

REIMAGINE THE POSSIBILITIES

for **ADULT DAY SERVICES**



CAADS

California Association For Adult Day Services

CAADS 34TH ANNUAL CONFERENCE

NOVEMBER 14 – 16, 2011 • SAN DIEGO • DEL MAR HILTON

REIMAGINE THE POSSIBILITIES

for ADULT DAY SERVICES

JOIN US & REIMAGINE THE POSSIBILITIES

Join Us and “Reimagine the Possibilities” for Adult Day Services. This year’s conference theme reflects an urgency to look forward strategically and creatively to position adult day services for the future. After being buffeted by an onslaught of economic and political upheaval for the past 18 months, adult day services leaders and key staff will gather together, take a pause from day-to-day operations and reimagine a future that looks beyond today’s crisis. Please join us! Coming together as a community is more important than ever to share experiences, ideas and concerns among peers who understand Adult Day Services best.

You’ll be stimulated by new ideas, get the latest information and resource materials you need to keep your Adult Day Health Care (ADHC), Adult Day Program (ADP) or Alzheimer’s Day Care Resource Center (ADCRC) compliant, and gain a better understanding of the changing local, state and federal environments to help you plan for the future. The conference courses are tailored to and identified for the following “audience” types:

Activity Directors/Assistants
Administrators/Owners
Executive Directors/CEOs
Finance/Billing Staff
Nurses
Program Aides
Program Directors/Assistants
Social Workers
Therapists

We recognize the financial stress experienced by so many providers and the impact it makes on your program. In response, this year, the CAADS Conference will be starting at noon on Monday, November 14, 2011 to allow extra travel time for those trying to save on their budgets and travel on Day One.

The conference will begin **Monday** at noon with a *Members Only Luncheon* and Annual Meeting led by CAADS President Celine Regalia and Executive Director Lydia Missaelides. Following the Annual Meeting and break, members will regroup for CAADS Members Only Meeting and will take some time to talk about what the future of Adult Day Services may look like. We will end the day with the Exhibits Reception and Gift Basket Raffles – a great time to network with exhibitors, colleagues and friends.

Tuesday opens with Continental Breakfast among the Exhibits, Welcome remarks by Executive Director Lydia Missaelides, MHA, followed by our first set of concurrent educational courses.

Two important changes to this year’s events include:

- Postponement of the Quality Awards Program to CAADS Winter Meeting 2012
- Keynote presentation will be held during lunch instead of the traditional morning keynote

Then it’s time for the afternoon educational courses and your last opportunity to meet with this year’s exhibitors before wrapping up Day Two.

On **Wednesday**, the conference will begin with a Plenary Session to discuss the opportunities and challenges of managed care. Panelists will include experts representing several major Medi-Cal managed care programs.

Morning educational courses will be followed by a networking luncheon. Finally, it’s “last call” for the educational courses in the afternoon before you will head back home to implement what you’ve learned.

Be sure to watch your mail boxes, faxes or email inbox for important updates on this year’s keynote, presenters, program additions, etc. We look forward to a successful conference!

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EDUCATIONAL SESSIONS!

ADHC = Adult Day Health Care centers, licensed by the California Department of Public Health, regulated by the California Department of Health Care Services and Medi-Cal certified by the California Department of Aging.

ADP = Adult Day Program facilities, licensed by the California Department of Social Services Community Care Licensing Division.

ADCRC = Alzheimer's Day Care Resource Center programs, specializing in Alzheimer's and related dementia care and reside within an ADHC and/or an ADP.

DD = Day Services for Adults with Developmental Disabilities, serving adults with developmental disabilities in either an ADHC center and/or an ADP facility.

CAADS MEMBERS SAVE!

You need not be a CAADS Member to attend, but membership has its benefits! Only Members are eligible for:

Early Rate registration – lowest fees!

Discounted registration rates!

Reduced rates for Additional Registrants from the same site.

A ticket to attend "Members Only" events on Monday.

To learn more about CAADS and the benefits of membership, please visit our Web site at www.caads.org and click on the "Join Now" tab, or give us a call at 916-552-7400.

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2011 CONFERENCE PLANNING GROUP

Sheri Anselmi, Conference Chair

Elderday Adult Day Health Care, Santa Cruz

Leslie Ciletti

A Day Away...ADHC, La Mirada

Patty Clement-Cihak

CCCYO San Francisco Adult Day Services & ADCRC, San Francisco

Shannon Davis, DPT

Casa Pacifica ADHC Center, San Diego

LaNay Eastman

San Francisco Adult Day Services Network, San Francisco

Kathy Hilberg, MS

Elderlife Adult Day Health Care, Bakersfield

Maureen Symonds

Senior Concerns Adult Day Center, Thousand Oaks

Linda Zisko

Chateau at Carmichael Park, Carmichael

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GENERAL INFORMATION

Assistance and Special Accommodations

Do you have special needs (i.e. physical, dietary) that we can address to make your participation more enjoyable? Please notify CAADS in advance for assistance at: T: **916-552-7400** | F: **916-552-7404** | E: pam@caads.org

Attire

Business casual. As a courtesy to those with fragrance sensitivities, this is a scent-free event. Please refrain from using / wearing strong fragrant products.

CONTINUING EDUCATION CREDIT (CE Hours)

Courses meeting the criteria for CE credit are designated accordingly. There is a processing fee for each course for which you would like to receive CE credits:

CAADS MEMBERS:

By October 20, 2011:	\$10 per COURSE
By November 4, 2011:	\$20 per COURSE
After November 4, 2011:	\$30 per COURSE

NON-MEMBERS:

By October 20, 2011:	\$25 per COURSE
By November 4, 2011:	\$35 per COURSE
After November 4, 2011:	\$45 per COURSE

To pre-register for CE credits, check the appropriate box on the registration form. If you require continuing education credit from a board not listed below or you are an out-of-state provider, you are strongly encouraged to contact that board to verify acceptability before registering for CE Credits. CAADS is an approved continuing education provider for:

CA Dept of Social Services, Community Care Licensing Division (CCL)

Licensed Adult Day Program (ADP) | *Administrator and Direct Care Staff*

California Board of Registered Nursing (BRN)

Provider Number: 11021 | *Registered Nurses and Licensed Vocational Nurses*

California Board of Behavioral Sciences (BBS)

Provider Number: 1151 | *MFT and LCSW Only*

California Board of Occupational Therapy (BOT)

Occupational Therapists

Cancellations, Substitutions and Refunds

No refunds will be given to those who register but do not attend the Conference/Meeting. All cancellations must be made in writing. Telephone cancellations must be followed by a written request or they will not be considered valid.

You must cancel in writing by 5 PM, Wednesday, October 20, 2011, to receive a refund, less a \$50 Registration Cancellation Fee. Refund requests will be reviewed and processed after the conference.

Substitutions will be accepted. Advance notice to CAADS is appreciated by calling: 916-552-7400.

Refunds will not be granted if you do not attend, send a substitute, or fail to cancel in writing by October 20, 2011. No exceptions.

Certificate of Attendance

You will receive a Certificate of Attendance in your conference folder upon check-in at the Conference Registration Desk.

MEMBER REGISTRATION RATE

To qualify for the Member Rate, your center/organization must be a CAADS Member in good standing. Employees from the same physical site address as the member center/organization are eligible for the Member Rate. Consultants are not considered employees.

Non-members are encouraged to join by visiting the CAADS Web site at www.caads.org. Click on the "Join Now" tab for benefits, dues rates or to download an application for

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membership. Or call CAADS at 916-552-7400. Be sure to join before Friday, November 4, 2011. Membership applications cannot be processed at the conference.

LOCATION/HOTEL INFORMATION

San Diego / Del Mar Hilton

15575 Jimmy Durante Boulevard, Del Mar, CA 92014

T: 858-792-5200 | www.sandiegodelmarhilton.com

Hotel Deadline: October 24, 2011 by 5 PM

(Mention CAADS to receive our discounted conference rates)

By phone at 888-421-1422 | Online 24hrs/day at

http://www.hilton.com/en/hi/groups/personalized/S/SANDMHF-CAD-20111110/index.jhtml?WT.mc_id=POG

Check-In Time: 3:00 PM | Check-Out Time: 12:00 Noon

Mention the code "C A A D S" to receive our discounted conference rate of \$110* Single/Double. *All rooms subject to applicable state and local taxes (currently 12%) or applicable service, or hotel specific fees per night in effect at the time of conference. There is also an applicable tourism assessment fee of \$1.25 per room, per night.

The San Diego / Del Mar Hilton Hotel has graciously extended the special conference rate of \$110 single/double for three (3) days prior and three (3) days post conference (based on availability), for those who would like to enjoy an extended stay. Rates are guaranteed if a reservation is made by 5 PM on October 24, AND if space is still available at the CAADS conference rate. Reservation requests made after the cut-off date of October 24, will be based on availability at the Hotel's prevailing rates. Regardless of when you make your hotel reservation, please be sure to mention "CAADS," as CAADS receives a discount on meeting space fees based on the number of guest rooms occupied by CAADS event attendees.

Just 20 minutes from downtown and a mere mile from the beach, the Del Mar Hilton hotel near San Diego offers richly furnished accommodations. Discover a tranquil gateway to

the natural splendor and sun-splashed climate of Southern California. Featuring convenient access to dazzling beaches, championship golf courses, and San Diego's favorite attractions – including the world-renowned Del Mar Racetrack – this San Diego hotel is near a variety of destinations:

- Situated in North San Diego's historic seaside village of Del Mar
- Convenient to pristine beaches, championship golf courses, and San Diego's favorite attractions, dining, and shopping
- Directly across from the famous Del Mar Racetrack and San Diego County Fairgrounds
- Within minutes of downtown San Diego and La Jolla, California
- 20 minutes from the San Diego International Airport
- Complimentary shuttle to nearby attractions, within a five-mile radius

Self-Parking: \$8 per day or overnight

Valet-Parking: \$14 per day or overnight

For driving directions, please visit the San Diego / Del Mar Hilton's website at www.sandiegodelmarhilton.com

Ground Transportation

Super Shuttle: 800-BLUE-VAN (800-258-3826) or visit www.supershuttle.com for reservations.

From/To San Diego Airport | \$27 each way*

*Rates are subject to change

For More Information

California Association for Adult Day Services

921 11th Street, Suite 1100 | Sacramento, California 95814

TEL: 916-552-7400 | FAX: 916-552-7404

EMAIL: info@caads.org | WEB: www.caads.org

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AGENDA-AT-A-GLANCE

Monday, November 14, 2011

- 11:00 AM – 5:30 PM CAADS Registration
- 12:00 PM – 1:30 PM CAADS *Members Only* Luncheon
(Open to Members Only)
- 1:30 PM – 3:30 PM CAADS Annual Membership Meeting
(Open to Members Only)
- 3:30 PM – 3:45 PM Break
- 2:30 PM – 4:45 PM Exhibitor Move-In and Set-Up
- 3:45 PM – 4:45 PM CAADS *Members Only* Meeting
(Open to Members Only)
- 5:00 PM – 6:15 PM Exhibitor Reception and
Gift Basket Raffles

Tuesday, November 15, 2011

- 8:00 AM – 5:00 PM CAADS Registration
- 8:00 AM – 8:45 AM Continental Breakfast and
Exhibit Viewing
- 8:45 AM – 9:15 AM **Welcome Remarks**
- 9:15 AM – 9:30 AM Break / Exhibit Viewing
- 9:30 AM – 11:45 AM **Concurrent Educational Courses:**
Session 1 (see pages 7 – 8 for descriptions)
- 12:00 PM – 2:00 PM Keynote Luncheon and
Legislator Recognition
- 2:00 PM – 2:30 PM Exhibit Viewing
- 2:30 PM – 4:45 PM **Concurrent Educational Courses:**
Session 2 (see pages 8 – 9 for descriptions)
- 2:45 PM – 4:00 PM Exhibitor Move-Out

Wednesday, November 16, 2011

- 7:30 AM – 4:30 PM CAADS Registration
- 7:30 AM – 8:30 AM Continental Breakfast
- 8:00 AM – 9:00 AM **Plenary Session: Managed Care
Opportunities & Challenges**
- 9:15 AM – 12:00 PM **Concurrent Educational Courses:**
Session 3 (see pages 9 – 10 for descriptions)
- 12:15 PM – 1:15 PM Networking Luncheon
- 1:30 PM – 4:15 PM **Concurrent Educational Courses:**
Session 4 (see pages 10 – 11 for descriptions)
- 4:15 PM Adjourn

MONDAY, NOVEMBER 14, 2011

11:00 AM – 5:30 PM

Registration Desk Open

12:00 PM – 1:30 PM

CAADS *Members Only* Luncheon (Open to Members Only)

1:30 PM – 3:30 PM

CAADS Annual Membership Meeting

(Open to Members Only)

CAADS leaders will review the events of the past year leading up to elimination of ADHC as a Medi-Cal benefit, discuss the current status of the state's transition plan, DRC litigation, challenges and opportunities for the year ahead. The CAADS 2011 leadership team will be introduced and Executive Director Lydia Missaelides will provide the annual State of the Industry message.

2:30 PM – 4:45 PM

Exhibitor Move-In and Set-Up

3:30 PM – 3:45 PM

Afternoon Break

Sponsored by A – Z Bus Sales, Inc.

3:45 PM – 4:45 PM

CAADS *Members Only* Meeting (Open to Members Only)

The afternoon's content and materials will update you on the latest developments and strategies, depending on the status of the federal court case.

5:00 PM – 6:15 PM

Exhibitor Reception and Raffle

TUESDAY, NOVEMBER 15, 2011

8:00 AM – 5:00 PM

Registration Desk Open

8:00 AM – 8:45 AM

Continental Breakfast and Exhibit Viewing

8:45 AM – 9:15 AM

Welcome Remarks

Lydia Missaelides, MHA, Executive Director

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9:15 AM – 9:30 AM

Break / Exhibit Viewing

Session 1 ~ 9:30 AM – 11:45 AM (2.0 CE Hours)

Four concurrent courses to choose from!

(Morning Break: 10:30 AM – 10:45 AM)

1A: Setting Up Specialty Clinics: Sensory

Shannon Davis, DPT, Physical Therapist, Casa Pacifica Adult Day Health Care Center

Track: ADHC, ADP

Audience: Executive Directors/CEOs; Program Directors, Social Workers, Nurses, Activity Directors

Learning Objectives: This course is designed to provide information on Sensory Processing Disorder (SPD) and related treatments to implement in an Adult Day Services setting with a variety of diagnoses. At the end of this course, attendees will understand:

- Definition of Sensory Processing Disorder and who it affects
- How sensory processing is used in everyday activities (lab portion)
- Evaluations for Sensory Processing Disorder
- Role of MDT and skilled therapies
- Treatment environments including sensory rooms and sensory gardens
- Marketing and research studies to assist with implementing a sensory garden

1B: Oil and Water Can Mix: Blending Mental Health Patients Within a Typical Adult Day Services Setting

Barbara Porter, PsyD, Program Director, Inland Empire Adult Day Health Care Center

Track: ADHC, ADP

Audience: Administrators/Owners; Program Directors, Social Workers, Nurses, Activity Directors

Learning Objectives: There are many who feel that it is contraindicated to place chronically mentally ill adults with other populations. However, it can be one of the more rewarding and challenging mix of patients in the adult day health care world. Most mentally ill patients feel negatively stigmatized and disempowered by our society, yet within the Adult Day Services setting, they have the opportunity to increase confidence, improve social skills and gain mastery while helping others. At the end of this course, attendees will understand:

- The Profile of an “appropriate” mental health patient within an Adult Day Services settings (Not all will fit).
- How to educate and reassure your staff to understand the needs of the mentally ill patient.
- Examples of parallel tracks of activities and the ability to blend them with different populations.
- How to create a “First Aid Kit” of therapeutic activities and games that emphasize empowerment to all patients in your Center as they work together.

1C: Community-Based Services Panel

Denise Likar, Director of Programs, Multipurpose Senior Services Program (MSSP), Independence at Home

Timothy C. Schwab, MD, FACP, MHA, Chief Medical Officer, SCAN Health Plan

Marie Torres, PhD, LCSW, Senior Vice President of Government Relations & Community Research Initiative, Program of All-inclusive Care for the Elderly (PACE), AltaMed Health Services

Track: ADHC, ADP, ADCRC

Audience: Executive Directors/CEOs; Administrators/Owners; Program Directors; Nurses; Social Workers

Learning Objectives: A panel of experts representing the major community-based services that interact with adult day service providers will discuss current issues and future challenges. At the end of this course, attendees will be able to:

- Describe the purpose and typical member profile of these community-based programs
- Navigate the referral process
- Gain an appreciation of how to coordinate care with each entity
- Gain awareness of future opportunities for partnerships

1D: Who Will Lead and Who Will Follow?

Debbi Stanley, CFRE, The NonProfit Resource Group

Track: Non-profit ADP & ADHC

Audience: Executive Directors/CEOs; Administrators/Owners; Program Directors; Activity Directors

Learning Objectives: We have all read the stories and heard the news about the upcoming problems that the industry will face with departing leadership. It is estimated that turnover – specifically at the managerial level can cost an agency or organization over \$50,000. These costs include training, licensing, background checks, placing employment ads, lost productivity, project delays and potential donor attrition. By investing in your

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staff and providing tangible tools that they can use to improve their leadership and technical skills, you can stop the brain drain. At the end of this course, attendees will be able to:

- Identify goals, tasks, and activities that resonant and have meaning for both the manager and staff member
- Develop diagnostic skills to determine how skilled and committed people are to those varied tasks
- Design and deliver the right combinations of leader influence behavior to really leverage performance

12:00 PM – 2:00 PM

Keynote Luncheon and Legislator Recognition

(Speaker to be Announced)

2:00 PM – 2:30 PM

Exhibit Viewing

2:45 PM – 4:00 PM

Exhibitor Move-Out

Session 2 ~ 2:30 PM – 4:45 PM (2.0 CE Hours)

Four concurrent courses to choose from!
(Afternoon Break: 3:30 PM – 3:45 PM)

2A: Setting Up Specialty Programs: Fall Prevention

Shannon Davis, DPT, Physical Therapist, Casa Pacifica Adult Day Health Care Center

Track: ADHC, ADP, ADCRC

Audience: Program Directors, Social Workers, Nurses, Activity Directors

Learning Objectives: This course is designed to provide a framework for operating a specialty program on fall screening and prevention. At the end of this course, attendees will understand:

- Demographics and costs associated with individuals who fall
- Internal and external causes of individuals who fall
- Nursing evaluation and home evaluation
- Fall screens (lab portion) and scoring
- Role of MDT and skilled therapies
- Marketing and research studies to assist with implementing a fall program

2B: Successful Approaches to Private Pay Marketing

Cordula Dick-Muehlke, PhD, Executive Director, Alzheimer's Family Services Center

Track: ADHC, ADP, ADCRC

Audience: Executive Directors/CEOs; Administrators/Owners; Program Directors; Social Workers; Marketing/Development Director

Learning Objectives: This session will cover key strategies for successfully building a private pay participant base, ranging from infrastructure for success (e.g., administrator/board buy-in, referral tracking and analysis) to approaches most and least likely to lead to private pay admissions. Attendees will learn how Alzheimer's Family Services Center is building its private pay base through a focus on customer service, physician outreach, web-based strategies, and community-based marketing. At the end of this course, attendees will be able to:

- Implement an outcomes based approach to marketing for private pay participants, based on referral tracking and analysis
- Initiate marketing approaches proven to generate private pay admissions
- Enhance customer service
- Educate decision-makers (e.g., board of directors, owners) to invest in marketing

2C: Regional Centers: Challenges and Opportunities

Dwight Hansen, Owner, Hansen & Associates
Regional Center Director (invited)

Track: ADHC, ADP, ADCRC

Audience: Executive Directors/CEOs; Administrators/Owners; Program Directors

Learning Objectives — California's unique system of regional centers serving persons with developmental disabilities is under state budget pressures to be more efficient and selective in contracting with community providers just as the ADHC benefit is being eliminated and the DD population is aging and manifesting needs for the type of health care that adult day services provide. Learn what these challenges are as well as opportunities for serving this unique population. At the end of this course, attendees will be able to:

- Describe the regional center system and its current challenges

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- Understand how the individual program plan and care coordination drives service decisions
- Describe the vendorization process and what is required to serve this population

2D: Who Will Lead and Who Will Follow? (Repeat of 1D)

Debbi Stanley, CFRE, The NonProfit Resource Group

Track: Non-profit ADP & ADHC

Audience: Executive Directors/CEOs; Administrators/Owners; Program Directors; Activity Directors

Learning Objectives: We have all read the stories and heard the news about the upcoming problems that the industry will face with departing leadership. It is estimated that turnover – specifically at the managerial level can cost an agency or organization over \$50,000. These costs include training, licensing, background checks, placing employment ads, lost productivity, project delays and potential donor attrition. By investing in your staff and providing tangible tools that they can use to improve their leadership and technical skills, you can stop the brain drain. At the end of this course, attendees will be able to:

- Identify goals, tasks, and activities that resonant and have meaning for both the manager and staff member
- Develop diagnostic skills to determine how skilled and committed people are to those varied tasks
- Design and deliver the right combinations of leader influence behavior to really leverage performance

WEDNESDAY, NOVEMBER 16, 2011

7:30 AM – 4:30 PM

Registration Desk Open

7:30 AM – 8:30 AM

Continental Breakfast

8:00 AM – 9:00 AM

Plenary Session: Managed Care Opportunities & Challenges

Session 3 ~ 9:15 AM – 12:00 PM (2.5 CE Hours)

Four concurrent courses to choose from!
(Morning Break: 10:30 AM – 10:45 AM)

3A: Grants and More:

Creating an Effective Fundraising Plan

Cheri Choy, CFRE, The NonProfit Resource Group

Debbi Stanley, CFRE, The NonProfit Resource Group

Track: Non-profit ADP & ADHC

Audience: Executive Directors/CEOs; Administrators; Program Directors

Learning Objectives: By looking outside your organization at the community needs, you can uncover tangible information to rediscover the direction and potential of organization. Once you have a strong sense of where you need to go, you must have a plan to develop the resources necessary to get to your destination. Every good plan begins by looking at past and present giving trends and applying best practices to the organization. At the end of this course, attendees will understand:

- The keys to a successful fundraising plan including proper allocation of revenue sources.
- How to research and write grant proposals.
- How to develop an annual calendar that will properly allocate resources to fundraising efforts.

3B: Tracking Outcomes for Program Success (TOPS): A New On-line System for Adult Day Services

Leslie Ciletti, MS, CTRS, RTC, Program Director, A Day Away ADHC

Lydia Missaelides, MHA, Executive Director, California Association for Adult Day Services

Lucy Nalbandyan, MSW, Director of Day Care Services, St. Barnabas Senior Center of Los Angeles

Gwen C. Uman, RN, PhD, Partner, Vital Research, LLC

Track: ADHC, ADP, ADCRC

Audience: Executive Directors/CEOs; Administrators/Owners; Program Directors; Activity Directors; Nurses; Social Workers

Learning Objectives: A new grant-supported on-line system designed by and for California adult day services providers will be demonstrated and discussed. If you missed this presentation last year, this is your chance to find out what CAADS will launch in 2012. A select number of forward thinking ADHC and ADP providers will be selected to participate in the next phase of this project. At the end of this course, attendees will be able to:

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- Explain the purpose of the on-line system for quality improvement, fundraising, marketing and advocacy
- Understand how implementing the TOPS data collection system will help position adult day services for changes in reimbursement and increasing competition
- Learn how other providers incorporated TOPS into daily operations to improve operations, quality of care, client satisfaction, communicate with caregivers in new ways, and bring in new sources of revenue
- Apply the lessons learned from this project to your own center
- Understand how the association plans to build on this provider-driven system to help the entire adult day services industry advance and consider participating in the next phase of the project

3C: Nurturing and Sustaining Adult Day Programs: The Wave of the Future

Maureen Symonds, Director of Programs, Senior Concerns
Heidi Holly, Executive Director, Santa Barbara Friendship Center
California Department of Aging (invited)

Track: ADP, ADHC

Audience: Executive Directors/CEOs; Administrators/Owners; Program Directors; Activity Directors; Nurses

Learning Objectives: Do you know what Adult Day Programs (ADP) have to offer? We'll explore what happens in the ADP setting – from creative fundraising to early memory loss clubs to family and community involvement. ADHCs interested in operating an ADP should also attend Course 4C, What You Need to Know About Dual Programs, in the afternoon. At the end of this course, attendees will be able to:

- Diversify your revenue stream to sustain your ADP
- Creatively market your program to increase your participant census
- Create innovative programs to ensure successful outcomes

3D: The "Paws" that Refreshes: Animal Therapy in Your Center

Tracy McCloud, Director, Institute on Aging, Ruth Ann Rosenberg Adult Day Services

Linda Zisko, Program Director, Chateau at Carmichael Park, Memory Day Care Program

Track: ADHC, ADP, ADCRC

Audience: Executive Directors/CEOs; Program Directors; Activity Directors; Nurses

Learning Objectives: The bond between humans and animals goes back thousands of years. Animals have the power to heal. When we bring animals into our work places, amazing things often occur. We will explore the many benefits of animal therapy as well as the best way to utilize animal therapists in the day center setting. Resources for accessing the services of therapy animals and for certifying or obtaining your own service or therapy animal will be offered. At the end of the course attendees will be able to:

- Identify key areas of benefit in Animal Therapy
- Understand the difference between service animals and therapy animals
- Learn how to structure sessions with animals for maximum benefit
- Know how to certify personal pets as therapy animals

12:15 PM – 1:15 PM

Networking Luncheon

Session 4 ~ 1:30 PM – 4:15 PM (2.5 CE Hours)

Four concurrent courses to choose from!
(Afternoon Break: 2:45 PM – 3:00 PM)

4A: Understanding Dementia: Improving Communication and Understanding Behaviors

Laura Printy, Professional Education Manager, Alzheimer's Association San Diego/Imperial Chapter

Track: ADHC, ADP, ADCRC

Audience: Executive Directors/CEOs; Administrators/Owners; Program Directors; Activity Directors; Nurses; Social Workers; Program Aides

Learning Objectives: This session provides attendees with a definition of dementia and its impact on a person's ability to function. At the end of this course, attendees will be able to:

- Gain a better understanding of the effects of dementia on an individual
- Practice dementia care techniques in regard to compassionate communication
- Improve verbal and non-verbal communication strategies
- Understand ways that dementia affects behavior
- Determine when a behavior is a concern

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4B: Managed Care 101: Today and Beyond

Margaret Tatar, Executive Director, Public Affairs, CalOptima

Speaker TBD, HealthNet

Bradley Gilbert, Chief Executive Officer, Inland Empire Health Plan

Track: ADHC, ADP, ADCRC

Audience: Executive Directors/CEOs; Administrators/Owners; Program Directors; Nurses

Learning Objectives: California is aggressively shifting Medi-Cal beneficiaries into managed care as a solution for managing costs and improving outcomes. Adult day health care patients are the first group of dual eligibles that the state is moving into managed care as a “prelude” to the dual eligible pilot projects slated to begin in 2012. What does managed care offer to ADHC patients and what may the future hold for partnerships with adult day services? At the end of this course, attendees will be able to:

- Understand the different models of managed care in California and the benefits they offer “Medi-Cal Only” and “Dual Eligible” populations.
- Describe the benefits available under Medi-Cal and Medicare and how they interact.
- Gain an understanding of the current barriers and opportunities for contracting with adult day services providers under different scenarios based on the outcome of the federal lawsuit.
- Use this information to guide strategic thinking about the role managed care will play for the Medi-Cal population in the future.

4C: What You Need to Know About Dual Programs

Maureen Symonds, Director of Programs, Senior Concerns

California Department of Aging (invited)

California Department of Public Health (invited)

Track: ADHC

Audience: Executive Directors/CEOs; Administrators/Owners; Program Directors

Learning Objectives — With the elimination of Adult Day Health Care as an optional Medi-Cal benefit, centers are exploring ways to expand services to new populations and diversify sources of income to sustain operations. ADHCs have the ability to operate an Adult Day Program level of care without obtaining a separate ADP license from Community Care Licensing. State personnel will explain how to apply for a dual program and not give up your ADHC license. Providers currently operating an ADP will also share their expertise. ADPs interested in knowing more about the ADP setting, should attend Course 3C, Nurturing and Sustaining Adult Day

Programs in the morning. At the end of this course, attendees will be able to:

- Understand what is an ADHC/ADP Dual Program
- Know how to apply to operate a dual program within ADHC facility license
- Determine the similarities and differences between ADHC and ADP
- Understand of how to run your dual program, integrated vs. separated

4D: Reconciling Tips: Don't Be Short Changed!

Boris Nashtut, Owner, TurboTAR, Inc.

Renee Nashtut, Vice President, TurboTAR, Inc.

Track: ADP, ADHC

Audience: Executive Directors/CEOs; Administrators/Owners; Program Directors; Billers

Learning Objectives — Reconciling your center's revenue and making sure you get paid for your services can be a challenge. At the end of this course, attendees will be able to:

- Understand how to set up systems to assure all services are billed and paid
- Navigate the Medi-Cal website to identify payments
- Understand the importance of timely billing and reconciliation
- Define Electronic Data Interchange (EDI)

4:15 PM
Adjourn



CAADS

California Association For Adult Day Services

For More Information

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REIMAGINE THE POSSIBILITIES

for **ADULT DAY SERVICES**



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