

Attend all six days to earn your certificate!

April 23 & 24 • May 11 & 12 • June 17 & 18, 2009

University of Minnesota Continuing
Education and Conference Center
1890 Buford Avenue, St. Paul, MN
612.624.3275



Earn Your 2009

Housing-with-Services Management Certificate



Audience:

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

Sponsored by:



About the program

Gain the tools and training you need to successfully and creatively manage a housing-with-services setting that consumers want and need.

Minnesota is a leader in consumer-focused housing-with-services through the Housing-with-Services Contract Act and Minnesota's Quality in Action Initiative, a voluntary program that stresses excellence and value in older adult services. Preserving the contract act as an effective model that provides consumers with flexibility and choice in senior living is a keystone of this series.

Skills You'll Learn and Develop

- Understand older adults as a unique population to serve – their wants, their needs, and what you need to do to make sure you meet them.
- Recognize the strong role housing-with-services plays in the continuum of services to older adults.
- Understand the laws that govern housing-with-services establishments and how those laws determine what systems you must create and continually monitor to ensure legal compliance.
- Gain insights into how to foster positive relationships, articulate your organization's mission to the community and deliver what was promised to ensure the success of your HWS program.
- Realize the role financial management plays in your daily decision-making as a housing manager.
- Learn how to match the right staff with the right position in the context of your organization's needs, your customers and within the applicable laws.
- Get insights into your own leadership style and learn how to strengthen your leadership skills.



CONTINUING EDUCATION CREDITS:

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

ATTENDANCE:

Register for the entire series or individual sessions. Attendance at all six sessions is required to earn your certificate. Missed sessions will incur a \$50 per day charge to make up. Cancellation for individual sessions must be received in writing five business days in advance to receive a partial refund. No refunds for missed sessions without advance notice.

ACCOMMODATIONS:

Accommodations are available at the Radisson Hotel Roseville for a special Aging Services of Minnesota member rate. Call 651.636.4567 for reservations and ask for the Aging Services of Minnesota group rate.

FOR FURTHER INFORMATION:

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

Registration questions:
Kellie Carlson, kcarlson@agingservicesmn.org

Local calls: 651.645.4545
Toll free: 800.462.5368

Day 1 – Thursday, April 23

Understanding Housing-with-Services

8 a.m. – Registration

8:30 a.m. - 4 p.m. – Program

Focus

Create and manage an environment that meets your customers' needs. Get a solid understanding of the types of customers you may serve, the options available to them and how they all tie together in the continuum.

Topics

- Understanding senior housing and assisted living in Minnesota – including the HWS Contract Act and the 2007 Assisted Living Law.
- Legal relationships you have with your customers – tenant landlord law, fair housing and other provisions.
- Environment and asset management – essential information for the manager.
- Disaster and emergency planning and preparedness.

Faculty

BARBARA J. BLUMER, Attorney, Barb Blumer Law, PA, Eagan

ANGIE SWETLAND, Director of Customer Relations, Presbyterian Homes and Services, Roseville

Day 2 – Friday, April 24

The Legal Framework of Relationships in Senior Housing

8 a.m. – Check-in

8:30 a.m. - 4 p.m. – Program

Focus

Get a clear understanding of the laws that govern housing-with-services establishments and how they determine what systems you must create and continually monitor to ensure legal compliance.

Topics

- The legal framework of relationships in senior housing.
- Working with owners, tax exemption, lenders and investors, insurers and donors.
- Relationships with employees, program partners, vendors and contracts.
- Ethics-based decision-making strategies in key areas such as property management, legal compliance and customer service.
- Other critical legal concepts for housing managers.
- Management approaches to help you maintain legal compliance and minimize legal risk.

Faculty

BARBARA J. BLUMER, Attorney, Barb Blumer Law, PA, Eagan

SHERRY GREGOR, Marketing Coordinator, Stuart Corporation, St. Paul

Day 3 – Monday, May 11 Relationship Management and Quality Management

8 a.m. – Registration

8:30 a.m. - 4 p.m. – Program

Focus

Ensure the success of your program by building positive relationships, effectively articulating your organization's mission to the community and delivering what was promised.

Topics

- Tools for creating consistent organizational messages.
- Developing communication vehicles and identifying key partners that match the overall mission.
- Creating overall quality management systems to ensure customer satisfaction.
- Techniques for auditing and measuring quality indicators for continuous quality improvement.

Faculty

CATHY BERGLAND, Executive Director of Operational Systems and Quality, Presbyterian Homes and Services, Roseville

SHERRY GREGOR, Marketing Coordinator, Stuart Corporation, St. Paul

Day 4 – Tuesday, May 12 Financial Management Strategies

8 a.m. – Check-in

8:30 a.m. - 4 p.m. – Program

Focus

Understand the role financial management plays in your daily decision-making as a housing manager.

Topics

- The financial skills you need to successfully achieve your budgetary goals.
- Financial statements and other financial information to use as a tool for your decision-making.
- Strategies to investigate and stay on top of variances within your budget.
- Opportunities available in the market to enhance technology in housing-with-services settings.
- Identifying and tapping funding sources for housing and services including EW and Alternative Funding programs.
- Determining home care services, how to package them, what to include, and the different types of licensure in Minnesota.

Faculty

DENISE BUDD, Chief Financial Officer, Kenyon Sunset Home, Kenyon

LINDA NELSEN, Administrator, Benedictine Living Community of St. Peter

MARY JO THORNE, Regional Director of Housing Services, Augustana Care Corporation, Minneapolis

KIM WEBSTER, Senior Consultant, Pathway Health Services, White Bear Lake

Day 5 - Wednesday, June 17 Human Resource Management

8 a.m. – Registration

8:30 a.m. - 4 p.m. – Program

Focus

Learn how to match the right staff with the right position in the context of your organization's needs, your customers and within applicable laws.

Topics

- Review employment rules and regulations and how to maintain compliance.
- Creating job descriptions that work and why you need to have them.
- Tools for applicant screening and techniques for completing background checks.
- What you need to know about OSHA requirements and safety committees.
- Managing employee performance through corrective action.
- Mentoring staff through quality performance reviews.

Faculty

ELLEN SCHNEIDER, Senior Human Resources Generalist, Ecumen, Shoreview

PENNY SWANSON, Senior Human Resources Generalist, Ecumen, Shoreview

Day 6 - Thursday, June 18 Principles of Leadership

8 a.m. – Check-in

8:30 a.m. - 3:45 p.m. – Program

Focus

Sharpen your leadership skills, even if you weren't born with them.

Topics

- How Minnesotans are preparing (or not) for retirement and its future impact on HWS settings – what you must know now to be prepared.
- Real life “lessons learned” from leaders that will enhance your own professional growth.
- How to effectively communicate with your staff.

Faculty

LARHAE KNATTERUD, Director of Aging Transformation, Minnesota Department of Human Services, St. Paul

BARB RODE, President/CEO, St. Therese, New Hope

LIZ SETHER, Nurse Consultant/Policy Analyst, Aging Services of Minnesota, MHHA Service Corporation, St. Paul

AGING SERVICES OF MINNESOTA

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Housing-with-Services Management Certificate Program

April 23 & 24, May 11 & 12, June 17 & 18, 2009

St. Paul, MN

REGISTRATION FORM

Entire Program or daily: 4/23 4/24 5/11 5/12 6/17 6/18

NAME _____

TITLE _____

ORGANIZATION _____

ADDRESS _____

CITY _____

STATE _____ ZIP _____

PHONE () _____ FAX () _____

E-MAIL _____

_____ # of years experience managing senior housing (required for confirmation)

Method of payment: Payment enclosed Please invoice

VISA MasterCard AmEX

CARD # _____ EXP. DATE _____

NAME ON CARD _____

CARDHOLDER'S SIGNATURE _____

CARDHOLDER'S PHONE # () _____

TO SEND REGISTRATION VIA FAX OR E-MAIL:

Registrations may be faxed to 651.645.0002. Include a P.O. number or follow-up with payment to be received by Aging Services of Minnesota prior to the program. Aging Services members (only) who wish to be billed may indicate this on the registration form. To register on-line, connect through www.agingervicesmn.org, click on Events.

REGISTRATION INFORMATION AND FEES:

Entire program:

Aging Services Members - **\$765** per person
Non-members - **\$995** per person

There are a very limited number of spaces reserved for people interested in attending only one day of educational programming.

Daily fee:

Aging Services Members - **\$165** per person
Non-members - **\$290** per person

Registration fee includes handout materials, breaks and lunch. Registration is limited and on a first-received basis. Aging Services of Minnesota reserves the right to cancel this program. Registration cut-off date/cancellation notice: five (5) working days before the first day of the certificate program. Refunds will be made, less a \$50 processing fee, for cancellations made on or before those dates. Cancellations made after that date and no-shows will not be eligible for a refund.

Send registration form and fee (payable to):

AGING SERVICES OF MINNESOTA
2550 University Avenue West, Suite 350 South
St. Paul, MN 55114-1900
Attn: Accounting #8619