

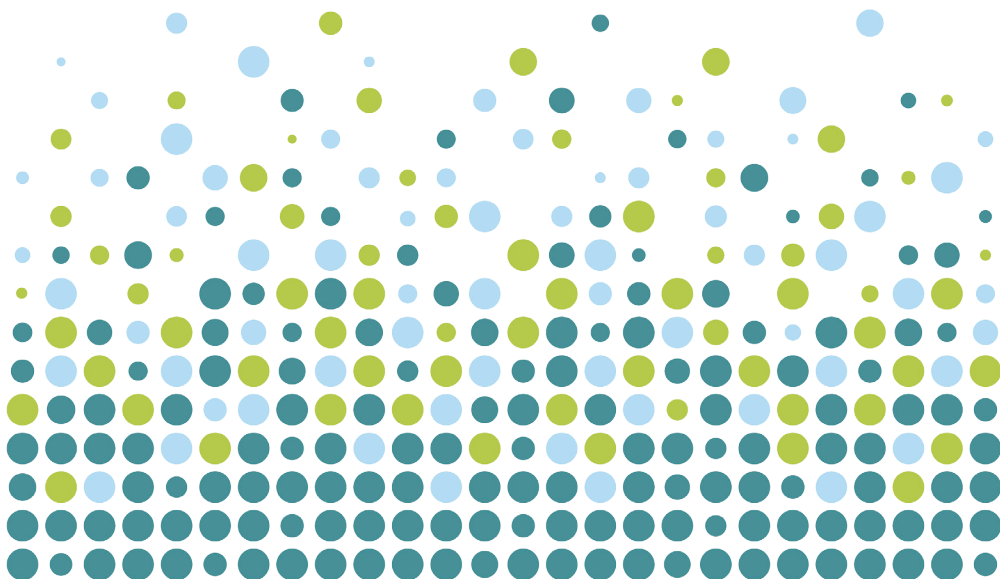
April 29-30 • May 13-14 • June 25-26
Plymouth, MN

10th Year

Attend all six days to earn your certificate!



Aging Services of Minnesota's
**Housing-with-Services
Management
Certificate Program**



Housing-with-Services Management Certificate Program

April 29-30 • May 13-14 • June 25-26

Location

Conference Center

Intermediate District 287 Service Center

1820 Xenium Lane North (near I-494 and Hwy. 55)
Plymouth, MN

About the program

Gain the tools and training you need to successfully and creatively manage a housing-with-services setting that customers want and need. Minnesota is a leader in consumer-focused housing-with-services through the Housing-with-Services Contract Act – an innovative model that provides consumers with flexibility and choice in senior living. This Certificate Program prepares housing management professionals to meet the increasingly complex requirements of the position.

What you'll learn and skills you'll build

- Debunk the popular myth that HWS settings in Minnesota is an unregulated industry by discussing the wide ranging laws, rules and licensure requirements that require compliance.
- Describe the legal relationship between the HWS setting as a landlord and the older adult as a tenant – including the rights and obligations of the parties to each other – and the role of fair housing laws in reducing discrimination and promoting fair treatment of certain types of individuals.
- Become familiar with Minnesota's unique approaches to regulating and licensing housing-with-services settings so that you can both comply with and help to preserve them.
- Understand the roles of various state agencies in regulating and licensing HWS settings and protecting vulnerable adults living in your building.
- Develop action and communication plans for a range of emergency or crisis situations.
- Explain how the services your organization provides are governed by Minnesota's Nurse Practice Act and the legal and business structures that must be created in order to deliver them.
- Identify successful management and operational strategies to improve the financial health of your HWS organization.
- Review federal and state laws pertaining to employment and identify best practices to comply with them while recruiting and retaining the staff needed to deliver care and services.
- Hear about important trends shaping HWS and older adult services in Minnesota and understand your leadership role in influencing your community's response.

Course Requirements for 2014

The HWS Management Certificate Program was designed to be a rigorous training course that both prepares professionals for the increasingly complex demands of the position, and also upholds credibility within the senior housing provider community, stakeholders including legislative and regulatory offices, and ultimately, consumers. To that end, Aging Services has added a testing component to the series. In order to earn the Certificate of Completion, attendees must complete earn a minimum 70% score on a post test for each day of the program and complete all required course assignments.

About the HWS Management Certificate

Participants who attend every module of all six days of programming, successfully pass all the post tests from each of those days and complete their assignments will earn a Certificate of Completion which demonstrates in-depth professional study of a particular topic area on a voluntary or individual basis. It does not denote certification or that someone is "certified" as a HWS Manager. Questions may be directed to Heidi Simpson, Vice President of Education, Aging Services of Minnesota, hsimpson@agingservicesmn.org.

Day 1 – Tuesday, April 29

The Legal Foundation of Housing-with-Services (Part 1)

8 a.m.

Registration and continental breakfast

8:30 a.m. – 4:30 p.m.

PROGRAM

PURPOSE

Days 1 and 2 focus on legal and regulatory requirements that shape housing-with-services (HWS) settings, drive your organization's operations and allow you to serve your customers. Critical concepts behind the laws will be discussed and operational best practices will be explored that will allow HWS organizations to maintain compliance while providing high quality services.

TOPICS

- **Overview: Laws and Rules that Regulate HWS Settings in Minnesota**
BARBARA J. BLUMER, Attorney, Barb Blumer Law, PA, Eagan
- **Landlord-Tenant Law**
APRIL BOXETH, Attorney, Voigt, Rodé and Boxeth, St. Paul
- **Fair Housing Laws**
BARBARA J. BLUMER, Attorney, Barb Blumer Law, PA, Eagan
- **How Minnesota Regulates Senior Housing with Services**
MICHELLE KLEGON, Klegon Law Office, LTD, Minneapolis
- **Participant Self-Evaluation of Regulatory Compliance with Minnesota HWS Laws and Rules**

This hands-on and practical program will help participants apply what they have learned about Minnesota laws and rules that regulate HWS settings to improve operations and compliance by reviewing their own organization's documents. The list of documents to bring will be provided in advance of the program.

Day 2 – Wednesday, April 30

The Legal Foundation of Housing-with-Services (Part 2)

8 a.m.

Check in and continental breakfast

8:30 a.m. – 3:45 p.m.

PROGRAM

TOPICS

- **Building and Service Licensing and Other Requirements General Regulatory Overview**
MARY YOULE, Vice President of Housing and Community Services, Aging Services of Minnesota, St. Paul
- **Emergency Preparedness**
ANNETTE GREELY, Director of Assisted Living, Guardian Angels, Elk River; and a representative from the Division of Homeland Security and Emergency Management at the Department of Public Safety (TBA)
- **Emergency Preparedness: A Crisis Communications Primer**
JODI BOYNE, Vice President of Public Relations, Aging Services of Minnesota, St. Paul
- **The Vulnerable Adults Act and the Role of the Ombudsman**
MARY MCGURRAN, Policy Specialist, Adult Protection, Continuing Care, Aging and Adult Services, Minnesota Department of Human Services; and NATASHA MERZ, JD, Policy Specialist, Office of Ombudsman for Long-Term Care, St. Paul

Day 5 – Wednesday, June 25

Human Resource Management

8 a.m.

Check in and continental breakfast

8:30 a.m. – 3:45 p.m.

PROGRAM

PURPOSE

This program will examine the applicable employment laws and best practices for matching the right staff with the right position in your HWS setting.

TOPICS

- **Overview of Human Resources in HWS**
ELLEN SCHNEIDER, Human Resources Consultant, St. Paul
- **Overview of Applicable Employment Law for HWS Settings**
MICHELLE KLEGON, Klegon Law Office, LTD, Minneapolis
- **Building an Effective Staff**
Job descriptions, applicant screening, interviewing, background checks
- **Effective Leadership Strategies**
- **Performance Reviews**
- **Corrective Actions**
- **Safety in Your Organization: OSHA and Safety**
ELLEN SCHNEIDER, Human Resources Consultant, St. Paul

Day 3 – Tuesday, May 13

Services In Senior Housing Settings

8 a.m. Check in and continental breakfast
8:30 a.m. – 3:30 p.m. **PROGRAM**

PURPOSE

This program will explore what it means to offer services in senior housing settings and the implications those decisions have on staffing to provide clinical care and services, expectations to demonstrate quality, how the services you offer flow from your organization's vision, mission and values and what corporate structures are required in order to provide them.

TOPICS

- **Minnesota's Nurse Practice Act: What a HWS Manager Needs to Know**
SUSAN SCHAFFER, Attorney at Law, St. Paul
- **Effective Partnerships Between the HWS Manager and the Director of Clinical Services**
LUCY BOXRUD, Director of Housing-with-Services; and CANDACE GISLASON, Assisted Living Nurse Consultant, Ebenezer, Minneapolis
- **Quality Improvement**
A member of Aging Services of Minnesota's Quality Council (TBA)
- **The Role of Intent in Service Model Design – How to Achieve What You Have Set Out to Do**
MARK E. ANDERSON, Vice President/Consultant, Eldermark Software, Minnetonka
- **Legal and Business Structures of HWS Setting Owners and Managers and their Implications**
BARBARA J. BLUMER, Attorney, Barb Blumer Law, PA, Eagan

Day 4 – Wednesday, May 14

Financial Management Strategies

8 a.m. Check in and continental breakfast
8:30 a.m. – 4 p.m. **PROGRAM**

PURPOSE

This program will explore the role financial management plays in the manager's daily decision-making.

TOPICS

- **Groundwork Prior to Budget Development**
BRIDGET E. GIBSON, Controller, Augustana Care, Minneapolis
- **Budgeting Types and Tracking Tools**
LARS JOHNSON (invited), Engagement Director, CliftonLarsonAllen LLP, Minneapolis; and JAY PIZINGER, CPA, Regional Director of Campus Operations, Augustana Care, Minneapolis
- **Determining Health Care Services and Revenue Sources in HWS Settings – Rent and Services**
MARY JO THORNE, Regional Director of Housing Services, Augustana Care, Minneapolis

Day 6 – Thursday, June 26

Principles of Leadership

8 a.m. Check in and continental breakfast
8:30 a.m. – 3:45 p.m. **PROGRAM**

PURPOSE

Learn how to sharpen your leadership skills, even if you weren't born with them.

TOPICS

- **Aging 2030: How the Age Wave Will Impact All Aging Services Providers in Minnesota**
LARHAE KNATTERUD, Director of Aging Transformation, Minnesota Department of Human Services, St. Paul
- **Dialogue with Leaders in Aging Services**
ERIN HILLIGAN, Campus Administrator, Ebenezer Ridges, Burnsville; DINAH MARTIN, Campus Administrator, Saint Therese at Oxbow Lake, Brooklyn Park; KATHY OLSON, Executive Director, Millstream Commons, Northfield; BARB RODE, President/CEO, Saint Therese Foundation Inc., New Hope
- **What Great Leaders Do Differently**
LORES VLAMINCK, Principal, Lores Consulting, Rochester

REGISTRATION FORM

Housing-with-Services Management Certificate Program

☐ Entire Program - or daily: ☐ 4/29 ☐ 4/30 ☐ 5/13 ☐ 5/14 ☐ 6/25 ☐ 6/26

NAME _____

TITLE _____

E-MAIL (required for confirmation) _____

COMPANY NAME _____

ADDRESS _____

CITY _____ STATE _____ ZIP _____

PHONE _____ FAX _____

Method of payment: ☐ Payment enclosed ☐ Please invoice (Aging Services members only)

☐ VISA ☐ MasterCard ☐ AmEX ☐ # of years experience managing senior housing

Card# _____ Exp. Date _____

Name on Card _____

Cardholder's Signature _____

Cardholder's Phone# _____

Registration form and fee (payable to): AGING SERVICES OF MINNESOTA
2550 University Avenue West, Suite 350 South, St. Paul, MN 55114
Attn: Accounting #6614

REGISTRATION INFORMATION AND FEES

Entire Program: Aging Services of Minnesota member: **\$795** per person

Prospective member: **\$1,025** per person

Daily fee: Member: **\$170** per person. Prospective Member: **\$295** per person

ATTENDANCE

Register for the entire series or individual sessions. Attendance at all six sessions is required to earn your certificate (see other requirements). Missed sessions may be made up the following year at an additional cost of \$50 per day. Cancellation for individual sessions must be received in writing 5 business days in advance to receive a partial refund. No refunds for missed sessions without advanced notice.

CONTINUING EDUCATION CREDITS

Application has been made to/or the program has been designed to meet the continuing education requirements for the Minnesota Board of Examiners for Nursing Home Administrators and the Minnesota Board of Nursing.

ACCOMMODATIONS

Accommodations are available at the Best Western Kelly Inn Plymouth at a special program rate. Call 763.553.1600 for reservations and ask for the Aging Services of Minnesota group rate of \$82 per night plus taxes.

TO SEND REGISTRATION VIA E-MAIL OR FAX

Registrations may be faxed to 651.645.0002. Include a P.O. number or follow up with payment to be received by Aging Services of MN prior to the program. Aging Services members (only) who wish to be billed may indicate this on the registration form.

FOR FURTHER INFORMATION

Questions about the program: Heidi Simpson, hsimpson@agingservicesmn.org

Registration questions: Maggie Bloom, mbloom@agingservicesmn.org

Local calls: 651.645.4545 • **Toll free:** 800.462.5368

Aging Services of Minnesota

2550 University Avenue West, Suite 350 South
St. Paul, MN 55114-1900

Audience/please route to:

- ☐ Senior housing management staff
- ☐ Long-term care administrators
- ☐ Older adult services provider department heads
- ☐ Nurses working in senior housing, assisted living and home care programs

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Presorted
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US Postage
PAID
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