

[re]defining age



Aging Services of Minnesota
2014 ANNUAL MEETING
and LEADERSHIP FORUM

September 16-19, 2014
Madden's • Brainerd



**Aging Services
of Minnesota**

LEADING CHANGE ■ CHANGING LIVES

LeadingAge™

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DIAMOND



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Welcome to the 2014 Aging Services of Minnesota Annual Meeting and Leadership Forum

[re]defining age

What does it mean to redefine age? Our world is changing more rapidly than ever before, and the new era of health care reform and integrated service delivery has shifted the traditional approach to the business of caring for older adults.

Change is inevitable and constant. Great leaders don't simply hang on and hope to survive. They face challenges head on, finding new pathways for service delivery, seeking new partnerships and reinventing the old models they have relied upon in the past. **Great leaders see opportunity in the midst of change and the opportunity to redefine age at every turn.**

Join us for this year's Annual Meeting as we take a strategic look at how we can seize opportunity and lead our organizations to greatness. You will experience the high level speakers and thought provoking presentations you have come to expect at this annual leadership conference. Along the way, we honor our traditions of greeting old friends, meeting new acquaintances and enjoying comfortable camaraderie in the tranquil setting of the north woods.

So join us at Annual Meeting to relax, rejuvenate and redefine age.



Sessions

TUESDAY, SEPTEMBER 16

Noon – 12:45 p.m. – **Golf Registration and Lunch** *sponsored by Merwin LTC Pharmacy*

1 p.m. – **Tenth Annual Aging Services Golf Social**

5 – 7 p.m. – **19th Hole Meet & Greet Reception** (open to all Annual Meeting attendees) *sponsored by Aging Services Group and hosted by District G*

WEDNESDAY, SEPTEMBER 17

7 – 8:45 a.m. – **Hot Breakfast Buffet**

7:15 – 8:15 a.m. – **Leadership Academy Alumni Breakfast** *sponsored by Aging Services Group, Healthcare Services Group and Value First*

Leaders in Residence conversation for current and former Leadership Academy fellows with opening keynote speaker Steve Spears of MIT Sloan School of Management.

7:30 – 8:30 a.m. – **New Faces Breakfast** *sponsored by Omnicare Minnesota*

Facilitator: Adam Suomala, Vice President of Membership and Strategic Affiliations, Aging Services of Minnesota, St. Paul
First time at Annual Meeting? We invite you to gather with other newer members over breakfast for an informal overview of the sessions, activities and networking opportunities available throughout the week.

9 a.m. – **Welcome, Awards and Opening Keynote** *sponsored by Piper Jaffray @ Company*
Fixing Healthcare from the Inside, Today

Steven Spear, MIT Sloan School of Management, Cambridge, Mass.

Today's healthcare presents painful contradictions of promise and frustration. On one hand is the great promise of advances in science and technology, the inclination and training of the professionals who work in the field and the resources available. On the other hand is the great frustration of the quality of care and risk of complications, access to care and services and the per-person and aggregate cost of health care in America.



Many of the contradictions have their root cause in the imperfect way in which the delivery of care is managed. Elements of care are poorly integrated into a coherent whole, and feedback on the care is weak both in immediate and the longer term. Responses and follow up to the feedback are slow and process improvement not well informed by best practices that help improve outcomes. In spite of the contradiction of promise and frustration, it is resolvable.

Research across the continuum of health care (primary, outpatient, emergency, acute, intensive and chronic care) has borne this out. Specific examples of this research will be explored – illustrating the fundamentals of system design, operation and improvement – the application of which allow far greater value than the efforts made and resources consumed.

Highly regarded for his expertise on leadership, innovation and operational excellence, Spear is a recognized authority on how companies elevate performance by converting inspiration, innovation and improvement into repeatable, skill-based disciplines.

Steven J. Spear is a Senior Lecturer at the MIT Sloan School of Management and a Senior Fellow at the Institute for Healthcare Improvement. He has won numerous awards including the Philip Crosby Medal for his book The High Velocity Edge from the American Society for Quality (ASQ) in 2011, a McKinsey Award for his article "Fixing Healthcare from the Inside, Today," from Harvard Business Review, and numerous Shingo Prizes for Research Excellence.

Morning refreshments *sponsored by Wipfli LLP*

11:30 a.m. – **Lunch**

1 p.m. – **CONCURRENT SESSIONS**

#1 – CEO to CEO: Conversations about the Future of Older Adult Services (All)

Facilitator:

Nancy Rehkamp, Director of Health Innovations Health Care, CliftonLarsonAllen LLP, Minneapolis

Panel:

Rocklon "Rocky" B. Chapin, President and CEO, Benedictine Health System, Duluth; Dan Lindh, President and CEO, Presbyterian Homes and Services, Roseville; Todd Novaczyk, CEO, New Perspectives, Eden Prairie; and Mark Thomas, President, Fairview Senior Services and President and CEO, Ebenezer, Minneapolis
This facilitated dialogue will explore the following topics and more:

- Key trends on the radar screens of aging services CEOs that are shaping their strategic focus.
- Preparation for future challenges – what's the most important work to be doing right now?
- Important sources of business intelligence and best practices for keeping abreast of changes in the field.
- Envisioning the future of senior care/senior living in 5-10 years and the steps to take now to be successful in it.



#2 – LEAN (Part 1): A Primer for Improving Quality in Aging Services Organizations (All)

Shelley Matthes, RN, Director Quality, Resource Utilization, Ecumen, Shoreview; Simon Mittal, MD, Long Term Care Pros, Owatonna; and Maria Veber, President, MSP Consulting Inc., Minneapolis

- Utilize a few basic Lean tools that can improve your organization and day-to-day productivity without hours or days spent in training.
- Identify waste based on your organization's own criteria and take steps to improve processes and engage your employees.
- Recognize the commitment required to embark upon a Lean Journey that will enable your organization to achieve the type of results that improve your bottom line as opposed to a "popcorn style-approach" that will result in only small gains.

2:30 p.m. – **Break sponsored by Elim Preferred Services Inc.**

2:45 p.m. – **CONCURRENT SESSIONS**

#3 – Important Trends for Senior Living Execs (All)

Beth Burnham Mace, Chief Economist, Director of Capital Markets Outreach, National Investment Center for the Seniors Housing @ Care Industry (NIC), Annapolis, Md.; and Thomas R. Melchior, Director, Market Research, CliftonLarsonAllen LLP, Minneapolis

- Explore important macroeconomic trends in senior living including unemployment, household net worth, interest rates for development, etc.
- Discuss national senior living trends in supply and demand, rent, occupancies and development.
- Learn about the number of senior housing projects currently under development in Minnesota and the number completed in 2013.
- Describe key trends in ownership (for-profit vs. not-for-profit), location of development and type of units being developed.
- Become familiar with current design trends in new projects and the impact of the level of development on the overall senior housing market.

#4 – LEAN (Part 2): Strategies for Applying LEAN Principles to Quality in Aging Services (Care centers)

Shelley Matthes, RN, Director Quality, Resource Utilization, Ecumen, Shoreview; Simon Mittal, MD, Long Term Care Pros, Owatonna; and Maria Veber, President, MSP Consulting Inc., Minneapolis

- Define and discuss the value of a thorough QAPI program and how it works in your favor from more than a requirement perspective.
- Learn the basics of a Lean Journey.
- Identify how Lean and the QAPI program work hand-in-hand to deliver significant results to any size care delivery system.
- Analyze and compare the results from different sized long term care providers and how Lean/QAPI can do the same for you.

4:15 p.m. – **Adjourn for the day**

5 – 7 p.m. – Secret Salsa Competition sponsored by Sodexo Senior Living

The most popular social event in Annual Meeting history is back by popular and repeated demand! Arrive promptly at 5 p.m. and test your teamwork skills in this wild competition. How do you like your salsa – hot and spicy or mild mannered? Will your team win the ingredients you need? Who will make the best salsa and win the grand prize?

9 p.m. – **Late Night Progressive Cabin Party hosted by Eide Bailly LLP, Herbert J. Sims @ Company, Merwin LTC Pharmacy, Pathway Health Services Inc., Piper Jaffray @ Company, Thrifty White Pharmacy Services and Welsh Construction, LLC**

Here's the perfect way to end your evening – mingle with friends and colleagues at our brand new Late Night Progressive Cabin Party. Make your way between six uniquely themed cabins for a delectable variety of food, drink and great conversation – think of it as a progressive reception. No cost to attend and open to all. Just bring your sparkling personality and desire to meet new friends!





Sessions

THURSDAY, SEPTEMBER 18

9 a.m. – GENERAL SESSION

Strategic Workforce Investment Using Data and Metrics (All)
Dr. Robyn Stone, Executive Director, LeadingAge Center for Applied Research and Senior Vice President of Research, LeadingAge, Washington, D.C.

- Discuss important workforce trends that are impacting aging services settings across the continuum.
- Understand the positive correlation between the investment in human capital and achieving your organization's strategic objectives with staff who have the necessary competencies to do so.
- Consider the HR budget as part of your organization's overall infrastructure so that you can calculate a return on investment for valuable training dollars, to gather data and use metrics to inform your decision-making.
- Recognize the importance and value of creating an organizational culture of learning so that competencies are reinforced and quality is increased.
- Evaluate your current and future use of technology so that it increases productivity and complements the work of your staff.

10:30 a.m. – Break sponsored by Fairview Partners

10:45 a.m. – Aging Services Business Meeting

All members in attendance are requested to attend the association's annual business meeting. The business meeting is an essential function of association governance and as a member, you play an important role. Members will receive important information on the financial condition of the association, elect honorary members and vote on key governance changes. All members are welcome; however only voting members are eligible to vote.

11:45 a.m. – Lunch

1:15 p.m. – CONCURRENT SESSIONS

#5 – Unique Partnerships to Tackle Workforce Challenges (All)
Deb Barnes, Executive Director, Lakeview Methodist, Fairmont and Administrator, Oak Terrace of Gaylord; Shirley Barnes, CEO, Crest View Communities, Columbia Heights; Janet Green, Executive Director, Ecumen Detroit Lakes; Diane Halvorson, Executive Director, South Central Workforce Council, Mankato; and Anne Kilzer, Director, Minnesota Workforce Council Association, St. Paul

- Understand how Minnesota's 16 workforce centers are focused on aging services workforce challenges.
- Learn how your organization can get connected through their youth programs and clinical placements to job postings or board service.
- Take home practical ideas and examples from engaged peers to implement in your community immediately.

#6 – Redefining HCBS: DHS's Transition Plan (Senior housing)
Jean Wood, Senior Health Care Program Manager, Minnesota Department of Human Services, St. Paul

- Become familiar with the CMS criteria for home and community based characteristics of residential settings and nonresidential services.
- Learn how these federal requirements will apply to your settings and waiver programs.
- Understand the Minnesota Department of Human Services' transition plan to comply with these federal requirements.

#7 – A CEO's Guide to Successful Grant Writing (All)
Julie Stroud, Independent Grant Writing Consultant, Minneapolis

- Learn about the fine art of reading grant guidelines so you have a better understanding of what's involved and expected before you invest in an application.
- Recognize there are trade-offs for grants: the dollars invested and the infrastructure needed to support it versus the benefits of receiving the grant.
- Appreciate the advantages Greater Minnesota communities have when seeking grants, such as forming a consortium to apply for and receive monies.
- Recognize when you can write a grant yourself and when you need to call upon an expert when considering a grant submission.

2:45 p.m. – Break sponsored by Omnicare Minnesota

3 p.m. – CONCURRENT SESSIONS

#8 – Employment Law for Executives: ADA and the New Women's Economic Security Act (All)

Megan L. Anderson, Principal, Employment Law Group, Gray Plant Mooty, Minneapolis

- Review the 2014 Women's Economic Security Act (WESA) and identify which Minnesota state laws it amends.
- Identify which employee handbook policies need to be updated or implemented based on WESA's requirements.



- Learn about the new pregnancy accommodation obligations under WESA and how those obligations may or may not overlap with the ADA.
- Refresh your knowledge about ADA obligations, with a specific focus on accommodations.

#9 – Benchmarking for Quality Improvement: Data You Should Be Collecting Now (Care centers)

Linda Spokane, Vice President for Research and Analytics, LeadingAge New York, Latham, N.Y.

- Learn how to use an interactive data tool that enables aging services organizations to analyze how they measure up to their peers.
- Take home some practical ways to analyze and monitor publicly reported data for QAPI, staff education, and discussions with ACOs and managed care organizations.
- Know how to use the LeadingAge Quality Metrics tool to improve your performance and competitiveness.

#10 –Redefining the Education Session: Reverse It! (Senior housing)

This new interactive learning format draws from the collective wisdom and experience of session participants. Arrive early with your ideas for discussion topics and willingness to share with others in a roundtable setting. At the end of the session you will walk away with the top three or more best ideas and nuggets of information, plus a built-in networking group.

4 p.m. – **Adjourn for the day**

8:30 – 10 p.m. – **Wine and Cheese Tasting**

co-sponsored with Minnesota Hospital Association

Join your Aging Services and Minnesota Hospital Association friends for a casual networking opportunity with wine and cheese sampling in the Madden Inn Northstar Room.

FRIDAY, SEPTEMBER 19

Morning co-sponsored with Minnesota Hospital Association and Minnesota Medical Association

8:30 a.m. – **Straight A Leadership: Action, Alignment and Accountability**

Quint Studer, founder, Studer Group, Gulf Breeze, Fla.

Creating a culture of excellence and sustainability in today's rapidly shifting health care environment requires that organizations have the ability to execute with urgency. Based on the Studer Group's research with America's top health care organizations, Mr. Studer pinpoints obstacles that hinder execution, reveals how to overcome them and introduces the key components of highly reliable organizations.

Using national and Minnesota research data, you can learn to diagnose and evaluate the alignment, self-awareness, consistency, fundamentals and accountability in your organization. Studer will provide you with information to identify gaps that exist in your organization and how to close those gaps to create a culture of excellence and sustainability.



Quint Studer is the Founder of Studer Group, Inc. and a proponent of Evidence-Based LeadershipSM (EBL). EBL creates a culture of execution that empowers organizations to move quickly and effectively. He is the author of eight books. The first, "Hardwiring Excellence," is one of the top selling leadership books ever written for health care. His most recent book, "Straight A Leadership: Action, Alignment and Accountability," is the basis for today's presentation. Quint remains in the field creating tools and techniques designed to make organizations better.

9:30 a.m. – **Break**

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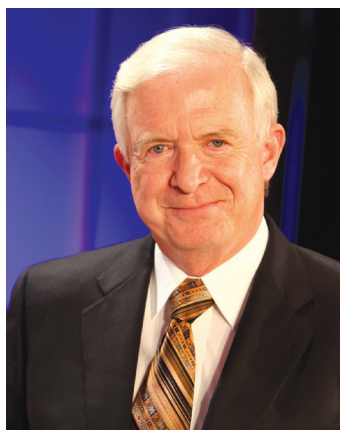


Sessions

9:45 a.m. – **Who's On First? Owning Patient-Centric Care**

John Nance, J.D., attorney, pilot, author, speaker, Spokane, Wash.

The classic Abbott and Costello Comedy routine, "Who's On First?" is an important analogy to our work: Lou Costello's chronic misunderstanding of who Bud Abbott was referring to in his back and forth banter with his frustrated partner mirror an equally problematic misunderstanding of who the center of our patient care universe really is: Not the system taking care of the patient, but the patient themselves. Not as the object, but as the subject. The challenge is precisely the same for health care.



An amazing cultural realignment happens when you accept this shift, because the philosophy, strategy and tactics for collegial teamwork, seamless communication, and the destruction of silos follows from the reality that there is a shared common goal, and the patient is the central partner in that equation.

A licensed attorney, decorated Air Force pilot, Vietnam and Operations Desert Storm/Desert Shield veteran, and award-winning author, John J. Nance brings a rich diversity of professional training and background to the quest for patient safety and medical practice improvement. Coupled with a new understanding of how professional humans make mistakes that teamwork can neutralize, and the mythology that we communicate well, this session will leave you focused on a renewed dedication and ability to provide a more rewarding and effective level of care.

10:45 a.m. – **Break**

11 a.m. – **Health Care and the Governor Candidates' Views** *Candidates to be determined*

Minnesota voters will choose our new governor in November. This choice will affect every citizen's quality of life in the coming years. Health care costs, quality and availability of services, declining reimbursement and reduced programs are leading issues not only for the 2014 campaign, but also for the next administration.

As leaders of Minnesota's health and aging services community, it is vitally important that you hear and help to shape, firsthand, the related ideas and opinions expressed by the major candidates for governor of Minnesota.

Aging Services, MHA and MMA will bring these issues to a new level within the gubernatorial campaign by co-hosting a debate among key candidates for the state's highest office.

Twin Cities Public Television will record and air the debate on its Minnesota Channel for statewide exposure. All candidates for governor have been invited to hold the date.

Join us to hear what the candidates have to say about the future of health care in Minnesota for 2014 and beyond.

Noon – **Adjourn**



We guarantee your satisfaction or we will refund your registration fee!

Resources are scarce and we know you spend your dollars wisely.
We guarantee you will walk away from Annual Meeting with at least
three strategies, ideas or contacts to help lead your
organization or we will refund your registration.

Scholarships Available

Nine full conference scholarships are available to cover Annual Meeting registration fees for those facing financial hardship, thanks to these generous annual sponsors:

- Eide Bailly LLP
- Elim Preferred Services Inc.
- Fairview Partners
- McKesson Medical Surgical
- Merwin LTC Pharmacy
- Mobilex USA
- Omnicare Minnesota
- Pathway Health Services Inc.
- Thrifty White Pharmacy Services

Application deadline is Friday, Aug. 15, 2014. For more information about scholarships or to apply, go to <http://www.agingservicesannualmeeting.org/Scholarships.htm>.

General Info



How to Register

Online at www.aging-services-annualmeeting.org

Fax to 651.645.0002

Mail to: Aging Services of Minnesota

Attn: Annual Meeting Registration #6014

2550 University Avenue West, Suite 350 South

St. Paul MN 55114-1900

Conference Registration Fees

Early Bird registration deadline is Friday, Aug. 15, 2014.

Full Conference Registration Fees – Sept. 16-19 (lodging and meals not included)

| | |
|-------------------------------|--|
| Member Provider: | Early Bird: \$315/After Aug. 15: \$365 |
| Joint MHA Member Provider*: | Early Bird: \$155/After Aug. 15: \$205 |
| Prospective Provider: | Early Bird: \$595/After Aug. 15: \$645 |
| Business Partner: | Early Bird: \$430/After Aug. 15: \$480 |
| Prospective Business Partner: | Early Bird: \$630/After Aug. 15: \$680 |

One-day Conference Registration Fees (lodging and meals not included)

| | |
|-------------------------------|--|
| Member Provider: | Early Bird: \$170/After Aug. 15: \$195 |
| Prospective Provider: | Early Bird: \$330/After Aug. 15: \$355 |
| Business Partner: | Early Bird: \$240/After Aug. 15: \$265 |
| Prospective Business Partner: | Early Bird: \$350/After Aug. 15: \$375 |

**Joint PROVIDER members of Aging Services and Minnesota Hospital Association may attend for the special rate of \$155/\$205. Register first for the MHA Annual Meeting as a full conference participant, and then register with Aging Services as a joint member to attend our meetings and social events.*

Lodging and Meals

Separate registration is required for the conference and for lodging and meals. Register for lodging packages and separate meals directly with Madden's at <http://www.maddens.com/aging-services-of-minnesota.html> or visit www.aging-services-annualmeeting.org to print registration forms. Madden's lodging packages are more affordable when you pay only for what you use.

Meals: Lodging packages include a hot breakfast buffet and lunch. Evening dinners are no longer automatically included.

Golf: Golf is not included in lodging packages but may be purchased onsite for a reduced fee.

Lodging: All rooms are priced equally; no up charge for Sunrise Villas and Golf Villas. Room requests are granted on a first come first served basis. The lodging deadline is Aug. 14, 2014.

Golf Social Registration

Complete a separate registration form to participate in the Aging Services Golf Social. The registration fee is \$75 for Tuesday overnight guests; and \$124 for attendees staying offsite. *Provider members only.* Business Partners interested in golfing should contact Jenny Prosser for sponsor rates.

Continuing Education Credits

Annual Meeting programming has been designed to meet continuing education requirements for licensed nursing home administrators and nursing professionals. Final approval information will be available onsite. Questions: contact Heidi Simpson at Aging Services.

Cancellation Policy

Conference Registration: Registration fees (less a \$25 processing fee) are refundable if written notice is received in the Aging Services office no later than Friday, Sept. 5, 2014. No refunds for cancellations made after Sept. 5 or for no-shows. Substitutions are gladly accepted.

Lodging Fee: Lodging fees (less a \$25 processing fee) are refundable if Madden's receives cancellation notice no later than Thursday, Aug. 14, 2014. No refunds after Aug. 14 but replacements are gladly accepted.

2014 Aging Services Annual Meeting and Leadership Forum Program Registration Form

Early Bird Registration Deadline: Friday, Aug. 15, 2014

One form per person, please.

Name _____ Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-mail _____

Are you attending Annual Meeting for the first time? ☐ Yes ☐ No

Indicate the concurrent sessions you will attend: (Required to ensure adequate seating and educational materials.)

Wednesday, Sept. 17 ~ 1 – 2:30 p.m. ☐ #1 ☐ #2 ☐ I don't plan to attend a session during this time

Wednesday, Sept. 17 ~ 2:45 – 4:15 p.m. ☐ #3 ☐ #4 ☐ I don't plan to attend a session during this time

Thursday, Sept. 18 ~ 1:15 – 2:45 p.m. ☐ #5 ☐ #6 ☐ #7 ☐ I don't plan to attend a session during this time

Thursday, Sept. 18 ~ 3 – 4 p.m. ☐ #8 ☐ #9 ☐ #10 ☐ I don't plan to attend a session during this time

Section A – Full Conference Registration Fees

Full conference registration fees are per person and include admittance and course materials for all educational programs offered during the three days, networking breaks and social events.

| | |
|-------------------------------|--|
| Member Provider: | Early Bird: \$315 Regular Rate: \$365 |
| Joint Member Provider: | Early Bird: \$155 Regular Rate: \$205 |
| Prospective Provider: | Early Bird: \$595 Regular Rate: \$645 |
| Business Partner: | Early Bird: \$430 Regular Rate: \$480 |
| Prospective Business Partner: | Early Bird: \$630 Regular Rate: \$680 |

Joint PROVIDER members of Aging Services and Minnesota Hospital Association may attend for the special rate of \$155/\$205. Register first for the MHA Annual Meeting as a full conference participant, and then register with Aging Services as a joint member to attend our meetings and social events.

Total Section A: \$ _____

☐ Check here if you will need lodging at Madden's. See online form to make your lodging reservations **directly** with Madden's.

Section B – One-day Conference Registration Fees

One-day conference registration fees are for those who are unable to attend the full conference. Fees are per person, for one day only. Please indicate which day you will be attending.

| | |
|-------------------------------|--|
| Member Provider: | Early Bird: \$170 Regular Rate: \$195 |
| Non-member Provider: | Early Bird: \$330 Regular Rate: \$355 |
| Business Partner: | Early Bird: \$240 Regular Rate: \$265 |
| Prospective Business Partner: | Early Bird: \$350 Regular Rate: \$375 |

☐ Wednesday, Sept. 17 ☐ Thursday, Sept. 18 ☐ Friday, Sept. 19

Total Section B: \$ _____

Section C – Golf Tournament Registration

Complete separate registration form online to participate in Aging Services' Golf Social. Registration fee \$75 for Tuesday overnight guests; \$124 for attendees staying offsite. Provider members only. **Business Partners interested in golfing should contact Jenny Prosser for sponsor rates.**

☐ Check here if you plan to participate in the Golf Social (\$75/\$124 – rate for provider members only)

Section D – Lodging and Meal Reservations

See separate form online to make lodging reservations. Lodging preference is on a first-come, first-served basis with reservation and payment made directly to Madden's. Reservation deadline is Thursday, Aug. 14, 2014.

Section E – No Lodging, Day Meeting Package Reservations Only

See separate form online if you are staying offsite and you would like to purchase meals from Madden's. Payment should be made **directly** to Madden's. Deadline is Thursday, Sept. 4, 2014.

Amount Due*

Section A Total \$_____ (full conference fee)
Section B Total \$_____ (one-day conference fee)
Section C Total \$_____ (golf social fee - \$75/\$124 – provider members only)
Total Due \$_____

Annual Meeting Payment Information

☐ Invoice me (Aging Services members only)

☐ Enclosed is my check made payable to:
Aging Services of Minnesota
Attn: Annual Meeting Registration #6014
2550 University Avenue West, Suite 350 South
St. Paul MN 55114-1900

☐ Charge to credit card: ☐ MasterCard ☐ Visa ☐ American Express

Name on Card _____ Cardholder's Signature _____

Card Number _____ CSC Code _____ Exp. Date _____
(3-digit code on back of credit card)

Cardholder's Phone # _____

How to Register:

FAX to 651.645.0002

Mail to: Aging Services of Minnesota

Attn: Annual Meeting Registration #6014

2550 University Avenue West

Suite 350 South

St. Paul MN 55114-1900

Online at www.AgingServicesMN.org, click on Events

**Early Bird Registration Deadline:
Friday, Aug. 15, 2014**

AGING SERVICES ACCOUNTING USE ONLY:

Date Received _____ Check # _____ Amount \$ _____

#6014

Aging Services of Minnesota TENTH ANNUAL GOLF SOCIAL

| | |
|-----------------------------------|---|
| When: | Tuesday, Sept. 16 |
| Where: | Pine Beach East Madden's on Gull Lake, Brainerd |
| Provider Member Entry fee: | \$75 for Tuesday overnight guests; \$124 for attendees staying offsite |
| Noon-12:45 p.m. | Registration & Lunch sponsored by Merwin LTC Pharmacy |
| 1 p.m. | Shotgun Start |
| 5 - 7 p.m. | 19th Hole Meet & Greet Reception (open to all Annual Meeting attendees) sponsored by Aging Services Group and hosted by District G |

Preliminary Details:

1. Check-in at Madden Inn starting at Noon on Tuesday, Sept 16. Lunch will be provided. Groups must be at their carts for a shotgun start at 1 p.m. ALL SKILL LEVELS are welcome for this scramble. We will golf rain or shine.
2. Registration is limited to Aging Services of Minnesota active PROVIDER members. *(Business Partners interested in golfing should contact Aging Services for sponsor rates.)*
3. Teams will consist of four participants, possibly including a sponsor. Aging Services reserves the right to change and complete all team pairings.
4. To register as a group, list all names on this form. Please make sure all group members are aware of the registration and include payment on their Aging Services conference registration form (see section C) or on Aging Services online registration page.
5. To ease congestion, golf carts will be assigned to each team. Complimentary refreshments and snacks will be provided throughout play.

Entry fee should be paid by each individual on Aging Services of Minnesota's conference registration form (see section C) or on Aging Services online registration page. Send this form with your conference registration form.

No refunds will be granted for cancellations received after Friday, Sept. 5, 2014. Contact Adam Suomala, asuomala@agingservicesmn.org in the Aging Services office with questions. We look forward to seeing you for a fantastic day of golf!

Golf Social Registration Form

(Please print or type clearly.)

Indicate payment on Aging Services' conference registration form or online registration page.

Name _____

Organization _____

☐ Please have Aging Services staff pair me with a fun team! OR

☐ I prefer to golf with the following members (list your desired team, provider names only, no vendors unless they are sponsors that have selected and paid for this option separately with Aging Services staff):

Name _____ Organization _____

Name _____ Organization _____

Name _____ Organization _____

MADDEN'S RESERVATION REQUEST DEADLINE: August 14, 2014

Check in time: 4 p.m.

Check out time: 11 a.m.

Aging Services of Minnesota #12063

Arrival: Tuesday, September 16, 2014

Departure: Friday, September 19, 2014

OPTION 1 – 3 nights (Tuesday, Wednesday and Thursday nights lodging)

Package includes: 3 nights lodging, waived greens fee for association golf tourney Tuesday (must pay tourney fee to ASM), 3 breakfast buffets & 2 lunches

_____ \$471.96 per adult DOUBLE

_____ \$792.72 per adult SINGLE

OPTION 2 – 2 nights (Wednesday & Thursday nights lodging)

Package includes: 2 nights lodging, 2 breakfast buffets & 2 lunches

_____ \$290.07 per adult DOUBLE

_____ \$506.34 per adult SINGLE

OPTION 3 – 1 night (Tuesday night lodging)

Package includes: 1 night lodging, waived greens fee for association golf tourney Tuesday (must pay tourney fee to ASM)

_____ \$147.50 per adult DOUBLE

_____ \$255.63 per adult SINGLE

These package rates include lodging, meals (listed above), use of meeting rooms, tennis, croquet, non-motorized boats, use of most resort facilities (except golf unless noted above) service charge and Minnesota sales tax. Rooms are run of the house and assigned on a first come, first served basis. Breakfast and lunch buffets will be served in the Madden Inn dining room.

PLEASE INDICATE AREA YOU PREFER TO STAY: ___ No preference ___ Madden's Inn ___ Wilson Bay ___ Madden Lodge ___ Golf Villa ___ Sunrise Villas

RATES & ROOMMATES: All rates are per person; the double rate requires two adults sharing a room. For your safety and security, Madden's does not assign roommates. If the second occupant is not indicated, we will assign a single room with a single occupancy rate. Any reservation requests received after **August 14, 2014** will be accepted on a space available basis only.

Special Requests: (i.e. room accessibility, dietary needs, etc.)

Explain: _____

OCCUPANT 1 Single Occupancy _____ or Share? _____

Name Mr/Ms _____

Company _____

Address _____

City _____ State _____ Zip _____

Daytime phone _____

Email: _____

OCCUPANT 2- Register me now ___ OR will register separately? ___

Name Mr/Ms _____

Company _____

Address _____

City _____ State _____ Zip _____

Daytime phone _____

Email: _____

PAYMENT INFORMATION: The full package payment is required at time of reservation request. Checks payable to MADDEN'S ON GULL LAKE are accepted and must accompany this reservation request form. We accept VISA and MASTERCARD for phone or online reservations. Vouchers and Purchase Orders are not accepted for payment. **All guests must present a credit card at check-in.**

RESERVATION METHODS:

- 1) MAIL THIS FORM WITH A CHECK TO: MADDEN'S ON GULL LAKE, 11266 Pine Beach Peninsula, Brainerd, MN 56401.
- 2) Register Online at: <http://www.maddens.com/aging-services-of-minnesota.html>.
- 3) Call Madden's Reservations Office at 800.642.5363*.

*Credit card will be charged when the reservation is made.

CANCELLATION POLICY: You are responsible for your entire stay, early departures or reservation reductions are not refundable. Package payments are refundable minus a \$25 cancellation fee if you cancel by **August 14, 2014**. Any cancellations made after **August 14, 2014** will not receive a refund. (Replacements are gladly accepted.) Reservations made after the deadline are non-refundable.

Reservation made by _____ Phone _____ Date _____

2014 Aging Services Annual Meeting & Leadership Forum

Booking # 12063

Madden's Day Meeting Package

The Day Meeting Package provides for your participation in Aging Service of Minnesota meetings as a DAY VISITOR at Madden's on Gull Lake. **Send this form with payment directly to Madden's.**

Parking and general access to Madden's Conference Center is included. Please complete this form to reserve your space and for any additional meals. (Check all days you will be attending.)

Lunch Buffet ~ \$23.97 per day (Includes state sales tax)

- ☐ Wednesday, Sept. 17
- ☐ Thursday, Sept. 18

Lunch Buffet Charge \$ _____

Breakfast Buffet ~ \$18.44 per day (Includes state sales tax)

- ☐ Wednesday, Sept. 17
- ☐ Thursday, Sept. 18
- ☐ Friday, Sept. 19

Breakfast Buffet Charge \$ _____

TOTAL CHARGE \$ _____

IMPORTANT: Dinner on Tuesday, Wednesday and Thursday are **NOT** included in the conference package. Dining will be available at The Restaurant at Madden Inn (reservations are strongly recommended for the Restaurant at Madden Inn). Additional dining options include 19th Hole Lounge, Perfecto Pizza and The Classic Grill. Due to limited seating in these outlets, reservations are not accepted. Visit www.maddens.com for more information on menus and restaurant hours. To make your dining reservations for The Restaurant at Madden Inn call 800.247.1040.

MAKE CHECK FOR TOTAL AMOUNT PAYABLE TO MADDEN'S ON GULL LAKE OR CHARGE TO VISA OR MASTERCARD BY CALLING MADDEN'S AT 800.247.1040.

Name (please print): _____

Company: _____

Address: _____

City: _____ State: _____ Zip: _____

Email confirmation to: _____ Daytime Phone: _____

DEADLINE for DAY MEETING PACKAGE is Thursday, Sept. 4, 2014.

Send this form with payment directly to:

Madden's on Gull Lake, 11266 Pine Beach Peninsula, Brainerd, MN 56401. Questions call 800.247.1040.

Pick up meal tickets at MADDEN INN Front Desk, upon arrival.

Tickets are for meals only. Green fees and other recreation are not included.

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Like us on Facebook to receive real-time updates, photos and information to enhance your Annual Meeting experience. Connect with other leaders in the field of aging services, and weigh in on polls and discussions about topics of interest.



YouTube

Visit the Aging Services YouTube channel for inspiring videos honoring the leadership, dedication and caring of professionals just like you.

www.aging-services-annualmeeting.org



**Aging Services
of Minnesota**

LEADING CHANGE ■ CHANGING LIVES

2550 University Avenue West
Suite 350 South
St. Paul, MN 55114-1900
651.645.4545 • 800.462.5368 • Fax: 651.645.0002
www.AgingServicesMN.org