

SC Human Service Provider's Annual Conference: **Cruising Through a Sea of Supports**

March 4 – 6, 2024

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



Conference Program

Monday, March 4, 2024

9:00am-4:00pm	<u>REGISTRATION</u>	Ballroom Foyer
10:00am – 12noon	<u>PRE-CONFERENCE WORKSHOP</u> THIS SESSION IS ONLY FOR ATTENDEES WHO PAID A SEPARATE FEE THIS SESSION IS NOT INCLUDED WITH THE GENERAL ATTENDANCE FEE Wynn Godbold - Building Trust Within Your Teams Developed for Executive Directors & Assistant/Deputy Executive Directors. Attendees will be introduced to the three levels of trust. Through discussion attendees will identify why trust is beneficial and develop a common language to express beliefs. Attendees will explore a top-of-the-waves overview of ten ways to build trust and do a deep dive into three of the ten. The goal is for attendees to share and develop a new awareness relating to their own leadership.	MUST HAVE WRIST BAND TO ENTER
Noon-5:00pm	<u>SPONSORS & EXHIBITORS</u> Come meet our Sponsors & Exhibitors!	Ballroom B
1:00pm-1:30pm	<u>OPENING SESSION</u> Title Sponsor: Therap Don't miss the crew of the S.S. HSP as they prepare for the maiden voyage of Cruising Thru a Sea of Supports. Report to your Muster Station!	Ballroom A

1:30pm-3:00pm	<p style="text-align: center;"><u>OPENING PLENARY SESSION</u></p> <p style="text-align: center;">Dr. Alonzo Kelly – Navigating the Terrain of Change</p> <p>Kick off the conference with a dynamic Executive Coach, Professor, 3x Best Selling Author, and Radio Host, Dr. Alonzo Kelly! Dr. Kelly has gained international and global attention as a premier consultant and strategist. This full participatory presentation is designed to assist in creating an inter-culturally inclusive work environment for all. This learning journey will focus on the Professional Development of participants aimed at increasing knowledge and ability to utilize critical thinking skills to make authentic inquiry, apply appropriate meaning to terms and phrases, problem solve, communicate confidently, and foster more collaborative work environments rooted in authentic relationships. The key concepts of this session include 1) Creating a sense of urgency, 2) Creating a “Culture of Accountability” and 3) Crucial Conversations; High Stakes/Strong Emotions/Opposing Opinions.</p>	Ballroom A
3:00pm-3:30pm	<p style="text-align: center;"><u>BREAK/SPONSORS & EXHIBITORS</u></p> <p>Take a break with the Sponsors & Exhibitors Charleston Style, our embarkment port.</p>	Ballroom B
	<u>CONCURRENT SESSIONS</u>	
3:30pm-4:30pm	<p>#1 A Person-Centered Approach to Enabling Technology / Josh Bolt, Director of Customer Relations of Nucleus & Jason Ray, CEO of SimplyHome</p> <p>Too often we find ourselves reluctant to provide more independence to those we care for. Staffing shortages, lack of 24/7 connections or elopement risks, trips and falls. The list goes on and on. So, how can we attempt to find meaningful, secure and reliable solutions? By learning more about how Technology Solutions can enable Remote Supports for those that you care for. Not only do we need this tech in our day-to-day as caregivers, but also to provide the best care possible to each person supported. Join Jason Ray and Josh Bolt as they showcase the positive outcomes created through the integration of the Nucleus Care Video support tablet with SimplyHome’s wireless sensor technology and learn how they are helping provide a person centered approach to enabling technology and remote support!</p>	Ballroom A
	<p>#2 Case Management Workgroup Q&A / Brooke Schmidt, Director of Family Programs at Center for Developmental Services</p> <p>In this session, participants will discuss a variety of topics about the unique issues affecting providers of case management while sharing and brainstorming solutions to resolve those issues. Topics may include death reporting/critical incidents/ANE, residential needs, billing reports, mental health/behavioral services and more.</p>	C2

	#3 Back to the Basics: Person Centered Supports / Alicia Grubel, Director of Quality Assurance for Thrive Upstate This session will focus on implementing person centered supports that are meaningful to the service recipient. Attendees will receive guidance on tools and measures they can use to improve quality of care, promoting rights and increasing service recipient satisfaction.	C3
	#4 Shipwrecked Leadership / Wynn Godbold, Bee Sharp Professional Training Don't shipwreck your leadership. Join us in this experiential workshop to exercise your problem-solving skills, collaboration, persuasion, pressure management and more. We'll have some fun while we learn how to improve our leadership skills.	C1
	#5 Billing 911: Reports, Payments, and Troubleshooting / Sheketa Davis, Senior Support Specialist Billing Team Therap Services The agency has ensured that you have the right people and processes in place to ensure timely payments. So now let us delve deeper into the system to see what reporting is available, ensure payment for all claims, and troubleshooting needs. With an advanced knowledge in these three areas, your agency is taking the lead in accountability and successful outcomes in billing. You now have the tools to be more effective and the billing emergency has been solved.	MR 6&7
4:45pm – 5:15pm	<u>TRIVIA – Test your Cruise themed trivia knowledge.</u> Of course there will be a prize!	C1
6:00pm-8:00pm	<u>CAPTAIN'S RECEPTION sponsored by Palmetto Bus Sales</u> Join us from 6:00pm – 8:00 pm for heavy appetizers, music, fun and networking. This is a casual time to unwind and mingle with your Captain, Crew, and fellow cruisers. Oh and did we say there will be BINGO & prizes? Don't forget to wear your Tourist attire!	Ballrooms A & B
8:00pm- 11:45pm	<u>HOSPITALITY SUITE sponsored by Marsh & McLennan Agency</u> Continue the party in the Hospitality Suite!	Embassy Suites Ashley

Tuesday, March 5, 2024

8:00am-5:00pm	<u>SPONSORS & EXHIBITORS</u> Don't forget the Sponsors & Exhibitors!	Ballroom B
8:00am-4:00pm	<u>REGISTRATION</u>	Ballroom Foyer
8:30am – 8:45am	<u>MORNING STRETCH on the Deck</u> Wake up with gentle stretches (for ALL abilities)	C1

9:30am-10:30am	<p style="text-align: center;"><u>PLENARY SESSION</u></p> <p style="text-align: center;">Commissioner Brad Turner – Creating Success: Establishing the expectation of achievement, independence, and success through the lifespan of those living with a disability.</p> <p>Commissioner Brad Turner will discuss: (1) the importance of Early Intervention, (2) the essentialness of intervention with Transitional Aged Youth to prevent learned dependence and maintain hope and momentum, (3) the future of sustainable Community Services for adults living with I/DD in Waiver programming, (4) reinforcing Outcomes with the Adult Aging population.</p>	Ballroom A
10:30-11:00	<p style="text-align: center;"><u>BREAK/SPONSORS & EXHIBITORS</u></p> <p style="text-align: center;">Take a hot or cold beverage break with the Sponsors & Exhibitors</p>	Ballroom B
11:00am-Noon	<u>CONCURRENT SESSIONS</u>	
	<p>#1 Enabling Technology Can Serve as Your Lifeboat / Stephen Sutter, President of CreatAbility Concepts, Inc.</p> <p>Experiencing rough seas? Enabling Technology can serve as your lifeboat! In this fun session with live demonstrations, you will learn: (1) How to chart out your enabling technology journey, (2) About the many resources that can help you plot out and navigate your course for whatever size voyage you wish to take, and (3) Best practices for staying the course. If this is your first technology journey, we can walk you first time sailors through simple approaches that involve technology designed to help you get your footing. We will also discuss how technology can help your tenured crew members navigate the deeper waters of their provider agency. This session will also cover the security and protection aspect of technology and how to avoid hidden risks that lurk beneath the surface. You will also see examples from seasoned explorers from their journey and learn how they leverage technology to make it happen. Full steam ahead!</p>	Ballroom A
	<p>#2 Initial Level of Care and Annual Re-evaluations: Overview, Policies, and Best Practices for ICF and NF LOC / Melissa Ritter, Director of the Head and Spinal Cord Injury Division for the South Carolina Department of Disabilities and Special Needs & Melody Dodgen, Eligibility Division Program Manager for the South Carolina Department of Disabilities and Special Needs</p> <p>This session will provide an overview of the initial Level of Care (LOC) process for DDSN operated waiver enrollment, and the annual LOC re-evaluation process. The session is intended to provide insight into the Intermediate Care Facility (ICF/IID) and Nursing Facility (NF) LOC policy requirements, procedures, and best practices for completion. The intended audience is case management providers.</p>	C2

	<p>#3 Long Term Care Ombudsman Advocacy: A Tour Through the Investigative Process / Jessica Winters, Regional Long Term Care Ombudsman at the SC Appalachian Council of Governments & Ben Whitaker, Long Term Care Ombudsman at the SC Appalachian Council of Governments</p> <p>This session will focus on the role of the Long Term Care Ombudsman and the Ombudsman investigative process. Participants will learn the purpose and role of the Long Term Care Ombudsman Program, what to expect during an Ombudsman investigation, what the Ombudsman looks for during routine visits, and what is needed from providers to ensure a smooth investigative process and to maintain quality care to all residents.</p>	C3
	<p>#4 Creating Effective Supervisors: Helping Reduce Turnover / Michael Thames, M. Ed, BCBA, Behavior Analyst the Babcock Center and Dustin Beatty, RBT, Lead Registered Behavior Technician the Babcock Center</p> <p>High turnover is a major concern for human service providers. Effective management training is an area where some simple changes can have a huge payoff in job satisfaction and retention. Behavior skills training is an evidence-based strategy that can be used to teach a variety of skills including carrying out training objectives, carrying out support plans, and interacting appropriately with individuals and families. This can create a culture of competency and accountability which can increase trust between staff and management. When combined with performance analysis and feedback, staff can improve performance and feel positive about their growth in your organization. Objectives: (1) Learners will identify strategies for identifying employee needs and strengths, deliver feedback and set performance improvement goals, (2) Learners will identify strategies to provide effective training, (3) Learners will demonstrate behavior skills training and effective feedback.</p>	C1
	<p>#5 Using Therap's Business Intelligence (BI) to Measure Effective Supports / Dr. Ishya "Shae" Dotson, Assistant Director of Support Person Centered Practices Therap & Rich Frettoloso, Therap</p> <p>To navigate the "Sea of Supports," we must make sure our ship is sailing in the right direction. As human service providers, it is important to evaluate the effectiveness of your service delivery model regularly. Join us to learn more about how to develop key performance indicators and use the BI dashboards in Therap to measure your organizational performance.</p>	MR 6&7
Noon-1:30 PM	<u>PORT OF CALL: BLUE PLATE LUNCH BUFFET Sponsored by eBridge</u>	Ballrooms A
	<p><u>SPONSORS & EXHIBITORS</u></p> <p>Don't forget to get your Sponsor & Exhibitor sheet signed!</p>	Ballrooms B
1:00pm – 1:30pm	<p><u>TRIVIA – Test your Olympics themed trivia knowledge.</u></p> <p>Yep, there will be prizes!</p>	C1

1:30pm- 2:30pm	<u>CONCURRENT SESSIONS</u>	
	<p>#1 Technology Through My Eyes / Vanessa Pressley, Sr. Director Community Supports - Day & Employment of the Charles Lea Center, Lakeila Young, Director Supportive Living of the Charles Lea Center & Davan Brewton, Director Supportive Living of the Charles Lea Center</p> <p>Come with us on a tour through Arlene's eyes. Arlene was transferred to CTH II in 2018 with the goal of gaining greater independence. With the use of enabling technology, you will see the creative and innovative ways, Arlene has begun her journey of gaining independence to help her with daily living and community inclusion.</p>	Ballroom A
	<p>#2 Medicaid 101/Thomas Mayne, Client Benefits Supervisor for the South Carolina Vocational Rehabilitation Department & Amber Lydford, Benefits Specialist II for the South Carolina Vocational Rehabilitation Department</p> <p>This session will focus on the Medicaid website, what to look for, how the income limits listed on the website are calculated, and a review of the Age Blind or Disabled Category, the Working Disabled Category and the Home and Community Based Services Category. We will also review the application and the necessary things to put in the application and what is not needed.</p>	C2
	<p>#3 What's my role and why is it important? / Ann Dalton, Director Quality Management the South Carolina Department of Disabilities and Special Needs.</p> <p>Every staff has an important role in Quality and Risk Management. From the documentation of supports provided by the DSP to the provider's review of Critical Incidents and every step in between, your role is important to the people receiving services. In order for our service participants to be successful in their goals, your agency has to be successful in meeting its requirements. This session will discuss the important feedback loop between your review, the Plan of Correction, and Follow-up. We will discuss how each role has an impact in improving services.</p>	C3
	<p>#4 Creating a Space Where Everyone Feels They Belong / Dr. Alonzo Kelly, Executive Coach</p> <p>This holistic presentation is inclusive of the skill of Critical Thought and Crucial Conversation; Tools for Talking When the Stakes Are High. All participants will feel compelled to learn, invited to be courageous, and challenged to be humble as we explore the impact of our experience on our ability to form truly authentic partnerships and relationships. Through intentional dialogue focused on our sense of belonging, we are able to examine and challenge the plethora of personal and professional environments where we feel most and least likely that we belong. Participants will be able to apply their unique personality, lived experience, and acquired knowledge to DEI in ways consistent with the unique Mission of organizations across all departments, roles and responsibilities.</p>	C1

	#5 Using Therap to Develop Person Centered Supports / Dr. Ishya “Shae” Dotson, Assistant Director of Support Person Centered Practices Therap & Rich Frettoloso, Therap As human service providers, our goal is to support people to achieve the life they desire. As such, we must establish a service delivery model anchored in person centered principles. Join this session to learn more about how you can use the data from Therap to help develop person centered supports.	MR 6&7
2:30pm-3:00pm	<u>BREAK/SPONSORS & EXHIBITORS</u>	Ballroom B
3:00pm-4:00pm	<u>CONCURRENT SESSIONS</u>	
	#1 Efficiency, Accuracy, Independence: The Impact of Impruvon Health’s Medication Management at Charles Lee center / Justin Amoyal, CEO Impruvon Health & Shannon Childress Join us for an insightful co-presentation featuring Impruvon Health and the Charles Lee Center. Together, they'll showcase Impruvon Health's Medication Management platform, a groundbreaking solution used by the Charles Lee Center to reduce medication errors, streamline medication administration processes, automate documentation, and save valuable time for Direct Support Professionals and Agency Leadership. The Impruvon Health platform additionally enables individuals with IDD to learn the skills to safely self-administer their own meds, with tailored levels of support, dependent on their current skill set and understanding of their medication regimens. Learn how this collaboration is revolutionizing medication administration efficiency and enhance the quality of care for individuals with disabilities and paying dividends in reducing medication errors, while automating medication data inputs. This technology is the future of medication administration for individuals with IDD and the teams who care for them.	Ballroom A
	#2 Medicaid 102 / Thomas Mayne, Client Benefits Supervisor for the South Carolina Vocational Rehabilitation Department & Amber Lydford, Benefits Specialist II for the South Carolina Vocational Rehabilitation Department This session will delve into the South Carolina Policy and Procedure Manual (SCPPM), what the regulations state for the amount of time an application should be processed, what is an Ex-Parte Decision and why it is necessary. We will also review a category for individuals with disabilities that is not listed anywhere on their website! Also covered will be when and how to report information to SCDHHS - Medicaid.	C2

	<p>#3 Quality Management: What do the Proposed New Regulations Mean to My Organization? / Ann Dalton, Director of Quality Management for the South Carolina Department of Disabilities and Special Needs</p> <p>In the spring of 2023, the CMS published two proposed regulations “Medicaid Program: Ensuring Access to Medicaid Services” and “Medicaid Program: Medicaid and Children's Health Insurance Program Managed Care Access, Finance and Quality.” in addition, President Biden issued an Executive Order on “Increasing Access to High- Quality Care and Supporting Caregivers”. In September 2023, the Administration on Community Living published its first ever proposed regulations for Adult Protective Services. The proposed regulations from CMS and ACL are expected to be issued in final form within the next few months and they will each have big impacts on the SCDDSN provider network. This session will discuss what we can expect and how to plan for the changes to our service delivery system.</p>	C3
	<p>#4 Road to Equitable Employment: Overcoming fears to enable the continued success of the South Carolina 14c phase-out / Kimberly Tissot, President & Chief Executive Officer for Able South Carolina & Marly Saade, Director of Employment Programs for Able South Carolina</p> <p>Transitioning individuals out of sheltered workshops and into the community comes with many programmatic, environmental, social and attitudinal barriers. Many people with disabilities, especially those with intellectual and developmental disabilities (ID/DD) are still viewed as incapable and too disabled to be successful in Competitively Integrated Employment Settings. Able SC will focus the presentation on the attitudinal barriers to the successful phase out of 14c. We understand that the attitudinal obstacles come from a place of fear, and we want to show you that there is nothing to fear but so much more to gain. People with disabilities deserve real work for real pay. The presentation will highlight the successful transition of individuals with ID/DD who were once deemed “unemployable” and explore the tools that successfully enabled their success</p>	C1
	<p>#5 More Knowledge = Better Communication: Using Therap to Develop Effective Knowledge Management Systems / Dr. Ishya “Shae” Dotson, Assistant Director of Support Person Centered Practices Therap & Rich Frettoloso, Therap</p> <p>The human service industry is run by a knowledge economy. The more knowledge we have, the better support we can provide to individuals and their families. Human service leaders are constantly discovering new information about the people they serve that can help them to become more effective in their support. However, the knowledge must be easily accessible and understood by all working in the organization. Join this session to learn how to harness the knowledge that is discovered daily by developing an effective knowledge management system in Therap.</p>	MR 6&7

4:15pm – 4:45pm	<u>TRIVIA – Test your Sports themed trivia knowledge.</u> Yep, there will be a prize!	C1
4:30pm – 8:00pm	<u>DINNER on your own or with a group</u>	Explore North Chuck
7:00pm – 7:30pm	<u>TOWEL FOLDING – BYOB&T</u> Bring your own beverage and towel to this fun class and learn how to make towel animals. Participants will need to bring one bath towel and one hand towel.	Embassy Suites Lobby
8:00pm-11:30pm	<u>HOSPITALITY SUITE</u> If you missed last night's hospitality suite, shame on ya! Don't miss out tonight!	Embassy Suites Ashley

Wednesday, March 6, 2024

7:45am – 8:00am	<u>MORNING STRETCH on the Deck</u> Get your stretch on for a closing day full of fun and excitement! (for ALL abilities)	C1
8:00am-10:00am	<u>SPONSORS & EXHIBITORS</u> Come see them before they are gone!	Ballroom B
8:30am-9:30am	<u>CONCURRENT SESSIONS</u>	
	#1 Enabling Technology in SC! Where We Are and Where We Are Headed / Harold Sloves, Innovation Consultant & Jason Tavenner, Executive Director of the Laurens County Disabilities and Special Needs Board This presentation will describe the South Carolina Human Services Providers Association (SCHSPA) efforts and plans to move South Carolina's system of waiver funded supports to a new paradigm that is in keeping with national trends toward Technology First. The Technology First approach and framework makes enabling technology an accessible, person-centered option for people's aspirations of greater freedom and self-reliance.	Ballroom A

	<p>#2 The Marshmallow Challenge! / Bonnie Shaw, Regional Director Case Management for the Midlands Bright Start & Linda Kunz, Case Manager Supervisor and Regional Director for Bright Start</p> <p>Come join the regional directors of Bright Start as they take you down the road to building relationships between Case Managers and Service Provider agencies. Experience hands on activities that will be fun, uplifting and help you understand that partnership is key in creating solid relationships. We will dive into the leadership principles that will assist you in developing your confidence so that you can be open to what a great relationship looks like. The Bright Start Regional Directors promise to make 50 minutes feel like 5!</p>	C2
	<p>#3 We Will Not Float in The Sea / Sophia Richardson, Senior Director of Compliance the Babcock Center & Dave Kammerer, Quality Management Director of Quality Improvement the Babcock Center</p> <p>This session will empower Providers to help reduce/prevent frequent citations from outside agencies. This PowerPoint presentation will focus on: (1) Discussing with providers frequently cited tags from outside agencies, (2) Empowering Providers to conduct QA Reviews at their location, (3) Explore ways to help prevent/reduce these citations as a provider, and (4) Identify various reviews that can be done before auditors arrive.</p>	C3
	<p>#4 LifeSavers for Managers - How Not to Drown in the Sea of Employee Relations / Audrey Coogler, Senior Director of Administration the Babcock Center & Keela Ardis, Director of Human Resources the Babcock Center</p> <p>This is a crash course in various ways that managers can say and/or do the wrong thing, often without even knowing it. From interviewing dos and don'ts, having the hard conversations, terminations, expectations, and general communication we will hit on the high points of how to not get yourself or your company in trouble.</p>	C1

	<p>#5 Innovation Increases Productivity / Isaac Bishop, Assistant Director of Information Technology with the Charles Lee Center</p> <p>In the current landscape of communication, everyone wants to exchange information immediately. Delays could mean that important decisions are put on hold and in effect, lose money. Digital form solutions can save time by providing an opportunity to fill out information on your computer or mobile device and eliminate the need to meet in person to make revisions, get signatures, and make copies. Additionally, using digital forms is efficient, safe and reduces the carbon footprint. This presentation will explain the benefits of using digital forms over physical forms; how to evaluate your current forms and apply those principles when designing a digital form and making an approval flow; and demonstrate how digital forms can utilize cloud storage for automatic submission and organization. With all the possibilities, digital forms can be beneficial to any organization.</p>	MR 6&7
9:30am-9:45am	<u>BREAK</u>	Ballroom B
9:45am-11:15am	<p><u>CLOSING PLENARY SESSION</u></p> <p>Colin Stevens – Maximize Your Impact</p> <p>End your Cruise with a former Division 1 basketball player and team captain at Coastal Carolina University, life strategist and performance coach, Colin Stevens. Colin will discuss how we can get the most out of ourselves, the most out of the people we support, and ultimately how we can get the most out of life. Colin is the published author of two books, <i>COACHABLE</i>, and his most recent book with raving reviews, <i>Make Your Mark</i>. He is a sought-after speaker and trainer for various companies, motivating and empowering others to reach their full potential. With an unwavering commitment to excellence, Colin continues to inspire and uplift those around him. Colin Stevens life strategist and performance coach.</p>	Ballroom A
11:15am-12noon	<p><u>AWARDS & DOOR PRIZES</u></p> <p>Come celebrate this year's winner of the Debbie Burton Award & the winner of the Direct Support Professional of the Year Award. You DO NOT want to miss the door prizes! Yes, you must be present to win!</p>	Ballroom A

