

**SCHEDULE-AT-A-GLANCE**  
**AS OF SEPTEMBER 20, 2023\***

*Registration Sponsored by The Cincinnati Insurance Companies*

**Wednesday, September 27, 2023**

**ADS CENTER SITE VISITS**

*Transportation Provided and Sponsored by TESCO*

**SV1 – CHINESE AMERICAN SERVICE LEAGUE (CASL)**

8:30 AM – 11:45 AM

CASL enables seniors to achieve healthy living and aging in place through our person-centered, culturally competent, and integrated home and community-based services. Programs for seniors support the mental and physical health of aging adults in the community and encourage them to live healthy, happy, independent, and engaged lives. Seniors participate in enrichment activities at a full-day community center to enhance their physical, mental, and social well-being. Safe transportation via CASL bus is provided along with nutritious meals. A licensed social worker and a registered nurse are on staff.

**SV2 – CHICAGO COMMONS**

8:30 AM – 11:45 AM

Chicago Commons - Adult Day Services (ADS) and headquarters, is a premier ADS center serving Bronzeville, Hyde Park, Washington Park, Kenwood, Woodlawn and surrounding areas in Chicago. It provides services including home health care and more to help seniors stay healthy and independent at home. They also offer yoga, Zumba, tai chi, nutritious meals, snacks cooked on-site, movies, and music therapy.

**SV3 – CASA CENTRAL ADULT WELLNESS CENTER**

1:15 PM – 4:30 PM

Casa Central 's accredited Adult Wellness Center offers daily center-based care to Latino and other older adults, 60 years of age and older, and provides a wide variety of fun and therapeutic activities that help older adults maintain, improve and/or restore their emotional, cognitive, and physical well-being. Its Adult Wellness Center offers unique bilingual and bicultural services within a safe and supervised setting.

**~~SV4 – ACCOLADE ADULT DAYCARE OF CATHOLIC CHARITIES~~ SITE VISIT CANCELLED**

1:15 PM – 4:30 PM

## **PRECONFERENCE WORKSHOPS**

### **WS 1**

8:30 AM – 11:45 AM  
(BREAK: 10:00 AM – 10:15 AM)  
CEU Hours: 3

#### **How to Open an Adult Day Center and Beyond** *Sponsored by StoriiCare*

This session will provide the information required to open an Adult Day Servicescenter and information to assist those with newly opened centers.

- Learn what is needed to start an Adult Day Services Center including business structure and building and space requirements from organizing the business structure, licensing/accreditation, insurance requirements, funding sources and different types of Adult Day Services models.
- Learn about Adult Day operations and programming including meals, transportation, staffing requirements, activities and enrollment. Ideas and resources for attaining new participants, marketing your center and keeping your center compliant with state and federal regulations.

**Presenter: Christina Vlosich, CDP, PTA, ATP, Principal Consultant for ADS Consult LLC and Founder, Family First Adult Day Services**

### **WS 2**

8:30 AM – 11:45 AM  
(BREAK: 10:00 AM – 10:15 AM)  
CEU Hours: 3

#### **Creative Strategies for Expanding Services in Your Center**

Join this panel of experts who will be sharing innovative ways to expand the services you are providing in your Adult Day Services center. This will include a discussion of the key areas of focus that integrate in some examples of current ADS providers:

- Serving new populations (behavioral health, I/DD, ethnic groups, emergency placement, intergenerational, etc.)
- Creative approaches to services delivered
  - Transportation (for ADS, BOTH a strength and a weakness)
  - Partnerships/Collaborations; Funding OAA, 5310, others
  - Chronic disease management, caregiver support/respite, assessment, preventing re-hospitalization
    - What is important to managed care & other funders?
- Framework for decision-making (Go/no-go) as an essential part of this process
- Review of an assessment tool/process used in the decision-making process
  - Need to fully understand all “strings” and implications; Examples of “no-go” and why

The session will break into small groups (topic focused) that will discuss their own programs' opportunities and use of the assessment/review tool (transportation, special populations [IDD, BH, etc.], chronic disease management, etc.) and report out to larger group. The session will conclude a discussion of conclusions and possible going forward steps that can be taken at the groups ADS centers.

**Presenters: Jed Johnson, MBA, MSW; Elizabeth Barnes, MHA, Vice President of Program Operations, Easterseals DC/MD/VA, Virginia Dize, Director, Transportation Co-Director, National Aging and Disability Transportation Center, USAging**

**11:45 AM – 1:15 PM: Lunch on Your Own**

### **WS 3**

1:15 PM – 4:30 PM

(BREAK: 3:00 PM – 3:15 PM)

CEU Hours: 3

### **You Belong Here: Truly Inclusive and Blended Service Models**

Seniors and people with intellectual and developmental disabilities (IDD) historically have been supported in different service models. When we merge these systems, everyone benefits from the combined knowledge and resources. Luckily, the person-centered practices that have advanced older adult services are the same practices that best support people with disabilities. All people have dreams, goals, and similar human needs. Ultimately, everyone ages similarly too. Across the nation people with disabilities are transitioning from segregated settings to inclusive, community-based models of support; creating an opportunity for ADS providers to diversify their center, educate their communities, and enhance their marketing through blended service models.

#### **Learning Objectives:**

- Attendees will be able to describe an inclusive or blended ADS model including both the benefits and considerations for transitioning your center.
- Attendees will learn and share best practices to include people with IDD in ADS highlighting person-centered strategies and essential staff trainings.
- Attendees will leave with practical ideas that can be adapted and implemented within any Adult Day Service center. This includes education and outreach to your communities and incorporating blended service models into your marketing strategy.

**Presenters: Amber Carey-Navarrete, Director of Person-Centered Services, Easterseals Southern California; Elizabeth Barnes, MHA, Vice President of Program Operations, Easterseals DC/MD/VA**

### **WS 4**

1:15 PM – 4:30 PM

(BREAK: 3:00 PM – 3:15 PM)

CEU Hours: 3

### **Integrating Alzheimer's Association Dementia Care Practice Recommendations into ADS**

*Sponsored by The Alzheimer's Association*

In order to ensure that people living with Alzheimer's or related dementia are receiving high quality care that is based on the most up to date evidence, the Alzheimer's Association is highlighting their Dementia Care Practice Recommendations. This pre-conference will cover each of the topic areas for the updated Dementia Care

Practice Recommendations, how they can be used to increase quality of care and quality of life for people living with Alzheimer's and related dementia, and how they can be integrated into daily practice by Adult Day Services professionals.

**Learning Objectives/Key Takeaways:**

1. Attendees will increase their knowledge about the latest facts, figures, current research initiatives and programs for Alzheimer's dementia.
2. Attendees will gain an understanding of each of the topic areas of the updated Dementia Care Practice Recommendations.
3. Attendees will learn how to apply each of the topic areas of the Dementia Care Practice Recommendations to the setting of adult day services.
4. Attendees will interact in small groups to discuss the Dementia Care Practice Recommendations and discuss how they can be utilized best within their adult day settings.
5. Attendees will learn about services, training opportunities, and online resources offered through the Alzheimer's Association.

**Presenters: Doug Pace, NHA, Senior Director, Long-Term & Community-Based Care, Alzheimer's Association; Merle Griff, PhD, CEO and President, SarahCare Adult Day Care Centers and Services; Emily Shubeck, Senior Associate Director, Quality Care, Alzheimer's Association**

**POSTER SESSIONS ROUND 1**

**EXHIBIT HALL**

5:30 PM – 6:30 PM

**“FEELING SPORTY?” NEW MEMBER AND FIRST-TIME ATTENDEE RECEPTION**

*Sponsored by Easterseals of Southern California*

5:30 PM – 6:30 PM

Join us as we welcome New NADSA Members and First-time Conference attendees to Chicago in the exhibit hall! Many exhibitors will also be on hand as part of a special preview of this year's exhibit hall. Chicago is a top sports city and September is a big month with football kicking off and baseball winding up! Break the ice, (not a hockey reference) by wearing your favorite sports team apparel. That's right, sport your t-shirt, hat or jersey that shows who you root for or where you come from! Let's see if there's a dominant sport, team or state represented at the Welcome Reception which is open to all conference attendees!

**Thursday, September 28, 2023**

**GENERAL SESSION**

8:30 AM– 10:00 AM CDT

CEU Hours: 1

- Welcome and recognition of out-going and in-coming NADSA Board of Directors by Bill Zagorski.
- Remarks and introduction of guest speaker by Mike Zawadski, President of RTZ Systems and Opening General Session/Badge Holder Sponsor.
- Remarks and introduction of Keynote Speaker by guest speaker Kendra Davenport, CEO, Easterseals.

- Keynote Speaker: Dave Iverson, author of “Winter Stars...*An elderly mother, an aging son and life's final journey.*” Dave Iverson is a writer, documentary film producer/director, and retired broadcast journalist. Winter Stars is the story of Dave Iverson and his mother Adelaide and their decade-long caregiving odyssey, which lasted until Adelaide Iverson’s death at the age of 105.
- NADSA Awards presentations and conference announcements.

### **DAVE IVERSON BOOK SIGNING**

10:15 AM – 12 NOON

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### **EDUCATIONAL SESSIONS**

#### **EC 1-A**

10:15 AM – 11:15 AM

CEU Hours: 1

#### **Advocating for Adult Day Services in Illinois**

The session will cover the history of advocacy for Adult Day Services in Illinois by the Illinois Adult Day Services Association over the last 20 years emphasizing lessons learned, effective and ineffective techniques utilized to affect rates and public policy, and the challenges our industry faces here going forward.

#### **Learning Objectives:**

1. Participants will be able to identify advocacy techniques they can use in their own work in their home states.
2. Participants will learn to develop plans based upon their needs in their states.
3. Participants will identify creative ways to solve challenges in public policy.

**Presenter: Cynthia Cunningham, Consultant, Forever Young ADS Center**

#### **EC 1-B**

10:15 AM – 11:15 AM CDT

CEU Hours: 1

#### **For the Love of Caregivers: Programs for Your Center**

For over a decade, Joy's House has created and hosted caregiver programs. Now, more than ever, caregiver programs and services are needed in each of our communities. Joy's House presents For the Love of Caregivers, with plans to empower and encourage participants to grow programs to support and educate family caregivers.

#### **Learning Objectives:**

- Hear about successful caregiver programs developed over the years by Joy’s House.
- Share about their caregiver programs and services.
- Brainstorm on potential caregiver opportunities.

**Presenter: Tina McIntosh, President and CEO, Joy’s House**

**EC 1-C**

10:15 AM – 11:15 AM CDT

CEU Hours: 1

**NADSA’s Research Committee: The “Latest and Greatest” in ADS**

Members of the NADSA Research Committee include academic researchers at leading universities as well as ADS practitioners with their boots on the ground. Through meaningful academic/community partnerships, we are joining efforts to showcase the power and potential of ADS through data. We are bolstering national knowledge of who ADS serves and how it impacts health outcomes.

**Learning Objectives:**

1. Participants will be able to identify at least two emerging areas of research in ADS.
2. Participants will be able to summarize the state of the science on Adult Day Services, including knowledge gaps and areas that need further attention.
3. Participants will be able to identify opportunities to partner with academic institutions to further research and quality improvement efforts that are relevant to their clients.

**Presenters: Bill Zagorski, CEO, American Care Centers Inc.; Tina Sadarangani, PhD, RN, ANP-C, GNP-BC, Assistant Professor and NIH funded Principal Investigator at the New York University Rory Meyers College of Nursing; Keith A. Anderson, PhD, MSW, Chair & Professor of Social Work, University of Mississippi; Yawen Li, Professor & Research Coordinator, School of Social Work, College of Social and Behavioral Science, California State University, San Bernardino; Lauren J. Parker, Ph.D., M.P.H., Associate Scientist, Bloomberg School of Public Health and Katherine A. Marx, Ph.D., M.P.H. Research Associate, School of Nursing, Johns Hopkins University**

**EC 1-D**

10:15 AM – 11:15 AM CDT

CEU Hours: 1

**Activities are Your Best Marketing Solution**

This session will discuss how activities is your best marketing solution. Having a zestful activities program is essential to your participants quality of life, person-centered care and your facilities marketing efforts! As we navigate through this period of change with our populations, our scope of care, expectations of services and marketing efforts, it's vital to keep your activities program exciting!

**Learning objectives:**

- Enhance your activities program to strengthen census attendance.
- Market your activities program to advance your center’s services in the community.
- Leverage your activities program to increase staff engagement with participants.

**Presenter: Joan Marie Granato, President, Future Focus, Inc.**

**EC 1-E**

10:15 AM – 11:15 AM CDT

CEU Hours: 1

**The \$ Value of Cultural and Linguistically Appropriate CBO's**

When opening a community-based business, you need to have an established community connection to support your business and it opens the conversations that allow you to see those illusive Social Determinants of Health (SDoH) insights (which are valuable). How do you create this cherished, elusive and valuable connection? Kinship. Here, you will understand what creates these bonds and how to foster that "love" in your facility.

Learning Objectives:

- To understand the need to be a "trusted" CBO
- To identify and track the SDoH in your participants
- To learn how to "sell" this through value-based agreements

**Presenter: Doris Karpeh-Diaz, Co-Founder and Director, Centro de Amigos Social Adult Day Center**

**VS 1**

10:15 AM – 11:15 AM CDT

**Get the DEEP DISH on ADS Software**

*Lanyard/Badge Holder Sponsor*

Considering upgrading your ADS software? Or just want to see how your current software compares to the competition? Come see the newest generation of the most popular ADS system on the market! CADCare – developed by the same company behind the NADSA Data Project – is a complete ADS system. We'll show you firsthand how easy it is to enroll, schedule, manage daily operations and bill!

**Presenter: Mike Zawadski, President, RTZ Systems**

**11:15 AM – 11:45 AM: Exhibit Hall Break**

**EC 2-A**

11:45 AM – 12:45 PM CDT

CEU Hours: 1

**Caregivers+Technology+Programs = Efficiency+Communication+Meaningful Intervention**

Social isolation and care burden can impact the health of family caregivers and can also negatively impact health outcomes of care recipients. Share the Care, a community-based organization serving caregivers, has partnered with CareVirtue, an evidence-informed technology platform, to improve caregiver outcomes using an innovative model that streamlines caregiver access to highly relevant tools and resources, resulting in meaningful interventions and improved efficiency.

Learning Objectives:

- Demonstrate strategies to amplify best practices and programs for organizations using technology to reduce social isolation and reduce burden for caregivers.



- Improve the lives of caregivers and the efficiency of your community-based organization by making the connection!
- Understand how caregiver support agencies and technology can improve your organization's social impact and reach.

**Presenters: Mary Ellen Philbin, Executive Director, Share the Care; Christian Elliott, Founder & CEO, CareVirtue**

**EC 2-B**

11:45 AM – 12:45 PM CDT

CEU Hours: 1

**Managing ADS Risk so Risk Doesn't Manage You!**

From cyber security to workforce challenges, Adult Day Services providers face an ever-increasing array of organizational threats. As a result, it is essential to implement a proactive and holistic approach to risk management. This hour-long session will offer practical tools, templates and other resources designed specifically to support the Adult Day Services industry. Case examples of impactful shifting risk, risk avoidance, and mitigation efforts will be shared. Benefits of this pre-emptive approach include lower insurance costs, fewer claims and critical incidents, increased stakeholder satisfaction, and more.

Attendees will be able to:

- Understand the importance of a holistic approach to risk management and identify various types of risk;
- Utilize a risk planning template to prioritize risk mitigation efforts;
- Appreciate the concerns related to cyber-security and implement two related strategies; and
- Identify risk-related benchmarks to monitor and measure mitigation efforts.

**Presenters: Jed Johnson, MBA, MSW; Steve Smith, CPCU, AIM, RPLU, National Program Director for Target Markets, The Cincinnati Insurance Companies**

**EC 2-C**

11:45 AM – 12:45 PM CDT

CEU Hours: 1

**Adult Day Services (ADS) Plus: Benefits for Families & Sites**

The purpose of the Adult Day Service (ADS) Plus research study was to test the use of a systematic way of helping family caregivers of persons living with dementia, who attend ADS), manage everyday care challenges. Over 30 ADS sites and 203 caregivers across the country participated in this 5-year randomized controlled study. The intervention was delivered by ADS staff where the person living with dementia attended. Despite study disruptions due to Covid-19, the ADS Plus program showed positive effects for both the family caregivers and the ADS sites. These included increased attendance of the persons living with dementia.

**Presenters: Lauren Parker, PhD, MPH, Assistant Scientist, Department of Health, Behavior, and Society, Johns Hopkins Bloomberg School of Public Health; Katherine A. Marx, PhD, MPH, Johns Hopkins University School of Nursing**



**EC 2-D**

11:45 AM – 12:45 PM CDT

CEU Hours: 1

**Early Dementia Screening Leads to Support for Caregivers and People Living with Dementia – CASL/Adult Day Service Work in Chicago**

Chinese American Service League (CASL) used the Mini-Cog™, a brief cognitive assessment tool, to successfully screen 596 of 800 program participants. All 108 ADS clients were screened. After the assessment, some people were linked to specialists for dementia diagnostic evaluation, and others were provided with case management, clinical services and education to meet their needs. In particular, CASL provided clinical services and educational support to ADS participants and staff and results indicated improvement in staff sense of competency, clients' and caregivers' satisfaction of services and limited findings in improvement in quality of life among caregivers and people living with dementia.

**Learning Objectives:**

- Problems encountered in Limited English-Speaking (LEP) communities, i.e., Chinese speaking community, in terms of dementia detection and hence intervention delivery.
- How a traditional social service agency can help in terms of dementia detection and support.
- In particular, how ADS can support the work in dementia detection and intervention through evidence-based services, education and training.

**Presenter: Winnie Lam, Associate Director of Behavioral Health and Clinical Services at Chinese American Service League**

**EC 2-E**

11:45 AM – 12:45 PM CDT

CEU Hours: 1

**Electronic Health Record Adoption and Its Correlation Among ADSC**

The adoption of electronic health records (EHR) is crucial for Adult Day Service centers (ADSC) to operate efficiently. Our study aims to evaluate the adoption of EHR among ADSC and its organizational characteristics. Using data from the 2018 NPALS dataset, we analyzed a sample of 4,035 ADSC and found that the adoption rate of EHR was less than 30%. Our results indicate that ADSC with higher capacity and occupancy rates, proximity to other healthcare providers, Medicaid authorization, and various computer capabilities were more likely to adopt and exchange EHR. Our study highlights strategies to promote EHR adoption in ADSC.

**Learning Objectives:**

- Identify the current rate of adoption of electronic health records (EHR) in Adult Day Service centers and the associated organizational characteristics that are related to EHR use and exchange.
- Understand the importance of EHR adoption in ADSC and the potential benefits of implementing EHR.
- Discover strategies for promoting EHR adoption in ADSC.

**Presenters: Yawen Li, Professor, School of Social Work, California State University San Bernadino; Geoffrey Cui, Graduate Student, California State University San Bernadino**

**VS 2**

11:45 AM – 12:45 PM CDT

~~**Revolutionizing HealthCare – ATTAIN’s Methodology for “Elevating Care, and Empowering Lives”**~~  
**This presentation has been cancelled.**

**12:45 PM – 2:15 PM: Exhibit Hall Break/Lunch on Your Own**

**EC 3-A**

2:15 PM – 3:15 PM CDT

CEU Hours: 1

**Grow Your Existing Business with the PACE Model of Care**

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 team (IDT) 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.

1. Develop a basic understanding of how the PACE model is delivered.
2. Determine market and feasibility.
3. Understand milestones for development.

**Presenter: Sharon Hilton, Senior PACE Consultant**

**EC 3-B**

2:15 PM – 3:15 PM CDT

CEU Hours: 1

**Offering a Continence Care Program as a New Best Practice? YES!**

This session will educate the audience about the important physical and psychosocial needs of incontinent clients. This session will also help the audience understand how offering a Continence Care program to their clients helps maintain client census and retain caregivers. This session will also examine how a person-centered approach to continence care increases dignity for clients and also reduces stress and worry for everyone involved in taking care of incontinent people.

**Learning Objectives:**

- Attendees will learn why offering a Continence Care program to clients can play a major role in both client and caregiver safety and overall wellbeing.
- Attendees will learn the importance of their clients being able to sleep uninterrupted through the night and how that ripples out to clients aging in place at home longer, as well as having a more rewarding experience during the day for both clients and Adult Day Services center/program staff.

- Attendees will learn how offering a Continence Care program can be an additional revenue stream for their business model.

**Presenters: Deanna Vigliotta, National Sales Manager, TZMO USA, Inc. (Seni); Jennifer Margrey, Account Executive, TZMO USA (Seni Brand)**

**EC 3-C**

2:15 PM – 3:15 PM CDT

CEU Hours: 1

**Mobile Games in Quiet Time: How Can Technology Benefit the Daily Life of Seniors**

Now more than ever, technology such as computers, tablets, and cellphones are more and more popular. Even though during Covid-19, many healthcare places increased using technology by providing telehealth services. Can people with dementia learn new technology skills from iPad? Would they benefit from play mobile games? The purpose of this presentation is to share how do people with dementia benefit from mobile games at the quiet time and how to implement these game apps with them.

**Learning Objectives:**

- Learning different applications of iPad;
- Learning how to use/ play these applications of iPad;
- Knowing the feedback that how do these applications implement on the clients.

**Presenters: Huei-Yi (Whitney) Lan; Assistant Director/Activity Director, Adult Care Center of the Northern Shenandoah Valley, Inc.; Rachel Taylor, Student Intern, Shenandoah University**

**EC 3-D**

2:15 PM – 3:15 PM CDT

CEU Hours: 1

**Justice in Aging's New HCBS Equity Framework**

Most people will require assistance to remain living in their homes and communities at some point over their lifetime. Adult Day Services are a critical piece of the long-term care infrastructure that allow older adults and people with disabilities to remain living in their homes and communities over the course of their lifetime. As with health care, home and community-based programs like Adult Day Services are impacted by systemic racism, discrimination, and bias that ultimately lead to disparities in health outcomes and quality of life for older adults and people with disabilities. Federal and state policies and program rules that appear to be neutral can perpetuate existing inequities or result in unanticipated ones due to longstanding discrimination in health care and society more broadly.

This presentation will explore a new and innovative Home and Community-Based Services (HCBS) Equity Framework developed by Justice in Aging. The HCBS Equity Framework provides a starting point for policy makers, providers, advocates, and other stakeholders to think about and evaluate the ways in which equity can be embedded in HCBS programs to ensure all eligible individuals have access to adequate, quality, culturally appropriate services.

This presentation will discuss the HCBS Equity Framework's five domains where inequities can arise:

- HCBS Program Design;
- Provider Availability;
- Program Awareness and Enrollment;
- Assessments and Authorization of Services; and
- Provision of Services.

For each domain, we will discuss specific examples of where inequities in Adult Day Services' policies and program rules can arise and offer potential solutions.

**Presenter: Amber Christ, Managing Director of Health Advocacy, Justice in Aging**

### **EC 3-E**

2:15 PM – 3:15 PM CDT

CEU Hours: 1

### **Transportation Issues in Adult Day Roundtable Discussion**

*Sponsored by Route Genie*

Creating and managing strong transportation services is one of the most pressing issues for Adult Day Services Centers. This engaging and informative roundtable will help you and your team explore service options you offer your participants to enhance their ADS experience. Let this professional team help you create a safe, professional and enjoyable experience for your participants while maximizing revenue potential from your center's transportation services.

**Presenters: Jonathon Anthon, Co-CEO of ISI Technology, Route Genie; Imran Cronk, Founder, Director and Chief Strategy Officer of Ride Health; John Paravisini, Director of Transportation and Risk Management, Active Day**

### **VS 3**

2:15 PM – 3:15 PM CDT

### **An Hour That Will Make a Difference**

In this showcase, Anderson Nutrition Services teams with Premier & Value 4 to present great solutions to common challenges to ADHs and how to execute the solutions with focus on quality and cost savings.

- *Are you happy with your food cost? How about your paper goods, janitorial, medical, and business supplies?*
- *What are the biggest concerns in providing meals and food services?*
- *What are some other expenses you would like to control better?*
- *How does your ADH compare to others in providing the safest, most efficient services?*

Join us for an interactive discussion examining real case examples surrounding proper food handling, purchasing, cost control and the advantages and services that can be yours by joining the Anderson Nutrition, Premier & Value 4 Purchasing Group.

**Learning Objectives:**

- Food Safety – Make it Happen
- Reaching Beyond Food
- Common Challenges – Best Practices

**Presenter: Terry Anderson Girard, MSRD, LDN - Owner- Anderson Nutrition Services LLC**

**Wellness Break: 3:15 PM – 4:15 PM**

**SPEED NETWORKING**  
**RED LACQUER BALLROOM**  
3:15 PM – 4:15 PM CDT

**New this Year:** Take advantage to meet with NADSA's biggest supporters of Adult Day Services one-on-one during a special power networking session with business leaders from a variety of industries. **Note: this event is open only to those who pre-registered to attend.**

**ROUNDTABLE DISCUSSIONS**  
CEU Hours: 1  
4:30 PM – 5:30 PM CDT

**Roundtable 1: Including the Disability Community in ADS**

Join the Disabilities Roundtable to learn and share about effectively including people with disabilities in Adult Day Services. As the general population ages, the intersection of aging and disability is growing. At the state and federal levels, there is increased synergy for aging and disability collaboration as a practice. Join ADS providers who have developed strategies to advance and/or strengthen shared advocacy issues and collaborations to deliver services in a business model that supports access and opportunity for people with disabilities, across the spectrum of physical, intellectual, developmental and cognitive disabilities.

**Moderators: Kathleen Kolenda, Vice President, Adult Day Services, Easterseals Southern California; Amber Carey-Navarrete, Director of Person-Centered Services, Easterseals Southern California; Elizabeth Barnes, MHA, Vice President of Program Operations, Easterseals DC/MD/VA**

**Roundtable 2: The Future of Caregiving**

Join your colleagues for an expansive and thought-provoking roundtable conversation on research, trends, and programs on the future of caregiving. Learn what other ADS Centers are doing to support caregivers both in their Centers and in their communities. Additionally, explore new technology tools that can assist you in meeting your goals.

**Moderators: Mike Splaine, Owner and Principal, Splaine Consulting; Jeffrey Klein FACHE, President & CEO, Nevada Senior Services**

**Roundtable 3: Quality Dementia Care in Adult Day Services**

This roundtable will explore the importance of providing person-directed care to persons living with dementia. This includes talking about the importance of effective and empathic communication that validates feelings and connects with the person in their reality. Additionally, we will discuss how to best serve persons with dementia

that values and respects their individual differences and promotes a culture of "doing with" rather than "doing for" that empowers the individual and staff.

**Moderator: Douglas D. Pace, NHA, Senior Director, Long-Term & Community-Based Care, Alzheimer's Association**

#### **Roundtable 4: Strengthening State Associations & State Policy**

Strong Adult Day Services' state associations are critical to uniting the voices of our industry on a state-by-state basis. There are many benefits to having a strong ADS state association, as it can serve as the industry's representative with state and local legislatures, agencies, chambers of commerce and other organizations. States with strong ADS associations have successfully lobbied for rate increases, expansion of services, funding for virtual services during the pandemic and established our industry as a leader in providing respite care. Additionally, by being active within NADSA, and participating in our nationwide forums, your state association and state's centers can benefit from the numerous educational and advocacy efforts that are underway on a national level. This roundtable will provide information on how you can strengthen your existing ADS state association or establish one if none currently exists.

**Moderator: Joan Marie Granato, President, Future Focus, Inc.**

#### **Roundtable 5: Enhancing Adult Day Services through Engagement Technology and Evidence-based Content: A Focus on Programs for Black and Brown Older Adults**

*Sponsored by [ConnectCareHero](#)*

This session will delve into the application and influence of engagement technology and evidence-based content within Adult Day Services, with a specific focus on programs catering to Black and Brown older adults. We will traverse the journey of these technologies and methodologies over the past decade, spotlighting how they have transformed services offered and improved outcomes in culturally diverse adult day centers. The session will highlight innovative techniques for implementing these technologies, discuss challenges encountered in culturally diverse settings, and present actionable solutions. Our aim is to provide attendees with the knowledge and tools needed to adapt these technologies within their own culturally diverse contexts.

Learning Objectives:

1. Participants will develop an understanding of how engagement technology and evidence-based content can be leveraged to enhance services in adult day centers, with a focus on improving care for Black and Brown older adults.
2. Participants will learn how to formulate culturally responsive strategies for integrating these technologies and methodologies in their own adult day centers, considering the unique needs and characteristics of their local Black and Brown older adult communities.
3. Participants will explore creative solutions to overcome any challenges encountered in incorporating engagement technology and evidence-based content into their service delivery, particularly with respect to culturally diverse populations.

**Moderator: Victoria Elena Nones, Founder, Women in Comedy; Presenters: Tornu Ngwayah, CMO of ConnectCareHero; Dr. Susan Aguiñaga Ph.D. Kinesiology, Nutrition, and Rehabilitation Sciences at the University of Illinois Urbana-Champaign; and Kris Chana, CEO of ActivAge Adult Day.**



**POSTER SESSIONS ROUND 2**

**EXHIBIT HALL**

5:30 PM – 6:30 PM

**ROARING 20'S RECEPTION & OPPORTUNITY DRAWING**

**EXHIBIT HALL**

*Sponsored by Lamb Insurance Services*

5:30 PM – 7:00 PM

“Roaring 20’s Chicago Style Mixer.” The elegance of the Palmer House Hilton is the perfect setting for stepping back in time 100 years! Channel your inner Gatsby and don your pearls, pinstripes, bow ties, fedoras, fringe and all that jazz! Mix and mingle and score some dandy gift baskets and other prizes during NADSA’s first ever opportunity drawing! It will be swing time at NADSA 2023!

**Friday, September 29, 2023**

**MEET THE NADSA BOARD OF DIRECTORS NETWORKING BREAKFAST**

**7:30 AM – 8:30 AM**

*Sponsored by Inperium Management Services*

Meet the NADSA Board of Directors while enjoying a continental breakfast in the exhibit hall’s Poster Session area. Learn how you can become more involved with NADSA – including participating on its committees, participating in the Data Collection project and more.

**EC 4-A**

8:30 AM – 9:30 AM CDT

CEU Hours: 1

**Ethnic Adult Day Services Programs: A Safe Haven for Immigrants and Refugees**

As providers of Adult Day Services, we are well aware of the many benefits to seniors. Those same benefits help immigrants and refugees, of course, but they are magnified by many degrees when provided in a culturally appropriate setting, in the language(s) spoken by the participants, serving the food they know and love, and surrounded by the music, art, poetry, they hold as precious. Ethnic ADS centers can be literal lifesavers for the seniors they serve.

**Learning Objectives:**

- To identify key aspects to create an ethnic ADS;
- To identify needs particular to seniors in ethnic communities;
- To demonstrate the effectiveness of directing ADS programming to ethnic seniors.

**Presenters: Tatiana Tsikis, General Manager and Cynthia Cunningham, Consultant, Forever Young ADS Center**

**EC 4-B**

8:30 AM – 9:30 AM CDT

CEU Hours: 1

### **The First Daycare Center Specializing in Alzheimer's Patients in México**

The traditional Daycare centers for adults in Mexico do not meet the needs of an older population with Mild to Severe Cognitive impairment. Talita Method at the Daycare Center – and later Residence – offers services and activities structured by types and levels, aimed at delaying as much as possible the decline of their remaining capabilities, be them physical, sensorial, cognitive or even spiritual in a setting of respect, warmth, dignity and security, keeping a sense of joy and enjoyment. Staff, management and the team of carers have elements to evaluate the daily activities and the patients progress or new challenges. The results over the last 4 years have been a high satisfaction for the families, a low patient turnaround, and a minimal COVID incidence both for the Residents and the staff.

#### **Learning Objectives:**

- Review the challenges and solutions in creating a Daycare Center focused on patients with Alzheimer's and other mental diseases.
- Understanding the core benefits of "Talita's Method" of activity programs to maintain and sometimes recover remaining capabilities.
- Implementing patient-centered strategies to service them, and their caregivers, better, in a 24/7 residence.

**Presenter: Fabian Casaubon, Founder, Talita Residencia y Centro de Dia**

#### **EC 4-C**

8:30 AM – 9:30 AM CDT

CEU Hours: 1

### **Marketing Ideas for ADS: Doing ADS on a Tight Budget without Leaving Your Center!**

Marketing your ADS has become more difficult as funds available to do so are less, staff who marketed before may now be on-site staff, and the cost of marketing materials are more expensive. This session will give ideas on marketing your ADS on a budget and even doing so without leaving your center. There will also be a discussion on how to bring in other resources to keep your ADS viable, how to expand who you serve in your center to increase visibility into your operation, and examples of different ADS models for making a successful center.

#### **Learning Objectives:**

- Participants will learn ways to market using avenues such as social media even if you are not a tech person.
- Participants will learn ways to bring in resources to keep their ADS viable.
- Participants will learn how to promote what ADS does to their community.
- Participants will learn how to adapt their center under different ADS models to expand services.

**Presenters: Kathy Rhoads, Owner and Director of Geriatric Consultants and Care Managers Inc. and Circle of Friends Adult Day Center; Laura Altenbaumer, Regional Director IL/IN, Active Day, Inc.**

**EC 4-D**

8:30 AM – 9:30 AM CDT

CEU Hours: 1

**Keeping Adult Day Health Healthy: Lessons from the Front lines of Change in Dementia Care and Support**

The COVID-19 pandemic gave many Adult Day Centers a forced reset of how they fundamentally do business. Our experience is that post-Covid we are now caring for an added new demographic with different attitudes than those we served before, that we have been moved into or chosen new roles for our ADH program and certainly have sought new partners to adapt in a rapidly changing environment. This session will both share some of our lessons learned about our expanded role in dementia care and support and practical, forward-looking planning that can be undertaken to keep adult day health thriving. Strategies for developing and using data and finding sustainable funding will be a major point of emphasis.

**Learning Objectives:**

- Describe the process of adding dementia support services to Adult Day Health.
- List at least three sources of sustained funding.
- Interpret our lessons learned for their center.

**Presenters: Mike Splaine, Owner and Principal, Splaine Consulting; Jeffrey Klein FACHE, President & CEO, Nevada Senior Services**

**EC 4-E**

8:30 AM – 9:30 AM CDT

CEU Hours: 1

**Keeping up with the ebbing tides of Medicaid transformation**

Medicaid compliance, service delivery, and transformation have all been hot topics this year. The home and community-based settings rule had a compliance date earlier this year and it hasn't been sunshine and rainbows in every state. Following the pandemic, states return to normal Medicaid renewals has resulted in millions of coverage terminations and risks to provider payments. With all of these pressures, CMS proposed a number of new requirements for states and their Medicaid programs through proposed rules for managed care delivery and attempts to increase quality of and access to Medicaid funded home and community-based services. It's been a big year, join us to hear an update on federal Medicaid policy, and understand how different state approaches are framing the participant and provider experience.

**Presenter: Georgia Goodman Director of Medicaid Policy, LeadingAge**

**VS 4**

8:30 AM – 9:30 AM CDT

**StoriiCare - Modern Software for the Modern Adult Day Provider**

Wanting the best for your center? Look no further! Join the CEO of the most talked-about software on the market, StoriiCare, to hear their cutting-edge new releases this year at NADSA. We'll discuss the future of adult day care management as they unveil the latest advancements designed to elevate your center's operations. Don't miss this opportunity to discover how StoriiCare is shaping the way forward for the industry.

**Presenter: Cameron Graham, Co-Founder & CEO, StoriiCare**

**EC 5-A**

9:45 – 10:45 AM CDT

CEU Hours: 1

**Harnessing the Power of Student Internship Programs**

Over the past several years, OPICA has improved the quality of our programs and services by implementing student traineeship/internship programs in Marriage and Family Therapy, Social Work and Nursing. Because of these programs, OPICA can offer individualized care, counseling and support, in addition to the care and supervision we provide to our clients. In this one-hour seminar, we will discuss the types of internship programs that can be utilized and the benefit to adult day programs. Additional information will include the elements of running a student program, staffing requirements, training goals and more.

**Learning Objectives:**

- Participants will learn the benefits of student training programs to enhance the quality of their programs.
- Participants will learn the different types of student internship programs, (Mental Health Counselors, Nursing, Social Work, etc.) along with the agency requirements.
- Participants will learn the components of a one-year internship program, including didactic training units, practical experience and clinical supervision.

**Presenter: Cheryl Beck Benjamin, LMFT, Clinical Director, OPICA Adult Day Program and Counseling Center**

**EC 5-B**

9:45 – 10:45 AM CDT

CEU Hours: 1

**Learn from the Lead Agency for Community Care for the Elderly**

Deep dive into programs and services provided by the county-designated lead agency for community care for the elderly. This session will outline specifics on designations from Department of Elder Affairs, Area Agency on Aging as provided by the lead agency for Indian River County, Florida, Senior Resource Association.

**Learning Objectives:**

- Public Funding for Older Americans Act
- Programs and services allowable for reimbursement through Older Americans Act
- Non-Profit Strengths and Weaknesses of lead agency designation

**Presenter: Emily Snow, Director of Adult and Senior Services, Senior Resource Association**

**EC 5-C**

9:45 – 10:45 AM CDT

CEU Hours: 1

### **Effective Employee Retention Strategies Used by ADC Administrators Post COVID-19**

The outbreak of COVID-19 has exerted a significant impact on adult day centers. It has affected employees' work psychology and attitudes via job stress and safety issues, causing an increase in employee turnover rates and mass resignations. For adult day centers to work at their optimum capacity, retaining their skilled and talented employees is necessary, thus ensuring the continuity of long-term care. Administrators who fail to implement effective employee retention strategies could negatively affect patient outcomes, organizational goals, and business performance. This session aims to explore effective strategies used by healthcare leaders to retain employees post-pandemic.

#### **Learning Objectives:**

- To explore strategies and innovations that promote employee retention while strengthening the continuum of care in long-term care.
- To help strengthen and mobilize healthcare leaders to develop a detailed plan for employee retention through workforce development efforts in Adult Day Services.
- To assist Adult Day Services providers in saving resources on talent acquisition and the onboarding of new employees.

**Presenter: Tiffany Glover, Ph.D., Chief Executive Officer, Global Mobile Care, Inc.**

#### **EC 5-D**

9:45 – 10:45 AM CDT

CEU Hours: 1

### **What Caregivers Want: Appreciation That Works**

Recruiting and retaining caregivers has never been tougher. Let's examine the pressures and worries of this demographic. Effectively communicating appreciation to your care team increases professionalism and retention while attracting new caregivers to your team.

#### **Learning Objectives:**

- Understand why caregivers leave this profession
- Non-monetary strategies for showing appreciation to your care team
- How to increase caregiver recruitment and retention

**Presenter: Helen Anderson, RN, Founder, HelloCare**

#### **EC 5-E**

9:45 – 10:45 AM CDT

CEU Hours: 1

### **Dementia Citizenship and Person-Centered Care**

This session will teach participants about Dementia Citizenship; that even if a person is diagnosed with dementia, they are still a person with the same rights and needs as others. Ignoring the person and treating them as "less than" is damaging to their emotional, mental, and physical wellness. This session will tie the concept of Dementia Citizenship to the person-centered care that most senior care advertises, but at times do not understand and fail to deliver. Participants will understand the importance of considering the whole person regardless of a dementia

diagnosis, and how failing to do this is damaging to the mental and emotional wellness of the person living with dementia.

**Learning Objectives:**

1. Define Dementia Citizenship and its connection to person-centered care, including how it affects the mental, emotional and physical wellness of the person with dementia.
2. Adapt activity programming in the day program environment for clients/residents living with a dementia illness.
3. Use the concepts of Dementia Citizenship and person-centered care to further offerings and for this population, and a framework to help coach and encourage families in their interactions with loved ones as well.

**Presenter: Heather Macchietto, Director of the Senior Day Program, James L. West Center for Dementia Care**

**VS 5**

9:45 – 10:45 AM CDT

**Town Square's New Approach as the First Adult Day Franchise Focused on Dementia Care**

As an owner of an Adult Day Center, what kind of problems do you face? Hiring the right people? Growing a brand in your community? Enrolling private pay members? Join us for a brief discussion on the latest franchise concept that has everyone talking!

Town Square Adult Day Centers is a for-profit, innovative franchise with locations across the US. Town Square resembles a classic, small town from the 1950s, complete with 10-13 individual storefronts that offers interactive adaptive programming for members in an immersive, nostalgic environment.

In this presentation, we will discuss:

1. What makes Town Square different than the typical Adult Day
2. The benefits of franchising – with Town Square, you are in business for yourself but not by yourself.
3. How the home office assists owners with licensing and launching the brand in your market
4. Information about sales and marketing with evidenced processes and recommended benchmarks for rapid enrollment.
5. How the home office manages the construction of the center from start to finish.
6. Ongoing day to day support for franchisees and their teams.
7. Town Square custom technology to manage enrollments, medication management, programming, staffing, communication with families and so much more.

**Presenters: Lori McCauley, Chief Operating Officer and Melanie Miranda-Lusby, Corporate Center Director, Town Square**

**10:45 AM – 11:15 AM Exhibit Hall Break**

**EC 6-A**

11:15 AM – 12:15 PM CDT

CEU Hours: 1



### **Validation Therapy and Compassionate Communication in Dementia Care**

Validation Therapy and Compassionate Communication are ways to approach older adults with empathy and understanding, while strengthening and deepening the relationship. When we pay attention to the words we use and the way we use them, we improve, strengthen, and deepen the relationship. This session will address the do's and don'ts of Validation Therapy and Compassionate Communication.

- Define Validation Therapy and Compassionate Communication.
- Explore the dos and don'ts of Validation Therapy and compassionate Communication.
- Identify goals of Validation Therapy and Compassionate Communication.
- Practice Validation Therapy and Compassionate Communication through role play.

**Presenter: Hollie Glover, MA, LPC, NCC, Director of Education and Family Support Services, James L. West Center for Dementia Care**

#### **EC 6-B**

11:15 AM – 12:15 PM CDT  
CEU Hours: 1

### ~~Filling the Gap in Care with ADS Program Interventions for Individuals and Care Partners~~

**This presentation has been cancelled.**

#### **EC 6-C**

11:15 AM – 12:15 PM CDT  
CEU Hours: 1

### **Make it Matter! How to Infuse Purpose in to Activities**

It is time to move beyond jargon and instead create meaningful, purpose driven activities that matter. Older adults and those living with Dementia crave the opportunity to engage in activities that they can take pride in. When given purpose, activities can bring back feelings and emotions lost, specifically confidence, pride, value, and self-worth. This presentation will focus on real life examples and specific things you can do to infuse meaning and purpose into anything.

#### **Learning Objectives:**

- Using purpose in activities to enhance person centered programing;
- Leave with tangible ideas of how to incorporate purpose into everyday simple activities;
- Identify how to assess individuals to determine what will help them be successful in each opportunity.

**Presenter: Tia Saucedo, Director of Respite and Caregiver Services, Seniors' Resource Center**

#### **EC 6-D**

11:15 AM – 12:15 PM CDT  
CEU Hours: 1

### **Watch Your Mouth! Reframing Age for Individualized and Center Success**

In 2022, we asked, “why is our Center so underutilized?” After conducting surveys with program supporters and attendees, we realized our own bias - we talk differently about our participants than we talk to them. Creating and applying an inclusive language guide changed our words, mindset, and marketing. People felt respected and seen, but not completely engaged. Through our Participant Success Survey, we learned what brings belonging and meaning to each person’s life. Our program and activities changed to include more on-site and off-site community building. And we have inspiring success stories to share!

- Learn about inclusive language and its benefits for person-centered interactions.
- Provide practical tools for the audience to immediately implement learning.
- Demonstrate reinvigoration of program planning based on staff and participant buy-in.

**Presenters: Jayme Zobrist, MPA, Executive Director, Just Friends Adult Day Services; Jenni Muncie-Sujan, MSW, LSW, Social Worker and Wellness and Choice Advocate, Just Friends Adult Day Services**

#### **EC 6-E**

11:15 AM – 12:15 PM CDT

CEU Hours: 1

### **Using Key Performance Indicators to Increase Revenue**

Most people have heard the term "KPI" (Key Performance Indicators) but unfortunately do not know how to create or measure KPI's. In this session, we will learn how to create KPI's that matter and drive revenue. Once clearly defined, then we'll review ways to track them and make decisions based on those numbers. The right KPI's will help you make better and more informed decisions over time!

#### **Learning Objectives:**

- Identify KPI's that are important to my center.
- Learn ways to track and measure KPI's over time.
- Hold your team accountable to hit specific KPI's.

**Presenter: Kris Chana, Founder and CEO, ActivAge® Senior Care**

#### **ANNUAL BUSINESS MEETING/CLOSING SESSION**

12:15 PM – 1:00 PM CDT

CEU Hours: 1

- NADSA Annual Business Meeting
- Introduction of new Board Members

\*Presentations and presenters subject to change.