

# FINAL AGENDA



DISABILITY  
SERVICE PROVIDER  
NETWORK

DSPN ANNUAL CONFERENCE  
& ANNUAL MEETING

# MISSION FORWARD

WITH BIG BOLD IDEAS FOR YOUR ORGANIZATION!

NOVEMBER 1-2, 2023

STEVENS POINT, WISCONSIN

*We can't wait to see you in person!*



# Wednesday, November 1

## 7:30 AM - 8:30 AM REGISTRATION/BREAKFAST/ VISIT EXHIBITORS

Location: Northwoods Expo • Thank you to our sponsor - Agape of Appleton Inc

## 8:30 AM - 8:45 AM WELCOME & OPENING REMARKS FROM LISA DAVIDSON, CEO, DSPN AND JULIE STRENN, DSPN BOARD PRESIDENT & CEO, OPPORTUNITY DEVELOPMENT CENTERS (ODC)

Location: Northwoods Expo • Thank you to our sponsor - Mutual of America

## 8:45 AM - 9:00 AM DSPN MEETING OF THE MEMBERSHIP

Location: Northwoods Expo

Members will take action on this matter of business and then move on to the first round of breakout sessions. Members to elect a slate of candidates to the DSPN Board of Directors.

## 9:00 AM - 10:00 AM BREAKOUT SESSIONS

### FATAL FIVE PLUS (PART I OF II)

Location: Spruce • Thank you to our sponsor Jazz Pharmaceuticals

**Lorene Reagan, MS, RN, Director of Public Relations, IntellectAbility**

This two-part presentation focuses on identification and management of the conditions most likely to result in illness or death for people with IDD. Learn how to reduce the risk of death in people with disabilities.

Join Lorene Reagan, MS, RN, Director of Public Relations at IntellectAbility, as she discusses the Fatal Five conditions that are widely known to be preventable causes of illness and death in people with intellectual and developmental disabilities PLUS one additional condition. Topics include identifying and preventing Bowel Obstruction, Aspiration, Dehydration, Seizures, and Sepsis, plus Gastroesophageal Reflux Disease.

This presentation is perfect for nurses, direct support professionals, case managers, support coordinators, agency leadership, and anyone who touches the lives of people with IDD.

### CATCHING THE WAVE: EFFECTIVE RECRUITMENT IN AN EVERCHANGING JOB MARKET

Location: Evergreen

**Jessica Koch and Katie Pickhardt, Organizational Impact Coaches, Lakeland Care**

Are you struggling to attract and retain talent in today's rapidly evolving labor market? Join us for an engaging session that will not only explore the dynamic nature of labor markets and its impact on recruitment practices, but also teach you how to hire the right person for the role! In this session, we will discuss the importance of continuously evaluating and adjusting your recruitment strategies to stay ahead of the curve and attract the best candidates.

Gain valuable insights into the latest trends and best practices for recruitment in today's fast-paced and ever-changing labor market. You'll walk away equipped to build a workforce that can thrive in varying market conditions. Don't miss this opportunity to stay ahead of the curve and take your recruitment efforts to the next level.

# MISSION FORWARD

WITH BIG BOLD IDEAS FOR YOUR ORGANIZATION!

## GRANT WRITING: A SIMPLIFIED APPROACH TO SECURING CORPORATE, FOUNDATION AND CONTRIBUTED REVENUE

Location: Stonefield

*Bryn Reese, Vice President, Philanthropy, Goodwill Southeastern Wisconsin and Metropolitan Chicago*

From program ideation to successful grant stewardship, learn how to simplify grant-seeking efforts to maximize contributed revenue results. Topics include collaboration, prospect research, outreach to potential funders, letters of inquiry, proposal preparation and submission, common attachments, and stewardship. Ideal for attendees new to pursuing grants or looking for a refresher.

## BEST PRACTICES IN SUPPORTED EMPLOYMENT PROGRAM MANAGEMENT

Location: Woodland

*Shannon Webb, Independent Consultant*

*Beth Lohmann, CCW Administrator, Milwaukee County*

Attendees will create a guide on best practice strategies for Supported Employment program management. This session will walk agency managers through the strategies presented in the guide. Agencies representatives who helped create the guide will share their experiences implementing the strategies. Session attendees will be engaged in reflection and discussion about their program management practices to identify new ways to build upon or improve their program management practices to increase quality and capacity. Attendees will be given a printed copy of the guide.



DISABILITY  
**SERVICE PROVIDER**  
NETWORK



### 10:00 AM - 10:15 AM BREAK/VISIT EXHIBITORS

Don't miss the opportunity to interact with fellow conference attendees and industry advocates.

Location: Northwoods Expo  
Thank you to our sponsor -  
Northwoods Inc

# Wednesday, November 1

## 10:15 AM - 11:15 AM BREAKOUT SESSIONS

### FATAL FIVE PLUS (PART II OF II)

Location: Spruce • Thank you to our sponsor Jazz Pharmaceuticals

**Lorene Reagan, MS, RN, Director of Public Relations, IntellectAbility**

Second session in this robust offering. At the conclusion of this two-part series attendees will have increased knowledge and approaches to:

- Recognize early signs of health destabilization in people with IDD
- React appropriately to prevent health destabilization in people with IDD
- Enact preventive measures to reduce health risk from common illnesses in people with IDD

### DISABILITIES, EQUALITY, LIBERTY, AND HAPPINESS

Location: Evergreen

**Dan Witt, CEO, Agape of Appleton**

Our presenter, an advocate and leader of nonprofits that serve individuals with diverse abilities since 1984, invites you into this thought provoking dialogue. From the perspective of individuals with disabilities within the long-term care “industry”, how are individualized inalienable rights to liberty and the pursuit of happiness being honored? How can we look beyond labels, such as disabilities and job titles, towards advocating for equality.

### A PEBBLE IN THE POND—CREATING A CULTURE OF CARE FOR THOSE WE SUPPORT

Location: Stonefield

**Jolene Schultz, Director of Training, Creative Community Living Services (CCLS)**

The basis of the session is to have staff think about themselves and how their attitude can affect the people we support. We take this and we look at the facilities that we work in and the individuals we support and analyze what we are doing that shows that we are care centered. When someone walks into a facility, what things would they see that would show them this is a caring culture? Sometimes it's the little things that make the biggest difference.

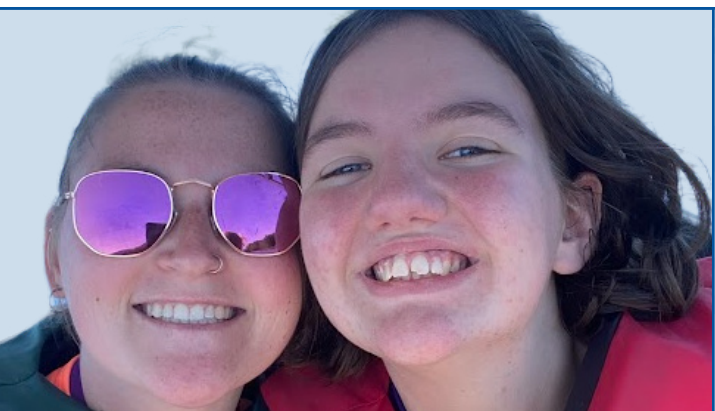
### LONG TERM CARE FUNCTIONAL SCREEN (LTCFS) IMPACT AND SOLUTIONS

Location: Woodland

**Lindsay Farrell-Govek, COO, Brotoloc Healthcare Systems Inc.**

**Pam Schutz, CEO, Covey**

Going over the LTCFS from a provider point of view. The LTCFS is completed annually by the MCOs/ADRC and directly correlates with the acuity level that each client/resident is given. For some of the MCOs the acuity level is directly related to the rate they are given to providers. We will go over some forms that are needed to obtain the LTCFS. We will go over tips on how it is gone over with the screener and the client and team.



### 11:15 AM - 11:30 AM TRANSITION TO LUNCH

Time to grab some lunch, catch up with peers, and take a seat in the Northwoods Expo as we prepare for our next general session.

Thank you to our sponsor -  
Chippewa River Industries (CRI)

# MISSION FORWARD

WITH BIG BOLD IDEAS FOR YOUR ORGANIZATION!

## 11:30 AM - 12:30 PM FAMILY CARE 2.0 PANEL WITH MCO LEADERSHIP

Location: Northwoods Expo • Thank you to our sponsor M3 Insurance  
*Kenneth Munson, CEO, Community Care, Inc.*  
*Tony Mollica, VP, Medicaid Regional President, iCare/Humana*  
*Mark Hilliker, CEO, Inclusa*  
*Sara Muhlbauer, CEO, Lakeland Care, Inc.*  
*Maria Ledger, CEO, MyChoice Wisconsin*

You'll want to be a part of this special conversation that affects our collective mission! Join us as DSPN CEO, Lisa Davidson moderates a relevant and timely discussion with leadership from Wisconsin's Managed Care Organizations (MCOs).

JOIN THIS  
IMPORTANT  
CONVERSATION  
TO HELP MOVE  
OUR MISSION  
FORWARD!

## 12:30 PM - 1:30 PM KEYNOTE - MICKEY ROWE - AN AUTISTIC BROADWAY ACTOR'S TRANSFORMATIONAL INSIGHTS

Location: Northwoods Expo • Thank you to our sponsor - Goodwill Industries SEW-MC

As an autistic and legally blind person, it was always made clear to Mickey the many things he was incapable of doing. But Mickey did them all anyway—and he succeeded because of, not despite, his autism. He became the first autistic actor to play the lead role in the play *The Curious Incident of the Dog in the Night-Time*, landed the title role in the play *Amadeus*, co-created the theatre/philanthropy company *Arts on the Waterfront*, and founded the *National Disability Theatre*.

Mickey faced untold obstacles along the way, but his story ends in triumph.

Mickey inspires all people—autistic and non-autistic alike—that the things that make us different are often our biggest strengths.

## 1:30 PM–1:45 PM BREAK/VISIT EXHIBITORS

Thank you to our sponsor - Ascend Services

Another great opportunity to interact with fellow conference attendees and industry advocates in the Northwoods Expo.

## 1:45 PM - 2:45 PM BREAKOUT SESSIONS

### BUILDING AND STRENGTHENING YOUR VOLUNTEER PROGRAM – 101

Location: Spruce

*Bradley Creighton, Community Engagement Director, Volunteer Fox Cities*

*Melissa Jagodinsky, Member and Events Manager, Volunteer Fox Cities*

Whether you are brand new to working with volunteers, looking to formalize your volunteer program or have a well-oiled volunteer machine, this session will go back to basics and look at best practices and practical solutions to make sure you are setting yourself up for success with a thriving volunteer program. Through conversation and hands on activities we will break down all the keys to leveraging the power of volunteers in a way that increases your capacity to accomplish your mission in the community.

# Wednesday, November 1

## **OPERATIONAL EFFICIENCIES THROUGH DIGITAL TRANSFORMATION: A PROVIDER'S JOURNEY TOWARDS A DATA-DRIVEN APPROACH YIELDING SUCCESSFUL OUTCOMES**

Location: Evergreen

**Primary Co-Presenters:**

*Nate Hundt, Program Operations Director, Aptiv*

*Mat Koelling, Onboarding Manager, SETWorks*

**Panelists:**

*Tyler Stapleton, CFO, Aptiv*

*Cheyenne Rolbiecki, Senior Staff Accountant, Aptiv*

*Kelly Porter, Process and Procedures Specialist, Aptiv*

*David Lindell, Co-CEO, SETWorks*

Join us as we delve into a provider agency's transformative journey towards adopting a data-driven strategy to significantly enhance operational efficiency. Guided by the integration of a data management platform, we'll highlight the intricacies of a software/process transition, revealing the challenges faced, strategies implemented to overcome them, and the profound impact this shift has had on operations. This session offers valuable insights into a real-world case study, revealing how obstacles can be turned into opportunities for growth, how to navigate the complexities of change, and ultimately, how to realize the benefits of a data-driven approach to running your organization.

This presentation examines a provider's journey in embracing a data-driven strategy to improve operational efficiency, while highlighting the role of a data management platform in their transformation. It offers insights into the process, the challenges encountered, the strategies employed to overcome them, and the positive outcomes realized.

## **RESPIRE CARE ASSOCIATION OF WISCONSIN CAN BE A RESOURCE TO YOUR ORGANIZATION & THOSE YOU SERVE**

Location: Stonefield

*Lisa Schneider, Family Caregiver and Executive Director, Respite Care Association of Wisconsin*

*Rachel Watkins-Petersen, Program Manager, Respite Care Association of Wisconsin*

*Val Marsden, Training and Development Specialist, Respite Care Association of Wisconsin*

Showcasing how specific RCAW Program Offerings can support and benefit provider agencies through our free training programs for both workers and business development & expansion; grant programs to support agencies to expand their respite programming; and grant programs they can refer to the family caregivers of the care recipients they serve who are private pay, i.e., do not qualify for long term care waivers for whatever reason.

## **REVITALIZE YOUR COMMUNITY PROGRAMS: OPPORTUNITIES FOR GROWTH WITHIN YOUR COMMUNITY**

Location: Woodland

**Stephanie Burke, Director of Community-Based Programs, Covey**

Imagine a world where individuals with disabilities are embraced for who they are and included in their community. In this session, you'll explore new approaches to supporting your participants as they conquer barriers and grow their personal networks. You will discover community mapping techniques, ways to partner with local organizations, and how volunteer work can be integrated in your programs.

Learn how to incorporate everyday self-advocacy opportunities and rethink how technology can be used to increase and enrich your participants' access to the world around them.

We'll ask important questions of ourselves and our programs: what is community? and what does "getting involved" mean? What would your participants want to do if they couldn't fail?

Community programs might seem challenging for a variety of reasons, but you will walk away from this session with practical solutions and a refreshed sense of the value community programs provide for all of us!

# MISSION FORWARD

WITH BIG BOLD IDEAS FOR YOUR ORGANIZATION!

## COLLECTIVE STRENGTH: INCLUSA AND HUMANA UNITE

Location: Northwoods Expo

*Mark Hilliker, CEO, Inclusa*

*Tony Mollica, VP, Medicaid Regional President, iCare/Humana*

What the future holds for a model of care that provides industry leading support for members across the health care continuum and leverages the collective strengths and innovative practices of this strategic partnership. Learn from those paving the way, together! Session objectives:

- Future vision and united strength of partnership
- Long Term Care evolution and how to support
- Synergies, growth, and collective resource opportunities

**2:45 PM - 3:00 PM**

### BREAK/VISIT EXHIBITORS

Last chance to connect with all exhibitors and register for exciting attendee prizes.

Location: Northwoods Expo

Thank you to our sponsor

Next Step in Residential & Day Services



## 3:00 PM - 4:00 PM BREAKOUT SESSIONS

### IS RAISING MORE FUNDS YOUR ANSWER TO BEING AN EFFECTIVE ORGANIZATION? THINK AGAIN!

Location: Spruce

*Tonya L. Dederling, CFRE, Founder/CEO, Vigeo Nonprofit Advising and Coaching*

While raising more funds is certainly necessary to serve your mission, it's not all that needs to be in place to be an effective and efficient organization to BEST serve your MISSION. Feel stuck? Feel like you need to raise more funds to solve your concerns? Join this session where you will Take a Breath, Pause, and Reflect by taking a brief organizational assessment. From there, we will discuss components of the Organizational Effectiveness Model and see what opportunities you may have to BEST serve your MISSION (then off to more fundraising!). I can't wait to meet you! See you in the session.

### UNLOCKING YOUR INNER SUPERHERO

Location: Evergreen

*Kimberly Eschenbauch, Organizational Impact Coach, Lakeland Care*

*Misty Pickett, Mission Impact and Community Engagement Director, Lakeland Care*

What if it goes well? What if things truly start to go your way? These questions can inspire us to dream big, to take risks, and to imagine a brighter future. But all too often, fear and self-doubt hold us back from reaching our full potential. We worry about what could go wrong, focus on weaknesses instead of strengths, and let the fear of failure keep us from living the best version of ourselves. But what if we could shift our mindset? What if we could cultivate optimism and possibility that inspires us to take action towards our goals? That's exactly what this session aims to do! We'll explore the concept of paranoia, which can help shift our mindset from fear-based to abundance-based thinking. We'll delve into strengths-based approaches to professional development and explore how to leverage our unique strengths for success. By combining the power of paranoia and strengths, you can unlock your inner superhero and achieve your goals with confidence.

# Wednesday, November 1

## NAVIGATING THE HORIZON: EMERGING & EVOLVING RISKS EVERY PROVIDER MUST UNDERSTAND

Location: Stonefield

*Taylor Goodland, Account Executive, M3 Insurance*

In today's rapidly changing landscape, providers face an array of emerging and evolving risks that demand their attention and strategic planning. In this presentation, audience members will gain invaluable insights needed to proactively manage risks, provide high-quality care, and secure the future of their organizations. This session is designed and tailored for both providers with residential and non-residential service offerings. CEOs, CFOs, Executive Directors/Regional Managers will find these insights of value.

## FIND & KEEP DSPs: HOW YOUR PEERS ARE GETTING RESULTS

Location: Woodland

*Scott de Fasselle, Co-Founder, Blitz Creative*

*Kathy Meisner, Director of Program Operations, DSPN*

Over 50 providers in Wisconsin have completed the Direct Service Provider Magnet Essentials training in 2023 so far. You'll hear directly from some of the providers and Scott about results like...

"We have 98 applicants in one week!"

"From 16 to 5 open positions in two months!"

"We are FULLY STAFFED."

"Kept 17 out of 18 new hires"

"Helping build a more positive work environment."

### 4:00 PM - 4:15 PM BREAK/TRANSITION TO GENERAL SESSION

#### 4:15 PM - 5:15 PM

### ANVILS AND HAMMERS - A CASE STUDY IN DEVELOPING A HIGH PERFORMING BOARD OF DIRECTORS

Location: Northwoods Expo • Thank you to our sponsor - Covey

*Mary Schellinger, Covey Board President*

*Joe Thompson, Principal and Founder, Differentiating Strategies, LLC & Covey Board Member*

*Pam Schutz, CEO, Covey*

Strategy is an anvil and leadership is a hammer. Boards that get strategy and leadership right can elevate the performance of the board and its contribution to the organization. In this presentation members of Covey's board will share some of their learnings on the journey from an operational board that created work for the staff to a one that is fresh, strategic, and supportive. Participants will leave with two to five ideas they can immediately apply to improve the performance of their boards. You will want to be part of this energizing dialogue around emerging practices in good governance.

### 5:15 PM - 7:15 PM NETWORKING SOCIAL AND PRIZE DRAWING

Location: East Commons • Thank you to our sponsor - TRICOR

Time to catch up with your peers and create new professional connections as well. Plus, multiple prize drawings and entertainment makes this a must attend gathering!

**BIG BOLD  
IDEA  
SPECIAL  
SESSION!**



## CONFERENCE ACCOMMODATIONS

The Holiday Inn Stevens Point - Convention Center  
Book your reservation via phone: 715-344-0200

## CONFERENCE ENVIRONMENT

Attendees are highly encouraged to plan in advance for varying temperatures among the various meeting spaces. We want you to have a comfortable experience!

DSPN staff will be taking photos and/or short videos of attendee engagement during the conference. These images and/or video will be used only for DSPN promotional purposes. Please contact the DSPN staff with any concerns.

## THANK YOU TO OUR 2023 ANNUAL CONFERENCE COMMITTEE:

Jenny Houston, Goodwill SEW

Dave Lemanski, CRI

Lindsay Farrell-Govek, Brotoloc Health Care Systems

Jolene Wheeler, Northwoods Wisconsin

Ady Lee, DSPN Roadside Facilities

John Gibson, Tricor Insurance

Janelle Higgins, Tricor Insurance

Dan Drury, Options for Community Growth

Pam Schutz, Covey

Liz Filter, VARC

Taylor Goodland, M3 Insurance

Rick Czerwan, CCLS

Ashby Rawstern, Embark



DISABILITY  
**SERVICE PROVIDER**  
NETWORK

Conference schedule is always subject to change due to presenter availability or venue requirements. DSPN will keep prospective and registered attendees informed of changes to the extent possible. Conference attendees will be provided a Certificate of Attendance at check-in. Those seeking Continuing Education Credits can sign up at event registration.



# Thursday, November 2

BE A PART  
OF THIS  
EXCHANGE  
OF BIG BOLD  
IDEAS!

## 7:30 AM - 8:30 AM WELCOME TO DAY #2 BREAKFAST/CEO TALK/RECOGNITION OF WCCEAL QUALITY IMPROVEMENT PROGRAM PROVIDERS

Location: Northwoods Expo  
*Lisa Davidson, CEO, DSPN*

Hear updates from DSPN CEO Lisa Davidson on accomplishments, emerging challenges, opportunities, and looking towards the future together. There is also an opportunity to ask questions not only of Lisa, but of your peers. We're taking the CEO Talk list-serv live! We'll also be recognizing several DSPN members that are participants in the Wisconsin Coalition for Collaborative Excellence in Assisted Living (WCCEAL).

Thank you to our sponsor – SETWorks

## 8:30 AM - 9:00 AM – MEET AND GREET WITH THE NEW DEPARTMENT OF HEALTH SERVICES SECRETARY DESIGNATE – KIRSTEN JOHNSON

Location: Northwoods Expo • Thank you to our sponsor - IntellectAbility

Be a part of this important discussion with Department of Health Services leadership.

There will be an opportunity for attendee Questions and Answers.

## 9:00 AM - 9:15 AM – BREAK/TRANSITION

Thank you to our sponsors - NRS

## 9:15 AM - 9:45 AM BREAKOUT SESSIONS

### CO-CREATING A MISSION: STRATEGIC PLANNING AND SUPPORT

Location: Spruce

*Erin Smith, Independent Consultant, Branch Consulting Services, LLC*

Get your mission moving forward quickly with this speed session lead by Erin Smith. Leap into action with provider network strategic planning, leadership development, funder relationship development, and negotiating reimbursement rates across multiple payor sources.

### ELECTRONIC VISIT VERIFICATION (EVV) – UPDATES

Location: Stonefield

*Dana Raue, Deputy Bureau Director, Division of Medicaid Services*

The May 1st, 2023 EVV hard launch has passed, but we know that the process is still being refined. Spend a moment with the DHS EVV team to discuss challenges and potential solutions. Our guest presenter will address:

- Recent provider survey findings
- Common questions and solutions
- How DHS can assist with technical assistance

### INFLATION AND INSURANCE

Location: Evergreen

*John Gibson, Partner/VP, TRICOR Insurance; Janelle Higgins, Business Insurance Specialist, TRICOR Insurance*

This fast-moving session will focus on the main factors that are impacting inflation in our country and make connections to what is happening in the insurance industry. Starting with the big picture of how the reinsurance markets have been impacted down to the direct tie to the property and casualty policies that members purchase.

# MISSION FORWARD

WITH BIG BOLD IDEAS FOR YOUR ORGANIZATION!

We will discuss options that members should consider to keep their premium costs down and the importance of safety to mitigate claims activity. A brief overview on the marketplace will be provided and what lines of insurance are starting to lean to a hard market.

## INTRODUCTION TO THE DSPN ROADSIDE FACILITIES PROGRAM AND THE SPIRIT OF COLLABORATION

Location: Woodland

*Isobel O'Rourke, Director of Roadside Facilities & Field Services*

*Susan McCann, Assistant Director of Roadside Facilities & Operations*

*Patrice Smith, Roadside Facilities Asset Management Manager*

*Ady Lee, Roadside Facilities Financial Specialist*

*Teresa McKay, Roadside Facilities Field Services*

*Frank Chandler, Roadside Facilities Field Services*

Whether you are well acquainted with DSPN's Roadside Facilities program or curious to learn, this energetic gathering is a must attend. Meet the DSPN Roadside Facilities team managing this program offering employment for those with disabilities. Hear how collaboration between the Roadside Facilities team and service providers help participants achieve greater independence. You will walk away informed and inspired!

### 9:45 AM - 10:00 AM – BREAK/TRANSITION

Thank you to our sponsor - Midwest Community Services

## 10:00 AM - 11:00 AM BREAKOUT SESSIONS

### WE CAN DO BETTER – OBSERVATIONS IN THE HUMAN SERVICES INDUSTRY AFTER 30 YEARS

Location: Stonefield

*Julie Smith, Director, KANDU Industries*

Sharing of knowledge related to system growth and changes in the human services industry from the perspective of an involved professional who brings care, compassion, wisdom and advocacy to the table. Session objectives include:

- Providing an understanding of where we have been in service delivery and where we may be going.
- Reflection on the positive changes the State of Wisconsin has experienced in providing quality of life experiences for individuals with cognitive disabilities

### FILL YOUR VACANCIES WITH A FOCUS ON SUPPORTING YOUR STAFF! EXPLANATION OF THE FREE WISCONSIN CERTIFIED DIRECT CARE PROFESSIONAL PROGRAM

Location: Northwoods Expo

*Kevin Coughlin, Policy Initiatives Advisor-Executive, Wisconsin Division of Medicaid Services*

*Casey Kapalczynski, Lead Program Specialist, UW Green Bay*

Come to this interactive session to learn how you can get your staff certified as Certified Direct Care Professionals(CDCP) for free, qualify them for bonuses and hire new staff through WisCaregiver Connections. DHS in partnership with University of Wisconsin Green Bay has launched the CDCP program and WisCaregiver Connections. Hear the early success of the program and learn how you can be part of this exciting initiative.

- Become aware of the new Certified Direct Care Professional Certification, how to register your staff and qualify them for bonuses.
- Learn about WisCaregiver Connections, how to register your community, and how to recruit new CDCPs.
- Hear about the early successes of the program that launched in July 2023.

# Thursday, November 2

## **INCLUSIVE MARKETING FOR DISABILITY SERVICE AGENCIES - MARKETING & BRANDING FUNDAMENTALS FOR YOUR GROWTH & IMPACT GOALS**

Location: Evergreen

*Kirstie MacArthur, Director of Sales, Growth Marketing & Business Development*

Growing your impact and increasing your agency's reach is a goal or aspiration for many disability service providers. Whether you've expanded your service offerings or pivoted into a new market, you likely aren't the same organization you were five or ten years ago. Change is essential if you want to keep your organization relevant and continue to attract people. That's not just staff, it's also clients, partners and donors. In this session, learn marketing and branding fundamentals that work for your growth and impact goals. Starting with inclusivity at the core, we'll look at ways to use marketing to create and promote opportunities for everybody – be that recruiting staff or for the people you serve. Session NOT exclusive to marketing and branding professionals, this session will be useful information for anyone who is responsible for managing, setting, or achieving goals, or recruiting staff, clients or donors.

## **GROWING HIRING STRATEGIES WITH THE DIVISION OF VOCATIONAL REHABILITATION (DVR) PARTNERSHIPS**

Location: Woodland

*Mallory Bryan, Tara Burns, Nicole Greetan - Business Services Consultants, DVR*

Meet with Wisconsin's Business Services Consultants with the Department of Workforce Development/Division of Vocational Rehabilitation. Learn more about the scope of their role and the services they provide. They'll share what they're learning from multiple industry sectors and professions in the current workforce environment. Discover trends and approaches that support businesses of various sizes. Discuss strategies that support partnerships with employers, DVR, and service providers to foster meaningful ongoing relationships that improve outcomes for those seeking employment.

## **IMPROVING HEALTH, PLEASURE AND BOTTOM LINES VIA NUTRITION IN SUPPORTIVE HOMES**

Location: Spruce

*Matthew Velissaris, MA, LPC, CPT, ABG Wellness Group*

Participants will learn to identify components of healthier versus unhealthier diets and choices and the related health benefits. Providing healthy, pleasurable eating in a cost-effective manner for supported and other homes will be a focus. Participants will learn basic cognitive behavioral tools to achieve healthier habits related to nutrition and other lifestyle choices. Session will be especially relevant to Supportive home residents, staff and managers or anyone else interested in improving health via nutrition.

**11:00 AM - 11:10 AM - BREAK**

## **11:10 AM - 12:10 PM BREAKOUT SESSIONS**

### **PLAIN LANGUAGE: WHAT IT IS, WHY IT'S IMPORTANT, AND HOW TO USE IT**

Location: Spruce

*Sydney Badeau, Advocate, People First, The Arc Wisconsin*

*Molly Cooney, Program and Policy Analyst, WI Board for People with Developmental Disabilities*

Plain language is clear communication that people understand the first time they read or hear it. Join this session to learn plain language strategies that you can use right away. We'll share helpful resources and discuss the intersection of plain language and accessibility. Learn how to:

- Define plain language and name three plain language strategies
- Explain why plain language is important and essential for everyone
- Advocate for the use of more plain language within your organization

## WELLNESS, SELF-CARE, SELF-COMPASSION IN A HELPER ROLE

Location: Evergreen

*Tonya Callahan, MSCRC, LPC, Director of Mental Health & Employment, ODC Inc*

*Chris Hanten, LCSW, ODC Inc.*

Balancing the care of others and yourself can be difficult. How do you keep healthy with self-care and self-compassion with practice and thought? Learn practical and tactical insights that promote:

- Be kind to your mind
- Self-care and self-compassion
- Practice and skill ideas that you can use

## SAFETY MATTERS – FOR YOUR TEAM AND THOSE YOU SERVE

Location: Stonefield

*Frank Chandler, Field Services Assistant, DSPN Roadside Facilities*

The work is important, but personal safety is essential. Providers in the Roadside Facilities Program will find this session especially valuable as our qualified presenter shares best practices for staff safety. Attendees will gain:

- Increased awareness of all staff to potential threats in their workplace
- Assistance for managers in developing or refining training and procedures for their staff
- Tools and best practices for all staff to help keep themselves safe

## FIND & KEEP DSPs: GET ANSWERS TO YOUR QUESTIONS

Location: Northwoods Expo

*Scott de Fasselle, Co-Founder, Blitz Creative*

*Kathy Meisner, Director of Program Operations, DSPN*

Take a moment to think about...

- How much money you're spending on Indeed and other recruiting platforms.
- The time being wasted on candidates and new hires who ghost.
- The cost (financial & emotional) of burnout, open shifts, and turnover.

What question would be most valuable for you to ask to address the issues above?

Invest 60 minutes to participate in this session. Ask a good question. Get an answer that can help you escape the hamster wheel of recruiting, hiring (hoping for the best), and losing them.

## MED PASSING IS HARD – BUT IT DOESN'T HAVE TO BE!

Location: Woodland

*Brandon Eddy, RN, Geritom Medical*

Learn why medication passing is a huge time drain and increases DSP turnover. Then learn solutions that can be taken back and immediately implemented to help improve medication errors at your residential sites. A few learning objectives for this session:

- Decrease medication errors at your residential facilities
- Increase staff time to help individuals with ADLs, goals, outings
- Learn the why behind the difficulty of passing medications



**12:15 PM - 12:30 PM**  
**CLOSING REMARKS**

Lisa Davidson and Conference Planning Committee

Location: Northwoods Expo



# MISSION FORWARD

WITH BIG BOLD IDEAS FOR YOUR ORGANIZATION!

## 2023 ANNUAL SPONSORS



## SPONSORS



## EXHIBITORS

A&J Mobility

CCLS Training

Community Horizons

Dose Health

DSPN Roadside Facilities

Employment Resources Inc - ERI

Geritom Medical

Guardian Pharmacy Wisconsin

iCare/Humana

IntellectAbility

Jazz Pharmaceuticals

Lakeland Care

M3 Insurance

Morton LTC Pharmacy

Mutual of America

Neurocrine Bioscience

Respite Care Association of Wisconsin

Sandata

SFM - The Work Comp Experts

Secura

SETWorks

Tarrytown Expocare Pharmacy

TMG

Therap

Tricor

Unspoken Symphony

WisCargiver Careers

Wisconsin APSE

Wisconsin BPDD



## Wisconsin Integrated Transition Planning Project



**LET'S IMPROVE  
TRANSITION IN  
WISCONSIN**



### JOIN OUR COALITION

Our Statewide Coalition includes self-advocates, family members, and people who work in education, employment, and healthcare. We meet regularly to share updates and find ways to work better across systems. Anyone with an interest in transition is welcome to join.



### SHARE RESOURCES

Transition resources can be overwhelming. Visit our website to find helpful resources about healthcare, education and employment for Wisconsin youth with disabilities, families, and professionals.



### FIND LOCAL SOLUTIONS

We partner with communities in Wisconsin to improve transition planning for youth with disabilities. By being a part of the project, community partners strengthen local partnerships and increase equity in access to services in their communities.

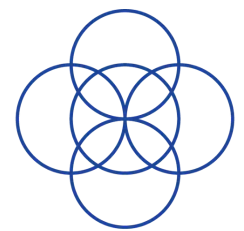
SCAN QR CODE



TO LEARN MORE

## ABOUT US

The Wisconsin Integrated Transition Planning Project finds ways for youth with disabilities to get better information about healthcare, education, and employment services. Our goal is to improve transition planning for Wisconsin youth with intellectual and developmental disabilities (ID/DD) and their families.



**WAISMAN  
CENTER**

Integrated transition planning is when youth with disabilities, their family members and service providers thoughtfully map out and prepare for the youth's life as an adult.



**Healthcare**



**Education**



**Employment**



<https://integratedtransition.waisman.wisc.edu/>



[witpp@waisman.wisc.edu](mailto:witpp@waisman.wisc.edu)



Get Started Today

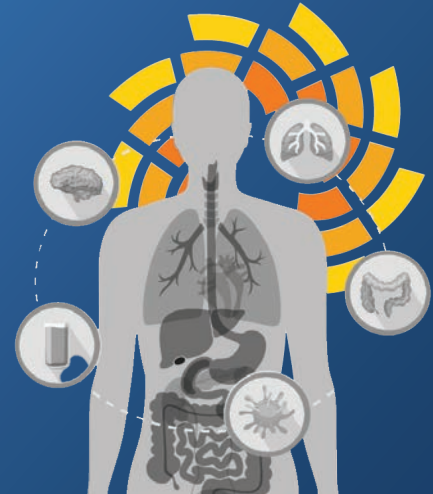
727-437-3201 | ReplacingRisk.com

# Take the Fatal Out of the Fatal Five

Attend our sessions on The Fatal Five Plus

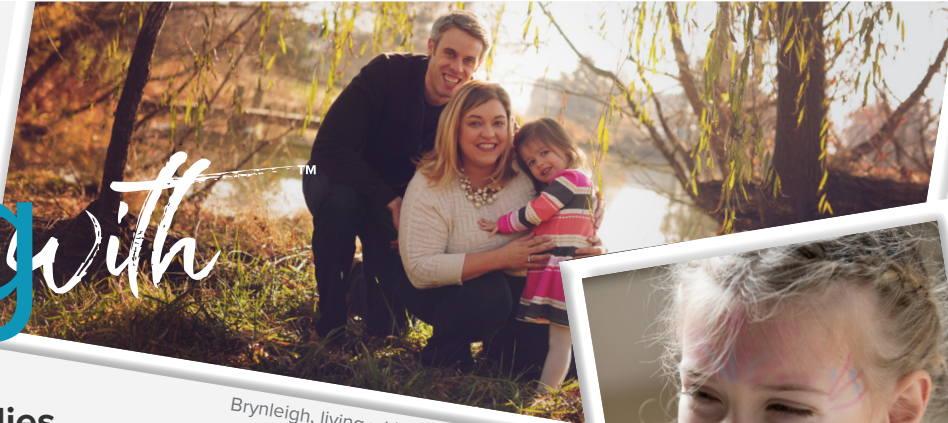
Wednesday, November 1st  
9:00 - 10:00 AM - Part I  
10:15 - 11:15 AM - Part II

- Recognize early signs of health destabilization in people with IDD
- React appropriately to prevent health destabilization in people with IDD
- Enact preventive measures to reduce health risk from common illnesses in people with IDD

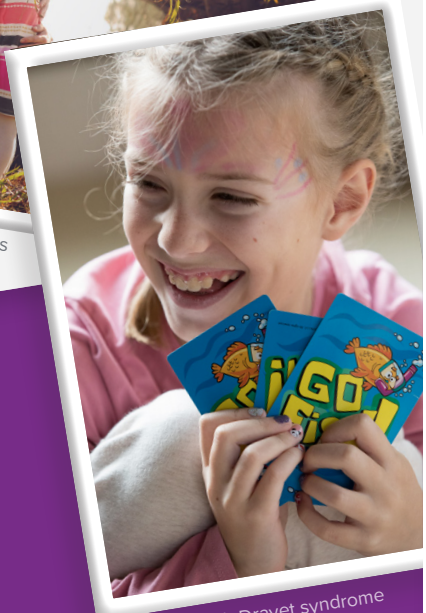


# Living with

LGS • DRAVET • TSC



Brynleigh, living with tuberous sclerosis complex, with her mom and dad



Piper, living with Dravet syndrome

Created for and by families living with epilepsy



Living With Magazine is filled with heartfelt stories, real advice, ways to get involved in the community, and everyday resources to help you and your family along the way.

Visit [LivingWithMag.com](http://LivingWithMag.com) to download the magazine, provide feedback, and access other helpful resources.





**You take caring to  
a whole new level.  
When it comes to  
retirement, so do we.**

 **Mutual of America**  
Financial Group™  
Retirement Services • Investments

[mutualofamerica.com](https://mutualofamerica.com)

Securities offered by Mutual of America Securities LLC, Member FINRA/SIPC. Insurance products are issued by Mutual of America Life Insurance Company, 320 Park Avenue, New York, NY 10022-6839.

# business insurance



Property & Casualty



Worker's Compensation



Employee Benefits



Safety Consulting



Risk Management



Claims Advocacy  
and Consulting

*We always felt educated on our options  
from John Gibson at TRICOR, and the  
TRICOR team continues to be on top  
of all our questions and needs.*

- Specialized coverage options for nonprofits
- We're celebrating our 25<sup>th</sup> year being Endorsed by DSPN
- Valuable local expertise and personalized service



## John Gibson

Partner-Vice President, Program Business

(608) 778-6441

(608) 288-1800 x1714

[jgibson@tricorinsurance.com](mailto:jgibson@tricorinsurance.com)

[TRICORINSURANCE.COM](http://TRICORINSURANCE.COM)

**Endorsed by Disability  
Service Provider Network  
(DSPN)**



DISABILITY  
**SERVICE PROVIDER**  
NETWORK

**Proudly Representing**



**Nationwide®**  
is on your side



**PHILADELPHIA**  
INSURANCE COMPANIES

A Member of the Tokio Marine Group



## Software tailored for Wisconsin disability services makes all the difference

- ✓ A single platform for your entire agency
- ✓ A team of industry experts with support at your fingertips
- ✓ Auto-complete standard forms and reports from service documentation
- ✓ Integration with various funding sources including Inlusa, WPS and My Choice Wisconsin
- ✓ A complete EHR bundled with CaraSolva, an advanced EMAR
- ✓ Integration with accounting + payroll systems to streamline processes
- ✓ Authorization import from Inlusa and WPS
- ✓ Variable rate billing based on provider credentials for applicable services



We are proud to partner with DSPN and provide resources for its members!

[SETWorks.com/Wisconsin](https://SETWorks.com/Wisconsin)



# WORLD-CLASS EXPERTISE AND INDIVIDUAL ATTENTION

**Don't settle for either-or. With M3, you get both.**

Some things in our world demand compromise, but insurance and risk management shouldn't be among them. You need an advisor who knows your business AND is connected to the best information, ideas, and programs in the world. Expert attention from exceptional people — that's the M3 difference.

**Experience the M3 difference at [m3ins.com](https://m3ins.com)**

Or call us at:  
**800.272.2443**

PROPERTY & CASUALTY — EMPLOYEE BENEFITS — M3 FINANCIAL — M3 ELEVATE