

SCHEDULE-AT-A-GLANCE

UPDATED 10.5.21

SESSIONS, TITLES AND PRESENTERS SUBJECT TO CHANGE

**JOIN NADSA IN THIS INNOVATIVE LEARNING FORMAT
DESIGN YOUR EXPERIENCE WITH YOUR OWN PERSONAL OBJECTIVES IN MIND**

Thursday, October 14, 2021

WS 1 – LOCH RAVEN I

9:00 AM – 12:15 PM EDT

(BREAK: 10:30 AM – 10:45 AM)

CEU Hours: 3

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Making the Impossible – Possible: NADSA’s Standardization of Adult Day Services Outcomes and Data Collection -- The Path Forward

Bill Zagorski, Chair, NADSA Board of Directors; Chair, NADSA Research Committee; CEO, American Senior Care Centers, Inc.

Terry Fishler, MSW, Secretary, NADSA Board of Directors; Chair, NADSA Policy/Advocacy Committee; Management Consultant

Mike Zawadski, JD, NADSA Board of Directors; President, RTZ Systems

Sen. Roy Afflerbach (Ret.), NADSA Public Policy/Advisor

This Interactive collaborative session focuses on solutions to overcome barriers that may impede successful crossing the finish line. The Adult Day Services industry’s lack of standardized data collection and outcomes concurrent with a missing centralized data management platform has long been identified as major barriers in the capability to utilize ‘data’ to highlight and promote Adult Day Services’ “value and benefits” to: legislators, payers, research entities, and more. NADSA’s Policy Advocacy and Research Committees completed the tasks of crystalizing the data categories and fields. RTZ/CADCare, has partnered with NADSA to create the data collection/management platform as well as the interoperation capabilities.

Learning Objectives:

- NADSA’s leadership plans to demonstrate the value and benefits of Adult Day Services through the utilization of data to CMS, Congressional Budget Office, federal and state legislators and variety of payers.
- Deep dive into the data collection categories and assessment tools to be utilized.
- Highlight how the data will be collected, utilized, and by whom.
- Data collection/ management platform, portal, policy & security, incremental steps, timeline.

WS 2 – LOCH RAVEN II

9:00 AM – 12:15 PM EDT

(BREAK: 10:30 AM – 10:45 AM)

CEU Hours: 3

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Opening an Adult Day Center: Top 10 Things to Know

Joel Bednoski, Founder and Principal, Harpeth Consultant Advisory Group

Christi Clark, Programming Consultant, Harpeth Consultant Advisory Group

Are you thinking about opening an Adult Day Services center but are not sure where to put your focus? Are you worried you might be forgetting something super important? Opening a center is huge undertaking and there are a lot of balls in the air; constantly. Come join us where we will highlight the top 10 things you should know about opening an Adult Day Center.

After you attend this session, double check your to-do list to make sure you have these things covered. The session will be broken up into two sections: Business Planning and Program Development. The facilitators will present an overview on the key topics that are most important to take into consideration when opening an Adult Day Center.

WS 3 – LOCH RAVEN I

1:30 PM – 4:45 PM EDT

(BREAK: 3:00 PM – 3:15 PM)

CEU Hours: 3

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Person-Centered Care | Leadership**

Reinvent, Rebuild, and Reimagine; Person-Centered Opportunities Post-Pandemic

Amber Carey-Navarrete, Director of Person-Centered Services, Easterseals Southern California

As Adult Day Services transition to the next phase of post-pandemic life, we have an opportunity for a fresh start. Improving a service's person-centered culture can take years of gradual progress. This is a chance for a huge leap forward. Now is our time to reinvent service options that reflect the unique interests and diversity of those we serve. We can rebuild our foundational principles ensuring team members exemplify person-centered values. Finally, we can reimagine support practices that empower people to realize the dreams and outcomes they desire for their life. We cannot let this opportunity pass us by.

Learning Objectives:

- Attendees will learn strategies to seize this moment for more rapid person-centered innovation and growth.
- Attendees will share ideas and best practices through collaborative activities and brainstorming sessions.
- Attendees will leave with a better understanding of how these practices can help to prepare and align their services with the HCBS final settings rule.

WS 4 – LOCH RAVEN II

1:30 PM – 4:45 PM EDT

(BREAK: 3:00 PM – 3:15 PM)

CEU Hours: 3

Audience: **Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

How Value-Based Payments Will Rock Your World

Fady Sahhar, President, XtraGlobex Inc.

This session will provide a high-level overview and definition of value-based payments and will examine the path VBP have taken in the delivery of Long-Term Services and Support. Long Term Services and Adult Day Program Providers are at a critical junction as Managed Care Organizations manage their network rationalization and establish performance-based contracting become. We will consider the role Adult Day Programs can play in delivering health plan objectives, and how best to prepare to interact with health plans in these discussions. As you walk away from this session, you will have tools and a path forward to help you prepare to discuss, track progress, and contract with plans so you can gain a competitive advantage.

Friday, October 15, 2021

EC 1-A – HARBORVIEW BALLROOM

8:30 AM – 9:30 AM EDT

CEU Hours: 1

Audience: **All Audiences**

Track/s: **Across ADS | Business | Leadership | Marketing**

Creating Meaningful Days in the Community and Through Zoom

Nathan Volz, MPA, Vice President of Community Inclusion, JVS Human Services

The Choices program at JVS was developed in response to HCBS and the closing of our sheltered workshop space. In this session we will discuss how we moved from a space designed for industrial work to a warm and welcoming inclusion program driven by participant choice. The unique roles of staff working within a Culture of Gentleness, buy-in from community partners and support networks, and the process by which the program developed will all be showcased. Additionally, the transition to virtual programming during the pandemic and the way that it connected participants across programs will be discussed.

EC 1-B – LOCH RAVEN I

8:30 AM – 9:30 AM EDT

CEU Hours: 1

Audience: **All Audiences**

Track/s: **Across ADS | Business Operations | Leadership | Marketing**

Reduced Facility Acquired Infections & Staff Call-Outs, A 15-Month Study

Dr. Kathryn WorriLOW, Founder & CEO, LifeAire Systems

It seems that every air purification product available today claims to be greater than 99% effective at killing or removing pathogens such as COVID 19. This creates a particular challenge for those who are trying to decide on the best solution for protecting their staff and patients. How does one determine which products will truly perform in the “real world” conditions of their facilities?

The 15-month prospective and retrospective study to be discussed compares biological, fungal and VOC remediation using an Advanced Air Purification Technology (AAPT) to standard High Efficiency Particulate Air filtration (HEPA). It demonstrates how reducing common sources of airborne and surface infections and illness improves resident care, wellness, and drive staff safety. During this session, we will discuss how Adult Day Programs can take steps to create safer environments for their staff and their residents. We will identify the various technologies available for air purification & protection and provide a background for making the best decision for your facility.

Learning Objectives:

- To demonstrate the clinical impact of specialized air purification in Adult Care.
- To demonstrate the economic impact of specialized air purification in Adult Care.
- Creating awareness of the air purification technologies currently available.
- Education of how each technology works.
- Understanding the importance of choosing a long-term solution.

EC 1-C – LOCH RAVEN II

8:30 AM – 9:30 AM EDT

CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Person-Centered Care**

Tai Chi: A Falls Prevention Program

Christina Vlosich, Founder, ADS Consult

Tai Chi programs that help older adults who are at risk for falling and people with balance disorders. This session will help providers develop a program that will benefit their participants improve strength, mobility, flexibility and balance for enhanced overall physical health and better functioning in daily activities.

EC 1-D – SEVERN ROOM

8:30 AM – 9:30 AM EDT

CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Stakeholders, Partnerships and Community Participation: Why and How?

Michael Splaine, Owner and Principal, Splaine Consulting

Jeffrey Klein, CEO, Nevada Senior Services

Elizabeth Barnes, Senior Director-Adult & Senior Services, Easter

As ADS leaders, every day we see funders and supporters demand that we demonstrate that we have partners or community participation in developing our services or that we have stakeholders (insert eye roll here). This session will use the four-year experience developing and managing stakeholder participation spinning up and marketing a new care transitions program from hospital to community for persons with

dementia. The conversation will be focused on clarifying why community participation makes good programmatic and business sense, and on tactics used to develop a network of 75 collaborating organizations.

VS 1 – CAMDEN ROOM
8:30 AM – 9:30 AM EDT
Connected Living

Enhanced Senior Communication - Powered By Purpose

Domenic Gigliotti, SVP of Sales, Connected Living

Dana DeMiles, SVP of Business Development, Connected Living

Sanjeev Shetty, Chief Global Strategy & Innovation Officer, Connected Living

Connected Living Inc., has developed an industry leading communication ecosystem designed to help senior living communities/programs connect, protect and engage residents, families, and staff. Our goal is to maximize social impact to enhance quality of life and overall wellness.

Key Learning Objectives:

- Learn how our Connected Living eCMS software solution can be the centralized portal hub for the dissemination of information to all endpoints for enhanced communication.
- Learn how our Temi Robot is revolutionizing the overall living experience for seniors; delivering entertainment, wellness programs, Telehealth services, and video connections with family members.
- Learn how our Connected Living Mobile App can be used to engage, inform and communicate with all parties within an adult day care setting.

Break: 9:30 AM – 10:00 AM (Chesapeake & Harborview Gallery)

EC 2-A – HARBORVIEW BALLROOM
10:00 AM – 11:00 AM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Engagement Technology – Now More than Ever

Jack York, CEO, iN2L

Barbara W. Auten, Executive Director, Alzheimer's Services Charlie's Place

The COVID-19 crisis has brought to the forefront of Adult Day programs the importance of staying connected, and the consequences of being isolated. This webinar will show attendees how technology can help keep participants and families connected in the midst of the crisis. (and beyond). You will see a myriad of resources, many of them free, that will help you use technology to keep the connections alive and blossoming. You will also hear from the director of an innovative adult day program in Louisiana (Charlie's Place) about how they have stepped up their use of technology in the last year. The session is 100% designed for non-technical individuals, and you will walk away with multiple ideas and solutions for your own setting.

EC 2-B – LOCH RAVEN I
10:00 AM – 11:00 AM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

PACE – Expand Your Mission!

Sharon Hilton, Senior PACE Consultant

PACE is a growing innovative model of care designed to coordinate and provide preventive, primary, acute, and long-term care services to individuals aged 55-plus. For organizations that seek to expand their care delivery systems, PACE is complimentary to many other services offered for complex patients.

PACE services aim to improve the lives of frail individuals by utilizing an interdisciplinary approach to care coordination. PACE delivers patient-centered, expertly coordinated health care at proven lower costs. Learn how the model works, how to determine feasibility, how it complements existing home and community-based service models, and necessary milestones for development.

EC 2-C – LOCH RAVEN II
10:00 AM – 11:00 AM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

A Vision of Collaboration: Aging in the ID/DD Population

Vicki Maynard, Vice Chair, NADSA Board of Directors; Executive Director, SarahCare of Indianapolis
Laura Altenbaumer, Regional Director, Illinois & Indiana, Active Day
Greg Maynard, Marketing and Grants Manager, Carey Services

The number of adults with ID/DD ages 60 and older is projected to nearly double by 2030. These adults can experience accelerated aging and a genetically elevated risk of developing Alzheimer's disease. But medical advances are helping aging adults with ID/DD live well into old age in community settings. How do adult day professionals keep these individuals who are retiring from their work environments engaged in the community, so they don't end up reclusive? How do we provide services for aging caregivers who continue to take care of their loved ones at home?

EC 2-D – CAMDEN ROOM
10:00 AM – 11:00 AM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Trailblazing New Revenue sources for ADS Through Innovation – Best Practices, Partnership and Lessons Learned

Rosita Wong, CEO, HealthJay
Doris Karpeh-Diaz, Director, Centro de Amigos Adult Day Center

Rosita Wong, CEO HealthJay, will moderate this session which includes representatives from Adult Day centers who will share their experiences of how they are expanding services, streamlining staffing, creating savings, and finding new revenue through innovation amid many challenges from the pandemic. Rosita will provide an overview of national trends on where sources of revenue have surfaced as innovation-driven income for adult day centers. She will lay out the landscape of a post-pandemic market in which innovation has taken different shape and form to change care deliveries. She will share pathways of how adult day centers can elevate their revenue streams by “outside-of-the-box” partnership: cross-market referrals, virtual membership, and newer form of service offerings.

Doris Karpeh-Diaz, Director, Centro de Amigos, Social Adult Day Center in New York, will highlight how technology can improve adult day centers’ sustainability. She will share her success of expanding her services into rehab centers and other markets that are outside of the “walls” of adult day. She will discuss how she deployed technology as an alternative solution to retain members in the center after a long time staying home during COVID. See it in action how technology is used to bridge the service gap for a non-English speaking population and how innovation can be a unique offering to recruit members.

Two other Adult Day center directors will discuss their experiences of monetizing “virtual Adult day”. In looking for a sustainable way to offer members virtual programming as a stay-home option, Adult Day centers have tapped into partnership with virtual social engagement platforms for new revenue streams to cover costs of using devices to engage members remotely. These directors will discuss how they adjusted their on-site programs to accommodate a virtual offering, and how they motivate staff in order to keep their effort on quality virtual programs an ongoing commitment.

A home care provider will speak about the benefits of using “virtual Adult Day” in its services to home-bound seniors through its recent technology initiative. Such a cross-market integration has delivered extra revenues for adult day centers and competitiveness for the home care provider.

Participants also will learn the following:

- Discover the changing landscape in social engagement platforms, and how they are used as a low-cost alternative to help home-bound seniors combat isolation and address social determinants
- Learn how to bring supportive virtual care and senior engagement to your members, especially given COVID-19 restrictions that may prohibit on-site visits.
- Best practices for deploying evidence-based senior-friendly technologies and how they can improve outcomes.
- Why Hybrid ADS is a demonstration of value-based services and how hybrid technology will benefit Adult Day centers.

VS 2—SEVERN ROOM
10:00 AM – 11:00 AM EDT
RTZ Systems
Presentation TBA

Break: 11:00 AM – 11:15 AM (Chesapeake & Harborview Gallery)

EC 3-A – LOCH RAVEN I
11:15 AM – 12:15 PM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Developing Meaningful & Engaging Person-Centered Programs (Yes, They Exist!)

Joel Bednoski, Founder and Principal, Harpeth Consultant Advisory Group

Christi Clark, Programming Consultant, Harpeth Consultant Advisory Group

Have you attended person centered care trainings but are having a hard time translating the theoretical into reality? You are not alone. This session will walk you through the process of how to gather pertinent background data on your clients, the tools that can help you organize that data, resources that are available, and then translating that data into meaningful and engaging programs that your clients WANT to attend. Time to toss that cookie-cutter activity calendar and have programs that reflect your clients' interests.

EC 3-B – LOCH RAVEN II
11:15 AM – 12:15 PM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Crack the Complacency Code

Mervin Roxas, Program Director, Easterseals Southern California

Evelyn Farooquee, Program Director, Easterseals Southern California

Many would consider 2020 a “lost year” forcing us to change norms and reimagine Adult Day Service delivery. Compliance, oversight, and regulations have heightened. In response, new practices were implemented as a way to mitigate the day-to-day situations within Adult Day Services. The emphasis on qualifications, completing checklists, and maintaining compliance often results in overlooking one important element: competence. What types of safety issues can arise from this level of oversight? How do we measure competence? How can we achieve balance between compliance and competence in order to enact real, positive and long-lasting change in our services?

EC 3-C – HARBORVIEW BALLROOM
11:15 AM – 12:15 PM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Creative Model for Adult Day Services, Dementia Village Design

Denise Misovec, Vice President, Program Services at Curative Connections

Dawn Wiggins, RPN, CDP Registered Practical Nurse, Certified Positive Approach to Care Consultant, Trainer, Coach Engagement Leader;

Carolyn Glime, AIA, NCARB Senior Planner and Architect

Those of us associated with Adult Day Services already know what a wonderful service it can be for the participant and their caregiver. Yet, we also know that we are underutilized, underfunded, and possibly underappreciated as a long-term care option. Could our service model be improved, whereas our audience would be more excited to become involved? After researching various recent innovations in dementia village themes, we have embarked on creating “Yesteryear Village”, a free-standing Adult Day Services center. Yesteryear Village is designed to promote social connectedness, increase independence and reduce stigma through purposeful programming in an engaging environment.

EC 3-D – SEVERN ROOM

11:15 AM – 12:15 PM EDT

CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Operational and Financial Benchmarks: Essential Components in Forging Your Center’s New Path Forward

Jed Johnson, Managing Director of Aging Services, CARF International

Jeffrey Boland, Partner and Department Head, Senior Living Services Consulting Group, RKL

Elizabeth Barnes, Senior Director-Adult & Senior Services, Easterseals DC/MD/VA

As Adult Day Services providers emerge from their greatest challenge, solid operational and financial benchmarks are foundational elements that ensure future success. Given the growth of performance-based contracting rewarding efficiency and effectiveness; these indicators need to be tied to participant/caregiver impact. This session addresses challenges as well as opportunities in forging a new path forward.

VS 3 – CAMDEN ROOM

11:15 AM – 12:15 PM EDT

WellSky

Using Technology to Support a Changing Landscape of Services

Kimberly Turner, Software Consultant, WellSky Adult Day

WellSky Adult Day, formerly, ADS Data Systems, continues to support providers of adult day services by offering solutions designed to accommodate adult days’ unique federal, state and payor requirements, especially during the challenges of COVID-19. Healthcare has increasingly become data driven. Technology can better enable providers to: collect/report data and diversify services concurrent with meeting the interface between a broad range of service providers, regulatory agencies and payers.

This showcase, hosted by WellSky Adult Day, formerly, ADS Data Systems-- is designed to provide solutions to Adult Day Service centers through the use of technology. Center owners and management (Director’s, CFOs, Human Resources) will benefit from the information provided.

Key areas to include:

- Documentation for COVID-19 (pre-screening, home delivered meals & telephonic visit)
- Flexibility/Mobility of Software
- Electronic Health Records (Track Hospitalizations & Vaccinations, Create MAR’s)
- Attendance and Billing
- Assessment Tools (ADCAPS, Falls Risk, Elopement Risk, PHQ-9 and Much More)
- Activities Tracking

- Reporting Options
- Evaluating Business Needs When Considering Software
- New Centers
- Existing Centers
- Multi-site Organizations

12:30 PM – 2:45 PM/Sponsored by Easterseals Southern California/Chesapeake Ballroom
Conference Lunch Meet & Greet
General Session/Keynote Address
Awards/NADSA Annual Meeting

Keynote Address: Disparities in HCBS in the Age of Long-Term-Care Rebalancing: Findings from Recent RAND Research

Daniel Siconolfi, Ph.D., Behavioral Scientist, RAND Corporation

This presentation synthesizes recent work focused on the impacts of a recent Medicaid rebalancing initiative that sought to increase HCBS relative to institutional long-term services and supports. It also includes new preliminary findings from a nationally representative survey of U.S. adults regarding their familiarity with a range of home and community-based services.

Break: 2:45 PM – 3:00 PM (Chesapeake & Harborview Gallery)

EC 4-A – LOCH RAVEN I
3:00 PM – 4:00 PM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Growing Your Nonprofit Through Mergers & Acquisitions

John Buckley, Executive Director, Independence Health & Therapy

For nonprofits, mergers are one opportunity on the spectrum of strategic partnerships. Successful mergers create greater efficiencies and stronger programs. They are challenging to initiate, negotiate and implement as they involve staff, boards, volunteers, funders, and clients— all of whom have a stake (and emotional ties) in the outcome. This session will review a merger of two nonprofits – one agency provided Adult Day Services and behavioral health to older adults, the other physical, speech and occupational therapies to all ages – from the initial conversations, the process used, the successes (better use of resources) and challenges (culture!) and the lessons learned.

Learning Objectives:

- The common factors that lead nonprofits to merge.
- Possible processes to use.
- The challenges – some of which are unique to nonprofits – that come with mergers.

EC 4-B – LOCH RAVEN II
3:00 PM – 4:00 PM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Research | Communications**

National Post-acute Long-term Care Study (NPALS)

Pryanka Singh, Survey Statistician, Long-Term Care Statistics Branch, Division of Health Care Statistics, National Center for Health Statistics

Manisha Sengupta, Senior Statistician, Long-Term Care Statistics Branch, Division of Health Care Statistics, National Center for Health Statistics

In January 2020, the National Study of Long-Term Care Providers (NSLTCP) was renamed the National Post-Acute and Long-term Care Study (NPALS). The purpose of this session is to (1) highlight NPALS; (2) describe the importance and value of multiple waves of accurate, reliable, and timely data about key characteristics of the ADS sector and its participants; (3) demonstrate the diversity of services and participants served by ADS using information collected from the ADS survey; (4) present data about COVID-19 related variables from the 2020 wave of the ADS survey; and (5) provide an update about the 2022 survey.

Learning Objectives for Session: List three (3) objectives of the session that specify what will be learned as a result of attending the session:

- To obtain an overview of the NPALS adult day services center survey design, content, and types of information produced throughout the various survey waves;
- Describe some important and policy-relevant characteristics of ADSCs and their participants, based on the latest findings from the 2018 and 2020 waves of survey data
- Learn about the 2018 NSLTCP survey data and how to access forthcoming Public-Use Files (PUFs)

EC 4-C – SEVERN BALLROOM CANCELED
3:00 PM – 4:00 PM EDT
CEU Hours: 1

Audience: ~~**Emerging | Seasoned | Advanced**~~

Track/s: ~~**Across ADS | Research | Communications**~~

~~**Reducing Emergency Department Usage and Hospitalizations in Adult Day Users Living with Dementia by Improving Communication with Primary Care Providers: Results from an NIH-funded Study**~~

~~**Tina Sadarangani**, PhD, RN Assistant Professor, NYU~~

~~We will present early results from an NIH study focused on identifying barriers to communication between Adult Day Centers and primary care providers. We used quantitative data from the state of California to identify risk factors for emergency department use in persons with dementia. We then used qualitative interviews with primary care providers and Adult Day Center staff to identify challenges and opportunities in improving communication around these risk factors.~~

EC 4-D – HARBORVIEW BALLROOM

3:00 PM – 4:00 PM EDT

CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

The Perfect Vehicle for the Journey 50+

DG Linton Gridley, Aging with Grace, Aging in Place-The Health Club for Seniors

Michael Stutland, Marketing Specialist, Aging With Grace

Adult Day Healthcare Centers (ADHCs) are poised to become the preferred way for us to age well. They can educate seniors and the community at large in healthcare, insurance, legal and financial matters vital to aging well. Participants can prevent or delay nursing home placement by focusing on preventive medicine, managing chronic illness, exercise, nutrition and social interaction. ADHCs can give relief to at home caregivers at a fraction of the cost of other modes of care. They can save our taxpayers money! We worked to remove the stigma attached to ADHCs in our area and we will share how we did it!

VS 4 – CAMDEN ROOM

3:00 PM – 4:00 PM EDT

HealthJay

Inclusive Innovation and Bold Visions – A Movement to Champion Hybrid Adult Day and Elevate Revenue and Staffing Capacity

Rosita Wong, CEO, HealthJay

Recruitment and sustainable growth for ADS! HealthJay executives will discuss national trends in the post-COVID era – the paradigm shift to technology deployment, challenges of engaging home-bound members, financial sources to cover virtual programming, and the hope of innovation-driven revenue streams for sustainability. This session will also spend time on discussing staff shortages that is confronting the adult day industry and how HealthJay's innovation is a Game Changer.

HealthJay has a BOLD VISION to use INCLUSIVE INNOVATION, multi-lingual capabilities, as an alternative to the challenges that Adult Day centers face today. Its executives will share the vision and roadmap that has energized many organizations in adult day, home care, and senior living markets. They will discuss in-depth how its virtual platform is a viable way to build Hybrid Adult Day, enhance staffing capacity and staff productivity, and to gradually transition aging and IDD populations from being tech-shy and socially isolated to being “digitally included”.

HealthJay offers an ultra-simple virtual platform that is gaining industry recognition for being a “Zero Barrier” tablet solution. It facilitates community-based messaging, easy-to-join video conferencing, video access to the office, and endless possibilities of “member networking” through care circles and social circles. Its tablet-integrated JayClub empowers Adult Day centers with a private channel to stream LIVE activities to home-bound members. These unique features are designed to address industry's pain points and to put care organizations onto a path to growth and sustainability.

Participants will learn about:

- Share criteria to select Zero-Barrier technology that affects the success of program deployment and tech usage rate among your members.

- Discover how the use of simple, affordable senior engagement options for your members can make your team's job easier and give you a competitive advantage through improved efficiencies and increased margins.
- How to build in an ADS "rainy day" program that to eliminate no shows.
- Other types of cost saving benefits and revenue generating channels through the deployment of technology will be discussed.

Break: 4:00 PM – 4:15 PM (Chesapeake & Harborview Galleries)

RT 1 – LOCH RAVEN I

4:15 PM – 5:15 PM EDT

Research Roundtable Sponsored by MyCare Alliance

As a follow-up to the 2021 Virtual ADS Research Summit, this roundtable will open discussions into the myriad of research projects currently ongoing or recently funded as well as proposals in development. This roundtable will provide a unique opportunity for collaboration and involvement in the ADS research field.

RT 2 – HARBORVIEW BALLROOM

4:15 PM – 5:15 PM EDT

State Leadership

State ADS Association leaders play a key role in helping to guide and shape policy at the state level while tracking possible impacts by national legislative and agency activities. This roundtable will explore trends in member recruitment and retention, current and emerging models of Adult Day Services and building partnerships at the state level.

RT 3 – SEVERN ROOM

4:15 PM – 5:15 PM EDT

Policy Roundtable

The federal and state government landscape continues to evolve while our nation emerges from the COVID-19 pandemic as the Biden Administration pursues its policy agenda through executive orders and legislative initiatives. Additionally, regulatory goals and payor initiatives will continue to impact the operations of Adult Day Services. Join this roundtable discussion to share your experiences, insights, and actions with colleagues from around the country as we discuss opportunities emerging for Adult Day.

RT 4 – LOCH RAVEN II

4:15 PM – 5:15 PM EDT

Marketing Roundtable Sponsored by CARF International

Marketing your Adult Day Services can be a challenge - no matter your size or the population you are serving. Sometimes we get so caught up in the day to day that it feels like we are on an island, facing these struggles alone. Come join us for a round table discussion where we can share ideas and experiences with your peers across the country, and have seasoned experts moderate the discussion.

RT 5 – CAMDEN ROOM
4:15 PM – 5:15 PM EDT

Certification Roundtable

NADSA wants to support our dedicated community of Adult Day Services professionals by creating a certification program that will increase credibility and professionalism. This roundtable will discuss the establishment of a certification program that will help ADS professionals become even more impactful leaders in our industry. Join your peers in ADS to explore the criteria that could be implemented to create a certification program that will benefit professionals in the industry.

Break: 5:15 PM – 5:30 PM (Chesapeake Gallery)

Reception & Silent Auction (Chesapeake Gallery)
5:30 PM – 7:00 PM

Saturday, October 16, 2021

EC 5A-1 – CHESAPEAKE BALLROOM NEW SESSION
7:30 AM – 8:45 AM EDT
CEU HOURS: 1.5

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Employee Recruitment/Retention**

Novel Approaches to Resolving Staffing Shortages in ADS

Bill Zagorski, Chair, NADSA Board of Directors; Chair, NADSA Research Committee; CEO, American Senior Care Centers, Inc.

Sue Chase, Executive Director, CarePartners Adult Day Center

Dewayne Lewis, Talent Acquisition Manager, Easterseals DC/MD/VA

Bob Moran, Regional Director, MD, Active Day

Rosita Wong, CEO, HealthJay

Join us for this in-depth panel discussion to address the challenges with staffing in today's environment. Panelists will share some of the creative approaches that have been successful in managing the recent recruitment and retention challenges in their centers. Learn from the experts and share your questions and thoughts on this timely topic.

EC 5-A – SEVERN ROOM
9:00 AM – 10:00 AM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Creating Your Extraordinary Playlist-Plugging Music into Memory Care

Alison Sprankle, B.S., CMC, CDP, CADDCT, CMCDP GOOD NEWS CONSULTING, Inc.

Creating your extraordinary playlist-Using music to reach the soul of the person living with Dementia. Why is music important? How can it help? These questions and more will be discussed during this session.

Learn about different platforms and technologies to use music to connect with the person living with Dementia. You will also learn different prompts to create the perfect person-centered playlist! This session is interactive FUN with a meaningful IMPACT!

EC 5-B—HARBORVIEW BALLROOM

9:00 AM – 10:00 AM EDT

CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Empower Hour: To Listen, To Plan, To Act

Ruth Olivares, Person-Centered Care Director, Easterseals Southern California

For better or worse, there are some topics and conversations that are extra challenging to initiate. By listening to those people who utilize Easterseals' services we are able to create dialogue around topics of importance. Money management, online dating, mental health and Covid-19 have all been monthly topics that are planned and researched for conversation. How can we facilitate challenging conversations with family, friends and those important to ones' life? By finding resources, facilitating and creating a safe space, Empower Hour has helped people become confident in taking action for their dreams and the future.

EC 5-C – CAMDEN ROOM NEW SESSION

9:00 AM – 10:00 AM EDT

CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Adult Day Services: NY Forward and Reimagined

Ann Selfridge, President, New York State Adult Day Services Association

Yvonne Ward, Vice President – Public Policy, New York State Adult Day Services Association

Stephen Kim, Region 3 Co-Director, New York State Adult Day Services Association

Elizabeth Urena, Board Member, New York State Adult Day Services Association

New York State, especially New York City, was the epi-center of COVID-19 in March 2020 and Social Adult Day Services were hit hard. After 15 months of Virtual Services, Meal Delivery, Phone Calls and More, programs in New York were given the green light to open up again. In this panel session we will share the lessons learned, how we were able to move forward and offer services, and how our programs have changed after so much time has passed.

EC 5-D – LOCH RAVEN II
9:00 AM – 10:00 AM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Tri-level Marketing for Your ADS Center

Joan Marie Granto, President, Future Focus, Inc.; New Jersey Adult Medical Day Services Coalition; New Jersey Activity Professional Association

Now more than ever developing and orchestrating a powerful marketing program to engage clients in your center is crucial. Join us for a lively “How To” session that will provide pathways for your services to shine in the community while developing partnerships to help expand your center’s operations.

VS 5 – LOCH RAVEN I
9:00 AM – 10:00 AM EDT

StoriiCare: Modern Adult Day Software Your Staff Will Love

Cameron Graham, Co-Founder & CEO, StoriiCare

Originating in the UK and now based in California, StoriiCare has an emphasis on simplicity, visual design and ease-of-use & is the most widely used software system for Adult Day centers worldwide. Operating across three continents and hundreds of providers, StoriiCare is delighted to support both social and medical model Adult Day providers ranging from small businesses with ~15 participants to large multi-location organizations supporting thousands every day. Meet our Founder & CEO in a must-see showcase of StoriiCare’s newest functionality.

EC 6-A – LOCH RAVEN II NEW SESSION

10:15 AM – 11:15 AM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Strategic Planning to make ADS in your State More Sustainable

Joan Marie Granato, President, Future Focus Inc.; New Jersey Adult Medical Day Services Coalition; New Jersey Activity Professional Association

Krista Smolda, Executive Vice President, Varsity Care Adult Health Services

Barry Lefkowitz, Partner, Management & Government Resources 2, LLC

Carol Gable, Partner, Management & Government Resources 2, LLC

Learn tactical methods to assure that your business stays up and running and is thriving regardless of the economy. The key to sustainability in the Adult Medical Daycare Industry is to make your business understood and supported by the people who have the control and decision-making authority to positively impact your clients and your business. In this session, you will learn a step-by-step approach to increasing visibility with the right audience, and how to create more legislative support for Adult Medical Day care in your state.

EC 6-B – LOCH RAVEN I
10:15 AM – 11:15 AM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Person-Centered Care | Staff Development | Certification**

The Value of Certification for Person-Centered Care & Engagement

Peter J. Illig, CEO, National Certification Council for Activity Professionals

Rosalind O'Neil, CTRS, ADC, Recreation Therapist Community Living Center

Most staff at Adult Day Centers receive low levels of education and training on the topic of person-centered care. This is especially true for direct support and frontline staff. At the same time, the knowledge and skills to deliver person-centered care are known and can be conveyed through efficient and effective programs. Research indicates that the competency to use person-centered care to engage clients increases quality of life and satisfaction. Further, connecting staff to the intrinsic value of the care they provide increases their own sense of self-worth, satisfaction and results in higher retention rates. This session will show how NCCAP delivers the specific competencies for person-centered care that produces measurable positive results.

Learning Objectives

- Participants will be able to define and increase their understanding of person-centered care.
- Participants will be able to describe and use examples of person-centered care.
- Participants will be able to describe the therapeutic benefits of engagement using person-centered care.
- Participants will be able to increase their understanding and knowledge of the importance of NCCAP certification.

EC 6-C – SEVERN ROOM
10:15 AM – 11:15 AM EDT
CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Research | Program Development | Leadership | Marketing**

Cultural Adaptations to the Adult Day Services (ADS) Plus Program

Lauren Parker, PhD, MPH, Assistant Scientist, John Hopkins Bloomberg School of Public Health

Katherine Marx, PhD, MPH, Research Associate, Johns Hopkins School of Nursing

Nearly 30 years after the 1993 National Institute of Health Revitalization Act, minority groups' low participation in research remains. This is particularly the case for participation in research on Alzheimer's Disease and related dementias. The presentation will present results on cultural adaptations to the ADS-Plus Program for Spanish-speaking populations and African Americans. As part of an ongoing partnership, and feedback from ADS programs across the country, we adapted the ADS-Plus Program to fit the diverse needs of clients/caregivers. Findings from this presentation identify opportunities for researchers-ADS site partnerships to address the cultural values of diverse populations to address care-related needs.

EC 6-D – CAMDEN ROOM NEW SESSION

10:15 AM – 11:15 AM EDT

CEU Hours: 1

Audience: **Emerging | Seasoned | Advanced**

Track/s: **Across ADS | Business | Building Partnerships | Leadership | Marketing**

Standardization of Outcomes Tools and Data Collection Initiatives - Making the Impossible Possible

Terry Z. Fishler, MSW, Management Consultant; Chair, NADSA Policy/Advocacy Committee and NADSA Board of Directors Member

Bill Zagorski, CEO/Executive Director, Centennial Adultcare Center; Chair, NADSA Board of Directors and Chair, NADSA Research Committee

Mike Zawadski, President, RTZ Systems and NADSA Board of Directors Member

Senator Roy C. Afflerbach (Ret.), NADSA Policy Advisor

Adult Day Services (ADS) providers have long known the value of the services we offer, and most have the anecdotal evidence to provide some basis for our programs. NADSA, in collaboration with some of its Strategic Partners, is initiating a massive undertaking: the development of a national standardized outcomes and data collection portal that will be FREE to NADSA Members!

Widescale, standardized outcomes and data collection has evaded our industry for years. This fractured state has led to the development of a feeling of stagnation, or fragmented progress, in local or state initiatives through our industry over the last few decades. The missing pieces have long been discussed and contemplated and over the last few years, many have fallen into place.

Over the last several years, NADSA's Policy/Advocacy and Research Committees completed the tasks of member surveys, academic research and publications, and thereby recently crystalizing the data categories and tools for collection. NADSA Strategic Partner RTZ Systems is creating and will maintain this platform for utilization by NADSA Members.

Learning objectives in this session include:

- Demonstrating the value and benefits of Adult Day Services through the utilization of standardized data to CMS, Congressional Budget Office, federal and state legislators and variety of payers.
- Highlighting the data collection categories and assessment tools to be utilized.
- How the data will be collected, utilized, and by whom.
- Understanding the data collection/management platform, portal, policy & security, incremental steps, timeline.

11:15 AM – 12:00 NOON EDT (CHESAPEAKE & HARBORVIEW GALLERIES)

Networking Brunch with Exhibitors

12 Noon – 1:00 PM EDT (Chesapeake Ballroom)

Legislative Update with Sen. Roy Afflerbach (Ret.) & Closing General Session