2020 Institute & Expo

February 5-7
RiverCentre • St. Paul

Better Together

LeadingAge® Minnesota

INSTITUTE & EXPO APP

The Institute at Your Fingertips

For everything you need to have a great conference experience, make sure to download the **Institute & Expo App** before you go.

- Daily schedules and room locations
- Session descriptions
- Handouts
- Speaker list
- Session evaluations
- Exhibitor and sponsor lists
- Maps
- CEU information
- Networking list of participants
- and more!

Once you're registered for the Institute, keep an eye out for an email with download instructions!

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2020 INSTITUTE & EXPO

Welcome to the 2020 Institute & Expo where we celebrate what it means to be *Better Together*.

"Alone we can do so little; together we can do so much."
– Helen Keller

Gather.

Connect. Share.

Experience.

Build. Grow. Develop.

Achieve.

Dream. Reach.

Transform.

We are LeadingAge Minnesota.
Better Together – to achieve that which none of us can do alone.

Gayle Kvenvold
President & CEO
LeadingAge Minnesota

Nancy Stratman
Chair, Board of Directors
LeadingAge Minnesota

SCHEDULE OF EVENTS

TUESDAY, FEBRUARY 4

WEDNESDAY, FEBRUARY 5

7 a.m.

8 a.m.

9 a.m.

10 a.m.

11 a.m.

12 p.m.

1 p.m.

2 p.m.

3 p.m.

4 p.m.

5 p.m.

6 p.m.

7 p.m.

8 p.m.

Full and Half-Day Pre-Conference Intensive Sessions

See page 7 for Schedule and Details

8:30 - 9:30 a.m.
Sunrise Concurrent Sessions

9:45 - 11:30 a.m.
Opening Keynote and Awards

11 a.m. - 3 p.m.
Exhibit Hall Open

11:45 - 4:30 p.m.
Governance Intensive

1:30 - 2:30 p.m.
Concurrent Sessions

11 a.m. - 1:30 p.m.
Exhibit Hall Grand Opening

3 - 4 p.m.
Concurrent Sessions

4:15 - 5:15 p.m.
Twilight Concurrent Sessions

8 - 11 p.m.
Opening Night Celebration-Casino and Dance Party at the InterContinental Hotel

Registration Desk Hours

Tuesday, Feb. 4	1 – 5:30 p.m.
Wednesday, Feb. 5	7 a.m. – 5:15 p.m.
Thursday, Feb. 6	7:30 a.m. – 4:45 p.m.
Friday, Feb. 7	8 a.m. – 12:30 p.m.

THURSDAY, FEBRUARY 6

FRIDAY, FEBRUARY 7

7 a.m.

8 a.m.

8:30 - 9:30 a.m.
Sunrise
Concurrent Sessions

9 a.m.

9 a.m. - 1 p.m.
Exhibit Hall
Open

9:30 - 10:30 a.m.
Break and Dedicated
Exhibit Hall
Exploration Hour

11:30 a.m. - 12:30 p.m.
Snacks in the
Exhibit Hall

8:30 - 10 a.m.
Inspiration Breakfast
and General Session

10 a.m.

10:30 - 11:30 a.m.
Concurrent Sessions

10:15 - 11:15 p.m.
Concurrent Sessions

10:15 a.m. - 12:30 p.m.
Deep Dive
Concurrent
Sessions

11 a.m.

11:30 a.m. - 12:30 p.m.
Concurrent Sessions

12 p.m.

12:30 - 2:15 p.m.
General Session
and Awards

1 p.m.

2 p.m.

2:30 - 3:30 p.m.
Concurrent Sessions

3 p.m.

3:45 - 4:45 p.m.
Concurrent Sessions

4 p.m.

5 p.m.

6 p.m.

7 p.m.

8 p.m.

WEDNESDAY OPENING KEYNOTE

FEBRUARY 5 • 9:45 – 11:30 a.m.

Creating a Culture of Connection: Why We Truly are Better Together

Bobby Audley

Discover why we are truly better together and how to create deeper and more genuine connections now.

Each of us has an innate desire to feel significant with a sense of belonging, connection and meaningful contribution. If you want to improve the connections with the people in your life – including your colleagues, the people you serve, your family and friends – begin by taking the time to truly understand them. Bobby will show you how.

Learn how to cultivate genuine connections and create a space for others to thrive, create and contribute in meaningful ways. Discover tools to intentionally invest in better work, family and social relationships.

Establish healthy boundaries in your work and life that allow you to be at your best in all aspects of your life and impact the world around you personally and professionally.

Bobby Audley is a nationally recognized organizational culture and leadership facilitator. He has several years' experience training and speaking and joined the Penneau Training Group in 2015.

FRIDAY INSPIRATION BREAKFAST

FEBRUARY 7 • 8:30 – 10 a.m.

The View from Here: Perspectives on Life and Aging

Gather together to enjoy a family style hot breakfast and a new experience with your LeadingAge family.

Gayle Kvenvold hosts a conversation with consumers from our member communities. Be inspired and uplifted as they share their stories about life, how they are experiencing aging and perspectives on how we can truly engage with one another and be better together.

Gayle Kvenvold

President & CEO
LeadingAge Minnesota

THURSDAY GENERAL SESSION

FEBRUARY 6 • 12:30 – 2:15 p.m.

Andy Core

Mr. Core will host a book selling and signing outside the ballroom following his presentation.

The Art of Working Well: Change Your Day, Not Your Life

Consider your average work day. Do you rush to get things done but still fall behind? Does the pressure of your work cause you to crash when you get home? The ability to thrive in a high demand setting and still like your work can be a very real struggle.

This high energy and very practical session provides real-world mindset and tools to make a dramatic change for your life and those you serve. Andy Core helps us develop a positive work-life balance by sharing his method to focus more on execution of our core skill set than on unrealistic expectations.

Achieve a healthy lifestyle, gain more energy and thrive at work through simple, realistic and repeatable actions that you can incorporate into your everyday life. Add positive energy to your work, teams and personal life with a surprisingly simple premise – Change Your Day, Not Your Life.

Andy Core is a credentialed, award-winning thought leader on increasing employee engagement, productivity and wellness motivation. Andy has a master's degree in the science of human performance and has spent the past 15 years researching ways to become better equipped to thrive in today's hectic society.

SPECIAL GUESTS

Marcia Copeland

Trillium Woods, Plymouth

Marcia Copeland lives at Trillium Woods in Plymouth with her husband where she has served on the Resident Council and leads a Parkinson's support group. She spent 35 years with General Mills, Inc.; the last 15 as Director of the Betty Crocker Kitchens. Marcia believes in active aging and being engaged in life rather than watching from the sidelines.

Leon Wallace

Augustana Open Circle of Heritage Park, Minneapolis

Leon Wallace volunteers at Augustana Open Circle Adult Day Services in North Minneapolis and was honored as LeadingAge Minnesota's Stars Among Us Volunteer of the Year in 2015. Leon owned and managed a real estate company and served the inner-city community for 25 years. He is an active consumer advocate, a life-long strong voice for older adults, people of color and low-income seniors.

Carol McClellan

Episcopal Homes of Minnesota Terrace Appartments, St. Paul

Carol McClellan is a resident of The Terrace, an independent living building that is part of Episcopal Homes of Saint Paul. A retired English teacher, she finds joy in family, music (especially singing), reading, writing, acting, weekly Scrabble games with a friend, and watching Jeopardy. Activities include being Terrace librarian and participating in a writing group. In 2019 she performed in a play that celebrated Episcopal Homes' 125th anniversary.

SESSION A

ServSafe® Manager Course (full day)

EARN YOUR FOOD MANAGER CERTIFICATION

This program is for individuals seeking Food Manager Certification for the first time.

Schedule

7:30 a.m.	Registration
8 a.m. – 6:30 p.m.	Program (instruction and estimated exam time)

Registration Fees

LeadingAge Minnesota Members – $230
Prospective Members – $285
Registration includes lunch, refreshments, required course manual and exam.

About this Program

The ServSafe® Manager Food Safety Certification Course developed by the National Restaurant Association is an accredited food safety education program. This training will help participants understand the food safety risks faced by your operation and identify ways to reduce those risks, particularly for those serving high-risk populations. This course meets the criteria for Food Manager Certification in Minnesota, which may be required in some senior living facilities. It also provides eight hours of approved sanitation education required for Certified Dietary Managers.

This course includes eight hours of classroom instruction followed by a nationally accredited exam.

Full Course Topics

MN Food Manager Certification Requirements, Certification Process and Status of Revisions to MN Food Code • Providing Safe Food • Forms of Contamination • Safe Food Handlers • Introduction to the Flow of Food• Purchasing, Receiving and Storage• Safe Food Preparation • Protecting Food in Serving • Food Safety Management Systems • Safe Facilities and Pest Management

SESSION B

ServSafe® Certification Renewal (half day)

RENEW YOUR CERTIFICATION

This program is for individuals renewing certification. Attend the morning portion of the ServSafe® program only. Participants receive updated handouts and renewal information for class instruction. Renewal certificates awarded at noon.

Schedule

7:30 a.m.	Registration
8 a.m. – Noon	Program

Registration Fees:

LeadingAge Minnesota Members - $95 per person
Prospective Members - $150 per person
Registration includes refreshments, handouts and a certificate of renewal upon completion.

Renewal Topics

MN Food Manager Certification Requirements, Certification Process and Status of Revisions to MN Food Code • Providing Safe Food • Forms of Contamination • Safe Food Handlers • Introduction to the Flow of Food

ServSafe®
Certified ServSafe Instructor and Proctor

Course Instructor

Colleen Zenk, MS, DCM, CFPP, ServSafe® Certified Instructor, Food Safety Educator and Consultant, Eden Prairie

SESSION C

Improving Behavioral Health Care in Older Adult Services (full day)

Schedule

9:30 a.m.	Registration
10 a.m. – 4:45 p.m.	Program

Registration Fees

LeadingAge Minnesota Members – $145 per person
Prospective Members – $200 per person
Registration includes lunch, refreshments and handouts.

Develop your staff's understanding of behavioral health care and equip them with the tools and knowledge necessary to support persons with mental illness.

Overview: The Continuum of Mental Illness in Older Adults/Philosophy of Care

The continuum of mental illness • Effective strategies for care and challenging behaviors • Critical information to gather from referral sources • How to adopt a philosophy of behavioral health care

Personality and Mood Disorders

Characteristics of each disorder, common symptoms, how they manifest in behaviors • Treatment of disorders with or without medications • How to partner with the individual in their care

Chemical Health Issues Co-Occurring with Depression and Personality Disorders

Approaches to caring for persons with these conditions • How to conduct an effective room check for various substances and next steps • Recovery rates for older adults and helping them be successful

Appropriate Use of Medications for Treating Mental Illness

How to appropriately treat a mental illness with medication versus therapy or other non-pharmacological approaches • Questions to ask prescribers • Best practices for regular and periodic evaluation of behavioral health medications

Presenters

John Brose, Ph.D., LP, LMFT, LADC, Director and Justin Miles, Psychiatrist, Associated Clinic of Psychology, Minneapolis

Associated Clinic of Psychology

SESSION D

Home Care Medication Management: A Train-the-Trainer Workshop (full day)

Schedule

9:30 a.m.	Registration
10 a.m. – 4:45 p.m.	Program

Registration Fees
LeadingAge Minnesota Members – $145 per person
Prospective Members – $200 per person
Registration includes lunch, refreshments and handouts.

For home care nurse managers and health services directors. Gain the knowledge and skills to train your staff in best medication management practices. Refresh your understanding of the federal and state rules governing medication management in home care settings to remain in compliance. Participate in interactive skills demonstration and practice in-class medication administration. Learn how to design and implement effective adult-learner focused medication administration education with your team.

Policies and Procedures for Medication Services in Home Care
Federal and Minnesota requirements • Common problems and risk areas found in MDH citations

Partnering with Adult Learners
Adult learning theory and its application for clinical care • Effective training methodologies and options for home care settings

Education and Training for Medication Services in Home Care
Review of training requirements • Requirements to appropriately delegate med administration to unlicensed staff • Practice instruction on insulin, coumadin and narcotic administration • Skills training that includes set-up, equipment needs and competency forms

Medication Management and Management Plans
Requirements for individualized medication management plans • Requirements for medication management when the client will be away from home

Regulatory Review Related to Medication Management in Home Care
Key compliance risk areas related to medication service provision

Presenters
Kari Everson, RN, BSN, MSN, MHA, LNHA, Project Manager, and Shannon Gavin, RN, Zellner Senior Health Consulting, St. Paul

SESSION F

Maintaining Compliance with Minnesota's Adult Day Services Licensure Rules (half day)

Schedule

Noon	Registration
12:30 – 4:45 p.m.	Program

Registration Fees:
LeadingAge Minnesota Members – $95 per person
Prospective Members – $150 per person
Registration includes refreshments and handouts.

SESSION E

Quality Dementia Care: Professional Training for a Person-Centered Culture (full day)

Schedule
9:30 a.m. Registration
10 a.m. – 4:45 p.m. Program

Registration Fees
LeadingAge Minnesota Members – $145 per person
Prospective Members – $200 per person
Registration includes lunch, refreshments and handouts.

This program is designed to establish a comprehensive understanding of the updated Alzheimer's Association Dementia Care Practice Recommendations (published in The Gerontologist, February 2018) and engage direct care providers through practical application. The goal is to instill a fundamental shift in organization standards, practice and philosophy toward caring for individuals living with dementia.

Understanding Alzheimer's & Dementia
The difference between Alzheimer's, dementia and mild cognitive impairment • Other conditions that can cause dementia-like symptoms • The greatest risk factor for developing Alzheimer's disease • Characteristics of Alzheimer's stages and average life expectancy after diagnosis

Fundamentals of Person-Centered Care
Principles of person-centered care • Examples of person-centered care approaches • Ways to get to know the person living with dementia

Person-Centered Assessment and Care Planning
The purpose and goal of a comprehensive assessment • Components of a comprehensive assessment • How often assessments should be conducted and who should be involved

Dementia-Related Behaviors
The relationship between communication and behavior • Types of dementia-related behavior which may be expressions of an unmet need • Examples of physical, social or internal factors that can influence behavior • Use of the "Cues and Clues" model to observe and respond to dementia-related behaviors

Activities of Daily Living
General levels of ADL support by stage • Person-centered care approaches to toileting, eating and dressing

Presenter
Leah Challberg, LGSW, MDiv, Senior Program Manager (Metro MN), Alzheimer's Association Minnesota-North Dakota, Minneapolis

Help your organization maintain compliance with all Minnesota regulations that apply to your setting; including Rule 223, 245A, 245C and 626.557.

ADS Licensure Rules
Developing programming to respond to identified needs of the individual • Rights of people receiving services • Staff qualifications, orientation and training requirements• Service expectations to ensure the health and safety of people receiving services • Policy and procedure requirements • Documentation requirements • Human Services Licensing • Background Studies • Reporting of Maltreatment of Vulnerable Adults

Presenter
Brittany Raddatz, Senior Licensor, HCBS Unit, Minnesota Department of Human Services, St. Paul

GOVERNANCE INTENSIVE

Strengthening Board and Executive Teams

WEDNESDAY, FEBRUARY 5 • 11:45 a.m. - 4:30 p.m.

An afternoon designed for leadership and boards of not-for-profit aging services organizations

Strategic Board Engagement: Shaping Your Organization's Future Together

Not-for-profit organizations and their governing boards strive to create value for their communities and those they serve, while operating successfully in an evolving business environment.

Nonprofit boards are grappling with a host of big issues. What's on your Board's mind?

- Are you facing offers to sell, merge or affiliate?
- Is your organization on a growth path? A downsizing path? Looking for partnerships?
- Are you confident about the quality you provide? How do you know?
- What is your tolerance for risk?
- Where will you get the capital to invest in technology?
- How healthy is your workplace culture? What about your board culture?

This deep dive session will explore how to better engage with your board in the types of generative discussion and strategic decision-making that drives organizational wellbeing and growth relative to its size, structure and geography.

- Review contemporary trends in strategic governance and practical ways in which boards are adding value in the face of the challenges of the 21st century.
- Recognize the unique complexities that boards face as they consider viability, diversification or growth strategies.
- Consider recent trends in our field around merger and affiliation – is it a must for everyone, everywhere? Does bigger necessarily mean better? What are alternative paths to achieving organizational strength and viability?
- Understand strategies available to large, small, single-site and multisite organizations, and take away tools and resources to stimulate generative discussions and decision-making in your boardroom.

Stories from the Boardrooms of Minnesota

Hear from Board and Leadership teams of peer organizations who have been experimenting with some new approaches to strategic board engagement.

Rick Stiffney, Ph.D.

Integrated Leadership and Consultancy LLC,
Goshen, Ind.

Rick Stiffney is a nationally acclaimed governance expert with extensive experience in the older adult services field. He was President/CEO of Mennonite Health Services Alliance for 20 years and has consulted widely with not-for-profit organizations for more than 30 years. Rick's consultant work focuses on executive development, not-for-profit board education and development, strategic positioning and planning, affiliation development and values integration.

Program Schedule

11:45 a.m.	Registration
12:15 – 4:30 p.m.	Program

Registration Fee

Separate registration is required for this program.
$125 per person fee includes lunch and program materials.

Governance Intensive sponsored by

PiperJaffray®

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LeadingAge® MN FOUNDATION

This program is made possible with support from the
LeadingAge Minnesota Foundation Ronald Patterson Governance Fund.

EDUCATION SESSIONS

WEDNESDAY, FEBRUARY 5

SESSION PLANNER

Professional Group	Wednesday, February 5
Activities/Therapeutic Recreation	104, 107, 203, 204, 309, 311, 312, 314, 405
Adult Day Program Staff	101, 102, 104, 105, 107, 109, M1, 201, 202, 203, 207, 208, 302, 303, 308, 311, 401, 405, 407, 411
Board Member	Governance Intensive, 203, 301, 307
CEO/Administrator	Governance Intensive, 101, 102, 105, 106, 107, 108, ◆110, 201, 202, 203, 204, 206, 208, 209, 212, 301, 303, 305, 306, 307, 308, 311, 314, 402, 404, 408, 409, 410, 411
Dietary/Food Service	101, 105, 106, 203, 205, 208, 212, 306, 311, ●406
Finance/Business Office	101, 108, 203, 206, 211, 214, 307, 311, 408, 410
Fund Development	101, 203, 311
Home Care	101, 107, 109, ◆110, 201, 202, 203, 207, 210, 301, 302, 303, 309, 310, 311, 401, 403, 407, 408, 409
Housing Director	101, 105, 106, 107, 109, ◆110, 201, 202, 203, 209, 301, 302, 303, 305, 308, 309, 311, 402, 403, 404, 408, 409, 411
Human Resources/Talent Director	105, 107, 109, 203, 213, 305, 306, 308, 309, 311, 411, 412
Maintenance-Environmental Services-Engineers	107, 203, 207, 212, 306, 311
Marketing/Public Relations/Sales	203, 207, 212, 306, 309, 311, 312, 404, 411
MDS Coordinator	205, 211, 309, 311, 314
Medical Records/Health Information Technology	203, 311, 313, 407
Nursing/Clinical Services	104, 105, 109, ◆110, 201, 203, 204, 205, 207, 208, 210, 211, 212, 213, 301, 303, 306, 309, 310, 311, 312, 314, 401, 403, 407, 409, 410
Pastoral Care	105, 108, 203, 207, 306, 309, 311, 314, 405
Physical Therapy	104, 105, 203, 213, 309, 311
QA/QI Staff	203, 213, 303, 311, 312
Site Leader/Department Manager	101, 102, 105, 106, 107, 108, 109, ◆110, 201, 202, 203, 206, 209, 211, 212, 213, 301,303, 305, 307, 308, 309, 311, 314, 402, 404, 408
Social Services	104, 105, 111, 203, 207, 209, 210, 303, 309, 311, 314, 408, 409
Staff Development/Education	109, 203, 306, 308, 311, 314, 411
Technology	203, 206, 305, 311, 407

● Denotes sanitation topic for food service/dietary professionals' CEU requirements

◆ Denotes program's content does not qualify for CEUs

Tracks for Sessions:
AL – Assisted Living
ADS – Adult Day Services
CC – Care Centers
HCBS – Home and Community Based Services
SH – Senior Housing

8:30 – 9:30 a.m.
SUNRISE CONCURRENT SESSIONS

101 - **Public Policy Update: A Preview of the 2020 Legislative Session** (All Settings)
- Learn about emerging policy issues that will likely be considered in the 2020 Legislative Session as well as potential policy and regulatory issues to be addressed through the work of various state agencies.

Kari Thurlow, Senior Vice President of Advocacy, LeadingAge Minnesota, St. Paul

102 - **DHS Update: Adult Day Licensing and Adult Day Study** (ADS)
- Refresh your understanding of adult day services licensing.
- Understand the context for adult day standards redesign.
- Discuss Minnesota's vision for adult day services.
- Learn about issues that will be addressed in the adult day standards redesign initiative.
- Know the timelines and the process for engaging stakeholders in this work.

Rachel Shands, HCBS Policy Integration Manager, Aging and Adult Services Division; Jill Slaikeu, HCBS Unit Manager, Licensing Division and Jennifer Stevens, Program Consultant, Aging and Adult Services Division, Minnesota Department of Human Services, St. Paul

103 - **Do You Know? New Medication Management Updates** (AL, CC, HCBS)
- Understand the difference between MedRec versus Medication Regimen Review and the importance of each.
- Clarify the handling recommendations and disposal requirements of hazardous drugs and hazardous waste pharmaceuticals (hint: they're not the same).
- Implement best practice principles of controlled substances accountability to minimize diversion risk.

Joe Litsey, Director of Consulting Services, Thrifty White Pharmacy, Plymouth

104 - **The Gift of Time: Improve Memory Skills by Waiting for a Response** (ADS, AL, CC, HCBS)
- Hear how a seemingly simple concept, increasing the amount of time a person is given to remember something or practice a certain skill, can help improve memory and cognitive skills.
- Learn the steps to this evidence-based procedure - called spaced-retrieval - to improve memory skills for individuals with neurocognitive disorder and its various subtypes.
- Practice how to apply spaced retrieval procedures with your residents and discuss how to implement the practice in your organization.

Brian MacNeill, Behavior Analyst, Laura Heezen, Behavior Analyst and Susan Parenteau, Psychologist, Minnesota Veterans Home, Minneapolis

105 - **LGBT and Gray: Unique Impacts of HIV on Care and Services** (All Settings)
- Examine the historic experience of discrimination and barriers of lesbian, gay, bisexual and transgender older adults and how it impacts their approach to seeking services.
- Study and discuss the unique impact of HIV and AIDS on older LGBT adults.
- Learn strategies, resources and tools to better serve the LGBT aging population in your programs and services.

Marsha Berry, Education Consultant and Megan Mueller, Community Education Manager, JustUs Health, St. Paul

106 - **New Dining Trends: Farm-to-Table, Themed Dinners and Creative Venues** (AL, CC)
- Discover new trends in dining experiences and how to incorporate them into your community regardless of size, layout and budget constraints.
- Learn powerful tips on how to make the Farm-to-Table movement part of your story, begin the shift to real scratch production and create the feeling of multiple dining options.
- Develop ways to create individual meal experiences for memory care residents by catering to their unique needs using fresh ingredients, bursting with flavor.

David Koelling, President, Strategic Dining Services, Barrington, Ill.

107 - **Voice Activated Tech Devices and Tools for Aging Services Settings – *A ZOOM! Session*** (All Settings)
- Know the risks of using voice activated tech devices in aging services settings.
- Identify current and emerging social connectedness technologies and what they can bring those you serve.
- Discuss an effective process for successfully adopting person-centered technology including planning, implementation, marketing, utilization and training.

Majd Alwan, PhD, SVP of Technology, LeadingAge and Executive Director, CAST; and Scott Code, Associate Director, CAST, Washington D.C.

108 - **The Real Truth of PDPM – Early Learnings for Senior Leadership** (CC)
- Describe initial PDPM implementation challenge trends and what senior leaders can glean from them.
- Identify opportunities for enhancing operational performance and achieving positive outcomes under PDPM.
- Explore the implementation of PDPM in the context of other organizational change and how you as a leader can create a culture that embraces it with a positive attitude.

Erin Shvetzoff Hennessey, MA, NHA, CPG, Chief Executive Officer, Health Dimensions Group, Hopkins

109 - **Deliver Training that Sticks and Improves Staff Engagement** (AL, CC)
- Explore high engagement learning strategies that lead to increased knowledge retention and on-the-job application.
- Discover ways to increase staff's involvement in their own learning.
- Learn easy and effective strategies to ensure your staff are engaged, enthusiastic, and applying what they learn in order to maximize your investment.

Christy Johnson, Regional Training Director and Michelle Rivard, Learning and Development Manager, Ecumen, Shoreview

110 - **Maximize Nursing Assistant Training Through OnTrack** (AL, CC) ◆
Topics include:
- Components of OnTrack's hybrid training model.
- How to implement OnTrack Nursing Assistant Training in any senior care setting.
- A panel of Super Users describe their best practices and tips for teaching the hybrid program.

Jenna Kellerman, Director of Workforce Solutions, LeadingAge Minnesota, St. Paul; and Jennifer Anderson, President and CEO, Mirabelle Management, Creators of EduCare, Plymouth

111 - **Social Work Meetup Group** (see pg. 39)
A small, informal gathering of members with shared interests.
All are welcome.

9:45 – 11:30 a.m.
Opening Keynote and Awards
(See page 5)

11 a.m. – 1:30 p.m.
Grand Opening of Exhibit Hall

11 a.m. – 3 p.m.
Exhibit Hall Exploration Hours

Noon – 1 p.m.
M1 - **Adult Day Services Meetup Group** (see pg. 39) *Sponsored by* LeadingAge MN Savings & Solutions Center
A small, informal gathering of members with shared interests.
All are welcome.

11:45 – 4:30 p.m.
Governance Intensive (See page 11) *sponsored by* PiperJaffray REALIZE THE POWER OF PARTNERSHIP®
This program is made possible with support from the LeadingAge MN Foundation Ronald Patterson Governance Fund LeadingAge MN FOUNDATION

1:30 – 2:30 p.m.
CONCURRENT SESSIONS

201 - **MDH Update: Home Care, Assisted Living and Housing-with-Services** (AL, HCBS)
- Discuss the current survey trends of licensed home care providers.
- Understand changes in statute and interpretations of the Home Care Law pertinent to providers.
- Know how to use survey documents so you can be prepared for your home care licensure survey.
- Understand food and beverage licensure, the food code and how requirements will be affected by AL Licensure.

Lindsey Krueger, RN, Program Manager, Home Care and Assisted Living Program and Angela Cyr, Acting Manager, Food, Pools and Lodging, Minnesota Department of Health, St. Paul

Tracks for Sessions:
AL – Assisted Living
ADS – Adult Day Services
CC – Care Centers
HCBS – Home and Community Based Services
SH – Senior Housing

202 - **DHS Update: Disability Waivers for HCBS Including Adult Day and Customized Living** (ADS, AL, HCBS)
- Review the end of the banding process for ADS and CL services.
- Understand the direction of customized living under disability waivers and the new Integrated Community Supports service.
- Discuss upcoming changes to adult day services for disability waivers.

Stephen M. Horn, HCBS Policy Lead and Jan Buck, Fiscal Policy Lead, Disability Services Division, Minnesota Department of Human Services, St. Paul

203 - **SAFE CARE FOR SENIORS: Using Communication and Optimal Resolution (CANDOR)** (All Settings)
- Learn how the CANDOR [Communication and Optimal Resolution] toolkit can be used in senior living environment to support empathic and effective communication with residents and their families.
- Become familiar with the event reviews that are linked to process improvement and deliver emotional first aid to staff after unexpected adverse events.
- Hear the lessons learned from a recent research grant studying CANDOR in aging services settings.
- Describe effective methodologies for improving the prevention of and response to allegations of abuse or neglect in this environment.

Timothy McDonald, MD, JD, President, MedStar Institute for Quality and Safety, Washington D.C.

204 - **Reconnect Residents with Their Life's Purpose Through Meaningful and Engaging Activities** (AL, CC)
- Recognize the impact of developing resident-driven programs that go beyond traditional activities and provide meaning and purpose for older adults.
- Identify the six domains of well being and how to use them to support a meaningful life for the people you serve.
- Hear the stories of the Pioneer Network's Community Commitment Award winners who challenged the status quo and developed programs where experienced adults, staff and the greater community are working together and finding ways to change the culture of aging.

Joan Devine, Director of Education, Pioneer Network, Weldon Spring, Mo.

205 - **Improve Dysphagia Care and Capture Accurate Reimbursement Under PDPM** (CC)
- Refresh your knowledge of dysphasia and recognize the important roles IDT staff play in identifying and caring for those with swallowing impairments.
- Discuss safe strategies for maintaining hydration in persons with dysphasia.
- Identify the three pillars of pneumonia and how to prevent rehospitalizations.
- Know how to minimize legal exposure for choking events.
- Re-familiarize yourself with MDS coding, modified diets and how to capture accurate reimbursement under PDPM.

Cynndra Conniff, MS, CCC-SLP, Dysphasia Specialist and Owner, FEESability, Rochester; and Linda Richards, MS, CCC-SLP, Dysphagia Specialist, Owner of Insight Swallow, Minneapolis

206 - **Leverage Technology to Improve Customer Experience and Increase Productivity** (AL, CC)
- Discuss what digital transformation means to healthcare in general and the implications for older adult services.
- Discover how automating repetitive and manual processes through advanced technologies like robotic process automation and artificial intelligent tools create an efficient and innovative work culture where human and digital workers are operating side-by-side.
- Consider how resident, customer and staff experience can be enhanced through the use of digital technology.

Waqqas Mahmood, Director of Advanced Technology and Innovation, Baker Tilly,Tysons, Va.; and Nicki Donlon, Partner, Baker Tilly, Minneapolis

207 - **Preventing Isolation at Home to Reconnect Older Adults and Improve Quality of Life** (All Settings)
- Articulate why the quality of life of older adults is heavily dependent on staying connected to loved ones and the broader community.
- Engage in a systems thinking technique and demonstrate how to map the systemic causes and effects of societal problems like isolation.
- Improve connection among older adults by positively impacting at least one of the mapped causes or effects.

Kat Jayne, Senior UX Consultant, Fathom Consulting, Minneapolis

208 - **The Food and Mind Connection to Improving Cognitive Health** (AL, CC)
- Describe the six pillars of well-being – staying physically active, getting adequate sleep, healthy eating, staying social, reducing and management stress and engaging active minds – as they relate to cognitive health.
- Explore case studies to identify promising practices to integrate the pillars into all levels of senior living.
- Evaluate and implement strategies for improving the dining experience for persons with cognitive decline.

Erin Van Valkenburgh, Director of Nutrition and Wellness Support, Morrison Living, Atlanta, Ga.

209 - **Silos to Circles Age Well Initiative: Collaborative Models for Aging Well in Communities** (All Settings)
- Develop strategies for engaging older adults, families and others in developing community-specific plans for healthy aging.
- Examine a new collaborative model to support healthy aging and foster stronger connections between aging services in your community.
- Identify readiness criteria for a community to start an Age Well Initiative.

Terri Foley, Program Officer, LeadingAge Minnesota Foundation, St. Paul

210 - **Opioid Safety in Elder Care Settings** (AL, CC)
- Examine the rate of opioid use in Minnesota among Medicare and Medicaid beneficiaries.
- Discuss best practices to safely use and reduce opioid use in aging service settings.
- Identify strategies and resources to support safe, person-centered pain management.

Jane Pederson, MD, Chief Medical Quality Officer, Stratis Health, Bloomington

211 - **PDPM: Step Up Your Care Management and Billing Compliance** (CC)
- Know how to utilize an expanded triple check process to address care management and compliance under PDPM.
- Discuss the technical aspects of this process, the steps to be followed and the role of the IDT.
- Recognize what it takes to assure quality care management with a comprehensive, person-centered approach to remain in compliance and minimize billing errors.

Bill Tillery, PT, CEEAA, WCC, RehabCare, Louisville, Ky.

212 - **Create a Hospitality Culture: The Lagniappe Philosophy** (AL, CC)
- Understand the importance and benefits of creating a hospitality culture using the Lagniappe philosophy, meaning "a little something extra."
- Explore, discuss and develop ideas for housekeeping, nursing, maintenance, dining and marketing departments.
- Practice engaging in a good, better and best exercise to increase creativity in each department to improve the experience of the people you serve.

RonnDa Peters, Vice President, Marketing & Sales, Strategic Dining Services, Barrington, Ill.

213 - **EXCELLENCE IN PRACTICE AWARD PRESENTATIONS**

Defying Tradition: Redefining the CNA as the Clinically Needed Advocate – Star Workplace Award Winner (CC)
- Learn how Carris Health redefined the CNA role as part of the clinical team and why the change was made.
- Hear the amazing changes that resulted in the performance of CNAs, resident health outcomes and staff satisfaction.
- Gain insight on how Carris made this transition, lessons learned along the way and how your organization can replicate this transition in staff roles.

Amanda Thorson, MSN, RN, Director of Nursing and Christina Jurgenson, BSN, RN, Quality Program Coordinator, Carris Health Care Center, Willmar

Falls Initiative – Quality Award Winner (AL, SH)
- Learn about Trillium Woods' unique approach to falls prevention in an independent living community through a total team approach.
- Consider the role of a Health and Wellness Navigator or similar position to help coordinate efforts to educate residents and coordinate their ongoing balance and wellness efforts.
- Gain insight on Trillium Woods' integrative program and how your organization might implement a similar initiative.

Cari Brastad, RN, Health and Wellness Navigator and Morgan Holien, Administrator, The Birches at Trillium Woods; Priya Mukundan, Therapy Program Director of RehabCare; and Colleen O'Neil, Fitness Center Manager, National Institute of Fitness and Sport, Trillium Woods, Plymouth

214 - **Finance and Business Office Meetup Group** (see pg. 39) *Sponsored by* LeadingAge MN Savings & Solutions Center
A small, informal gathering of members with shared interests.
All are welcome.

2:30 – 3 p.m.
Connection Break and Exhibit Hall Exploration Time

Tracks for Sessions:
AL – Assisted Living
ADS – Adult Day Services
CC – Care Centers
HCBS – Home and Community Based Services
SH – Senior Housing

3 – 4 p.m.
CONCURRENT SESSIONS

301 - **Minnesota's New Assisted Living Licensure Landscape** (AL)
- Review the 2019 Assisted Living Licensure Law.
- Evaluate the effect of these upcoming changes and the Landlord/Tenant law and in your housing contracts in 2021.
- Explore successful strategies to adapt to these changes.

April J. Boxeth, Attorney and Partner, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul; and Michelle Klegon, Attorney, Klegon Law Office, Ltd., Minneapolis

302 - **DHS Update: Elderly Waiver for HCBS Providers** (ADS, HCBS)
- Discuss Elderly Waiver related updates – particularly customized living and ADS.
- Understand how the HCBS Settings Rule requirements are being integrated into Provider Enrollment and Revalidation Processes and what it means for providers.
- Receive an update on the HCBS settings rule implementation, heightened scrutiny, experience surveys, and new construction considerations.
- Hear how managed care organizations implement state rules, policies, and practices related to EW – and where they may differ.

Aimee Rumpza, Program Administrator, HCBS Programs and Policy, Rachel Shands, HCBS Policy Integration Manager and Gretchen Ulbee, Manager, Health Care Purchasing Division, Minnesota Department of Human Services, St. Paul

303 - **SAFE CARE FOR SENIORS: Watch List Huddling – A High Engagement Proactive Quality Practice** (AL, CC)
- Define and discuss the process and critical elements for conducting watch-list huddles.
- Apply watch-list huddle knowledge to your goals and situations.
- Create a watch-list huddle implementation action plan.

Joan Devine, Director of Education, Pioneer Network, Weldon Spring, Mo.

304 - **Changing Tastebuds and Cullinary Programs** (AL, CC)
- Understand and identify three changes that occur with taste and smell as we age, how it impacts the dining experience and may lead to malnutrition and nutritional imbalance.
- Evaluate the importance of this sensory component and the need for culinary staff to taste test appropriately when developing and serving meals.
- Know how to identify and address three symptoms related to changes in taste and difficulty swallowing.

Erin Van Valkenburgh, Director of Nutrition and Wellness Support, Morrison Living, Atlanta, Ga.

305 - **Create a Culture of Innovation** (All Settings)
- Discuss proven strategies to leverage and motivate your staff to solve business challenges.
- Learn practical tips to engage team members in generating ideas and rethinking processes to create efficiencies.
- Instill a mindset that encourages and embraces new ways of thinking, captures innovative ideas and transforms them into action.

Nicki Donlon, Not-for-Profit Partner, Baker Tilly, Minneapolis; and Jennifer Schwalm, Partner - Healthcare, Senior Services Leader, Baker Tilly, Philadelphia, Pa.

306 - **Undercover Nursing Home Resident: Insights and Lessons Learned** (CC)
- Hear a first-person account of a young woman admitted undercover to a care center with dementia symptoms, relinquishing her self-dependence for 48 hours.
- Assess and examine approaches to providing quality care to newly admitted residents.
- Gain insights and lessons from the diary-style document that has served as a foundation of providing compassionate care to long-term care residents throughout the United States.

Kimberly Ondo, Professor, Purdue University Global, Lakeville; and Laura Scott Welch, Universal Branch Associate, Wings Financial Institution and Executive Assistant, Purdue University Global, Lakeville

307 - **Senior Living Today and What the Future Holds** (AL, CC)
- Discuss the latest research and most pressing trends, catalysts and disruptors in the senior living marketplace including workforce challenges, the changing consumer, the highly dynamic post-acute space and growing competition.
- Get an overview of the current state of the senior living capital markets and how organizations are funding growth initiatives.
- Review case studies of provider organizations which are exemplifying innovative approaches to growth and remaining competitive.

Aaron Schroeder, Senior Vice President, Ziegler, Milwaukee, Wis.; Mark Landreville, Managing Director and Christina Rappl, Assistant Vice President, Ziegler, Minneapolis

308 - **Strategies to Build Cultural Competence in Your Organization** (All Settings)
- Explore the complexity and simplicity of cultural competence and its benefits for your residents, your business and society in general.
- Examine strategies to build cultural competence within teams.
- Create a welcoming, caring environment to ensure aging adults from all walks of life can live with dignity and purpose.

Ruben Rivera, Chief Diversity Officer, Bethel University, St. Paul

309 - **An Empathetic Approach to Helping Older Adults Overcome Barriers to Technology Use** (All Settings)
- Participate in a simulation that mimics six effects or challenges of aging.
- Describe what it is like to be unable to use technology due to a physical or cognitive impairment.
- Identify targeted support to help older adults use technology based on the real nature of their difficulty rather than a perceived lack of skill or understanding.

Kat Jayne, Senior UX Consultant, Fathom Consulting, Minneapolis

310 - **Achieve Safe Handoffs for Hazardous Drugs** (AL, CC)
- Describe the new regulation, United States Pharmacopeia 800 (USP 800) that outlines steps employers must take to keep their staff safe from exposure to hazardous drugs.
- Understand the correlation between the classifications of Table 1, 2 and 3 drugs as outlined by OSHA and the subsequent risk levels staff are exposed to while handling these medications.
- Become familiar with a best practice adopted by the Minnesota Veterans Home that outlines the education, risk levels, Personal Protective Equipment, medication administration practice, and handling of waste requirements for nurses, nurse aides and housekeeping so that you can improve your own handoff process.

Mark Paulson, MS, Safety Administrator, Caroline Schauer, RN, MSN, CHPN, Clinical Director and Andrew Weir, Pharm D, Rph, Director of Pharmacy, Minnesota Department of Veterans Affairs, Minneapolis; and Paula Newinski, RN-BC, NE-BC, Quality Director, Minnesota Department of Veterans Affairs and Acting Director of Nursing, Minnesota Veterans Home, Hastings

311 - **Improve Emotional Intelligence for Better Relationships and Places to Work** (All Settings)
- Learn how communication skills evolve over time and how they can be reliably assessed with a focus on the production of person-centered and effective messages delivered to others.
- Describe the power and importance of empathy and how it can be taught and successfully used in all circumstances in health care, but especially when unexpected outcomes occur.
- Experience a partial self-assessment of your own communication skills.

Timothy McDonald, MD, JD, President, MedStar Institute for Quality and Safety, Washington D.C.

312 - **EXCELLENCE IN PRACTICE AWARD PRESENTATIONS**

(Stay) Dry Martini Party: Innovative Incontinence Education – Innovation Award Winner (AL, CC)
- Hear how Friendship Village created a totally unique event to encourage residents to talk freely and learn about the taboo subject of incontinence.
- Be amazed by the results of this approach and the conversations and positive changes in behavior it has created.
- Gain insights on how your organization might create a fun and safe environment to spark dialogue and learn about incontinence, or any sensitive subject, that is appropriate for the population you serve and their unique needs.

Jenny Barlow, MFA, MA, CDP, Friendship Village of Bloomington

Annual Sidewalk Sale – 30 Years and $300,000 for Community Benefit – Community Collaboration Award Winner (AL, CC)
- Hear about the Annual Charter House Sidewalk Sale, created and run by its residents, that has raised over $300,000 and benefited more than 49 local nonprofit organizations in the last 30 years.
- Be inspired by the stories of lives changed and community benefit from the efforts of residents and volunteers.
- Get ideas, tips and insight on how to develop a similar and scalable program with your residents and community.

Tony Enquist, Administrator and Aimalicia Staub, Director of Sales and Marketing, Charter House, Rochester

313 - **Information Technology Meetup Group** (see pg. 39) *Sponsored by* LeadingAge® MN Savings & Solutions Center
A small, informal gathering of members with shared interests.
All are welcome.

Tracks for Sessions:
AL – Assisted Living
ADS – Adult Day Services
CC – Care Centers
HCBS – Home and Community Based Services
SH – Senior Housing

3 – 5:15 p.m.
DEEP DIVE SESSION

314 - **Trauma Informed Care: For Our Residents, For Our Staff** (CC)
ADVANCED LEVEL SESSION
- Increase your knowledge of trauma informed care and what is expected of providers according to the CMS Requirements of Participation when they become effective.
- Develop awareness and understanding of how trauma can impact you as a health care worker and organization, and how to provide culturally competent trauma informed care, accounting for clients' experiences and preferences to eliminate or mitigate triggers that may cause re-traumatization.
- Describe and discuss how to mitigate provider and resident/client risk with trauma informed care.

Jane Danner, Director of Resident Engagement and Development and Lisa Bury, PHR, SHRM-CP, MHRM, Senior Director of Human Resources, Volunteers of America, Eden Prairie; and Robert Rodè, Attorney and Partner, Voigt, Rodè, Boxeth, & Coffin LLC, St. Paul

4 – 4:15 p.m.
Connection Break

4:15 – 5:15 p.m.
TWILIGHT CONCURRENT SESSIONS

401 - **DHS Update: Documentation Requirements for HCBS and ADS** (ADS, HCBS)
- Understand billing and documentation requirements, specifically as it relates to adult day, durable medical equipment and waiver transportation services.
- Examine your own operations and internal practices so you can remain in compliance with those requirements.

Jennifer J. Hasbargen, CCAP and Recipient Investigations Manager, Office of Inspector General, Stephen Horn, Human Services Program Consultant, Disability Services Division, Rachel Shands, Manager and Libby Rossett-Brown, Human Services Program Consultant, Aging and Adult Services Division and Neal Younghans, Legislative Liaison, Financial Fraud and Abuse Investigations Division, Office of Inspector General, Minnesota Department of Human Services, St. Paul

402 - **How to Conduct Effective Internal Complaint Investigations** (AL, CC)
- Identify steps and strategies for conducting a thorough internal investigation on a variety of issues.
- Learn how to effectively work with state regulatory agencies and law enforcement during their investigations.
- Discuss strategies to address family and staff concerns and minimize possible civil liability.

Michelle Klegon, Attorney, Klegon Law Office, Ltd., Minneapolis

403 - **SAFE CARE FOR SENIORS: How Well Are Your Wellness Checks? Going Beyond Regulations to Keep Clients Safe** (AL)
- Learn about new expectations for "I'm okay" check services under the new Assisted Living Licensure.
- Discover early lessons learned from the Safe Care for Seniors advisory group exploring promising practices for effective "I'm okay" checks.
- Discuss and take home strategies to strengthen internal processes for offering this important service within your organization.

Julie Apold, Vice President of Quality and Performance Excellence and Bobby Guidry, Vice President of Housing and Community Services, LeadingAge Minnesota; and a provider to be announced

404 - **No More "Senior" in Senior Living: Creating Innovative Environments for the Next Generation** (AL, CC)
- Understand the lifestyle the next generation of consumers want and why it is so important to demonstrate how a senior living community can fulfill these needs.
- Learn how to implement the four E's of senior living – engagement, enrichment, experience and enjoyment – throughout all aspects of a community.
- Find new ideas to create innovative and competitive offerings to destigmatize the current perception of senior housing.

Joyce Stupnik, Partner, bdh+young, Edina

405 - **Connect to the Inner Life of Persons with Dementia Through the Arts** (AL, CC
- Realize how creative engagement and self-expression bloom when an arts experience is presented to persons with dementia with a focus on making things safe, easy and enjoyable.
- Expand your knowledge of available tools for creative engagement for persons with dementia.
- Discuss how to be an active leader in supporting creative activities that engage the person to make it so dementia doesn't matter.

Marysue Moses, Dimensions Program Coordinator, Ebenezer Management Services, Minneapolis; Zoë Bird, Director and Primary Teaching Artist, Alzheimer's Poetry Project Minnesota (APP-MN), Minneapolis; and Jeanie Brindley-Barnett, Co-Founder and Senior Teaching Artist, MacPhail Music for Life™, Minneapolis

406 - **Implement a Solid Food Safety and Sanitation Program** (AL, CC) ●
- Recognize the importance of proper food safety and sanitation practices in both front and back of the house teams throughout your community.
- Identify effective strategies to sustain a food safety and sanitation program.
- Discuss best practices for training your staff, monitoring your program and evaluating its quality.

Kate Munson, MS, RDN, LD, Healthcare Wellness Manager and Amy Johnston, District Manager, Cura Hospitality, Roseville

407 - **Best Practices and Guidance for EHR Access** (ADS, AL, CC, HCBS)
- Identify who can and should have access to electronic health records in your organization's system – staff as well as third parties.
- Discuss the security issues surrounding local versus remote access to EHR systems so that you can remain in compliance with HIPAA while minimizing risk and legal exposure.
- Describe best practice policies and procedures for user access to EHR you can utilize.

David Osborne, Vice President, Information Resources and Technology, Volunteers of America, Eden Prairie; and Steve Lokensgard, Partner, Faegre Baker Daniels LLP, Minneapolis

408 - **Strategies for Managing Elderly Waiver to Capture Accurate Reimbursement** (AL)
- Gain understanding of the Elderly Waiver program, who qualifies and how is it managed.
- Discover rationale for reviewing the Customized Living workbook and rate structure, including case mix levels.
- Learn about Customized Living vs. 24 Hour Customized Living strategies for negotiation.

Heidi LaMeyer, Consultant - Assisted Living Lead, AHI Strategic Solutions, Bloomington

409 - **Legal Practices for Managing Behavioral Health Issues in Assisted Living** (AL)
- Identify and understand current law when confronting tenant/client behavioral issues, discuss how to apply the law in challenging behavior issues and discuss what you may anticipate in this process considering new legislative changes.
- Explore the necessity for documentation and strategy in working through difficult behavior issues.
- Discuss and identify options to resolve behavioral issues and share strategies for successful outcomes.

April J. Boxeth, Attorney and Partner, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul

410 - **Turn a Five-Star Rating into Stronger Financial Performance** (CC)
- Discuss the correlation between CMS' Five-Star Rating system and financial outcomes of skilled care centers.
- Examine the financial and operational characteristics of those that have been able to maintain a high Five-Star rating while also experiencing financial success.
- Identify the pathways your organization can take to appropriately balance Five-Star results with financial outcomes.

Matthew Wocken, Principal and Kris Jacobson, Director, CliftonLarsonAllen LLP, Minneapolis

411 - **Create a Diversity and Inclusion Culture that Attracts Workers and Customers** (AL, CC)
- Understand the necessity of diversity and inclusion to support a healthy work environment.
- Create a culture that supports diversity and inclusion to foster an environment of innovation, engagement and respect for employees and people we serve.
- Leverage diversity to attract new employees and customers.

Christy Johnson, Regional Training Director and Michelle Rivard, Learning and Development Manager, Ecumen, Shoreview

412 - **Human Resources/Talent Directors Meetup Group** (see pg. 39) *Sponsored by* LeadingAge MN Savings & Solutions Center
A small, informal gathering of members with shared interests.
All are welcome.

8 – 11 p.m.
Opening Night Celebration – Casino and Dance Party
InterContinental Hotel, Minnesota Ballroom (lower level)
(See page 32)
Sponsored by Wold ARCHITECTS & ENGINEERS

Tracks for Sessions:
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SESSION PLANNER

Professional Group	Thursday, February 6
Activities/Therapeutic Recreation	510, 710, 803, 805, 807
Adult Day Program Staff	505, 510, 604, 607, 610, 703, 706, 803, 804, 811
Board Member	501, 503, 504, 506, 601, 606, 607, 701, 703, 707, 803
CEO/Administrator	501, 502, 503, 504, 505, 506, 507, 508, 509, 510, 601, 602, 603, 605, 606, 607, 609, 610, 701, 702, 703, 704, 706, 709, 710, 801, 802, 803, 805, 806, 807, 808, 809, 810, 811
Dietary/Food Service	510, 604, 803, 811
Finance/Business Office	505, 506, 508, 510, 606, 701, 707, 803, 805, 806, 810
Fund Development	506, 510, 606, 707, 803, 805, 812
Home Care	501, 504, 509, 510, 606, 607, 610, 703, 704, 710, 801, 802, 803, 807, 811
Housing Director	501, 503, 504, 509, 510, 603, 605, 606, 607, 610, 703, 704, 707, 709, 710, 801, 802, 803, 805, 806, 807, 808, 810, 811
Human Resources/Talent Director	504, 510, 605, 608, 610, 709, 803
Maintenance-Environmental Services-Engineers	502, 602, 603, 803, 810
Marketing/Public Relations/Sales	507, 607, 611, 709, 711, 803, 806
MDS Coordinator	509, 511, 512, 803
Medical Records/Health Information Technology	803
Nursing/Clinical Services	M2, 501, 504, 508, 509, 510, 601, 604, 605, 608, 609, 703, 704, 705, 708, 710, 801, 803, 807, 808, 809, 811
Pastoral Care	710, 803
Physical Therapy	803
QA/QI Staff	609, 705, 710, 802, 803, 808, 811
Site Leader/Department Manager	501, 503, 504, 505, 506, 507, 508, 509, 510, 602, 603, 605, 606, 607, 610, 701, 703, 704, 705, 706, 707, 709, 710, 711, 801, 802, 803, 805, 806, 808, 809, 810, 811
Social Services	508, 703, 704, 803, 807, 811
Staff Development/Education	501, 504, 510, 605, 608, 610, 705, 708, 710, 803, 811
Technology	803

Tracks for Sessions:
AL – Assisted Living
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7:15 – 8:15 a.m.
M2 - **Directors of Nursing/ALNET Meetup Group** (see pg. 39) *sponsored by* LeadingAge MN Savings & Solutions Center
A small, informal gathering of members with shared interests.
All are welcome.

8:30 – 9:30 a.m.
SUNRISE CONCURRENT SESSIONS

501 - **DHS and MDH Commissioners' Updates** (All Settings)
- Become familiar with MDH's and DHS' implementation of the 2019 Vulnerable Adult Reform Legislation including rulemaking, proposed legislative changes and the longer-term stakeholder engagement to update Minnesota's VAA with regard to Adult Protection Services.
- Receive an update on relevant proposals and considerations by the ongoing Blue Ribbon Commission on Health and Human Services.

Marie Dotseth, Assistant Commissioner, Minnesota Department of Health, St. Paul; and Daniel Pollock, Assistant Commissioner, Minnesota Department of Human Services, St. Paul

502 - **MDH Update: Engineering Program for Care Centers** (CC)
- Receive updates on key topics under the life safety code and related regulations.
- Identify information and resources available to providers on the life safety code requirements.
- Explore other timely topics through a Q & A session.

Bob Dehler, P.E., Engineering Program Manager, Minnesota Department of Health, St. Paul

503 - **MN-BENHA Update: Assisted Living Director Licensing and Pathways to HSE/AL** (AL)
- Refresh your understanding of the 2019 legislation regarding the qualifications to be a Licensed Assisted Living Director.
- Receive an update on the rulemaking process and anticipated timelines for the application and licensure process.
- Understand the rationale behind AL Director Licensing and the various pathways to licensure.

Randy Snyder, MHA, LNHA, Executive Director, Minnesota Board of Examiners for Nursing Home Administrators, Minneapolis; Anneliese Peterson, Vice President of Operations, Walker Methodist, Minneapolis; and Jennifer Pfeffer, Regional Director of Operations, Ecumen, Mankato

504 - **SAFE CARE FOR SENIORS: Just Culture – Practical Tips for Shifting Your Culture** (AL, CC)
- Participate in a deeper dive into the world of Just Culture, effective safety systems and models of human behavior.
- Explore early lessons learned from a Just Culture demonstration project involving LeadingAge Minnesota members.
- Learn practical strategies to begin incorporating Just Culture principles and strategies within your organization's culture.

Anne Millman, MS, CPPS, Advisor, Outcome Engenuity, Eden Prairie

505 - **Department of Veterans Affairs Community Care Networks and the Future of Payments to Adult Day Settings – *A ZOOM Session*** (ADS)
- Obtain critical information about the new Community Care Network (CCN) model that pays for adult day services for veterans.
- Understand what the CCNs will mean for Minnesota providers in terms of their operations and implementation.
- Discuss provider experiences with their managed care contractor and apply what you know to your own setting.

Brendan Flinn, Director of Home and Community-Based Services, LeadingAge, Washington D.C.

506 - **Understanding Charitable Giving Strategies in an Era of New Tax Rules** (All Settings)
- Understand the charitable giving rules and other considerations that apply to cash gifts, events and sponsorships to better engage donors and comply with applicable IRS rules.
- Learn about unique assets and planned gifts that donors can give with tax and other benefits, including restricted gifts, unique assets, bequests and beneficiary designations.
- Explore more advanced planned giving techniques, such as charitable trusts, that you can use to more deeply engage donors and provide tax and other benefits for donors and your organization.

Sheryl Morrison, Shareholder/Attorney, Gray Plant Mooty, Minneapolis

507 - **Achieve Care Center Occupancy Goals: A Best Practice Approach to Sales and Marketing** (CC)
- Understand the necessary sales and marketing strategies and processes that are essential for growth in skilled care centers.
- Become familiar with key metrics and performance indicators to evaluate the daily and monthly activities and results of the sales and marketing team.
- Recognize warning signs that may trigger early interventions to head off serious occupancy crises.

Cindy Olson, Vice President, Consulting Services, Health Dimensions Group, Minnetonka

508 - **Collect it Now or Chase it Later: The Impact of the Admissions Process on the Bottom Line** (CC)
- Learn what information to gather prior to and upon admission, and why each item is important for billing.
- Understand the importance of identifying the correct payers, and what those payers require.
- Translate the payer information to input into the A/R system correctly.

Kim Conner, Business Office Consultant, Pope & Conner Consulting Inc. Hudson, Wis.

509 - **Unnecessary Hospitalizations – Why Do They Still Occur?** (AL, CC)
- Identify the many internal and external barriers that may cause an older adult to be sent to the hospital unnecessarily.
- Discuss the role and responsibility of all providers in addressing the problem of unnecessary hospitalizations.
- Identify practical steps and organizational solutions to address this issue.

Dr. Cami Peterson-DeVries, Vice President of Compliance and Ethics/Leadership Development, St. Francis Health Services, Morris

510 - **Engagement Strategies to Be Chill with Millennials, Gen Z and a Gig Economy** (All Settings)
- Understand the key differences between the Millennial and Gen Z generations – who they are, what they want and how to work with them through engagement and retention strategies.
- Define and discuss the Gig Economy – a new term to many – making an impact in the current workforce choosing flexibility over other benefits of employment.
- Get five actionable takeaways to incorporate into your community immediately to elevate your recruiting, engagement and retention of this young workforce demographic.

Heidi Fields, Director of Business Development Midwest, Morrison Living, Atlanta Ga.

511 - **MDS Coordinators Meetup Group** (see pg. 39)
A small, informal gathering of members with shared interests.
All are welcome.

9 a.m. – 1 p.m.
Exhibit Hall Open

9:30 – 10:30 a.m.
Dedicated Exhibit Hall Exploration Hour

10:30 – 11:30 a.m.
CONCURRENT SESSIONS

601 - **MDH Update: Licensing and Certification for Care Centers** (CC)
- Review recent trends in care center licensing and certification surveys and opportunities to remain in compliance.
- Discuss learnings from implementation of Phase 2 federal Requirements of Participation and the new survey process.
- Look ahead to Phase 3 requirements and the information and resources available to providers.
- Hear about current Licensure and Certification Program updates.

Mary Absolon, RN, MSN, Licensing and Certification Program Manager, Minnesota Department of Health, St. Paul

602 - **DPS Update: State Fire Marshal Life Safety Code for Care Centers** (CC)
- Identify the top ten K-tags being cited in life safety surveys to help you remain in compliance.
- Learn about current activities and initiatives within the State Fire Marshal's inspection team.
- Explore other timely topics in a Q&A session.

Roy Kingsley, Deputy State Fire Marshal - Fire Inspector, Department of Public Safety, Minnesota State Fire Marshal Division, St. Paul

603 - **MDH: New Physical Plant Changes for Assisted Living** (AL)
- Discuss the various new requirements for physical plants that were part of Minnesota's 2019 assisted living licensure bill.
- Become familiar with what's expected of current providers who convert to AL or AL with dementia care including those with locked units.
- Describe the August 1, 2019 requirements for the newly licensed including new construction or remodeling that takes place in AL buildings.

Bob Dehler, P.E., Engineering Program Manager, Minnesota Department of Health, St. Paul

604 - **A Montessori Approach to Personalized Dementia Care in Adult Day Settings** (ADS)
- Understand the basic principles of Montessori educational philosophy and how it is suited to person-centered adult day services.
- Learn how the Montessori philosophy can be used to influence the physical environment, the role of the adult day staff and inspire creativity in materials used the engage participants.
- Understand the functional medicine approach to dementia and how it can be applied in early identification of personal risk factors and prevention.

Lisa TerHaar, COO and Director and Michelle Thompson, CEO and Director, Nonna's Intergenerational Christian Montessori, Wayzata

605 - **Create a Culture of Staff Engagement to Improve Business Outcomes** (AL, CC)
- Understand the advantages of taking a systematic approach to improving workforce engagement.
- Hear three different perspectives from providers on the successes and challenges in laying the groundwork for shaping an engaging workplace culture.
- Apply evidence-based leadership strategies and practices to drive staff engagement.

Jenna Kellerman, Director of Workforce Solutions, LeadingAge Minnesota, St. Paul; and Nancy Anderson, Senior Vice President, Engagement Solutions, Align, Wausau, Wis.

606 - **Think Like A Nonprofit; Act Like A Business** (All Settings)
- Recognize the importance of focusing both on your mission, and the organizational infrastructure you need to have in place, to operate a viable business to ensure your mission is carried out.
- Compare and contrast running a successful nonprofit with running a successful corporation and the necessary leadership mindset.
- Take home ideas for helping your organization combine its mission-driven focus with being a strong, well-run and unstoppable one.

M. Gasby Brown, CEO & Executive Consultant, The Gasby Group, Atlanta, Ga.

607 - **How to Share Your Positive Story Amid Negative News** (All Settings)
- Distinguish what makes a newsworthy story and how to look for these stories of positivity within your community.
- Identify the many ways to interact with the media to share your story.
- Discover opportunities to use your own marketing tools to share your positive story among current and prospective residents and families.

Mary Prevost, Founder, Prevost Partners, Golden Valley

608 - **Building Critical Charge Nurse Leadership Skills** (AL, CC) ***ADVANCED LEVEL SESSION***
- Describe the core competencies of effective charge nurse leaders that help preserve regulatory compliance, support optimal team performance, promote safety and minimize legal exposure.
- As a charge nurse leader, explore essential strategies that will help build your nursing team's skills so that they can think critically, are able to prioritize effectively, thoughtfully delegate to others and manage emergencies as they arise.
- Know how to coach your staff to respond to family members' tough questions in positive, yet candid ways that build relationships.
- Apply your own knowledge and nurse leadership experiences through timely case study examples.

Cyndi Siders, Executive Consultant, Vaaler Insurance, Grand Forks, N.D.

609 - **Making Sense of Care Center Quality Measures** (CC)
- Explore the new "Understanding the Quality Measures" Quick Guide developed by the LeadingAge Minnesota Data Sub-Committee.
- Learn how to efficiently track quality measures for your organization.
- Apply practical tips for effectively using quality data to identify and address key opportunities for improvement.

Sandy Delgehausen, Regional Director of Clinical Support/Metrics, Cassia, Edina; and Tracey Robinson, Clinical Reimbursement Supervisor, Sholom, St. Paul

610 - **How to Build an Organization Where Everyone Loves to Work** (All Settings)
- Learn the strategies Kronos Incorporated used to transform its culture and be named a "best place to work" by investing in staff development and engagement as growth strategies while focusing on managers as the linchpin to company-wide success.
- Examine how to build a culture of trust, develop humble, yet inspiring "un-leaders" and empower the next-generation workforce.
- Consider how to harness these principles to transform into an organization where everyone loves to work.

Chris Mullen, Director, Strategic HR Advisory, Kronos Incorporated, Lowell, Mass.

611 - **Sales and Marketing Meetup Group** (see pg. 39)
A small, informal gathering of members with shared interests.
All are welcome.

11:30 a.m. – 12:30 p.m.
Snacks in the Exhibit Hall *sponsored by* COMPEER FINANCIAL

11:30 a.m. – 12:30 p.m.
M3 - **Safe Care for Seniors Meetup Group** (see pg. 39)
A small, informal gathering of members with shared interests.
All are welcome.

12:30 – 2:15 p.m.
General Session and Awards
(See page 6)

2:15 – 2:30 p.m.
Connection Break

2:30 – 3:30 p.m.
CONCURRENT SESSIONS

701 - **DHS Update: Care Center Rates and Policy** (CC)
- Discuss the changes to the moratorium exceptions process and to property rate setting for those projects.
- Understand the impact of PIPP/QIIP and updates to the state's nursing home report card measures.
- Receive an update on trends in rates, cost reports and audits and other hot topics.

Kim Brenne, Audit Director and Valerie Cooke, Division Director, Nursing Facility Rates and Policy, Minnesota Department of Human Services, St. Paul

702 - **DPS Update: Fire Safety Updates for Senior Housing, AL/HWS and Adult Day Services (**ADS, AL)
- Understand which fire safety requirements apply to senior housing, assisted living/housing with-services and adult day services.
- Receive an update on the Minnesota State Fire Code requirements effective March 2020.
- Learn specific requirements for emergency plans, alarm systems and locking arrangements.
- Clarify the roles of the Minnesota State Fire Marshal and local fire code officials.
- Understand what changes are anticipated with AL Licensure.

Tom Jenson, Deputy State Fire Marshal, Code Specialist, Department of Public Safety, Minnesota State Fire Marshal Division, St. Paul

703 - **Minnesota Board on Aging** (All Settings)
- Learn about the Board on Aging's 2030 Plan, including what is planned for the Assisted Living Report Card.
- Identify the resources available to support family caregivers.
- Get the latest information on the Senior Linkage Line and Finders.

Kari Benson, Executive Director, Minnesota Board on Aging and Director, Aging and Adult Services, Minnesota Department of Human Services, St. Paul; and Karen Britton, Manager, Senior Linkage Line®, Minnesota Department of Human Services and Minnesota Board on Aging, St. Paul

704 - **Vulnerable Adult Reporting and Managing Facility Risk** (AL, CC)
- Learn how to navigate the Vulnerable Adult reporting system, identify what is reportable and recognize the potential for organizational risk.
- Employ strategies to manage and minimize the risk associated with VA incidents.
- Understand the importance of communicating the outcome to the resident and family and how that fosters empowerment and builds trust.

Lynn Fossen, Vice President of Strategic Solutions Consulting, AHI Strategic Solutions, Bloomington

705 - **SAFE CARE FOR SENIORS: Rapid Evaluation Teams: An Effective Response Every Time, When It Matters Most** (AL, CC)
- Explore the new Safe Care for Seniors Rapid Evaluation Team toolkit to improve your organization's process for responding to urgent or concerning situations.
- Hear stories of successful implementation of key actions.
- Discuss strategies with peers for practical yet effective implementation of key recommendations.

Amanda Thorson, MSN, BSN, CMSRN-DON, Carris Health Care Center and Therapy Suites, Willmar; and Julie Apold, Vice President of Quality and Performance Excellence, LeadingAge Minnesota, St. Paul

Tracks for Sessions:
AL – Assisted Living
ADS – Adult Day Services
CC – Care Centers
HCBS – Home and Community Based Services
SH – Senior Housing

706 - **Build Effective Communications with Your Adult Day Team** (ADS)
- Recognize and overcome barriers to team communication and effectiveness.
- Identify three leadership practices that bring out the best in ADS teams.
- Experience the impact of positive team dynamics.

Nancy Anderson, Senior Vice President, Engagement Solutions, Align, Wausau, Wis.

707 - **The Art and Science of the Capital Campaign** (All Settings)
- Discuss approaches to capital campaigns that work in fast-paced, high demand world of fundraising.
- Identify the factors you need to intentional about in nonprofit fundraising.
- Understand the art and science of the most rigorous fundraising an organization can undertake – the capital campaign.

M. Gasby Brown, CEO & Executive Consultant, The Gasby Group, Atlanta, Ga.

708 - **Build Nursing Competencies through Creative and Meaningful Education** (CC)
- Identify the elements of competencies and evidenced-based adult education to develop skills that includes hearing it, seeing it and doing it.
- Learn five workable strategies to create a simple and meaningful training process for staff.
- Develop a plan to implement or update your competency-based training.

Karolee Alexander, Director of Clinical and Reimbursement Consulting, Pathway Health, Lake Elmo

709 - **Transform Recruitment and Retention with Digital Marketing Strategies** (All Settings)
- Get an overview of the ever-changing digital marketing landscape and how it applies to aging services using case studies.
- Understand how to create an effective digital marketing campaign for employee recruitment and retention.
- Learn practical ideas to generate content for digital marketing including campaign visuals, headlines and calls to action.

Erin Perry Borron, Chief Strategy Officer and Luke Riordan, CEO, DAYTA Marketing, St. Cloud

710 - **Using Protocols to Improve Behavioral Health Care** (AL, CC)
- Recognize that in order to improve the behavioral health of your residents and the behavioral health competence of your staff, your organization has to have protocols in place that are supported by training.
- Discuss the essential elements of these protocols and how they have been used successfully to improve health outcomes with other types of conditions and illnesses.
- Become familiar with explicit models of care that work, are efficient and can be implemented with leadership support within your setting.

John Brose, PhD, LP, LMFT, LADC, Director, Associated Clinic of Psychology, Minneapolis

711 - **Selling Senior Housing: It's Both an Art and a Science** (AL, SH)
- Learn how to evaluate the quality of your new leads and respond effectively.
- Understand how to differentiate your products and services in your market.
- Articulate why it's important to create a sales system that is based on relationship selling.
- Outline key metrics to track in order to make data-driven decisions.

Peggy Scoggins, Owner, Adept Selling, St. Paul

712 - **Leadership Academy Alumni Meetup Group** (see pg. 39) *Sponsored by* LeadingAge MN Savings & Solutions Center
A small, informal gathering of Leadership Academy fellows and alumni.

3:30 – 3:45 p.m.
Connection Break

3:45 – 4:45 p.m.

CONCURRENT SESSIONS

801 - **MDH Update: Office of Health Facilities Complaints** (AL, CC)
- Review current information about maltreatment reports and investigations for home care and care centers.
- Learn about current priorities within the OHFC.
- Identify information and resources available to providers and explore other timely topics through a Q&A session.

Lindsey Krueger, RN, Director, Office of Health Facility Complaints, Minnesota Department of Health, St. Paul

802 - **DHS Update: Assisted Living Report Card Development** (AL)
- Receive an update on work developing the MN Assisted Living Report Card.
- Discuss the measures that may be included and what data will be necessary.
- Understand the implementation timeline of the report card and how it will be accessed by consumers.

Peter Spuit, Home and Community Based Services Consultant, Aging and Adult Services Division, Minnesota Department of Human Services, St. Paul; and Tetyana Shippee, Associate Professor, Division of Health Policy and Management, School of Public Health, University of Minnesota, Minneapolis

803 - **Age-Friendly MN – A Great Place to Grow Up and Grow Old** (All Settings)
- Learn about the new AARP Network of Age-Friendly states and communities.
- Explore how to engage people in understanding the needs, priorities and perception of age-friendliness in your community.
- Learn how state policymakers and county, city and civic leaders can help enhance aging services and supports in your community.
- Share ideas and accelerate action to create well-designed, livable communities that promote health, sustain economic growth and make for happier, healthier residents of all ages.

Kari Benson, Executive Director, Minnesota Board on Aging, St. Paul; Rajean Moone, Executive Director, Minnesota Leadership Council on Aging, St. Paul; and Will Phillips, State Director, AARP-MN, St. Paul

804 - **SAFE CARE FOR SENIORS: Environmental Best Practices for Adult Day Settings** (ADS)
- Explore the new recommendations and toolkit for strengthening environmental safety practices within your Adult Day Services program.
- Discuss and share practical strategies for implementing key practices outlined in the recommendations.

Gail Skoglund, Corporate Director of Adult Day Services, Cassia, Edina; Julie Apold, Vice President of Quality and Performance Excellence and Roni Falck, Manager, Adult Day Services, LeadingAge Minnesota, St. Paul

805 - **How to Fund and Cultivate Sustainable Arts Programing for Your Community** (AL, CC)
- Identify strategies and funding streams to create or increase your arts budget.
- Learn how to make the case to decision makers to create or increase your arts budget.
- Discover new tools, tips and techniques to increase your ability to fund and offer high-quality arts programming for older adults in your community.

Marlaine Cox, Arts Program Manager, COMPAS, St. Paul; and Cindy Iverson, Director of Development, Jones-Harrison Residence, Minneapolis

806 - **The Ins, Outs and Legal Considerations of Referral and Marketing Arrangements** (AL, CC)
- Become familiar with the key federal and state laws that apply to arrangements under which senior housing providers contract with marketing companies or referral services.
- Recognize gray areas where regulatory guidance is not very clear and common activities that federal or state enforcement agencies have found problematic.
- Know the risk factors and exercise strategies when negotiating business arrangements in this area.

Jesse Berg, Attorney, Gray Plant Mooty, Minneapolis

807 - **Hoarding Disorder in the Golden Years** (AL, CC, SH) *(Repeated on Friday, Session 903)*
- Understand the differences between hoarding, squalor and heavy collecting.
- Examine the barriers your tenants and customers may have to letting go of items and reorganizing their life.
- Explore options to help people struggling with hoarding disorder to transition from house to apartment; or from independent living to a higher level of care.

Danette Billups, Resident Services Coordinator, Ebenezer, Minneapolis

Tracks for Sessions:
AL – Assisted Living
ADS – Adult Day Services
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HCBS – Home and Community Based Services
SH – Senior Housing

808 - **Sword or Shield: What Documentation is "Privileged" During Survey?** (AL, CC)
- Understand the definition of "privileged" documents as it relates to care center internal documents, and review laws related to "privileged" information to determine what to disclose to surveyors.
- Learn what constitutes legitimate quality assurance or otherwise privileged documents and how best to protect those documents.
- Discuss how to prepare your staff to interact with a surveyor requesting internal documents before this becomes an issue.

Robert Rodè, Attorney and Partner, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul; and Sue Boyd, Director of Clinical Care/Nurse Consultant, LeadingAge Minnesota, St. Paul

809 - **Winning IIDRs and Maltreatment Appeals: Insight from Experience** (CC)
- Understand Administrative Law Judge (ALJ) treatment of and attitude toward recent IIDR and maltreatment findings and analyze key cases.
- Know how to prepare key staff members (both clinical and administrative) for gathering the appropriate challenges to IIDR and maltreatment survey deficiencies.
- Identify and address factors that may influence the outcome of your survey (e.g., family involvement, staff performance, documentation practices, surveyor background and agency history and recent practice).

Sam Orbovich, Attorney/Shareholder and Chair, Aging and Disability Provider Section and Katie Ilten, Attorney/Shareholder and Co-Chair, Health Law Group, Fredrikson and Byron PA, Minneapolis

810 - **Pros, Cons and a Roadmap for Considering Solar Power** (AL, CC)
- Know what is involved and what to consider when installing a solar system for your campus.
- Understand the types of systems available, costs of installation and cost reductions that would result from solar installation.
- Identify technology and website information to help assess the feasibility of a solar system based on your campus' exact location.

Dale Siegfreid, Director, CliftonLarsonAllen LLP, Austin; and Micah Johnson, Operations Manager, Solar Connection Inc., Rochester

811 - **Legal Issues Concerning the Use of CBD Oil and Cannabis by Residents and Clients** (All Settings)
- Discuss who under Minnesota law qualifies to use medical cannabis for treating certain conditions so you know who among those you serve might be eligible for or may already be using it.
- Describe the difference between CBD and cannabis and why knowing this is so important.
- Become familiar with federal and state laws concerning CBD products that have an impact on whether such products can be used by residents or clients.
- Hear about the latest public policy discussions on both state and federal levels related to the legality of CBD and marijuana.
- Know that licensed nurses must comply with federal and state laws and rules (including Minnesota's NPA) when administration of CBD products and cannabis to residents and clients are discussed.

Rene Cronquist, JD, RN, Director of Practice and Policy, Minnesota Board of Nursing; Darin Teske, Legal and Policy Advisor, Office of Medical Cannabis, Minnesota Department of Health, St. Paul and Cody Wiberg, PharmD, MD, RPh and Executive Director, Minnesota Board of Pharmacy, Minneapolis

812 - **Fund Development Meetup Group** (see pg. 39)
A small, informal gathering of members with shared interests.
All are welcome.

EDUCATION SESSIONS

FRIDAY, FEBRUARY 7

SESSION PLANNER

Professional Group	Friday, February 7
Activities/Therapeutic Recreation	903, 905, 1005, 1103, 1105
Adult Day Program Staff	905,1005, 1101, 1103, 1105
Board Member	902, 1005
CEO/Administrator	901, 902, 903, 1001, 1002, 1003, 1004, 1005, 1101, 1102, 1106
Dietary/Food Service	1005
Finance/Business Office	902, 1003, 1005, 1102, 1106
Fund Development	1005
Home Care	901, 903, 904, 1001, 1004, 1005, 1101
Housing Director	901, 903, 1001, 1002, 1004, 1005, 1101
Human Resources/Talent Director	1002, 1005
Maintenance-Environmental Services-Engineers	901, 903, 1005
Marketing/Public Relations/Sales	1005
MDS Coordinator	1005
Medical Records/Health Information Technology	1005
Nursing/Clinical Services	901, 902, 903, 904, 906, 1001, 1004, 1005, 1101, 1104
Pastoral Care	905, 1005, 1105
Physical Therapy	906, 1005
QA/QI Staff	1005
Site Leader/Department Manager	901, 903, 1001, 1002, 1005, 1101, 1102, 1106
Social Services	901, 903, 904, 905, 906, 1001, 1003, 1004, 1005, 1103, 1105
Staff Development/Education	1005
Technology	1005

8:30 – 10 a.m.
Inspiration Breakfast and General Session
The View from Here: Perspectives on Life and Aging
(see pages 5-6)

10 – 10:15 a.m.
Connection Break

Tracks for Sessions:
AL – Assisted Living
ADS – Adult Day Services
CC – Care Centers
HCBS – Home and Community Based Services
SH – Senior Housing

10:15 – 11:15 a.m.

CONCURRENT SESSIONS

901 - **Minnesota's New Requirements for Electronic Monitoring** (AL, CC)
- Become familiar with the new requirements effective January 1, 2020 regarding installation of electronic monitoring devices in resident rooms.
- Understand resident rights, consent procedures and how to comply with these requirements.
- Explore options regarding communication of resident, family and roommate concerns and what to do if maltreatment is detected.

Rebecca Coffin, Attorney and Partner, Voigt, Rodè, Boxeth & Coffin LLC, St. Paul

902 - **Get Ready for Alternative Care Center Payment Models** (CC)
- Identify nursing home strategies that ACOs are using to cut costs and coordinate care in a shift from paying for volume to value.
- Describe attributes of a care center that is prepared for alternative payment models.
- Learn how one organization has developed practical strategies and infrastructure to move toward alternative payment models and how you can create an action plan that works for you.

Jane Pederson, Chief Medical Quality Officer, Stratis Health, Bloomington

903 - **Hoarding Disorder in the Golden Years** (AL, CC, SH) *(Repeat of Session 807)*
- Understand the differences between hoarding, squalor and heavy collecting.
- Examine the barriers your tenants and customers may have to letting go of items and reorganizing their life.
- Explore options to help people struggling with hoarding disorder to transition from house to apartment; or from independent living to a higher level of care.

Danette Billups, Resident Services Coordinator, Ebenezer, Minneapolis

904 - **How to Address Older Adult Chemical Dependency Issues in Post-Acute Care** (AL, CC)
- Recognize the signs of progressive addiction and drug misuse in older adults.
- Discuss essential tools to help manage compliance with residents or clients who may use drugs or alcohol.
- Learn how to identify chemical use in older adults and how to assist the resident or client access special services or treatment options.

Agnes Kastenholz-Lehn, RN, Senior Consultant, Pathway Health, Lake Elmo

905 - **Expressing the Work of Aging Through Arts and Programming** (ADS, AL, CC) *(Repeated Session 1105)*
- Learn about the seven domains of "Work of Aging" (Life story, Purpose, Relationships, Condition, Spirituality, End of Life and Legacy) from Empira's ResoLute program.
- Explore the role of each of these domains in your own life and discuss how the domains are common to all people regardless of age.
- Develop a strategy to integrate the "Work of Aging" exploration into your community's programming.

Sarah Brown, Executive Director and Kelly Klund, Resource Nurse, Empira, Cambridge

906 - **PDPM Lessons Learned So Far by IDT Teams** (CC)
- Review the components of the Patient Driven Payment Model.
- Identify clinical systems which provide supporting documentation for payment.
- List potential changes to your charting systems to more effectively support PDPM.

Karolee Alexander, Director of Clinical and Reimbursement Consulting, Pathway Health, Lake Elmo

10:15 a.m. – 12:30 p.m.

DEEP DIVE CONCURRENT SESSIONS

(includes a 15-minute break)

1001 - **Is This Goodbye? What to Do When You Can No Longer Meet Your Client's Needs** (AL, HCBS) ***ADVANCED LEVEL SESSION***
- Understand current MDH requirements regarding discharge and critical components that are changing under the new Assisted Living Licensure.
- Explore situations that lead to being unable to meet your client's needs and when saying "goodbye" might make sense.
- Learn actionable strategies in assisting clients with alternative solutions to terminations and evictions.
- Create a discharge, service termination and eviction plan that protects both your client and your organization.
- Recognize the important role of the state ombudsman's office in supporting resident/client rights in AL settings.

Cheryl Hennen, State Ombudsman for Long-Term Care, Office of Older Minnesotans, St. Paul; Lindsey Krueger, RN, Program Manager, Home Care and Assisted Living Program, Minnesota Department of Health, St. Paul; Robert Rodè, Attorney and Partner, Voigt, Rodè, & Boxeth and Coffin LLC, St. Paul; and Lores Vlaminck, MA, BSN, RN, CHPN, Principal, Lores Consulting, Rochester

1002 - **Dealing with Sticky Human Resources Situations** (All Settings) ***ADVANCED LEVEL SESSION***

- Discuss a variety of human resource issues and identify effective strategies to resolve them.
- Learn about the various employment laws that apply to providers and how to comply with them.
- Understand the legal rights of employers and the legal protections for your staff.

Michelle Klegon, Attorney, Klegon Law Office Ltd., Minneapolis; and Ellen Schneider, Human Resources Consultant, St. Paul

1003 - **Strategies to Stop and Correct Non-Payment Issues: Medical Assistance and Hardship Waivers** (AL, CC) ***ADVANCED LEVEL SESSION***

- Learn best practices upon admission to prevent and correct non-payment including collecting the appropriate documents up front from government benefit programs such as Medical Assistance or Elderly Waiver or from third parties such as Power of Attorney, Conservators and Estates.
- Examine and understand all legal rights and options to collect on cases of non-payment.
- Explore and understand legal rights, options to collect and strategies regarding Medical Assistance applications, denials, appeals and hardship waivers.

Kelsey Nelson, Attorney and Aaron Sagedahl, Attorney, Voigt, Rode, Boxeth & Coffin LLC, St. Paul

1004 - **Ethical Decision-Making for Resident/Client Care** (ADS, AL, CC) ***ADVANCED LEVEL SESSION***

- List the various regulatory expectations and requirements of older adult services providers related to ethics and compliance.
- Discuss the concept of Integrated Ethics as a method to create an ethical organization and how you might adopt in your own setting.
- Refresh your understanding of appropriate ethical decision-making principles used in long-term care so that you can apply them to case study examples you will explore in this session.
- Identify the ethical standards of nurses, social workers, and other health care professionals so you can hold yourself and others accountable to maintain them.
- Describe effective approaches to assist with ethical consultation and decision making.
- Recognize how ethics consultations need to be incorporated into the SNF's QAPI process and how it can be used in other settings to improve quality and outcomes.

Lecia J. Heinen, PsyD, LP, Director of Behavioral Health Services, Minnesota Veterans Home, Minneapolis; and Caroline Schauer, RN, MSN, CHPN, Clinical Director, Minnesota Department of Veterans Affairs, Minneapolis

1005 - **Managing Me: Increasing Your Personal and Professional Productivity** (All Settings)

- Understand the toll trying to keep up with the overwhelming flood of "stuff" in your world (emails, phone calls, meetings, reports, commitments, etc.) can take on you mentally and emotionally, making you less productive than you could be.
- Learn six foundational skills that you need to succeed in today's knowledge intensive world, while accomplishing your personal, professional and organizational goals.
- Participate in an interactive learning experience to apply those six skills so that you can be more focused on the right priorities, meet your commitments more faithfully, have a greater sense of accomplishment, improve relationships, reduce stress, worry and guilt, live a healthier life and get more "good things" done.

Arthur V. Hill, PhD, the John and Nancy Lindahl Professor, Supply Chain and Operations Department, Carlson School of Management, University of Minnesota, Minneapolis

11:15 – 11:30 a.m.
Connection Break

11:30 a.m. – 12:30 p.m.
CONCURRENT SESSIONS

1101 - **Five Steps to Changeability: Your Future Depends on It!** (AL, CC)

- Gain insight into your typical reaction to the stress of change and how that relates to your ability to adapt to change in the workplace.
- Learn fundamental principles of change management and discover several key components to growth through challenging preconceptions, creating change agreements, becoming flexible and resilient, growing courage and trust - recognizing others' abilities and effectively using language.
- Create better outcomes for yourself and your work environment by embracing new beliefs and behaviors when faced with the challenges of change.

Ruth Hjelmgren, Outreach and Sales Director, Changeability Workshop Creator/Facilitator, Changeability for Sustainability, Maplewood

Tracks for Sessions:
AL – Assisted Living
ADS – Adult Day Services
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SH – Senior Housing

1102 - **What to Do When You MIGHT Have an Overpayment from Medicare** (HCBS, CC)
- Explore the question of what happens if you make a mistake and think you may have received an overpayment as the result of billing rules that are often complicated and unclear.
- Refresh your knowledge of the Affordable Care Act's requirement that Medicare providers report and return overpayments within 60 days of identification.
- Discuss key aspects of overpayment rules, including when an overpayment is identified; the importance of conducting reasonable diligence in investigating potential overpayments; the lookback period; and the importance of CMS' six-month benchmark.

Jesse Berg, Attorney and Julia Reiland, Associate, Gray Plant Mooty, Minneapolis

1103 - **Understanding Vision Loss** (All Settings)
- Use vision simulator goggles to experience the impact of vision loss on ordinary everyday activities.
- Brainstorm with others to identify best practices to assist someone with vision loss.
- Discover innovative ways technology can level the playing field for those with vision loss.

Susan Anderson, Associate Director of Programs and Renee Waclaw, Community Specialist, Vision Loss Resources, Minneapolis

1104 - **The Renewed Emphasis on Restorative Nursing in Today's Care Centers** (CC)
- Describe key requirements essential for restorative nursing programs.
- Identify strategies necessary for program assessment, implementation and documentation for quality, compliance and PDPM.
- Identify three realistic strategies you can implement right away to move toward a best practice approach to a restorative nursing program.

Susan LaGrange, Director of Education, Pathway Health, Lake Elmo

1105 - **Expressing the Work of Aging Through Arts and Programming** (ADS, AL, CC) *(Repeat of Session 905)*
- Learn about the seven domains of "Work of Aging" (Life story, Purpose, Relationships, Condition, Spirituality, End of Life and Legacy) from Empira's ResoLute program.
- Explore the role of each of these domains in your own life and discuss how the domains are common to all people regardless of age.
- Develop a strategy to integrate the "Work of Aging" exploration into your community's programming.

Sarah Brown, Executive Director and Kelly Klund, Resource Nurse, Empira, Cambridge

1106 - **Working with Medicare Advantage Plans** (CC)
- Discuss Medicare Advantage plans, MSHO, and the differences between those plans and traditional Medicare.
- Understand changes to Medicare Advantage in Minnesota.

Kim Conner, Business Office Consultant, Pope & Conner Consulting Inc., Hudson, Wis.

12:30 p.m.
Conference Adjourns

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Project Types:

- Senior Housing Facilities
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- Long Term Care Facilities
- Memory Care
- Transitional Care
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*Financing methods listed also include those offered in conjunction with our affiliates, Dougherty Mortgage LLC and Dougherty Funding LLC.

We are proud to support LeadingAge Minnesota and their efforts to influence and improve older adult services.

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Exhibit Hall Hours

Your first stop... the **LeadingAge MN Savings & Solutions Center** for solutions to your purchasing needs.

Wednesday, February 5

11 a.m. – 1:30 p.m.	Exhibit Hall Grand Opening
11 a.m. – 3 p.m.	Exhibit Hall Open

Thursday, February 6

9 a.m. – 1 p.m.	Exhibit Hall Open
9:30 – 10:30 a.m.	Dedicated Exhibit Hall Exploration Hour
11:30 a.m. – 12:30 p.m.	Snacks in the Exhibit Hall *Sponsored by* COMPEER FINANCIAL

This is the Largest State Expo in the Field

Puppy Love Cuddling Station – The Cuteness is Back!

Sponsored by RYAN

They're cute, cuddly and you'll find them near the back of the exhibit hall.

Special thanks to Coco's Heart Dog Rescue for sharing their wonderful rescue dogs and mission.

COCO'S HEART DOG RESCUE

Experience Virtual Reality While Gaming

Join Adventures with VR in the back corner of the expo hall and experience virtual reality gaming using racing simulations and free-play areas. A must not miss attraction that is open during expo hours only.

SPECIAL FEATURES

LeadingAge Minnesota Foundation Silent Auction

Wednesday, February 5 and Thursday, February 6

The fourth annual silent auction helps raise funds to support the important work of the LeadingAge Minnesota Foundation.

Two ways to participate:

- **Donate** an auction item at LeadingAgeMN.org/Institute
- **Shop & Bid** at the 2020 Silent Auction. You'll find a wide variety of items to choose from. Check the App for a list of auction items.

Meetup Groups are Here!

Meetup Groups are small, informal gatherings of members with shared interests. Meet awesome new colleagues, share ideas, hear trends and learn new skills.

Meetup Groups are happening throughout the Institute during concurrent session times and over lunch.

MEETUP GROUPS SCHEDULE

CEUs are not provided for Meetup Group sessions.

Wednesday, February 5

8:30 – 9:30 a.m.	Social Work
Noon – 1 p.m.	Adult Day Services*
1:30 – 2:30 p.m.	Finance and Business Office*
3 – 4 p.m.	Information Technology*
4:15 – 5:15 p.m.	Human Resources/Talent Directors*

Thursday, February 6

7:15 – 8:15 a.m.	Directors of Nursing/ALNET*
8:30 – 9:30 a.m.	MDS Coordinators
10:30 – 11:30 a.m.	Sales & Marketing
11:30 a.m. – 12:30 p.m.	Safe Care for Seniors
2:30 – 3:30 p.m.	Leadership Academy Alumni*
3:45 – 4:45 p.m.	Fund Development

* Sponsored by:
LeadingAge® MN
Savings & Solutions Center

Opening Night Celebration – Casino and Dance Party

Wednesday, February 5 • 8 – 11 p.m.
Location: InterContinental Hotel, Minnesota Ballroom (lower level)

Opening night is even better together with a fun night of complimentary casino games, music and dancing.

Sponsored by

Wold ARCHITECTS & ENGINEERS

Stars Among Us 2020 EXCELLENCE IN PRACTICE AWARDS

Congratulations to these member organizations for demonstrating excellence in quality, innovation, community collaboration and workplace initiatives.

Learn more! These awards are all about sharing great ideas and initiatives with other provider organizations throughout Minnesota. Attend the concurrent sessions to hear about these programs and learn how you can incorporate them!

QUALITY

Falls Initiative

Trillium Woods, Plymouth

To address the serious risk of falls within its independent living community, Trillium Woods took a holistic approach. They developed a total team program, bringing together staff from each department to monitor residents' health and note changes in behaviors with the goal of reducing resident falls and rehospitalizations following falls. The program has reduced falls by 32%.

Session #213, Wednesday, February 5, 1:30 - 2:30 p.m.

STAR WORKPLACE

Defying Tradition: Redefining the CNA as the Clinically Needed Advocate

Carris Health Care Center, Willmar

Carris Health Care Center transformed the traditional role of the certified nursing assistant (CNA), into Clinically Needed Advocates on the clinical team. Provided with the tools to recognize and respond quickly to changes in resident conditions, these new nursing assistants champion improvement projects and bring information and on-the-spot education to their peers. Quality measures in falls, infection rates and pressure ulcers have all improved.

Session #213, Wednesday, February 5, 1:30 - 2:30 p.m.

COMMUNITY COLLABORATION

Annual Sidewalk Sale – 30 Years and $300,000 for Community Benefit

Charter House, Rochester

Since 1989, residents of Charter House in Rochester have organized and held a sale of their personal items and given all money raised to local charities. The Resident Council selects local nonprofit recipients from a wide range of causes such as homelessness, hunger, early childhood development, chemical dependency, domestic violence and affordable housing. The annual event has donated over $310,000 to support the work of 49 local nonprofits.

Session #312, Wednesday, February 5, 3 - 4 p.m.

INNOVATION

(Stay) Dry Martini Party: Innovative Incontinence Education

Friendship Village of Bloomington

The team at Friendship Village created a fun new idea to broach the topic of incontinence. They threw a fancy martini party for community residents and delivered serious but light-hearted education that included exercise, nutrition and lifestyle. Residents were overwhelmingly appreciative of the opportunity to learn and talk openly about a sensitive subject.

Session #312, Wednesday, February 5, 3 - 4 p.m.

LeadingAge® MN
Leadership Academy

CONGRATULATIONS 2019 GRADUATES!

This year's graduating class marks Leadership Academy's 10th Anniversary and some amazing milestones. Celebrate 10 years with us at the Opening General Session.

10 Years
29 Coaches
83 Guest leaders
191 Member organizations
300 Academy Graduates
130,500 cumulative hours of leadership development

73% assumed additional leadership roles in their communities

92% said it helped them meet leadership challenges

96% affirmed high value for their time, investment and organization

98% have greater confidence in their leadership abilites

Thank you to all the individuals and organizations who have made this journey possible!

#institute2020 • LeadingAgeMN.org/Institute

REGISTRATION AND GENERAL INFORMATION

The fee structure for Institute is designed for flexibility and maximum economic benefit.

A single flat fee is charged for each organization (building, service site or entity) based on service line, size and geographic location. Each building/site/service entity on a single campus must register and pay a separate fee.

Registration includes full conference participation, CEUs and exhibit hall admission for all staff employed at the registered site. An additional per-person fee applies to attend the Pre-Conference and Governance Intensive Sessions.

Individual fees apply if only one employee of a site/entity is attending. Business Partners and non-exhibiting vendors fall under the organizational fee structure and are not eligible for the individual conference fee.

Cancellation policy

Cancellations must be received in writing by Jan. 24, 2020 to receive a refund, less a $50 processing fee. No refunds for cancellations received after Jan. 24, 2020 or for no-shows. LeadingAge Minnesota reserves the right to cancel individual sessions.

Location

Institute & Expo is held at RiverCentre, 175 W. Kellogg Blvd., St. Paul, MN 55102. www.RiverCentre.org

For further information

Lodging, Sponsorship or Exhibitor information - Jenny Prosser at jprosser@leadingagemn.org
Education Sessions and CEUs - Heidi Simpson at hsimpson@leadingagemn.org
Governance Intensive Session - Barbara Landeen at blandeen@leadingagemn.org
Online Registration Assistance - Vinny Strack at vstrack@leadingagemn.org or 651.659.1472

Register at LeadingAgeMN.org/Institute

REGISTRATION FEES

ORGANIZATIONAL REGISTRATION FEES

One flat fee includes conference participation for all staff at a single location/entity. Fees listed are the regular rate. **SAVE $100 by registering on or before Jan. 6, 2020.**

CARE CENTERS

Number of Care Center Beds	Metro*	Greater MN
1-40	$935	$765
41-60	$1,240	$855
61-100	$1,675	$1,240
101-150	$1,855	$1,385
151+	$1,940	$1,420

Prospective member Care Center fee is $2,070

*Metro area includes Anoka, Carver, Dakota, Hennepin, Ramsey, Scott and Washington counties.

HOUSING

Number of Housing Units	
1-20	$540
21-40	$625
41-70	$705
71+	$800

Prospective member Housing fee is $935

ADULT DAY CENTER

$270

Prospective member Adult Day Center fee is $425

ASSOCIATE COMPANIES*

$560

Prospective member Associate fee is $740

**Includes home care, hospice and other community-based services.*

CORPORATE/MANAGEMENT OFFICES

Number of Owned and Managed Sites in Minnesota	
1-5	$620
6-10	$830
11+	$1,030

Prospective member Corporate Office fee is $1,165

NON-EXHIBITING VENDORS

Business Partner	$880
Prospective Business Partner	$1,280

INDIVIDUAL REGISTRATION FEES

All fees are listed per-person. $100 discount does not apply.

CONFERENCE REGISTRATION

Provider/Associate Member (one day)*	$185
Provider/Associate Member (full conference)*	$360
Prospective Provider (full conference)*	$510
Full-time Student/Faculty Member	$30
State/Government Agency Staff	$90
Expo Only One Day Pass – Provider	$30
Expo Only One Day Pass – Vendor	$115

**Individual fees are for one person only from an organization/entity to attend. If registering more than one person, use the organizational fees above.*

SPECIAL EVENTS

(per person fees)	Member/Prospective Member
Pre-Conference Intensive A	$230/285
Pre-Conference Intensive B	$95/150
Pre-Conference Intensive C	$145/200
Pre-Conference Intensive D	$145/200
Pre-Conference Intensive E	$145/200
Pre-Conference Intensive F	$95/150
Governance Intensive	$125

Not a member? Join today and save!
Contact membership@leadingagemn.org

Registration questions?
Contact vstrack@leadingagemn.org

INSTITUTE LODGING

Reserve hotels early for best selection.
Find reservation links and updated lodging information at **LeadingAgeMN.org/Institute** or on the App!

Free shuttle service is provided between RiverCentre, DoubleTree and InterContinental hotels.

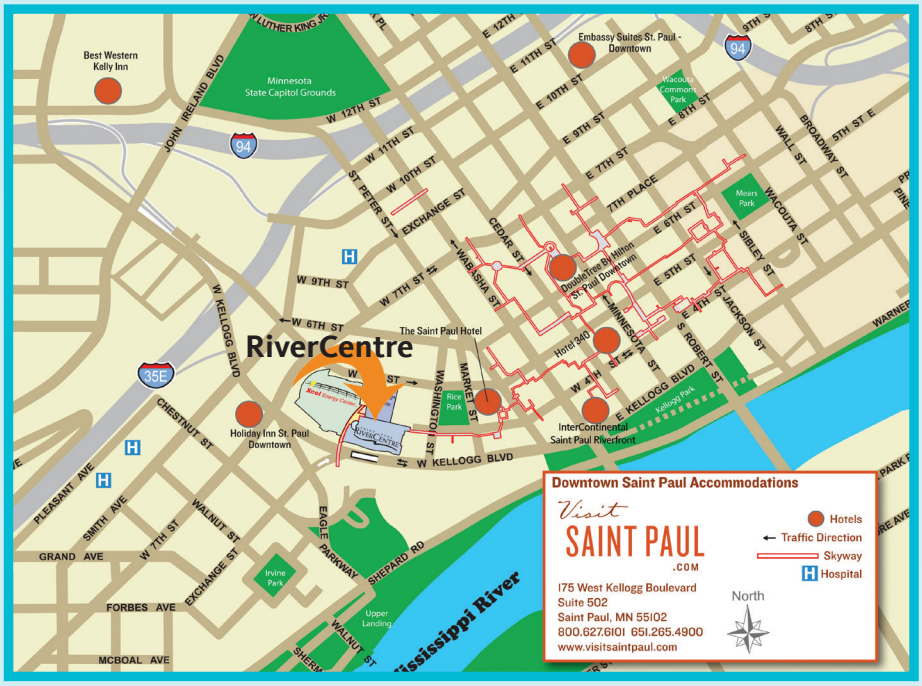
***IMPORTANT** – You must make reservations either through the direct links or ask for the "LeadingAge Minnesota" group rate when calling to receive the discounted rates listed; otherwise prevailing market rates will be charged. Room blocks will be held until Monday, Jan. 13, 2020.

DoubleTree by Hilton – Downtown St. Paul
(connected by skyway/tunnel)
411 Minnesota Street, St. Paul, MN 55101
Rate: $159 Single or Double
Reservation Number: 651.291.8800
Reservation Link: https://tinyurl.com/y52kkej5

Holiday Inn St. Paul Downtown (across the street from RiverCentre, no skyway/tunnel access)
175 West 7th Street, St. Paul, MN 55102
Rate: $169 Single or Double
Reservation Number: 651.225.1515
Reservation Link: https://tinyurl.com/yy3rxjs7

HEADQUARTER HOTEL
InterContinental Saint Paul Riverfront
(skyway under construction, must use shuttle or walk outside)
11 East Kellogg Boulevard, St. Paul, MN 55101
Rate: $162 Single or Double
Reservation Number: 651.292.1900
Reservation Link: https://tinyurl.com/y5tmld2p

The Saint Paul Hotel
350 Market Street, St. Paul, MN 55102
Rate: $217 Single or Double
Reservation Number: 651.292.9292
Reservation Link: https://reservations.saint-paulhotel.com/sph/. Select "Group/Block" as the special rate and enter "*200204LAM*" as the code.



***Reserve ONLY the hotel rooms you need to avoid a cancellation fee.** Hotel room blocks fill up quickly, due in part to organizations booking rooms that are later cancelled. Please book only the hotel rooms you are certain you will use. All room cancellations after Jan. 13, 2020, and all no-shows will be subject to one-night room and tax charged to the credit card on file.

Please direct all lodging related questions or concerns to Jenny Prosser at 651.603.3548 or jprosser@leadingagemn.org.

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LeadingAge® MN

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LeadingAge® Minnesota

2020 Institute & Expo

February 5-7 • RiverCentre • St. Paul

Please route to:

- ❒ Activities/Therapeutic Recreation
- ❒ Adult Day Program Staff
- ❒ Board Members
- ❒ CEO/Administrator
- ❒ CFO/Finance/Business Office
- ❒ Dietary/Food Service
- ❒ Fund Development
- ❒ Home Care
- ❒ Housing Director
- ❒ Human Resources
- ❒ Maintenance/Env. Svcs./Engineers
- ❒ Marketing/PR/Sales
- ❒ Medical Records/Health Information/Technology
- ❒ Nursing/Clinical Services
- ❒ Pastoral/Spiritual Care
- ❒ Physical Therapy
- ❒ Site Leader/Department Manager
- ❒ Social Services
- ❒ Staff Development
- ❒ Technology

Don't delay - register by Jan. 6 and SAVE $100

Better Together

LeadingAge Minnesota
2550 University Avenue West, Suite 350 South
St. Paul, MN 55114