

Location	Discovery Ballroom				
8:00 AM - 9:00 AM	Daily Check-In/Registration	Continental Breakfast, Meet & Greet, Visit Exhibitor Booths			
9:00 AM - 11:15 AM	<p><b>Welcome &amp; Announcements:</b> Lisa Cauble, Director, AKTC and Kara Thrasher-Livingston, SDS</p> <p><b>Keynote Address: <i>Communicating with Augmentative and Alternative Communication Users</i></b> Presented by: Patrick Regan</p>				
11:15 AM - 12:15 PM	LUNCH Break - On your Own				
Location	Endeavor	Adventure	Quadrant	Voyager	Whitby
12:15 PM - 1:45 PM Session Block 1	<p><b>Culture Matters: Integrating and Honoring Culture When Working with Older Adults</b></p> <p>Jordan Lewis</p>	<p><b>Care Coordinators and Person-Centered Thinking: The Conversation Continues...</b></p> <p>Kim Champney &amp; Michelle Davidson</p>	<p><b>Supported Decision-Making: Benefits And Challenges - What We Have Learned</b></p> <p>Elisa Thornberg &amp; Travis Noah</p>	<p><b>Disability Language &amp; Etiquette</b></p> <p>Michelle Toy</p>	<p><b>Alaska Core Competencies #3 Planning Services</b></p> <p>Betsy Chivers &amp; Tom McRoberts</p>
2:00 PM - 3:30 PM Session Block 2	<p><b>Friendship and Community Connections = Full Life - So What is my Role?</b></p> <p>Michele Girault &amp; Robin Siverson</p>	<p><b>Checking Alaska Medicaid Member Eligibility</b></p> <p>Marilee Reinhart-Davieau</p>	<p><b>Introduction to Collaborative Problem Solving</b></p> <p>Randy Jones</p>	<p><b>10 Commandments for Working with Individuals Impacted by FASD</b></p> <p>Tami Eller</p>	<p><b>Alaska Core Competencies #5 Linking to Resources</b></p> <p>Betsy Chivers &amp; Tom McRoberts</p>
3:30 PM - 4:00 PM	Break in Discovery Ballroom - Network and Visit Exhibitors				
4:00 PM - 5:30 PM Session Block 3	<p><b>The Value of Enabling Technology</b></p> <p>Henry Wyatt</p>	<p><b>Assisted Living Licensing 101 for Care Coordinators</b></p> <p>Nathan Allen &amp; Julia Greenfield</p>	<p><b>The Americans with Disabilities Act: Behavioral Health, Addiction, Recovery, and Reasonable Accommodations in the Workplace</b></p> <p>Michael Richardson</p>	<p><b>It's Complicated: Navigating the Relationship Between Family Members and In-Home DSP's</b></p> <p>Bettina Kipp Lavea</p>	<p><b>Alaska Core Competencies #6 Advocating</b></p> <p>Betsy Chivers &amp; Tom McRoberts</p>
Closing 5:30 PM	Close of Day 1 - 19th Annual Full Lives Conference				

Location	Discovery Ballroom				
8:00 AM - 9:00 AM	Daily Check-In/Registration	Continental Breakfast, Meet & Greet, Visit Exhibitor Booths			
9:00 AM - 10:00 AM	<b>Morning Announcements</b> <b>Alaska Alliance for Direct Service Careers - Outstanding Direct Service Professional of the Year Awards</b> <b>Presented by:</b> Farina Brown, Deputy Director DHSS Behavioral Health				
10:00 AM - 10:15 AM	Break in Discovery Ballroom - Network and Visit Exhibitors				
10:15 AM - 11:45 AM	<b>Keynote Address: <i>Creating a 21st Century Workforce: Reinventing the Direct Support Professional</i></b> <b>Presented by:</b> Joseph M. Macbeth, President/CEO, The National Alliance for Direct Support				
11:45 AM - 1:00 PM	LUNCH Break - On Your Own				
Location	Endeavor	Adventure	Quadrant	Voyager	Whitby
1:00 PM - 2:30 PM Session Block 4	<b>Alaska Alliance of Direct Support Professionals: #UpTheBar</b> * This session will be taking place in the Discovery Ballroom *  Kim Champney	<b>Tech up Your Agency</b>  Robert Croley	<b>Person Directed Plans of Care Goals (Employment, Health/ Safety, and Emergency Preparedness)</b>  Lanny Mommsen & Ric Nelson	<b>Self-Care in the Workplace. Not Medicaid Billabl .... but...PRICELESS!</b>  Cindy Hensley	<b>Alaska Core Competencies #7 Individualizing Care</b>  Betsy Chivers & Tom McRoberts
2:30 PM - 3:00 PM	Break in Discovery Ballroom - Network and Visit Exhibitors				
3:00 PM - 4:30 PM Session Block 5	<b>Friendship and Community Connections = Full Life ~ So what is my role?</b>  Michele Girault & Robin Siverson	<b>Updates and Q &amp; A with SDS Leadership Team</b> * This session will be taking place in the Discovery Ballroom *  John Lee, Maureen Harwood, Lynne Keilman-Cruz & Kara Thrasher-Livingston	<b>The NADSP Code of Ethics Encounter</b>  Joseph Macbeth	<b>Checking Alaska Medicaid Member Eligibility</b>  Marilee Reinhart-Davieau	<b>Alaska Core Competencies #8 Documenting</b>  Betsy Chivers & Tom McRoberts
Closing 4:30 PM	Close of Day 2 - 19th Annual Full Lives Conference				

Location	Discovery Ballroom				
8:00 AM - 9:00 AM	Daily Check-In/Registration	Continental Breakfast, Meet & Greet, Visit Exhibitor Booths			
Location	Discovery Ballroom				
9:00 AM - 10:30 AM	<b>Keynote Presentation: <i>Listening to Quieter Voices</i></b> <b>Presented by:</b> Pamela R. Kelley, Executive Director, Alzheimer's Resource of Alaska and Jordan P Lewis, PhD, MSW, CPG, Professor, Memory Keepers Medical team, University of Minnesota Medical School, Duluth Campus				
10:30 AM - 10:45 AM	Break in Discovery Ballroom - Network and Visit Exhibitors				
Location	Endeavor	Adventure	Quadrant	Voyager	Whitby
10:45 AM - 12:15 PM Session Block 6	<b>Assistive Technology for Independent Living and Caregiver Support</b>  Tori Phipps & Kate Yenik	<b>Person-Centered Planning: The Role of the DSP</b>  Kim Champney & Michelle Davidson	<b>Arranging Member Travel</b>  Marilee Reinhart-Davieau	<b>Is Guardianship Necessary?</b>  Lisa Wawrzonek	<b>Alaska Core Competencies #9 Behaving Professionally &amp; Ethically</b>  Betsy Chivers & Tom McRoberts
12:15 PM - 1:30 PM	Lunch Break - On Your Own				
1:30 PM - 3:00 PM Session Block 7	<b>Challenging Behaviors &amp; The Power in Music</b>  Debbie Chulick & Ann Farris	<b>Caregiver Connection Program: Piloting Alaska's First Evidenced Based Caregiver Assessment</b>  Conor O'Dea & Lisa Morley	<b>A Demonstration Project: Supported Decision-Making Strategies to Improve Fidelity of First-Person Reporting and Maximize Autonomy</b>  Anne Applegate	<b>Strengthening Rapport Between Staff and Service Recipients</b>  Regan Garden, Phil Tafs, Maret Rahn & Danielle Specking	<b>Alaska Core Competencies #10 Developing Professionally</b>  Betsy Chivers & Tom McRoberts
3:00 PM - 3:15 PM	Break in Discovery Ballroom - Network and Visit Exhibitors				
Location	Discovery Ballroom				
3:15 PM - 4:45 PM	<b>Keynote Closing Address: <i>Advocacy and the Power of our Voice</i></b> <b>Presented by:</b> Michele Girault, Board Vice-President, Key Coalition; Executive Director, Hope Community Resources				
Closing 4:45 PM	Close of 19th Annual Full Lives Conference				



### Day 1 – Wednesday, April 22

#### **Keynote Address: Communicating with Augmentative and Alternative Communication Users**

Presented by: Patrick Regan

In 2015, Patrick joined Kennedy Center Emerging Leader Award Winner, Rebecca Granados, in presenting at the California Association of Museums, on the topic of using technology to increase access to museum exhibits for people with disabilities. Here in Anchorage he has spoken on the topics of the need for increasing accessibility to the Alaska Center for the Performing Arts through renovations to Town Square, and the positive impact employment has on him. He has appeared on Fox News and Alaska Public Radio. This presentation will provide an overview of Augmentative and Alternative Communication (AAC) and helpful tips for successfully interacting with people who experience severe speech disabilities. He will provide insight and suggestions for how to include AAC users in the decisions and planning made for their services and supports.

#### ***SESSION BLOCK 1***

#### **Culture Matters: Integrating and Honoring Culture When Working with Older Adults**

Presented by: Jordan Lewis

The State of Alaska is facing a rapidly growing population over the age of 65, in both rural and urban areas; with this increase comes a need for support, in the way of long term care and respite services. An important segment of this growing elderly population is Alaska Native Elders who are aging in place, living longer with more chronic illnesses, and facing a variety of health care needs. The high cost of living and the lack of available health care and support services in rural Alaska has required Alaska Native Elders to relocate to urban centers, either to live with family or move to a facility. For some of these Elders, this move can be extremely stressful, resulting in declining physical and mental health.

Working collaboratively with the Fairbanks Memorial Hospital, Denali Center, we have developed a training manual with the hope of easing the transition of Alaska Native Elders, as well as persons with disabilities, to facility-based living by learning how to celebrate and recognize cultural values and traditions. The goal of this manual is to expose care providers to different cultural practices and activities that can be used to reduce the stress for caregivers, providers, and care recipients.

This manual will serve as the foundation of this presentation and can be used to start discussions in your facility that may help to develop cultural humility among staff and others. It is the hope to create more awareness and increase the number of conversations on how long term care and skilled nursing facilities can incorporate cultural activities for the Elders and persons with disabilities that will improve their quality of life and honor their cultural identity, language, values, and customs.

#### **Care Coordinators and Person-Centered Thinking: The Conversation Continues...**

Presented by: Kim Champney and Michelle Davidson

The Governor's Council on Disabilities and Special Education received a five-year federal grant on Community Living with the overarching goal based on the Shared Vision: Alaskans will share a common system vision with the core precepts being that each person directs their own support plan based on their strengths and abilities, toward a meaningful life in their home, their job, and their community. One of the key strategies of this grant is to provide training on person-centered planning to care coordinators.

The focus of continued training has not been on the technical aspects of person-centered planning but on the philosophical framework – informed by the Shared Vision – of supporting people to truly lead the development



of their support plan. This involves pushing back on the system’s medical model paradigm as well as the expectations of guardians and other team members.

This session will continue the dialogue and allow for an in-person, interactive discussion. Kim has invited Michelle Davidson, an advocate from Kenai, to co-facilitate the session. While some background information will be presented to set the context, this will be an opportunity for care coordinators to talk about the challenges and strategies for developing support plans that are truly person-centered.

### **Supported Decision-Making: Benefits and Challenges - What We Have Learned**

Presented by: Elisa Tornberg and Travis Noah

On September 27, 2018, Governor Walker signed House Bill 336 into law allowing more people to live independent lives through Supported Decision-Making Agreements (SDMA). We will begin by discussing what a Supported Decision-Making Agreement is including who qualifies to have an SDMA, what a Supported does and how to become one, what types of decisions can be included in an SDMA, and how a person gets started. We will share our pioneering journey over the past several months, giving some examples of the various situations we have navigated through. Participants will receive the “Agency Guide for Crafting Supported Decision-Making Agreements” booklet (provided by the Alaska Governor’s Council on Disability and Special Education).

### **Disability Language & Etiquette**

Presented by: Michelle Toy

What words and terminology used to describe disability are outdated or outright offensive these days? What are some of the ways you can put others (and yourself) at ease when interacting with someone who has a disability, whether this person is your customer, your coworker, your neighbor, or your boss? This presentation will discuss disability language and how this language has changed from the religious to medical to social justice model. Disability etiquette is general advice when working with anyone who has a disability, followed by etiquette pointers grouped by disability type: visual disabilities, hearing disabilities, mobility disabilities, and non-apparent disabilities.

### **Alaska Core Competencies #3: Planning Services**

Presented by: Betsy Chivers and Tom McRoberts

The Alaska Core Competencies are a set of essential skills for DSPs (direct support providers or direct support professionals) who deliver services to persons with mental health and substance use conditions, intellectual and physical disabilities, and older adults who need long-term services and support.

#### **#3: Planning Services**

- Identifies Recommended Goals and Services
- Supports Individual and Family Member Decision-Making in Developing a Plan of Care
- Assists Individuals in Developing Personal Plans



### **SESSION BLOCK 2**

#### **Friendship and Community Connections = Full Life - So What is my Role?**

Presented by: Michele Girault and Robin Siverson

In a world dominated by “compliance and regulation” we often forget our primary objective is coaching and mentoring self-directed lives. Everyone is enriched by friends who appreciate our individual gifts and talents and “get us”. This session focuses on key concepts of support resulting in building meaningful connections in community.

#### **Checking Alaska Medicaid Member Eligibility**

Presented by: Marilee Reinhart-Davieau

This session will give you a broad overview of Alaska Medicaid member eligibility as well as how providers can check eligibility. The presentation, which is part of the Alaska Medicaid provider training available from Conduent, is a broad overview for providers of member eligibility. We will discuss:

- Who determines member eligibility.
- Member eligibility factors – including eligibility codes and resource codes.
- Ways that Alaska Medicaid providers can check member eligibility – including some of the pros and cons of each of the methods• Atypical eligibility types – including hospital presumptive eligibility, care management, and backdated and retroactive eligibilities.
- How member eligibility can affect provider billing.
- Member eligibility-related resources for providers – including the member handbook, phone numbers, and online tools.

If you have ever had a claim or service authorization deny due to member eligibility issues, this presentation may be for you! Knowing how to check member eligibility and understand the information you find is key to being more efficient in billing and arranging service authorizations. This presentation will give you information and resources to better understand working with Alaska Medicaid.

#### **Introduction to Collaborative Problem Solving**

Presented by: Randy Jones

Data and research have now lit a new path for human development. Psychiatry and Neuro-biology have come together in Collaborative Problem Solving. Imagine if you could physically build new brain. What if there is a way to help people stabilize emotions and thoughts; Help solve chronic problems in living; Pursue goals and dreams; Build skills, confidence and hope; While nurturing a helping relationships with family and support providers?

Collaborative Problem Solving (CPS) focuses on building our relationship to assist people in practicing problem-solving for themselves, building their skills and thus their confidence. By believing that everyone is doing the best they can with the cognitive skills they possess, we know that we can help them practice those skills, and create or repair a helping relationship.

#### **10 Commandments for Working with Individuals Impacted by FASD**

Presented by: Tami Eller

Current prevalence studies indicate that approximately 6.5% of the U.S. general population experience FASD. These individuals often engage in systems where they are underdiagnosed or misdiagnosed; resulting in inappropriate interventions increasing acuity leading to higher levels of care. While many individuals and professions have a basic knowledge of FASD, they often do not have the necessary tools to effectively identify



who is impacted, how they are impacted and then change the environment to meet the needs of that individuals. Each “Commandment” will be explored to discuss implementation within different environments. By the end of the presentation, participants will have tools that enable them to identify who is impacted, how they are impacted and be able to start creating effective accommodations for individuals impacted by a FASD.

### **Alaska Core Competencies #5: Linking to Resources**

Presented by: Betsy Chivers and Tom McRoberts

The Alaska Core Competencies are a set of essential skills for DSPs (direct support providers or direct support professionals) who deliver services to persons with mental health and substance use conditions, intellectual and physical disabilities, and older adults who need long-term services and support.

#### **#5: Linking to Resources**

- Identifies Recommended Resources
- Supports Individual and Family Decision-Making in Selecting Resources Connects Individuals
- Families to Community Resources

### ***SESSION BLOCK 3***

#### **The Value of Enabling Technology**

Presented by: Henry Wyatt

We will explore the wondrous capabilities in the world of assistive technology. Find out how enabling technology can help bring dreams to reality. FeelSafe technology Consulting, LLC is an Alaska based consultant company that takes great pride in having the ability to assess and provide technology. We do this in order to improve quality of life and allow people to live as independently as possible. We are one of the chosen vendors for the Home Modification and Enabling Technology program currently ran through SILC. We will discuss the benefit of assistive technology. How it can be extremely cost effective to not only providers but to waived services in general. We work hard to create a safe and helpful environment.

We want to show our fellow Alaskans that they do have options. There are products and services out there that can assist them in having a choice to remain at home, have assistance meeting their goals and live by their own terms.

Products will be demonstrated so participants can see how they work and how natural supports and providers can benefit from the use of technology. We will discuss real life scenarios and how the data collected from technology can be used and implemented in a person’s plan of care. In addition, we will discuss funding options for families and providers, how that process works, and what you need to increase your chances for approval.

#### **Assisted Living Licensing 101 for Care Coordinators**

Presented by: Nathan Allen and Julia Greenfield

This presentation is intended to provide care coordinators with a better understanding of the residential licensing program and how they are involved. This will include the licensing program’s mission statement and current statistics for licensed homes.

Participants will receive an overview of the inspection and investigation process. This will include an explanation of the most common violations observed in homes and what kind of enforcement actions the program can take. Resident rights including a discussion of Senior and Disability Services requirements for certified homes and how these may differ from licensing requirements. Further, we will briefly review how



care coordinators are involved in other specific assisted living licensing processes such as the general variance process, plans of care/assisted living plans, health services reviews, physicians statement, quarterly reviews and updates, service contracts, notification requirements, comfort care/DNR/health care directives, money management, medication management, and requirements regarding animals, toxic plants, and firearms.

Care coordinators will receive tips for how they can partner with licensing to help with investigations in order to better safeguard vulnerable adults. Finally, participants will be provided information on where care coordinators can learn more about licensing regulations

### **The Americans with Disabilities Act: Behavioral Health, Addiction, Recovery, and Reasonable Accommodations in the Workplace**

Presented by: Michael Richardson

Successful and gainful employment goes a long way in increasing long-term stability for people with behavioral health conditions. The unemployment rate of people with mental health conditions (and any disability) continues to be high. A key to making a change in this is to self-empower job seekers and employees with knowledge about employment rights and the reasonable accommodation process. Geared towards the service provider, this discussion will provide:

- An Introduction and Overview of Title I of the Americans with Disabilities Act (ADA)
- A Review of the Reasonable Accommodation Process, Disclosure, and Examples of Reasonable
- Accommodations for People with Psychiatric Disabilities
- A Review of Case Studies of Accommodations Associated with Psychiatric Disabilities

This presentation and discussion aims to increase the service professional's working knowledge of the ADA and review related resources that are available to empower consumers and build greater self-advocacy skills in the employment world. Having this increased knowledge will enable job seekers and employees with psychiatric disabilities to better exercise their right to reasonable accommodations and increase chances for employment success.

### **It's Complicated: Navigating the Relationship Between Family Members and In-Home DSP's**

Presented by: Bettina Kipp Lavea

What is it like to have a child with disabilities and have unrelated people providing care in your home? How do workers successfully navigate the relationship and the professional ethics of confidentiality and autonomy, particularly when conflict occurs?

This presentation will explore the complicated relationship between in-home support staff who experience their workplace in settings which are intimate home spaces for families and clients. We will discuss ethical standards of human services practice, including the practices of confidentiality, privacy and the need to support autonomy as a client right. In addition, practical issues of communication, conflict, and the role of personal boundaries will be discussed, and skills to promote understanding and successful communication in difficult situations will be presented.



### **Alaska Core Competencies #6: Advocating**

Presented by: Betsy Chivers and Tom McRoberts

The Alaska Core Competencies are a set of essential skills for DSPs (direct support providers or direct support professionals) who deliver services to persons with mental health and substance use conditions, intellectual and physical disabilities, and older adults who need long-term services and support.

#### **#6: Advocating**

Advocates on Behalf of the Individual and Family

Supports Self-Advocacy

## **Day 2 – Thursday, April 23**

### **Keynote Address: Creating a 21st Century Workforce: Reinventing the Direct Support Professional**

Presented by: Joseph M. Macbeth, President/CEO, The National Alliance for Direct Support

As advocates, families, providers and policy makers find themselves at a critical point in shifting support models for people with disabilities toward individual autonomy and self-direction, this keynote offers a chance to reflect on how the strength of advocacy led the community living movement over the past 40 years.

The presentation will also reflect on the changes coming to our system that are driven by funders, families and people with disabilities and how service organizations must implement continuous quality improvement practices in their approaches to empowering people to lead self-directed lives.

Also addressed will be some of the issues that direct support professionals across North America are telling NADSP about their work, what they need to be successful and offer suggestions that promote the notion that "Quality is defined at the point of interaction." Joseph Macbeth will share some stories from the road, and some "uncomfortable truths" to make you consider things a little differently about the work of direct support professionals.

### **SESSION BLOCK 4**

#### **Alaska Alliance of Direct Support Professionals: #UpTheBar**

Presented by: Kim Champney

The AADSP has been under development for over a year now. At the last Full Lives conference, the initial planning team presented the concept and gathered input from DSPs during a conference session. The session was well-attended, and an additional eight representatives were recruited to form a steering committee, which met this past fall to form the mission, vision and strategic plan for this new organization. The mission of AADSP: We are the voice of the direct support professional workforce in Alaska.

The group has been meeting monthly to develop a structure for recruiting members and a communication system for gathering input as well as sharing opportunities. This session will provide an overview of how the group came to be, what the future vision is, and what it means to be a member of AADSP. The presentation will be co-presented by the steering committee, with the goal of laying the foundation for the next stage of organizational development.

#### **Tech up Your Agency**

Presented by: Robert Croley

Many businesses need very little in the way of technology to move forward, others are unable to do anything without it. Human services has long been slow to adopt much sophistication. Today, many of the people who



manage our organizations started in the field well before the technological revolution brought about by the miniaturization of technology. Given this it is no surprise that managers in the human services field have a difficult time keeping up.

Technology as it appears today has been a tool of large organizations whose budgets number in the tens of millions while smaller operators who measure their income in tens or hundreds of thousands have been left behind.

This presentation is about the tools that are available to you regardless of the size of your organization, what you do or how you do it. Some key points to keep in mind as we go forward...

- 1) Do you know what part of the year your workload is at its greatest?
- 2) How long does it take you to find a single page document for a client who left your agency three years ago? A client still in your agency?
- 3) Do you know who the people are that are connected to your clients?
- 4) Do you know how they're connected to one another?
- 5) Can you forecast the amount of time you need in any given month to get things done?
- 6) Is there a part of the operation of your business that you avoid?

### **Person Directed Plans of Care Goals (Employment, Health/ Safety, and Emergency Preparedness)**

Presented by: Lanny Mommsen and Ric Nelson

This presentation will outline how to enhance plan of care goals for employment, health/safety, and emergency preparedness to become more person directed. We will discuss how to write attainable goals for employment in terms of building a new career, or growing within a current career. These goals would direct the Plan of Care, to make sure that the individual is making progress towards their employment goals. This will include possible pre-employment goals such as volunteerism in the community, on-the-job-training, technical skill building, and interpersonal skill building.

Health will focus on helping individuals identify what recreation they are interested in. Safety will be discussed in terms of person directed. Additionally resources for recreation and safety planning will be provided.

Emergency preparedness will focus on making sure individuals have discussed their emergency plans with their family/providers, are able to identify preferences, know what to expect (in both an evacuation as well as sheltering in place). Resources will be provided (planning toolkit and starter emergency kits).

Changes to these three aspects of an individual's Plan of Care will greatly enhance the lives of people with disabilities, by allowing them flexibility and self-determination. This implementation of the DD Shared Vision has the potential to guide other aspects of a person's life to be guided by the DD Shared Vision. This is the ultimate goals of a realized DD Shared Vision.

### **Self-Care in the Workplace. Not Medicaid Billable....But...PRICELESS!**

Presented by: Cindy Hensley

Self-care is not just about the Body. Self-care is far more encompassing including care of the mind, emotions, relationships, environment, time and resources. This workshop is designed to invite people into an opportunity to explore and experience how self-care can be woven into our everyday workplace.

This workshop is designed to look at every person in the workplace, from the individuals we serve to the DSP's to middle management and beyond. From mindfulness, to meditation, to setting communication time zone boundaries, to taking the "should" out of our vocabulary, we will explore how creating a self-care culture will



and does improve peoples' work day experience. How can we move from burn out to "feel the burn of excitement" within our work environment? There will also be handouts with ideas to "come back to" should we fall off the self-care train.

This workshop is for everyone. Come experience this time and have some fun, yes, laughing is also an integral part of self-care!

### **Alaska Core Competencies #7: Individualizing Care**

Presented by: Betsy Chivers and Tom McRoberts

The Alaska Core Competencies are a set of essential skills for DSPs (direct support providers or direct support professionals) who deliver services to persons with mental health and substance use conditions, intellectual and physical disabilities, and older adults who need long-term services and support.

#### **#7: Individualizing Care**

- Assesses the Influence of Key Individual, Family and Community Characteristics
- Tailors Services to Unique Individual, Family and Community Characteristics
- Modifies Plans and Services Based on Individual and Family Experience

## ***SESSION BLOCK 5***

### **Friendship and Community Connections = Full Life - So what is my role?**

Presented by: Michele Girault and Robin Siverson

In a world dominated by "compliance and regulation" we often forget our primary objective is the coaching and mentoring of self-directed lives. This session focuses on key concepts of support resulting in building meaningful connections in community.

This session is about providing teaching and coaching strategies to help build connections to community for those with differing abilities who frequently depend on paid staff for community access. The presentation uses the Key Concepts of Support developed as part of Hope Community Resources Philosophy of Support as a foundation for teaching the strategies for seizing opportunities to build connections:

We will:

1. Embrace the role of teacher, mentor and coach
2. Develop Partnerships
3. Seek Information
4. Are "present"
5. Build Bridges not Barriers
6. Provide Options
7. Consider Risks
8. Become "part of"
9. Make contributions
10. Honor commitments

We will give tangible tools for getting to know the person, identifying preferred activities, and how to maximize teaching/coaching opportunities to build meaningful connections.

### **Updates and Q & A with SDS Leadership Team – need description**

Your opportunity to hear updated information from the SDS leadership team with the chance to ask questions.



### **The NADSP Code of Ethics Encounter**

Presented by: Joseph Macbeth

Joe Macbeth will share real examples culled from decades of practicing in the field of intellectual disabilities in a highly interactive role play, unlike any other. In learning about ethical responsibilities, they will act out some real dilemmas and ethical decisions that confront direct support professionals on the job every day. Using the NADSP's Code of Ethics, participants will consider ways that ethical practices can be incorporated into daily practice. The beliefs and attitudes that are associated with being an effective human service professional are critical to understanding this code - it is not the handbook of the profession, but rather a roadmap to assist us in staying the course of securing freedom, justice, and equality for all.

### **Checking Alaska Medicaid Member Eligibility**

Presented by: Marilee Reinhart-Davieau

This session will give you a broad overview of Alaska Medicaid member eligibility as well as how providers can check eligibility. The presentation, which is part of the Alaska Medicaid provider training available from Conduent, is a broad overview for providers of member eligibility. We will discuss:

- Who determines member eligibility.
- Member eligibility factors – including eligibility codes and resource codes.
- Ways that Alaska Medicaid providers can check member eligibility – including some of the pros and cons of each of the methods• Atypical eligibility types – including hospital presumptive eligibility, care management, and backdated and retroactive eligibilities.
- How member eligibility can affect provider billing.
- Member eligibility-related resources for providers – including the member handbook, phone numbers, and online tools.

If you have ever had a claim or service authorization deny due to member eligibility issues, this presentation may be for you! Knowing how to check member eligibility and understand the information you find is key to being more efficient in billing and arranging service authorizations. This presentation will give you information and resources to better understand working with Alaska Medicaid.

### **Alaska Core Competencies #8: Documenting**

Presented by: Betsy Chivers and Tom McRoberts

The Alaska Core Competencies are a set of essential skills for DSPs (direct support providers or direct support professionals) who deliver services to persons with mental health and substance use conditions, intellectual and physical disabilities, and older adults who need long-term services and support.

#### **#8: Documenting**

- Completes Required Documentation
- Balances Privacy with Documentation Requirements



### Day 3 – Friday, April 24

#### **Keynote Address: Listening to Quieter Voices**

Presented by: Pamela Kelley, Executive Director, Alzheimer’s Resource of Alaska and Jordan P Lewis, PhD, MSW, CPG, Professor, Memory Keepers Medical Discovery Team, University of Minnesota

To honor and empower those we serve with person-centered care we have to learn to listen to voices that present challenges to us to hear clearly. Those challenges may be found in language barriers, cultural norms or the result of dementia or other disabilities. This interactive discussion focuses on how we approach, with respect, others who necessarily have to overcome barriers to traditional notions of effective communication, so that their quieter voices are fully heard. Defining “voice” to include the broadest array of communications is the starting point in serving these individuals with the dignity they’ve earned.

#### **SESSION BLOCK 6**

#### **Assistive Technology for Independent Living and Caregiver Support**

Presented by: Tori Phipps and Kate Yenik

Assistive Technology (AT) can increase the quality of life for Alaskans who experience barriers to their independence. AT is a rapidly growing area used by people with disabilities and individuals who want to stay in their communities and remain independent. Together, we will explore tech, tools, and gadgets from no or low-tech to the highest-tech options, with hands-on demonstrations.

At the end of this presentation, participants will be able to:

- Understand “Assistive Technology,” through terminology and hands-on exploration.
- Describe how assistive technology can enhance independence and support caregivers.
- Utilize TechAbility, a new program for Trust Beneficiaries.

#### **Person-Centered Planning: The Role of the DSP**

Presented by: Kim Champney and Michelle Davidson

People with disabilities, particularly people with intellectual disabilities, often rely on the people around them to ensure their voice is heard and listened to. The session dives into the impact of the direct support professional - how to amplify someone’s voice without taking over. This session will provide background information on the Shared Vision and the difference between being person-centered and person-directed. This will provide the context for a conversation on how to prepare a person to participate in the development of his or her plan of care as well as acknowledgment of the current system barriers and how to address or work around them.

Michelle Davidson, an advocate from Kenai, will share some of her personal experiences and suggestions on encouraging and supporting meaningful involvement for people with intellectual disabilities in the planning process. Kim and Michelle will provide specific action steps as well as asking for audience input based on the experience in the room.

#### **Arranging Member Travel**

Presented by: Marilee Reinhart-Davieau

Alaska Medicaid providers, including care coordinators, may find arranging travel for their clients/patients challenging. This training can help attendees by providing information and tips for success in these processes. Arranging Member Travel is a detailed class for care coordinators and medical providers on authorizing and arranging travel for Alaska Medicaid clients and patients. We will review:



- Who may arrange travel for clients/patients
- What travel services AK Medicaid may cover
- What conditions need to be met for travel to be covered
- Member Eligibility coverage for travel
- Who to contact for travel authorizations
- Authorizing travel for clients/patients
- When escorts can be authorized
- Obtaining travel voucher forms
- Completing voucher forms and voucher form requirements for travel providers
- Documenting issued vouchers using the travel voucher log
- How travel arrangers and clients can find AK Medicaid-enrolled travel providers
- Arranging travel for clients
- Alternate travel programs that may help clients/patients in certain situations

We will discuss tools available to help travel arrangers complete these tasks more quickly and efficiently. There will be plenty of time for questions and answers on AK Medicaid travel. This is an important topic, because travel for needed care and services is an important piece of the puzzle in meeting client/patient needs.

### **Strengthening Rapport Between Staff and Service Recipients**

Presented by: Regan Garden, Phil Tafs, Maret Rahn, and Danielle Specking

When someone has a good relationship with their staff services are more fun. Staff can teach a wider range of skills. The training addresses specific, concrete, evidence-based skills that increase the quality of a relationship between a staff member and an individual receiving services.

The first section of the training outlines the concept of pairing (connecting yourself with things someone likes). The training then highlights the way providers accidentally overwhelm individuals when attempting to have conversations and discusses ways to avoid this. The third section focuses on increasing staff's in-session responsivity to individuals receiving services. To increase responsivity, participants are trained to 1) acknowledge communication attempts, 2) assess the need or request, and 3) address the need or request. The fourth section of the training discusses joint engagement (doing an activity together rather than following or supervising an individual during an activity). The final section of the training reviews ethical issues to help staff maintain professional boundaries while creating strong rapport.

### **Alaska Core Competencies #9: Behaving Professionally & Ethically**

Presented by: Betsy Chivers and Tom McRoberts

The Alaska Core Competencies are a set of essential skills for DSPs (direct support providers or direct support professionals) who deliver services to persons with mental health and substance use conditions, intellectual and physical disabilities, and older adults who need long-term services and support.

#### **#9: Behaving Professionally and Ethically**

- Fulfills Responsibilities and Commitments
- Complies with Laws, Regulations, Policies and Ethical Codes
- Seeks Supervision and Consultation
- Manages Stress and Personal Health



### **SESSION BLOCK 7**

#### **Challenging Behaviors and the Power in Music**

Presented by: Debbie Chulick and Ann Farris

In this session, participants will gain an understanding of dementia and Alzheimer's Disease. We will discuss normal, age-related memory loss and memory loss that may be more significant. We will talk about challenging behaviors in dementia care and provide tools and resources to support caregivers, including music used to help.

#### **Caregiver Connection Program: Piloting Alaska's First Evidenced-Based Caregiver Assessment**

Presented by: Conor O'Dea and Lisa Morley

The purpose of this session is to educate attendees about the TCARE system and how it is being piloted in Alaska to support caregivers caring for individuals with a dementia. Key take away for attendees include developing an understanding of the caregiver identity theory, the ability to discuss the pilot and make a referral, and know why the pilot is being done and where SDS would like to go with it.

#### **A Demonstration Project: Supported Decision-Making Strategies to Improve Fidelity of First-Person Reporting and Maximize Autonomy**

Presented by: Anne Applegate

This session is a demonstration project using supported decision-making to improve first-person reporting of facts to state agencies; creating recommendations for policies, procedures, and staff training for effective communication with people who use support and SDMA's, particularly for fact-gathering.

First-person reporting of people with I/DD is often impeded by the lack of experience or training of the people who are receiving expressive-communication reports. In reporting contexts, this leads to a game of "telephone," where a first-person reporter may have one or two people consecutively retelling "the facts" between them and the professional fact finder. This obstacle could be reduced in most situations by staff training on how to communicate directly with someone with I/DD who uses assistive technology and/or a human supporter to communicate. This will likely increase the accuracy of reports of harm and/or exploitation, and also of facts related to quality assurance. Agency staff who are trained in receptive communication will increase access and also opportunities for adults with I/DD to experience independence, autonomy, and self-advocacy while improving the fidelity of first-person reporting.

#### **Is Guardianship Necessary?**

Presented by: Lisa Wawrzonek

Twenty years ago, it was full guardianship or nothing. This is no longer the case. In Alaska, we're facing a multitude of challenges with budget cuts, reduction in services and an overloaded public guardian' office. It is time to understand the true purpose of guardianship and re-think how we approach it

Using various and standards of practice, we'll review the purpose of adult guardianship and conservatorship so that participants have reasonable expectations of what guardians can and cannot do or even should or should not do.

Change can often take time but real change begins with knowledge and understanding and we've already seen what direction our guardianship system has taken. It is now time for a more balanced approach.



### **Alaska Core Competencies #10: Developing Professionally**

Presented by: Betsy Chivers and Tom McRoberts

The Alaska Core Competencies are a set of essential skills for DSPs (direct support providers or direct support professionals) who deliver services to persons with mental health and substance use conditions, intellectual and physical disabilities, and older adults who need long-term services and support.

#### **#10: Developing Professionally**

- Seeks Opportunities to Improve Knowledge, Skills, and Abilities
- Uses Performance Evaluations and Feedback to Improve Performance

### **Keynote Closing Address: Using Your Voice to Impact Change**

Presented by: Michele Girault

Throughout history change has often occurred because one man or one woman had the courage and passion to stand up for what was right. There is immense power in your voice and actions, and finding the path to use your “power for good” is what we will explore today.

“You’ve always had the power my dear, you just had to learn it for yourself”. Glenda the Good Witch