI  |  3 PM – 4 PM  |  EDUCATION COURSE  |  CE HOURS: 1

Use of NSLTCP Data for Marketing and Advocacy of ADS
Vincent Rome, MPH, Health Scientist, National Center for Health Statistics, Centers for Disease Control and Prevention

The National Study of Long-Term Care Providers (NSLTCP) wrapped up data collection for the 2018 ADS survey earlier this year, marking the end of the fourth successful wave of national data collection of Adult Day Services centers and the participants they serve. The purpose of this session is to (1) highlight NSLTCP; (2) describe the importance and value of four waves of accurate, reliable, and timely data about key characteristics of the ADS sector and its participants; and (3) provide examples of how ADS may leverage these data for marketing and advocacy.

Learning Objectives
1. To obtain an overview of the NSLTCP ADS survey designs, content, and types of information produced throughout the various survey waves.
2. To learn about key policy-relevant characteristics of ADS providers and participants that are essential for marketing and advocacy.
3. To provide real-world examples of how these data can be leveraged for marketing and advocacy.

EC 3-B  |  FRI  |  3 PM – 4 PM  |  EDUCATION COURSE  |  CE HOURS: 1

From Anticipation to Assets
Jane Bauknecht, Executive Director, Adult Care Center of Northern Shenandoah Valley

This session will explore the journey of a non-profit adult day health care that began with $5.00 in the checkbook in 1993, to a financially secure program with strong community support, a solid reputation, and significant assets for future development. Being a non-profit doesn’t mean you can’t make money. We will discuss strategies to successfully run your non-profit adult day health with innovation and resourcefulness, while generating income for future growth.

Learning Objectives
1. Change the mindset that non-profit businesses cannot show a profit.
2. Share strategies for developing strong community relationships that will help generate program income.
3. Showcase the successful non-profit adult day health care as a strong business role model.
EC 3-C | FRI | 3 PM – 4 PM | EDUCATION COURSE | CE HOURS: 1

**Safeguard Seniors from Scams: Building Vital Relationships with Bankers and Law Enforcement**

*Samuel Kunjukunju, MBA, MPH, Director of Bank Community Engagement,*
American Bankers Association Foundation

*Kennell Huff, Chair, MT Elder Fraud & Exploitation Prevention Network, and*
Customer Service Rep/Maintenance Specialist, Bank of the Rockies

*Lisa Lovering, Chief Deputy, Isanti County Sheriff’s Office*

Seniors are losing as much as $36.5 billion each year from financial exploitation and it’s getting worse. With 10,000 Baby Boomers retiring every day, scammers are working overtime to manipulate seniors. The impact often extends beyond finances. Financially abused seniors suffer emotional consequences and even physical ramifications. Yet, elder abuse can be prevented. Partnerships between community organizations, banks, and law enforcement are especially critical. This panel will discuss: top financial scams targeting seniors, how banks are working to protect their older customers, and ways in which adult day centers can cultivate relationships with law enforcement to address elder financial abuse.

**Learning Objectives**

1. Recognize common types of financial scams targeting seniors.
2. Understand how to identify and partner with community resources, such as TRIADS and Elder Abuse Prevention Networks to protect seniors.
3. Learn how banks are working to combat elder financial exploitation and ways adult day service providers can become involved.

EC 3-D | FRI | 3 PM – 4 PM | EDUCATION COURSE | CE HOURS: 1

**Rapid Response Case Management: Establishing Successful Partnerships among EMS, Hospitals and Community**

*Ofra Paz, MSW, Executive Director, DayBreak Adult Care Centers*

*Corinne Jan, RN, PHN, Chief Executive Officer, Family Bridges*

Management is a pilot lead by DayBreak Adult Care Centers, in partnership with Alameda County Emergency Medical Services, and St. Rose Hospital. This pilot is addressing the issue of older adults, who are utilizing emergency medical systems for non-emergency causes, and demonstrates how a strong partnership, and coordination between systems of care, can improve the quality of life for older adults, while reducing dramatically their health care costs.

**Learning Objectives**

1. Describe the main assets that Adult Day Services can bring to a partnership with hospitals, and other health systems.
2. Describe the main challenges in building a partnership with hospitals, and other health systems.
3. Assess how to work with data to create innovative models of care.
EC 3-E | FRI | 3 PM – 4 PM | EDUCATION COURSE | CE HOURS: 1

**Into the Wild... Community: Person-Centered Approach to Community Exploration**

Amber Carey-Navarrete, Training and Consulting Director, Easterseals Southern California
Howard McBroom, Advocate, Easterseals Southern California

Community exploration is an essential and very enjoyable part of the person-centered journey. There are creative strategies to explore and discover all that is available to people, from both internally and externally derived sources. Additionally, person-centered culture dictates a certain etiquette while exploring. Team members serve as community role models, and we don’t want to do a disservice by supporting people in ways that reinforce stereotypes, harm individual’s personhood, or prohibits natural interactions and relationships. When done well community exploration has the potential to enhance an individual’s sense of well-being, increase informed decision making, and support advocacy.

**Learning Objectives**
1. Deepen your understanding of the importance of community exploration; not only opening up new opportunities and experiences for the people receiving services, but greatly enhancing overall personal well-being.
2. Learn and share techniques used to transform the way people explore the community, as well as the way staff support people in the community.
3. Apply information learned to put into practice the etiquette of appropriate community support.

VS 3 | FRI | 3 PM – 4 PM | VENDOR SHOWCASE: MyAdultDayCare | CE HOURS: (NONE)

**MyAdultDayCare – EHR and Practice Management Software**

Anish Desai, Managing Partner, MyAdultDayCare

MyAdultDayCare, LLC is an absolutely state-of-the-art EHR and Practice Management Software which includes analytics, alerts, notifications and even fleet management. It was built specifically for Adult Day Care Center’s needs and is user-friendly for even a computer novice. Our solution is cloud based end-to-end and fast becoming a solution of choice for many ADCC and is replacing existing platforms across the country.

4:00 PM – 4:30 PM ....................BREAK & EXHIBIT VIEWING

4:30 PM – 5:30 PM ....................EXHIBITS CLOSED UNTIL 5:30 PM RECEPTION

4:30 PM – 5:30 PM ....................ROUND 4 BREAKOUT SESSIONS

Select from 6 options

EC 4-A | FRI | 4:30 PM – 5:30 PM | EDUCATION COURSE | CE HOURS: 1

**Caregiving-Based Research in Adult Day Services from Pilot to Pragmatic Trial**

Lauren Parker, PhD, MPH, Assistant Scientist, Johns Hopkins School (JHS) of Public Health
Katherine Marx, PhD, Research Associate Scientist, Johns Hopkins School of Nursing

One of the recommended strategic initiatives for research-related efforts focused on Adult Day Services by the Research Committee of the National Adult Day Service Association is to support endeavors that seek to improve the quality of life for caregivers of service participants. This course highlights research from two National Institute on Aging funded caregiving-based studies to discuss recruitment of caregivers and Adult Day Services (ADS) for research studies. As an interactive focus, this session will ascertain the audiences’ willingness to engage with research studies and identify strategies to encourage ADS sites’ participation in ongoing research.

**Learning Objectives**
1. Describe the recruitment process of pilot research project (Providing Evidence-based Support for Caregiver Stress: the P.E.A.C.E Study) and an embedded pragmatic trial of the ADS Plus Intervention.
2. Discuss issues and lessons learned.
3. Discuss strategies ADS sites can use to partner with local research institutions to participate in research.
Feel Your Heartbeat: Discover a Conversation through Drum Circle, and Music Intergenerational Sessions

Huei-Yi Lan, MMT, Activities Director, Adult Care Center of Northern Shenandoah Valley

Music is one of the most necessary and popular elements of human life. How can music engage participants' physical and social skills, as well as maintain cognitive functions even with a diagnosis of dementia? How does music change participants' behavior or emotions during the drum circle and intergenerational session? Furthermore, what are some take away skills one can apply in their working place?

Learning Objectives
1. Establish the concept of music therapy and music activity through demonstrating the drum circle and the intergenerational session.
2. Learn several drum circle skills and activities in elementary level.
3. Learn the ideas of how music engages intergenerational activity during different activity designs.

State-of-the-Science in ADS Research and Implications

Keith Anderson, MSW, PhD, Professor, School of Social Work, and
Director of Montana Geriatric Education Center, University of Montana

Joseph E. Gaugler, PhD, Professor, and Robert L. Kane Endowed Chair in Long-Term Care and Aging,
School of Public Health, University of Minnesota

Shannon Jarrott, PhD, Professor of Social Work,
College of Social Work, The Ohio State University

Tina Sadarangani, PhD, RN, ANP-BC, GNP-BC, Assistant Professor/ Faculty Fellow,
New York University Rory Meyers College of Nursing

Join us for an information-packed session on ADS research and what it means for providers, participants and families. Speakers will give an overview of the state of ADS research and take a deeper dive into current focus areas. Presenters will review progress of ADS Plus, a national evaluation integrating family care for ADS participants with dementia. Benefits of academic-community partnerships and provider-researcher collaboration addressing key issues such as health outcomes, and ADS's role in care coordination and chronic disease management will be highlighted. Take this opportunity to get up to speed on lessons learned, challenges, and opportunities in ADS research.

Learning Objectives
1. Describe three current ADS research efforts or recent ADS Research publications.
2. Identify three potential priority areas for ADS provider-researcher collaboration.
3. Explain how evaluation trials in applied settings shortens time from research to implementation.

Organizational Development: How to Build the Organization You Envision

Joel Bednoski, LPN, ALFA, Principal and Founder, Harpeth Consultant Advisory Group

The essence of most any organization is its people; the team. When people walk through the doors of your organization, they can immediately feel the atmosphere; from warm and welcoming, to cold and clinical. The question for you – what do you want the image of your organization to be? Whether you are a current leader or assuming a new leadership role, organizational development is a critical step in achieving that image. Come gain a better understanding of how the process of organizational assessment can enable you to move that dial forward towards your ultimate vision.

Learning Objectives
1. Learn the process and steps on how to perform an organizational assessment.
2. Learn how proper talent management will enhance their overall goals.
3. Learn how to facilitate the process of culture change.
Transportation: Turning a Pain Point into an Opportunity

John Paravisini, Director of Transportation, Active Day

Historically, transportation in adult day care is a significant pain point. Bus maintenance, routing and driver retention are all areas that require specialized knowledge in order to be successful. Outsourcing has its own difficulties, with operators unable to control the experience, the consistency of pick up times and even the availability of service.

Transportation is the first and last thing the member experiences each day. It is a formative part of the adult day experience and has a major impact on a center’s operation. Successfully managing this service can drive membership, increase utilization and grow revenue at the center. This presentation will discuss the key areas an operator needs to navigate in order to provide a first-rate and cost-effective transportation service -- Vehicle Best Practices, Employee Best Practices, and Operational Synergies.

**Learning Objectives**
1. Learn best practices from vehicle procurement through preventive maintenance and safety standards.
2. Learn the profile for a successful driver and best practices for recruitment and retention.
3. Learn how to route effectively and efficiently, and combine with marketing efforts to achieve business growth.


Mike Zawadski, President, CADCare by RTZ Systems

Each day, CADCare helps hundreds of adult day centers across the country run smoothly. Attendees will have the opportunity to see and try CADCare firsthand – a simple-to-use-system built for the complexities of Adult Day Services. Available on any computer or mobile device with an internet connection, CADCare can support every facet of your center operations in a single system.

**5:30 PM – 7:00 PM...............RECEPTION & SILENT AUCTION**  
**Sponsor:** Easterseals Southern California

No charge for Conference registrants; $35 for each accompanying guest

**RECEPTION | FRI | 5:30 PM – 7 PM | CE HOURS: (NONE)**

The Reception & Silent Auction provide a prime networking opportunity. Enjoy light refreshments, meet with exhibitors, and bid on great items donated by state associations, NADSA members and industry colleagues.

**5:30 PM – 7:00 PM...............EXHIBITS OPEN DURING RECEPTION**
8:00 AM – 1:00 PM ..............REGISTRATION OPEN
Be sure to bring a supply of your business cards to exchange with others during the conference!

8:00 AM – 12:00 PM..............EXHIBITS OPEN

8:30 AM – 9:30 AM ..............ROUND 5 BREAKOUT SESSIONS
Select from 5 options

EC 5-A | SAT | 8:30 AM – 9:30 AM | EDUCATION COURSE | CE HOURS: 1
Performance Measurement, Management and Improvement: Make a Plan Today!
Ellen Harrington-Kane, MS, Senior Manager, Among Friends Adult Day Care
Create your own performance improvement plan today and take it home for use at your center! In this session, attendees will be encouraged to bring data, plans and information from their actual centers to use in developing a new, more useful, insightful and easier to manage performance improvement program. Learn the basics of performance measurement and how to select and collect metrics. Design a collection tool as well as analytic tools to use to make sense of it all. Learn tips for effective analysis and reporting as well as how to measure your improvement across time.

Learning Objectives
1. Identify meaningful metrics whose monitoring can yield improved care.
2. Design collection tools to simplify data collection.
3. Practice analyzing data, learning to display it and discuss impact on care.

EC 5-B | SAT | 8:30 AM – 9:30 AM | EDUCATION COURSE | CE HOURS: 1
Tai Chi Movements: Inclusive Exercises to Help Prevent Falls
Kathy Levac, MS, Founder of Health and Wellness Enterprises, LLC, Relaxed and Alert
Tai Chi Movements offers easy to teach movements that provide excellent health benefits and can help prevent falls. Staff can provide wellness programming using a story to guide the exercises. In this program, we will explore 20 simple tai chi qigong exercises and learn to lead five of them. Participants will leave with a low cost, high quality skill they can build on to improve their program. Let’s go to the beach!

Learning Objectives
1. Describe how to implement simple tai chi exercises for seniors in general and to adapt them for clients with physical disabilities and cognitive impairment (e.g. dementia, TBI).
2. Demonstrate five simple tai chi qigong exercises to use with clients.
3. Describe five ways tai chi movements can help to prevent falls in seniors.

EC 5-C | SAT | 8:30 AM – 9:30 AM | EDUCATION COURSE | CE HOURS: 1
Nutrition in Adult Day Health: What’s Working, What’s Not, and Why We Need to Urgently Address this Issue
Tina Sadarangani, PhD, RN, ANP-BC, GNP-BC, Assistant Professor/ Faculty Fellow, New York University Rory Meyers College of Nursing
Malnutrition in older adults is associated with the onset and progression of chronic conditions and unnecessary health care utilization. We will explore the capacity of the adult day health center to better address participants’ nutritional needs within the constraints of the Child and Adult Care Food Program and explore the applicability of evidence-based interventions in nutrition to the population ADHC providers serve.

Learning Objectives
1. Define malnutrition and identify its root causes in the ADHC population using current data.
2. Examine the adverse health outcomes associated with malnutrition in older adults.
3. Collaboratively explore interventions to address underlying factors driving malnutrition in participants.
Age Friendly is Human Friendly – Day Program Environments that Support and Inspire

Ruth Neeman, AIA, Principal and Director of Senior Environments Design, LWDA
Peter van Kalkeren, Chief Administrative Officer, Rogerson Communities
Brandi Derr, MEd, Program Director, Rogerson Adult Day Health Program, Rogerson Communities

The success and effectiveness of a Day Center depends first and foremost on the staff and the program. Bolstered by universally designed physical environment, the day program can help clients thrive. Age friendly spaces, indoors and outdoors, thoughtfully laid out, “advertise” their use by broadcasting multi-sensory cues such as color, light, sound and aromas. Supportive – but non-intrusive features accommodate safety and wellbeing, and intuitive clear layout and landmarks - assist in navigation.

Interactive review of case studies will deepen understanding and provide useful tools to evaluate potential spaces for adaptive reuse as a day program or improve existing spaces.

Learning Objectives
1. Review characteristics of successful Age Friendly Environments (Space, finishes, furnishings, technology etc.).
2. Understand the Go No Go process in evaluating a proposed space for renovation / Reuse.
3. Understand the process of Post Occupancy Evaluation to learn lessons for the NEXT project.

Attainment Company, Inc. – Celebrate Your Person-Centered Vision, Achieved with Participant Voices and Valued Programs

Joni Nygard, MS CCC-SLP, Vice President, Attainment Company, Inc.

Learn ways to enhance your Vision. We’ll set the stage with a common vision from “Modeling Person-Centered Care in Practice.” Discuss creative communication opportunities for those who are non-speaking or have limited language abilities. Too often we do not listen to participant Voices, due to time constraints or staff training issues within programs. Explore ways to encourage adults to communicate, stretch their bodies and their minds. We’ll pursue research-based and evidenced informed products to improve Value through physical, mental fitness activities as well as Memory. This thought-provoking session will demonstrate use of simple alternative communication tools across ages and abilities.

9:30 AM – 10:00 AM ...............BREAK & EXHIBIT VIEWING

10:00 AM – 11:00 AM ..........ROUND 6 BREAKOUT SESSIONS
Select from 5 options

Elder Financial Exploitation: What is It, How to Spot It, and What You Can Do About It

Erin Scheithe, MEd, Content Specialist, Office of Financial Protection for Older Americans, Bureau of Consumer Financial Protection

Learn about elder financial exploitation from the Bureau of Consumer Financial Protection’s Office of Financial Protection for Older Americans. You’ll learn how to define elder financial exploitation, how to spot if it’s happening to your clients, how you can help prevent it, and how to report it. The discussion will include free resources to help Adult Day Service providers educate themselves and their participants.

Learning Objectives
1. Describe what elder financial exploitation is, including common types of scams and fraud.
2. Learn how to prevent financial abuse from happening to seniors through the use of free resources.
3. Recognize and report financial fraud if it does occur, including contacting local law enforcement, Adult Protective services, and reporting scams to the proper government authorities.
Successful Intergenerational Music Programs: A Practical Guide

Joanna Culligan, MA, MT-BC, Therapeutic Program Manager and Instructor, Virginia Tech Adult Day Services
Ruvi T. Tsokodayi, MS, MFT, Doctoral Candidate and Instructor, Virginia Tech

Attendees will have an opportunity to learn practical information about how to conceptualize an intergenerational music program in their center. We will identify organizations to contact to build relationships, suggest materials to help manage group facilitation and provide session-planning guidance. Attendees will have an opportunity to participate in music making to experience the benefits first-hand and learn more about how the right music activities can make a positive impact on a person, regardless of their age. We will discuss session planning and specific elements to help encourage engagement between generations; creating opportunities for joy and expression through music making.

Learning Objectives
1. Learn about organizations that might be interested in participating in intergenerational programming.
2. Discover how a wide variety of music programming can be mutually beneficial to older adults and children.
3. Learn practical techniques in session planning to foster intergenerational communication and engagement.

Adult Care Food Program: Funds for Healthy Meals

Christine Twain, MS, RDN, Dietitian, My Food Program
Robyn Tousignant, Adult Care Manager, Partners in Quality Care

Come and learn about how non-profit and for-profit Adult Day Services can participate in the USDA Child and Adult Care Food Program and receive funds for healthy meals and snacks. Topics covered will include eligibility criteria, meal pattern requirements and training and recordkeeping tasks.

Learning Objectives
1. Understand the purpose and mechanics of the USDA Child and Adult Care Food Program.
2. Determine if a menu meets the meal pattern requirements.
3. Summarize the training and recordkeeping requirements for participation in the USDA Child and Adult Care Food Program.

Evidence-Based Cognitive Programs for Alzheimer’s and Dementia: Implementation to Outcomes

Jeffrey Buchanan, PhD, Professor of Psychology, Minnesota State University, Mankato
Patti Celori Said, Executive Director, New England Cognitive Center

This session will focus on the positive outcomes of recent independent university studies involving cognitive programs developed by the New England Cognitive Center. Study results indicate promising evidence that these programs can stabilize cognitive functioning in a variety of different areas in persons with varying degrees of dementia, even producing improvement in some areas. Research suggests these outcomes may be due to the utilization of comprehensive curricula of research-based activities providing purposeful cognitive stimulation. Program descriptions and implementation steps for incorporating the programs into existing facilities and services will be discussed.

Learning Objectives
1. Understand the structure and potential of successful standardized cognitive programs for persons experiencing cognitive decline, especially those with Alzheimer’s disease and dementia.
2. Describe the effects of NECC programs on cognitive measures in persons with Alzheimer’s disease and dementia.
3. Identify steps needed to implement the described cognitive interventions into existing facilities and services, with the goal of replicating the demonstrated outcomes.
Saturday, October 26, 2019

**VS 6 | SAT | 10 AM – 11 AM | VENDOR SHOWCASE | CE HOURS: (NONE)**

**SCIOTO Properties – Maximize Your Capital By Using Your Real Estate**

Mary Bea Eaton, CEO, Scioto Properties  
Roberto Delgado, VP – Acquisitions and Portfolios, Scioto Properties

Scioto Properties is a national real estate investment company committed to providing long-term facility and residential services in the healthcare industry. Since 1999, Scioto has worked with provider organizations of all sizes nationwide to manage their real estate needs. Scioto Properties services include Real Estate Acquisitions – Scioto will search, acquire, do the due diligence and close in as little as 30 days; Sale Leaseback – Scioto will value your real estate portfolio and offer customized financing solutions; Build to Suit Construction – Scioto offers development and construction project management for the specific healthcare needs of your consumers.

**11:00 AM -12:00 PM...............NETWORKING BRUNCH WITH EXHIBITORS**

**12:00 PM – 1:00 PM...............CLOSING GENERAL SESSION**

**ACKNOWLEDGEMENTS | SAT | 12 PM – 12:10 PM | CE HOURS: (NONE)**

- Sponsor Recognition – Corinne Jan, RN, PHN, NADSA Board Chair

**CLOSING KEYNOTE | SAT | 12:10 PM – 12:40 PM | CE HOURS: (NONE)**

*Together, Meeting the Challenges in Service Delivery*

Corinne Jan, RN, PHN, NADSA Board Chair

Join us as we celebrate all that we’ve learned over these past three days, and prepare to take new strategies and best practices back to our center for implementation.

The future is bright for Adult Day Services when we use our voice, vision and values to engage at the local, state and national levels. Together, we create the power to change the impossible into possible!

**CLOSING MESSAGES | SAT | 12:40 PM – 1:00 PM | CE HOURS: (NONE)**

- Message from the Incoming NADSA Chair – 2019-2020 NADSA Board Chair  
- 2020 Conference Dates & Location – Donna Hale, NADSA Executive Director

**1:00 PM..........................CONFERENCE CONCLUDES**