

# SC Human Service Provider's Annual Conference: **The Future IS Now!**

March 6-8, 2023

Embassy Suites by Hilton Charleston Airport Hotel & Convention Center, North Charleston, SC

*Sponsored by*



## Conference Program

### Monday, March 6, 2023

8:00am-4:00pm	<b><u>REGISTRATION</u></b>	Ballroom Foyer
10:00am-11:45am	<b><u>PRE-CONFERENCE WORKSHOPS</u></b>	
	<p><b>1. Wynn Godbold - Think Outside of the Box, or Close the Lid- You're Done</b></p> <p>How do you find great workers and keep them when the traditional work force has disappeared? You're up against a problem you didn't create. You've been doing all that you know how to do. Gift cards, raises, creative funding for overtime... but have you tapped into your very best asset? Your PURPOSE! In this interactive workshop, you'll be guided to think outside of the box to develop the bones of your plan for marketing for employees. This workshop needs people from every department in the room. We're going to work in interdisciplinary teams to think outside the box, so you don't have to close the lid.</p> <p>Participants will leave with:</p> <ul style="list-style-type: none"><li>• A renewed sense of purpose. *This is the foundation to keeping great people.*</li><li>• The language to speak your purpose to people inside and outside of your organization. *Culture is driven by language.*</li><li>• The first-steps plan to attract and keep new employees. *Action is required upon returning to your organization.*</li></ul>	C2
	<p><b>2. Wanda Crotwell – Effective Government Relations</b></p> <p>This session will explore how state and local government functions and how non-profits can form effective relationships with legislators to achieve their strategic objectives. This session will be beneficial to Board Members, Executive Directors, Policy Makers and Executive Leadership. Wanda Crotwell is a government relations professional at the Southern Group</p>	C3

	with more than 30 years of experience in the fields of government, communications, and public relations.	
Noon-5:00pm	<p align="center"><b><u>SPONSORS &amp; EXHIBITORS</u></b></p> <p align="center">Come meet the Sponsors &amp; Exhibitors!</p>	Ballroom B
1:00pm-1:30pm	<p align="center"><b><u>The Future IS Now! OFFICIAL OPENING</u></b></p> <p align="center"><b>Title Sponsor: Therap</b></p> <p align="center">Don't miss the conference committee's "exploratory" opening of the conference! It's a strange new world!</p>	Ballroom A
1:30pm-3:00pm	<p align="center"><b><u>Plenary #1</u></b></p> <p align="center"><b>AI Walker -Thinking Big and Living Large</b></p> <p>...is not about you and how much you can accumulate. It's about seeking excellence and making a conscious decision to no longer settle for just being good at what we do or who we are. In today's world, good, isn't good enough anymore, if you genuinely want to make a significant difference in the lives of those you touch. Through his humorous and inspiring anecdotes and stories, AI shares the small secrets that make the big differences in an individual's quest for excellence. You will laugh and enjoy this time together but more importantly, if you take to heart what AI shares, you will leave with a renewed commitment to truly make our world one that is fit to live in for everyone because you were willing to think big and live large.</p>	Ballroom A
3:00pm-3:30pm	<p align="center"><b><u>BREAK/SPONSORS &amp; EXHIBITORS</u></b></p> <p align="center">Take a break with the Sponsors &amp; Exhibitors Charleston Style</p>	Ballroom B
	<b><u>CONCURRENT SESSIONS</u></b>	
3:30pm-4:30pm	<p><b>#1 Technology: An Evolving Roadmap: A Technology First Journey from the Pre-COVID Era to Today / Harold Sloves, Innovation Consultant</b></p> <p>This presentation chronicles Tennessee's path to becoming a Technology First State and nationally recognized innovator during a tumultuous period preceding and continuing through the peaks and valleys of the pandemic. The key ingredient of sustainable change will be highlighted that emphasizes the role of leadership, organizational culture, education and communication. A discussion of the synergy of Enabling Technology, Employment Innovation and Community Inclusion, and Workforce Transformation. This presentation will offer the audience a view of the broad possibilities of Enabling Technology in people's lives.</p>	Ballroom A
	<b>#2 QA: Strengthening the QA Network / Facilitated by Alicia Grubel, Director of Quality Assurance, Thrive Upstate</b>	C2

	A networking roundtable session specifically for QA staff to be able to meet one another, network, conduct roundtable discussions, identify pain points, basically get to know one another before launching into the rest of the QA track of the conference. A final objective of this first session is to identify future QA meetings (schedule, format, etc.) for the QA staff to have firm plans for either regional or statewide counterpart meetings. While the remaining two sessions are open to all conference attendees, this session is specifically for the staff primarily assigned to QA functions.	
	<b>#3 Therap: Therap Billing Troubleshooting / Sheketa Davis, Billing Specialist, Therap</b> Having problems with the billing process in Therap? Join this session to learn how to navigate the process from services authorizations to actual billing. As well, come learn about the report available in Therap that can be helpful to you.	C3
	<b>#4 Technology: South Carolina Human Service Providers Use eBridge Technology to Improve Efficiency / Leslie Haywood, CEO eBridge, Inc.</b> For more than a decade human service providers in South Carolina have been using eBridge's simple and secure web-based document management solution to solve their document storage problems with great success. During this session, you will learn how to (1) allow remote staff access to documents while visiting various locations, (2) improve ability to hire staff with more remote work possibilities helping to alleviate staffing shortages, (3) give temporary access to auditors so they can review files remotely saving time and travel expense, (4) use OCR text search to eliminate misfiled documents, and phase out off-site storage saving time and money and eliminating risk.	C1
5:30pm-7:30pm	<b><u>RECEPTION sponsored by Hodge Systems</u></b> Join us from 5:30pm – 7:30pm for heavy appetizers, music and networking. This is a casual time to unwind and mingle with your counterparts. Don't forget to wear your best <b>The Future IS Now</b> costume!	Ballrooms A & B
8:00pm- 11:45pm	<b><u>HOSPITALITY SUITE sponsored by Marsh &amp; McLennan Agency</u></b> Continue the party in the Hospitality Suite!	Embassy Suites Presidential Suite

## Tuesday, March 7, 2023

8:00am-4:00pm	<b><u>REGISTRATION</u></b>	Ballroom Foyer
8:00am-5:00pm	<b><u>SPONSORS &amp; EXHIBITORS</u></b> Don't forget the Sponsors & Exhibitors!	Ballroom B
9:00am-10:30am	<b><u>PLENARY SESSION</u></b> <b>Barbara Merrill, ANCOR – National Trends and Issues</b> Learn about national trends and the issues all providers are facing from a national speaker. Discover how important it is to unite, as providers, not only at the state but also at the national level.	Ballroom A

10:30-11:00	<p align="center"><b><u>BREAK/SPONSORS &amp; EXHIBITORS</u></b></p> <p align="center">Take a hot or cold beverage break with the Sponsors &amp; Exhibitors</p>	Ballroom B
11:00am-Noon	<p align="center"><b><u>CONCURRENT SESSIONS</u></b></p>	
	<p><b>#1: Technology: Where Independence and Innovation meet: Best Practices for Integrating Technologies into Residential Services / Emily Danciu-Grosso, Marketing and Sales Coordinator, <i>SimplyHome</i></b></p> <p>The demand for services to support individuals with disabilities increases while organizations face growing challenges with staff shortages, budget cuts, and unstable funding sources. This problem highlights the need for innovative solutions supporting both sustainability of the organization, and more importantly, solutions that allow for self-determination and dignity of risk. Enabling technology can be integrated into one's residential setting to promote independence and support the individual with daily tasks through prompts and alerts. The presentation will present best practices, highlight cost savings, and share individual outcomes achieved through the use of technology. Overall, participants will discover how this innovative solution can transform an organization, advance how they provide care, and better support individual choice and independence.</p>	Ballroom A
	<p><b>#2 QA: DDSN Training on Quality Assurance / Ann Dalton, MHA, CQA, CPM is the Director of Quality Management for SCDDSN.</b></p> <p>Review and discuss topics such as compliance, internal reviews, Alliant, developing a QA plan and other QA topics.</p>	C2
	<p><b>#3 Therap: What's New in Therap / Shae Dotson is the Assistant Director of Support, Person-Centered Practices for Therap and Rich Frettoloso is the Senior Support Specialist, State Team for Therap.</b></p> <p>Therap is always looking for ways to improve our system and push innovation in service delivery. Join this session to learn all the latest updates and features available to Therap providers.</p>	C3
	<p><b>#4: Person Centered Supports: Ignite the Spark: What it really means to be Person Centered / Bonnie Shaw &amp; Linda Kunz, Reginal Directors of Case Management, Bright Start</b></p> <p>Come join the Regional Directors of Case Management from Bright Start as they take you on a journey through creating rich and sustaining relationships with the people that you interact with in your daily work. They will share with you how using a few simple tools can help guide that relationship and make it more meaningful! We will help you see how taking a few moments to learn more about the person you are working with can change how they see you and how you see them!</p>	C1
Noon-1:30 PM	<p align="center"><b><u>LOWCOUNTRY LUNCH BUFFET Sponsored by eBridge</u></b></p>	Ballrooms A

	<p align="center"><b><u>SPONSORS &amp; EXHIBITORS</u></b></p> <p align="center">Don't forget to get your Sponsor &amp; Exhibitor sheet signed!</p>	Ballrooms B
1:30pm- 2:30pm	<p align="center"><b><u>CONCURRENT SESSIONS</u></b></p>	
	<p><b>#1: Technology: Innovation: The New Normal for Job Seekers / Omar Chirinos, Director Innovative Services, The Charles Lea Center &amp; Vanessa Pressley, Sr. Director of Community Supports Services, The Charles Lea Center.</b></p> <p>As South Carolina moves forward as an Employment First state, diversifying supports to job seekers and employees with disabilities, will be key factors in obtaining and maintaining successful competitive integrated employment. COVID forced providers and employers to think differently about the workforce footprint, sustainability of operations, and what productivity really means. This presentation will demonstrate a roadmap for providers to embrace innovation and technology. From the basics to advanced implementation, providers will take a critical view of the challenges associated with traditional supports while exploring the opportunities innovation and technology offered to both the employee and the employer. For employment the new normal is "innovation is here to stay."</p>	C1
	<p><b>#2 QA: Implementing Proactive Measures to Prevent Abuse, Neglect or Exploitation / Alicia Grubel, Director of Quality Assurance, Thrive Upstate</b></p> <p>This session will focus on preventing abuse, neglect or exploitation by implementing action plans to reduce risk. Topics will include Assessment, Training, Self-determination, Rights, Service Supports, Health &amp; Safety, Mitigating Risks, Research Data, Surveillance and the Use of Cameras.</p>	C2
	<p><b>#3 Therap: Overview of Optional Modules: Time Tracking, MAR, Training Management System (TMS) / Rich Frettoloso, Senior Support Specialist, State Team Therap &amp; Shae Dotson, Assistant Director of Support &amp; Person-Centered Practices, Therap</b></p> <p>Learn more about the additional modules available to providers under the DDSN state contract. Learn how using Time Tracking can help you with accountability reports, how using the eMAR can help you improve your medication administration process and how to capture your employee training in TMS.</p>	C3
	<p><b>#4 Autism: My Top 10 tips for working with autistic people from my perspective as an autistic person / Kaelynn Partlow, Registered Behavior Technician, Project Hope and participant in the Netflix series, <i>Love on the Spectrum</i>.</b></p> <p>In this presentation, you will be given tips to better communicate with autistic people, conceptualize why change is difficult for them, and understand what a "meltdown" means. Kaelynn will also provide you with information on behavior momentum and how to apply it to increase cooperation</p>	Ballroom A

	in beginning difficult tasks. You will have a clearer understanding of sensory needs, setting effective goals, and the biggest problems facing the autism community. She will talk about the common strengths seen in autism, how to capitalize on them, and reframe the way we think about accommodations. Lastly, Kaelynn will discuss the importance of routines from the autistic perspective and how to help someone through a change in routine.	
2:30pm-3:00pm	<b><u>BREAK/SPONSORS &amp; EXHIBITORS</u></b> Grab a hot or cold beverage with the Sponsors & Exhibitors	Ballroom B
3:00pm-4:00pm	<b><u>CONCURRENT SESSIONS</u></b>	
	<b>#1 Technology: Using Telehealth for Improved Outcomes &amp; Cost Savings / Maulik Trivedi, MD, FACEP, StationMD &amp; Elizabeth Krauss, Executive Director Georgetown County Board of Disabilities and Special Needs.</b> Equitable access to telemedicine and other healthcare services is a challenge for people with intellectual and developmental disabilities (IDD) because most clinicians are not aware of the unique health risks that exist for this population. As a result, the health conditions most likely to result in morbidity and mortality are overlooked or misdiagnosed. This panel presentation highlights an innovative model and public/private partnership with the Missouri Division of Developmental Disabilities comprised of three key elements: online clinician education in IDD healthcare, the use of web-based health risk-informed data, and IDD competent telemedicine supports. Strategies for preventing unnecessary emergency department visits, promoting identification and diagnosis of often-missed health conditions, and addressing health disparities for people with IDD will be explored.	C2
	<b>#2 QA: ELA Reunion: We're Getting the Gang Back Together Again. / Dr. Judy Johnson, retired SC Human Services Providers Consultant</b> All graduates of all prior Executive Leadership Academies are invited and encouraged to attend a combined reunion. This reconnecting session will be facilitated by Dr. Judy Johnson and will give ELA alumni an opportunity to reconnect and share what leadership growth they've experienced since their graduation.	C1
	<b>#3 Therap: Using Business Intelligence for QA &amp; Reporting / Rich Frettoloso, Senior Support Specialist, State Team Therap &amp; Sheketta Davis, Billing Specialist for Therap</b> Are you looking for an easier way to do trend analysis on your data? Join us to learn how Business Intelligence can help you understand your data better.	C3
	<b>#4 Meet Dr. Temple Grandin sponsored by SCDDSN</b> This session is a Q&A dialogue with Dr. Grandin.	Ballroom A

8:00pm-11:30pm	<b><u>HOSPITALITY SUITE</u></b> If you missed last night's hospitality suite, shame on ya! Don't miss out tonight!	Embassy Suites Presidential Suite
----------------	---	--------------------------------------

### Wednesday, March 8, 2023

8:00am-10:00am	<b><u>SPONSORS &amp; EXHIBITORS</u></b> Come see them before they are gone!	Ballroom B
	<b><u>PLENARY SESSION</u></b>	Ballroom A
8:30am-10:00am	<b>Dr. Temple Grandin – Great Minds are Not All the Same</b> <b>Sponsored by SCDDSN</b> Dr. Grandin will discuss her own personal experiences with autism and discuss how different kinds of thinking may have an effect on the ability to do different types of jobs.	
	<b><u>PLENARY SESSION</u></b>	Ballroom A
10:00am-11:15am	<b>Jane Herlong – Sweet Tea Secrets from the Deep-Fried South</b> Get ready for an entertainment experience blending original Southern humor, folksy wisdom and award-winning singing. Jane Jenkins Herlong considers herself a Lowcountry, South Carolina farm girl who went from bare feet to high heels to compete in the Miss America Pageant. Originally from Johns Island, South Carolina Jane claims she is so Southern that she's even "kin to herself". Jane travels throughout the country sharing her sweet tea wisdom and southern fried humor.	
11:15am-12noon	<b><u>AWARDS &amp; DOOR PRIZES</u></b> Come celebrate this year's winner of the Debbie Burton Award & the Direct Support Professional of the Year Don't miss the door prizes!! You must be present to win!	Ballroom A

