RCPA

REHABILITATION & COMMUNITY PROVIDERS ASSOCIATION

2024 RCPA Conference
September 24 – 27
Hershey Lodge

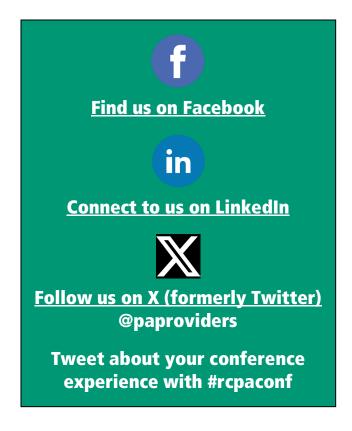## Registration Brochure

RCPA Presents Our Annual Conference

RCPA 2024
EMBRACING CHALLENGES
EMPOWERING SUCCESS

JOINTLY PROVIDED BY

RCPA
REHABILITATION & COMMUNITY PROVIDERS ASSOCIATION

DREXEL UNIVERSITY
Division of Behavioral Healthcare Education
College of Medicine

CONTENTS

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CONTINUING EDUCATION

The Rehabilitation and Community Providers Association is proud to serve its members by offering continuing education credits in conjunction with Drexel University College of Medicine, Behavioral Healthcare Education.

OVERALL OBJECTIVES

At the conclusion of the program, participants will be able to:

- Review national and state initiatives regarding human services;
- Describe issues and solutions regarding the workforce shortage;
- Identify services that can be provided through the use of technology; and
- List strategies to prepare for Value-Based Payment models.

WHO SHOULD ATTEND

Registrants who will benefit from the 2024 conference workshops include:

- CEOs / Executive Directors
- Chief Nursing Officers / Nurses
- Clinicians / Counselors / Social Workers
- Consumers / Advocates
- COOs / Vice-Presidents / Senior Managers
- County Government Employees
- Financial Officers
- Human Resource Professionals
- Medical Directors
- Occupational / Physical Therapists
- Quality Assurance / Risk Management / Compliance Officers
- Psychiatrists
- Psychologists
- State Government Employees
- Supervisors / Managers / Program Directors

CE REGISTRATION/DOCUMENTATION

Each CE type costs $50 (no additional fee for ethics) and should be included on the conference registration form along with all associated license numbers or using the Continuing Education form that will be sent to you following registration.

RCPA ensures that a formal validation of CE credits is sent to those who register and complete paperwork. The certificates will be generated through Drexel University and/or RCPA and will be sent to the email address indicated on returned documentation. Other questions regarding CE program offerings can be addressed to staff via email at rcpaconf@paproviders.org.

DREXEL UNIVERSITY COLLEGE OF MEDICINE, BEHAVIORAL HEALTHCARE EDUCATION

Behavioral Healthcare Education (BHE) was established in 1980 with contractual funding from what is now the Pennsylvania Office of Mental Health and Substance Abuse Services. The purpose of its creation was to turn clinical knowledge from biological and programmatic research into information and skills that are directly useful to practitioners in the behavioral health fields, particularly those working with persons in the public and Medicaid managed care arenas who have serious and persistent mental disorders. Since that time, BHE has added expertise in the areas of substance use disorders, intellectual/developmental disabilities, and child and adolescent diagnoses and treatment. The mission of the Division of Behavioral Healthcare Education is to support behavioral health practitioners in providing high quality services to people of all ages. We fulfill this mission through delivering continuing education, consultation, technical assistance, and conferences, using evidence-based and promising practices, research findings, and program and policy advances.

CONTINUING EDUCATION

Over 90 hours of continuing education*
*includes session recordings made available post-conference

STATEMENTS OF ACCREDITATION
National Events

APA (Psychologists): Drexel University College of Medicine, Behavioral Healthcare Education is approved by the American Psychological Association to sponsor continuing education for psychologists. Drexel University College of Medicine, Behavioral Healthcare Education maintains responsibility for the program and its content. This program is being offered for up to **TBD** of continuing education.

 CEU (IACET): Drexel University College of Medicine/Behavioral Healthcare Education has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 11130 Sunrise Valley Drive, Suite 350, Reston, VA 20191. In obtaining this approval, Drexel University College of Medicine/Behavioral Healthcare Education has demonstrated that it complies with the ANSI/IACET Standard, which is widely recognized as the Standard of good practice internationally. As a result of their Authorized Provider accreditation status Drexel University College of Medicine/Behavioral Healthcare Education is authorized to offer IACET CEUs for its programs that qualify under the ANSI/ IACET Standard. Drexel University College of Medicine, Behavioral Healthcare Education, is authorized by IACET to offer up to **TBD** CEUs for this program.

Pennsylvania Events

 CPRP: Drexel University College of Medicine/BHE is approved by the Psychiatric Rehabilitation Association (Provider #107) to sponsor continuing education for Certified Psychiatric Rehabilitation Practitioners. Drexel University College of Medicine/BHE maintains responsibility for the program and its content. This program is being offered for up to **TBD** hours of continuing education.

LSW/LCSW/LPC/LMFT (PA SBSWE Licensed Social Workers in Pennsylvania): Drexel University College of Medicine is a preapproved provider of continuing education for Social Workers and Clinical Social Workers. This program is being offered for up to **TBD** hours of continuing education.

PA Educators Act 48: Drexel University College of Medicine, Behavioral Healthcare Education is recognized by the Pennsylvania Department of Education to offer continuing education credits under Act 48 guidelines. Drexel University College of Medicine, Behavioral Healthcare Education adheres to Act 48 Continuing Education Guidelines. PA educators will receive a maximum of up to **TBD** hours of credit for attending this program.

PSNA (PA Nurses): Drexel University College of Medicine, Behavioral Healthcare Education is approved as a provider of nursing continuing professional development by the Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. This program is being offered for up to **TBD** hours of continuing education.

PCB (PA Certified Addictions Counselor): Drexel University College of Medicine, Behavioral Healthcare Education will award a maximum of **TBD** PCB Approved Hours of Education for this program. Our program is certified by the Pennsylvania Certification Board, Provider # 133.

 HRCI (HR Certification Institute): This Program is approved for **TBD** (General) recertification credit hours toward aPHR™, aPHRi™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®). For more information about certification or recertification, please visit the HR Certification Institute website at http://www.hrci.org/.

The use of this official seal confirms that this Activity has met HR Certification Institute's® (HRCI®) criteria for recertification credit pre-approval.

 SHRM (Society for Human Resource Management): RCPA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM. This program has been submitted to SHRM for review for up to **TBD** PDCs for the SHRM-CPSM or SHRM-SCPSM.

Please note that in the preceding credit statements if "a maximum of" means just that, since credit is awarded according to the number of actual sessions attended during the conference. Signed validation forms attest to the number of sessions attended.

Welcome Message from Richard Edley

Welcome to the 2024 RCPA Conference — *Embracing Challenges, Empowering Success*! We are delighted to be back again at the Hershey Lodge.

RCPA and its members continue to influence state and federal decision makers while promoting effective, efficient, and high-quality care. In an ever-changing health care environment, including a critical workforce shortage and tightening fiscal resources, we aspire to create innovative and integrative changes. Take advantage of the learning and networking opportunities offered, as we aim to deliver a high quality and diverse program to attendees.

This conference features more than 60 workshops, many of which will be recorded for participants to view after the event, and qualify for over 90 continuing education credits. There will also be a robust Connections Hall, along with opportunities to interact with colleagues, promote creative thinking, and inspire change. Noteworthy keynote and plenary speakers include:

- DHS Secretary Valerie Arkoosh will present on current critical issues for human services providers, trends in the field, and upcoming DHS initiatives.
- DHS Deputy Secretaries Kristin Ahrens, Juliette Marsala, Jen Smith, and Kelly Primus will join us to provide updates on the activities of their department and future forecast.
- Scottsdale (AZ) Recovery Center CEO Lee Yaiva, who brings 19 years of behavioral health expertise merging clinical insight with business acumen to navigate evolving therapeutic trends, will speak about his journey with addiction, mental health challenges, and recovery.
- Co-Founder, President, and CEO of Hope Inspire Love Amy Thurston will discuss human trafficking awareness, impact, and recovery.
- Data and Digital Transformation (D2T) Leader Natasha Nicolai will speak on data modernization, with a focus on proven models and low risk strategies to overcome legacy hurdles.
- Craig Dietz – Despite being born without limbs, Craig is continuously seeking out new opportunities to challenge himself. In an eye-opening session, he will share his extraordinary life story of resiliency and determination.
- Conference favorite Michael Cohen returns, to take you on the next step in the journey to make your workplace the place to work! He will also explain why status quo simply isn't good enough anymore.
- Chuck Ingoglia, National Council for Mental Wellbeing President, and Donna Martin, Vice President for State Partnerships and Innovation at ANCOR, will present on and discuss the latest news on federal issues that impact our members and services we provide.

This year's event also offers many other creative, exciting workshops and networking opportunities. Several sessions will focus on supervisory and management skills, workforce development, leadership, technology in service provision, data collection, integrated care solutions, telehealth, and trauma-informed support to service recipients and employees. Providers will share innovative ways to offer services to those with addiction challenges, medical complexities, brain injuries, challenging behaviors, and services to children through aging population. Discussion topics will include health care transformation, focus on trauma-informed care, addressing cultural barriers and ethical considerations in service provision, and community partnerships in mental health services.

Carelon Connections Hall will feature businesses and organizations that can serve your agency's needs, offering innovations and best practices for renovations, EHR management, individual and family services, and many other areas.

This event would not be possible without the support and assistance of our sponsors, exhibitors, advertisers, and presenters, along with the RCPA Annual Conference Committee. With your participation, this year's conference is sure to be a success. We look forward to seeing you all!

Richard S. Edley, PhD
President/CEO

ESSENTIALS

Workshop Etiquette

When attending workshops, participants are asked to silence phones and other personal communication devices. Please be respectful of presenters and colleagues and step outside of the room if you must respond to a phone call.

Autumn in Pennsylvania provides a variety of weather, making it difficult to maintain constant temperatures comfortable for every participant. Room temperatures may vary throughout the conference center and adjusting temperatures in large meeting rooms takes time. A light sweater or jacket is helpful when rooms become too cool.

Workshops and Plenary Sessions

Executives, leaders, supervisors, financial managers, clinicians, and direct support staff will all find something of benefit from the 2024 conference workshops. More than 60 workshops, four keynotes, and three plenary sessions are scheduled. Descriptions for all events are located in this brochure. The Conference Committee has devoted considerable time and effort in developing these workshops, addressing the various systems of care and the environment where services are provided, and offering skills seminars to enhance services provided by mental health, substance use disorder, intellectual and developmental disabilities, children's, brain injury, medical rehabilitation, physical disabilities and aging, and other human service agencies.

Wireless Internet

RCPA has secured wireless Internet access for our guests in the Conference Center. This sponsorship opportunity is still available. Please contact Carol Ferenz for sponsorship information.

Annual Conference Mobile App

RCPA is offering a mobile app again this year, **sponsored by Millin.** The password is **rcpaconf.** The mobile app will be made available within a week prior to the start of the conference.

Photo Release

By registering to participate in this event, you consent to interview(s), photography, audio recording, video recording, and its/their release, publication, exhibition, or reproduction to be used by RCPA and its representatives. You release RCPA, its officers and employees, and each and all persons involved from any liability connected with the taking, recording, digitizing, or publication and use of interviews, photographs, computer images, and video and/or sound recordings. You also waive all rights you may have to any claims for payment or royalties and any right to inspect or approve any photo, video, or audio recording taken by RCPA or the person or entity designated to do so by RCPA.

SCHEDULE AT A GLANCE

Monday, September 23
RCPA PAC Golf Outing to be held at Colonial Golf & Tennis Club, 4901 Linglestown Rd, Harrisburg, PA 17112
- 10:00 am   Golf Outing Registration Opens
- 11:00 am   Golf Outing Lunch
- 12:00 pm   Golf Outing Shotgun Start
- 8:00 pm – 12:00 am   RCPA Hospitality Suite (Hershey Lodge)

Tuesday, September 24
- 7:30 am – 9:00 am   Coffee Break, Sponsored by Highmark Wholecare
- 8:00 am – 4:30 pm   Registration
- 9:00 am – 10:30 am   Workshop Session A
- 10:30 am – 11:00 am   Coffee Break
- 11:00 am – 11:45 am   Keynote Speaker: State of the State, DHS Secretary Valerie Arkoosh, MD, MPH
- 11:45 am – 12:45 pm   Boxed Lunch
- 12:45 pm – 2:00 pm   Plenary Session: Data Modernization: Proven Models and Low-Risk Strategies to Overcome Legacy Hurdles, Natasha Nicolai
- 2:15 pm – 3:45 pm   Workshop Session B
- 3:45 pm – 4:00 pm   Coffee/Soda Break, Sponsored by Highmark Wholecare
- 4:00 pm – 5:30 pm   Workshop Session C
- 5:30 pm – 7:30 pm   Welcome Reception
- 8:00 pm – 12:00 am   RCPA Hospitality Suite

Wednesday, September 25
- 8:00 am – 4:30 pm   Registration
- 8:00 am – 9:30 am   Breakfast Buffet
- 9:00 am – 10:15 am   Plenary Session: Human Trafficking Awareness, Impact, and Recovery, Amy Thurston, MA and Melissa Knechel, BA
- 10:15 am – 10:30 am   Coffee Break, Sponsored by Inglis
- 10:30 am – 12:00 pm   Workshop Session D
- 12:00 pm – 1:30 pm   Association Awards Luncheon
- 1:45 pm – 3:15 pm   Workshop Session E
- 3:15 pm – 3:30 pm   Coffee/Soda Break, Sponsored by Inglis
- 3:30 pm – 5:00 pm   Keynote Speaker: From Victim to Victory: Navigating Recovery and the Reclamation of Life, Lee Yaiva
- 5:00 pm – 7:00 pm   Connections Hall Opening Reception
- 8:00 pm – 12:00 am   RCPA Hospitality Suite

Thursday, September 26
- 7:30 am – 9:00 am   Breakfast in Connections Hall
- 7:30 am – 4:00 pm   Connections Hall Open
- 8:00 am – 3:45 pm   Registration
- 9:00 am – 10:15 am   Keynote Speaker: Be A Destination Employer: Status Quo is Falling Behind, Michael Cohen, JD
- 10:15 am – 10:30 am   Connections Hall Coffee Break, Sponsored by Therap Services
- 10:30 am – 12:00 pm   Workshop Session F
- 12:00 pm – 1:30 pm   Connections Hall Luncheon
- 1:30 pm – 3:00 pm   Workshop Session G
- 3:00 pm – 4:00 pm   Ice Cream Snack Break & Gift Giveaways
- 4:00 pm – 5:30 pm   Workshop Session H
- 5:30 pm – 7:30 pm   Dinner on Your Own
- 7:30 pm – 12:00 am   RCPA Hospitality Suite

Friday, September 27
- 8:00 am – 9:00 am   Registration
- 8:00 am – 9:00 am   Breakfast
- 9:00 am – 10:30 am   Plenary Session: National Updates from Our Association Partners, Chuck Ingoglia, MSW and Donna Martin, MED, CAE
- 10:30 am – 11:45 am   Keynote Speaker: Define Your Own Potential, Craig Dietz, JD
- 11:45 am – 12:00 pm   Travel Snacks

KEYNOTE SPEAKERS

Keynote • Tuesday, September 24, 11:00 am – 11:45 am

K01 | State of the State: DHS Secretary Arkoosh
Presenter(s):   Valerie A. Arkoosh, MD, MPH, PA Department of Human Services

Track(s): BI, CH, CO, DEI, EL, FM, HRF, HR, IDD, LD, MR, MH, PDA, SUD, TH, VBP/R, VR
Room: Blue Ballroom

The secretary will discuss current critical issues for human services providers. Trends in the field will be reviewed, along with how PA continues the implementation of innovative treatments via VBP and telehealth. Performance-Based Contracting for IDD services and other upcoming initiatives for 2025 will also be addressed.

Keynote • Wednesday, September 25, 3:30 pm – 5:00 pm

K02 | From Victim to Victory: Navigating Recovery and the Reclamation of Life
Presenter(s):   Lee Yaiva, Scottsdale (AZ) Recovery Center

Track(s): BI, CH, DEI, EL, HRF, HR, IDD, LD, MH, PDA, SUD
Room: Red Ballroom

Lee Yaiva brings a wealth of knowledge and years of experience in behavioral health and addiction treatment to his role as Chief Executive Officer at Scottsdale (AZ) Recovery Center. But Lee's story and path to that role is a complex journey through the culture of being a Native American (he is a full blood Hopi from Shungopavi, AZ), and through family issues, trauma, addiction, homelessness, and depression. On February 11, 2005, he decided that the narrative of his story had to change. Lee has served as the tribal liaison for numerous campaigns targeting culturally specific endeavors, incorporating a holistic approach to health and healing that is innate. Lee's passion for people and respect for the recovery process is evident in his distinct style and commitment to empower utilizing a methodical approach to the reclamation of life that is strategic and impactful. Lee's mission is to create an opportunity of a lifetime for a lifetime of opportunities for all people. Please attend this presentation to not only learn about Lee's journey and message, but also to learn more about yourself and how you can make a difference.

Keynote • Thursday, September 26, 9:00 am – 10:15 am

K03 | Be A Destination Employer: Status Quo is Falling Behind
Presenter(s): Michael Cohen, JD, Duane Morris, LLP

Track(s): EL, HR, LD
Room: Red Ballroom

We spoke last year about steps any organization can take to enhance the experience for existing employees and to set ourselves apart for those seeking employment. This program is the next step in the journey. Through the use of clips from some of our favorite movies and television shows, we will identify ways to make our workplace the place to work! Status quo simply isn't good enough anymore!

Keynote • Friday, September 27, 10:30 am – 11:45 am

K04 | Define Your Own Potential
Presenter(s): Craig Dietz, JD

Track(s): BI, CH, DEI, EL, HR, IDD, LD, MH, PDA
Room: Red Ballroom

Despite being born without limbs, Craig is continuously seeking out new opportunities to challenge himself. In this session, Craig shares his extraordinary life story of resiliency and determination. He is currently a licensed attorney and enjoys bowling, skiing, playing volleyball, hunting, fishing, swimming, jamming on his drums, or tooling around the country in his van. Craig shares the importance of humor and perspective in gaining personal and professional success. Everyone who hears his message will leave with a renewed appreciation for the gifts in their lives, and the determination to set more ambitious personal and professional goals for themselves.

PLENARY SESSIONS

Plenary • Tuesday, September 24, 12:45 pm - 2:00 pm

P01 | Data Modernization: Proven Models and Low-Risk Strategies to Overcome Legacy Hurdles
Presenter(s): Natasha Nicolai, DPT, MPP, AWS – Public Sector

Track(s): EL, HRF, LD, VBP/R
Room: Blue Ballroom

Implementing a modern data architecture leveraging AI/ML-enabled cloud technology that have been core to AWS services for 15+ years can be game changing for how states understand outcomes and deliver services. Taking a "think big" approach and executing a thoughtful roadmap planning to leverage machine learning for data discovery, mastering, governance, and protection allows agencies to "start small" and deliver value quickly and safely. Leveraging best practices and foundational patterns enables teams to "scale fast" and iterate through use cases to meet program, department, and state needs at enterprise scale. Cloud best practices applied to data and digital experience provide a low-risk path to iterate while maintaining governance at scale, and allow for higher quality development and deployment practices that facilitate digital transformation over time. Discover how large public organizations can seamlessly automate and manage governed data sharing across diverse lines of business, resulting in a resilient, scalable data hub that delivers superior citizen services.

Plenary • Wednesday, September 25, 9:00 am - 10:15 am

P02 | Human Trafficking Awareness, Impact, and Recovery
Presenter(s): Amy Thurston, MA, Hope Inspire Love
Melissa Knechel, BA, Hope Inspire Love / Victory Early Learning Academy

Track(s): BI, CH, DEI, EL, HRF, HR, IDD, LD, MR, MH, PDA, SUD, TH
Room: Red Ballroom

Human trafficking is a worldwide problem that impacts 40.3 million people. Pennsylvania is ranked the 15th state with the highest reported trafficking cases in the US. Victims come from all backgrounds and include women, men, and children, and vulnerable populations are at higher risk. Traffickers are often people known to the victim. Hope Inspire Love's mission is to eradicate human trafficking and sexual exploitation, and empower survivors of sex trafficking to flourish and thrive. It is critical for all to be aware of the signs of human trafficking and of reforms necessary to prevent victimization as well as provide the trauma-informed care necessary for healing from the complex layers of multiple traumas experienced by victims.

P03 | National Update From Our Association Partners
Presenter(s): Donna Martin, MED and CAE, ANCOR
Chuck Ingoglia, MSW, National Council for Mental Wellbeing

Track(s): BI, CH, CO, EL, FM, HRF, HR, IDD, LD, MR, MH, PDA, SUD, TH, VBP/R, VR
Room: Red Ballroom

Our national partner associations, ANCOR and National Council of Mental Wellbeing, will share their insights on national trends that our members need to be aware of. This year, we have seen an unusual amount of federal rule and policy changes, and it remains a challenge for organizations to stay current. We will also discuss the increasing use of technology in service delivery and implementation of new payment methodologies.

WORKSHOP TRACK LEGEND

BI – Brain Injury	IDD – Intellectual/Developmental Disabilities
CH – Children's Services	LD – Leadership
CO – Compliance/Risk Management	MR – Medical Rehabilitation
DEI – Diversity, Equity, & Inclusion	MH – Mental Health
ET – Ethics	PDA – Physical Disabilities & Aging
EL – Executive Level (CEOs, CFOs, COOs)	SUD – Substance Use Disorder
FM – Financial Management	TH – Telehealth
HRF – Health Reform	VBP/R – Value-Based Purchasing/Reimbursement
HR – Human Resources	VR – Vocational Rehabilitation/Employment

Special Thanks to Our Conference Committee for Their Hard Work and Dedication!

EVENT HIGHLIGHTS

Tuesday, September 24

WELCOME RECEPTION • 5:30 pm – 7:30 pm

Room: Blue Ballroom

You are invited to join the RCPA Board of Directors, staff, and your colleagues for the Welcome Reception. The reception features hors d'oeuvres and beverages, and offers a valuable first networking opportunity with colleagues, speakers, and other guests. Conference Committee members and RCPA staff are on hand to answer questions, make introductions, and provide directions and tips for an enjoyable week.

Wednesday, September 25

ASSOCIATION AWARDS LUNCHEON
12:00 pm – 1:30 pm

Room: Red Ballroom

Please join us for lunch and hear about the association's highlights of the year and recognition of our special guest being honored for leadership. The awards luncheon includes commentary by RCPA President/CEO Richard S. Edley, PhD.

Monday through Wednesday, September 23 – 25 • 8:00 pm – 12:00 am
Thursday, September 26 • 7:30 pm – 12:00 am

HOSPITALITY SUITE

Room: Hospitality Suite

Relax and unwind, catch up with colleagues, and enjoy some social time at the RCPA Hospitality Suite!

Tuesday, September 24 • 8:00 am – 7:30 pm
Wednesday, September 25 • 8:00 am – 7:00 pm
Thursday, September 26 – 8:00 am – 12:30 pm

SILENT AUCTION

Room: Registration Area

We are excited to once again host the RCPA silent auction, benefiting the RCPA PAC. RCPA continues to raise funds for the RCPA PAC to provide financial support to state legislators who have demonstrated a strong, consistent, and positive interest in our issues and priorities. Place your bids for some great prizes and support the RCPA PAC!

CARELON CONNECTIONS HALL

CONNECTIONS HALL HOURS

Wednesday, September 25 • 5:00 pm – 7:00 pm

Thursday, September 26 • 7:30 am – 4:00 pm

CONNECTIONS HALL OPENING RECEPTION

Wednesday, September 25 • 5:00 pm – 7:00 pm

On Wednesday, we hope you will join the Conference Committee, RCPA staff, and board members in the 2024 Carelon Connections Hall. Connections Hall is where to find innovations and solutions for all of your business needs. Play the game for the chance to win some exciting prizes while you are there! Sponsorship still available for this reception; please contact Carol Ferenz for details.

BREAKFAST IN CONNECTIONS HALL

Thursday, September 26 • 7:30 am – 9:00 am

Please enjoy breakfast in the Connections Hall with the RCPA 2024 vendors. Without these vendors, this conference would not be possible. Sponsorship still available for this event; please contact Carol Ferenz for details.

LUNCH AND PRIZE GIVEAWAYS WITH EXHIBITORS

Thursday, September 26
Luncheon • 12:00 pm – 1:30 pm
Ice Cream Snack Break & Prizes • 3:00 pm – 4:00 pm

Participants are invited to connect with vendors to discuss business opportunities and enjoy lunch during this event. Take one last opportunity to meet with our participating exhibitors. During exhibit hours, many vendors provide guests with the opportunity to participate in drawings for special prizes. Sponsorship still available for the luncheon; please contact Carol Ferenz for details. Special thanks to **Children's Hospital of Reading** for sponsoring the Ice Cream Snack Break!

WORKSHOPS

Session A • Tuesday, September 24, 9:00 am – 10:30 am

W01 | A Less Restrictive Recovery and Employment-Based Housing Model That Addresses Social Determinants of Health
Presenter(s):   Barry Decker, MSW, DHS/OMHSAS
Steve Jasper, MSED, Community Connections of Clearfield/Jefferson Counties
Colleen Stuart, BA, Venango Training & Development Center, Inc.
Bill McHenry, New Visions, Inc.
Christopher Rajchel, BA, United States Army
Christina Shull, BS, DHS OMHSAS

Track(s): FM, MH, SUD
Room: Crystal A

Safe, affordable housing that promotes healthy living and employment in the least restrictive environment is the foundation for the national "Coalition for Community Living (CCL)" Fairweather Lodge Model. This presentation provides insight into the advantages, outcomes, barriers, and funding for this model in Pennsylvania. A panel including the DHS/OMHSAS Director of Division Program Development and Policy, along with the OMHSAS Housing Program Representative, CCL board members and providers, Clearfield/Jefferson County Administrator, and Statewide Veterans Fairweather Lodge Project Manager, will discuss the state's short- and long-range goals, how this model supports Social Determinants of Health, advancements made in new surveys to establish the model as an evidence-based practice, possible short- and long-term funding opportunities for both regular and veteran-centric lodges, community partnerships, and tools to get started.

W02 | Embracing Aging: Reframing Aging for Behavioral Health Providers
Presenter(s):   Rebecca May-Cole, MPA, PA Association of Area Agencies on Aging (P4A)
Laurie Lindberg, National Center to Reframe Aging

Track(s): PDA
Room: Wild Rose AB

Advocating a transformative perspective on aging, this presentation urges behavioral health and rehabilitation providers to embrace a holistic view of the multifaceted aspects of growing older. Central to this paradigm shift is the need to foster inclusive and compassionate interactions, recognizing the enriching contributions of older adults to our communities and state. Attendees will explore communication strategies aimed at dispelling ageism and empowering older adults in their recovery journeys. Based on research and evidence-based approaches, this session equips providers with practical tools to change the way they talk about aging, communicating in a way that respects and empowers the older adults they serve. This session also provides insight into how policymakers and the public receive messages about aging in order to improve advocacy efforts.

W03 | Treating the Underserved, Unseen, and Unheard: Eagleville's Response to the Current Complexities and Comorbidities Within the Substance Use Population

Presenter(s):   Alyssa Lindenbaum, MS, Eagleville Hospital
Katelin McNally, MFT, MEd, MS, LPC, CAADC, Eagleville Hospital
Sara Dodge, MSW, LSW, Eagleville Hospital

Track(s): MH, SUD
Room: Magnolia AB

With the rise in new and dangerous substances in Philadelphia, there has been an increase in individuals presenting to acute care hospitals with significant medical issues, previously excluding them from SUD treatment. Eagleville partnered with DBHIDS to develop a program that could accommodate and treat the severity of these various comorbidities. What has become apparent with Eagleville's experience is that social detriments pose a greater barrier than originally anticipated. Repeated exposures to traumatic events are a typical part of this population's presentation. Chronic traumatization has led to poorer health, negative self-concept, emotion dysregulation, attachment wounds, and detrimental coping strategies; which reinforces the maladaptive behavior of continued substance use. This presentation explores the observations, experiences, and development of this program and how to best support this population.

W04 | Supporting Individuals With Intellectual Disabilities Who Are Demonstrating Symptoms of a Depressive Disorder

Presenter(s):   Frank W. Koerber, PhD, LPC, LBS, Merakey
Michael Benjamin May, EdD, LPC, LBS, BCBA, NADD-CC, Merakey

Track(s): IDD, MH
Room: Empire A

According to Hollins and Allen (2020), mental health disorders are as high as 50% more likely to occur among individuals with an intellectual disability than those in the general population. Despite that alarming statistic, due to their cognitive deficits, it is difficult to assess an individual who carries a diagnosis of severe-to-profound intellectual disability with a depressive disorder. As a result of the lack of valid assessment methods, their needs are too often neglected. This presentation utilizes current research and the presenters' clinical experiences to illustrate potential symptoms of depression experienced by these individuals. In addition, evidence-based interventions to support these individuals will also be presented as well as identifying clinically appropriate methods to measure and analyze symptoms for progress monitoring.

W05 | Compliance and Program Collaboration: Improving Tools and Strategies for Program Excellence

Presenter(s):   Megan McCoy, MA, Alliance for Nonprofit Resources
Kelly Slair, BS, Alliance for Nonprofit Resources

Track(s): CO
Room: Empire B

Often times, the stigma around compliance departments can lead to a limited relationship with program leaders. While regulatory concerns may be addressed, opportunities to target specific program concerns, quality elements, and program improvement can be stifled. This presentation focuses on fostering collaboration between compliance departments and program leaders to develop robust audit tools, exploring methods to effectively address audit findings, and leveraging findings to optimize program performance leading to enhanced client services. Please join us for an overview of collaborative tools and strategies to implement into your programs.

W06 | It's Time to Play Offense: Innovation as a Strategy to Differentiate Your Business

Presenter(s): David Strocchia, BA, Netsmart
Chris Yakscoe, BS, Netsmart
Jessica Halpin, MSW, LCSW, Access Services

Track(s): EL
Room: Empire C

Technology has long been deployed as a strategy for efficiency and to create new revenue streams. But today's emerging innovations — known as Advanced Automation — are designed to serve as a competitive advantage for your business in today's challenging health care market. Join Jessica Halpin, Vice President for Behavioral Health at Access Services; David Strocchia, SVP & Managing Director, Human Services at Netsmart; and Chris Yakscoe, Director of AI at Netsmart, to learn how organizations who adopt Advanced Automation are growing despite ever-changing regulations — leaving others to survive and sustain. This session will focus on workforce challenges, demonstrating how Advanced Automation can boost efficiency and reduce turnover by automating rote work and increasing staff satisfaction — using AI clinical documentation, Robotic Process Automation (RPA), data analytics, machine learning (ML), and mobile location services.

W07 | Problematic Technology Use Within Family Systems

Presenter(s): Melanie Morgan, MS, LPC, CFBT, Pennsylvania Counseling Services

Track(s): CH, MH
Room: Magnolia C

Problematic technology use within the family system impacts healthy development and family interactions. PTU can be defined as excessive use of technology, access to pornographic material, and immediate gratification and accessibility to others outside of the family and naturally occurring ecosystem. This training will provide intervention for children, adolescents, and their caregivers. Participants will be provided with a brief overview of ecosystemic structural family therapy and how this treatment model can support families and caregivers in limit setting, engagement in touchy conversations such as pornography use, and internet safety and engagement in more positive patterns of interacting with each technology and each other. The goal of this training is to provide psychoeducation and a foundation for further learning and training around problematic technology use.

W08 | SWIFT Support: Promoting Inclusion & Preventing Expulsion and Suspension in Early Learning Centers

Presenter(s): Roseann Adamo, BSEd, KenCrest Services
Erin Donahue, BS, KenCrest Services
Edie Harrison, MSEd, KenCrest Services

Track(s): CH, DEI
Room: Magnolia D

Participants will gain knowledge on how to successfully apply five coaching strategies that will build Early Learning teachers' confidence and skills in supporting children in their classrooms with challenging behaviors. Through a case study, participants will apply the process that successfully supports children attending Early Learning Centers.

Session B • Tuesday, September 24, 2:15 pm – 3:45 pm

W09 | Essential Tools to Bring the 'SUPER' to Supervision PART 1
Presenter(s): John Amato, MEd, Familylinks, Inc.

Track(s): HR, LD
Room: Crystal A

One of the most critical roles in organizations that challenge leaders today is the ability to effectively supervise employees. Simply telling people what to do does not guarantee success. It also does not guarantee a motivated workforce. Supervisors today know that a strong relationship with their employees is the critical foundation for successful performance. Success comes from the ability to inspire people through a variety of competencies that help employees do what is expected of them in a high quality way. Oftentimes, however, supervisors are provided the least amount of training to develop the essential skills needed to be successful.

W10 | Value-Based Care Through MBC and Partnership
Presenter(s): Simon Weisz, JD, Greenspace Health
Brandon Fisher, JD, Merakey
David Strocchia, BS, Netsmart

Track(s): CH, CO, EL, LD, MH, SUD, VBP/R
Room: Wild Rose AB

Measurement-Based Care (MBC) involves the routine collection and use of patient-reported outcome measures to guide clinical decision making. Merakey collaborated with Greenspace Health and Netsmart in implementing MBC as part of their strategic transition towards Value-Based Care, enabling Merakey to demonstrate service effectiveness in value-based payment discussions. Traditionally burdensome to implement, MBC's success is facilitated by innovations and collaboration between Netsmart and Greenspace Health. This presentation offers insights and lessons learned from Merakey's journey towards value-based care and highlights the pivotal role of technology partnerships in enhancing client care.

W11 | Psychedelics for the Treatment of Mental Illness: Promise or Peril?
Presenter(s): Mark G. Fuller, MD, Carelon

Track(s): MH
Room: Magnolia AB

Psychedelic drugs have recently been touted as effective treatments for a number of mental health disorders, including depression, anxiety, substance use disorders, PTSD, etc. However, don't these drugs have other risks as well? What is the current state of research on these compounds, and are any of them close to FDA approval? This presentation is intended for a non-medical audience and will review the evidence for and against the use of psychedelic drugs for the treatment of mental disorders. The research will be discussed in an unbiased fashion. The presentation will focus on the current state of research evidence available at this time.

W12 | Don't Forget the Pharmacist! Impact of the Innovative Collaboration Between Woods Services and Synergy Pharmacy on Patients With I/DA

Presenter(s): Tine Hansen-Turton, MGA, JD, Woods Services, Inc.
Tiffany Adams, MSN, CRNP, PMHNP-BC, Medical Center at Woods
Amy E. Messner, PharmD, Synergy Pharmacy Services LLC
Sailaja Musunuri, MD, Woods Services, Inc.

Track(s): BI, CO, EL, HRF, IDD, MH
Room: Empire A

Woods has built a System of Care across Southeastern PA and throughout New Jersey, which is responsive to the needs of individuals with IDD, autism, and brain injury, many of whom experience complex co-occurring medical and behavioral conditions. Fundamental to the System of Care is Woods' integrated care approach, which brings together primary care and its main focus on prevention and chronic disease management and coordination of care, psychiatry, behavioral health, behavior supports, and specialty care (neurology, orthopedics, ophthalmology, radiology, and oral health). A key element which sets this model apart is the inclusion of the pharmacist in the multi-disciplinary team. Woods and Synergy Pharmacy Services have developed an innovative partnership, which leverages Synergy's expertise as a full-serve pharmacy and medication management provider specializing in providing care for people with ID/A to improve medication adherence, and reduce polypharmacy and medication errors. Improving interoperability, information sharing, and connectivity support the shared goals of each partner, along with innovative customized packaging solutions. Participants will hear from key members of the System of Care multi-disciplinary team, who will highlight their roles and strategies to improve care for people requiring complex care.

W13 | Tools for Promoting Trauma-Informed Culture and Practices in Human Service Agencies and Programs

Presenter(s): Gordon R. Hodas, MD, PA OMHSAS
Caren L. Rosser-Morris, PhD, PA OMHSAS

Track(s): CH, LD, MH
Room: Empire B

This workshop addresses the promotion of both trauma-informed culture and trauma-informed practices in human service agencies and programs. The lead OMHSAS trauma-informed care (TIC) consultants consider the reciprocal, complementary relationship between a TI culture and TI practices: Both are essential, and both can mutually reinforce desired individual and systemic outcomes. A TI culture embraces SAMHSA's 6 core TIC principles and is guided by strong leadership. TI practices, in turn, provide a mechanism for translating TIC principles into practical, tangible, and actionable strategies and interactions that promote individual, family, staff, and organizational empowerment. The presenters will review foundational TIC principles and the role of leadership in developing a TI culture. This is followed by discussion of multiple OMHSAS tools developed to assist providers in implementing TIC. These tools are applicable to a wide range of human services, settings, and levels of care, and are available for use at no cost.

W14 | Engaging With Your Local Child Advocacy Center: The Mental Health Standard and How the CAC of Clearfield County Developed a Model of Connecting Children to Therapists

Presenter(s): Mary E. Tatum, DPA, ACFI, CenClear's Child Advocacy Center of Clearfield County

Track(s): CH, MH
Room: Empire C

The Child Advocacy Center of Clearfield County has worked with their local mental health providers to help meet their standards for accreditation for mental health services. Additionally, the CAC-CC has developed a model that ensures children do not have to wait to receive outpatient services. Learn how the CAC-CC created a short-term therapy model that helps introduce children to outpatient therapy while they wait to see their trauma therapist.

W15 | Yoga of 12-Step Recovery (Y12SR)
Presenter(s): Cheryl Dondero, MHS, Gaudenzia, Inc.

Track(s): MH, SUD
Room: Magnolia C

This holistic workshop will "connect the dots" between a traditional yoga class and the relapse prevention tools of any 12-step program. Participants will understand how yoga can be a part of a "whole-person" recovery program in the community. This workshop will be both educational and experiential. No special clothes or equipment needed.

W16 | Bridging Gaps Between "Us" and "Them": Increasing Personal & Professional Skill Sets During Intervention
Presenter(s): Michelle L. Stagmer, MA, MEd, BCBA, NADD-CC, JKM Training, Inc.
Thomas Walker, MA, Magellan Behavioral Health of Pennsylvania, Inc.

Track(s): IDD, MH
Room: Magnolia D

In a groundbreaking collaboration, Magellan Behavioral Health of Pennsylvania and JKM Training, Inc.: Safe Crisis Management Training unite to train practitioners. This boundary-spanning effort aims to equip professionals to better meet the needs of individuals facing dual diagnosis with mental health and intellectual disabilities, by fostering skills in self-management and ensuring comprehensive support for this unique population. The workshop will utilize a combination of lectures, case studies, group discussions, and interactive exercises to engage participants actively. By participating in this workshop, professionals will gain valuable insights and practical skills that will contribute to the overall recovery and well-being of individuals with intellectual disabilities. Participants will receive a complimentary workbook to apply the people first principles at their agencies and reinforce skills learned.

Session C • Tuesday, September 24, 4:00 pm – 5:30 pm

W17 | Essential Tools to Bring the 'SUPER' to Supervision PART 2
Presenter(s): John Amato, MEd, Familylinks, Inc.

Track(s): HR, LD
Room: Crystal A

One of the most critical roles in organizations that challenge leaders today is the ability to effectively supervise employees. Simply telling people what to do does not guarantee success. It also does not guarantee a motivated workforce. Supervisors today know that a strong relationship with their employees is the critical foundation for successful performance. Success comes from the ability to inspire people through a variety of competencies that help employees do what is expected of them in a high quality way. Oftentimes, however, supervisors are provided the least amount of training to develop the essential skills needed to be successful.

W18 | Ethics and the Goldwater Rule: Commenting on the Mental Health Status of Public Figures
Presenter(s): Chris Owens, MA, LPC, CCTP, Drexel University

Track(s): ET
Room: Wild Rose AB

In 1964, presidential candidate Barry Goldwater was deemed psychologically unfit by 1,189 psychiatrists in a published survey. In an eventual response (1973), the APA created the "Goldwater Rule" to prevent this type of situation from repeating. Since then, other professional organizations have created Goldwater-issue positions in their codes of ethics, while other entities include nothing specific to this issue. As we're now well into the 21st century, our concept of "public" and "media" has changed dramatically, and being asked about the mental fitness of a person we have not examined can put us in an uncomfortable position. This workshop will examine the ethical considerations and implications of violating the Goldwater Rule, including when commenting on the mental fitness of presidential candidates.

W19 | The Impact of Care Management Collaboration on Health and Wellness of People With ID/A

Presenter(s): Kim Sonafelt, MS, LPC, CADC, Mainstay Life Services
Matthew Mucci, MBA, UPMC Center for Social Impact at UPMC Health Plan

Track(s): CO, HRF, IDD, PDA
Room: Magnolia AB

ID/A providers are valuable collaborators in integrating service delivery with medical care coordination. Specifically, ID/A providers fill the role of care liaison and have responsibility for working with care management teams to coordinate crucial population health management services. The specific aim of the Enhanced Care Management Program is to improve health care outcomes for members with ID/A. The program builds on findings of prior care management partnerships, which improved outcomes for mutual members. The program is expected to demonstrate: 1) Improved outcomes, such as overall health status, and reductions in open HEDIS gaps in care; 2) Reduction in unplanned care utilization and costs; 3) Reduction in readmission rates; and 4) Increased member utilization of benefits, such as the OTC card and bathroom safety items.

W20 | How to Build a Quality Whole Person Care Organization

Presenter(s): Kate Pompa, MSCP, LPC, Wesley Family Services
Heather Duncan, MEd, LPC, NCC, RN, Wesley Family Services
Stephanie Pfoff, Wesley Family Services
Cathy Stritto, RN-BC, HN-BC, Wesley Family Services
Tracey McKinnon, BA, Wesley Family Services
Christina Shaner, BA, MS, Wesley Family Services

Track(s): HR, IDD, LD, MH
Room: Empire A

Is your organization seeking ways to address the increasingly complex needs of consumers while supporting staff wellness, engagement, and development? The Quality Whole Person Care® service philosophy that is embedded in the Wesley Family Services' organizational culture focuses on the care provided across various mental health, behavioral health, and IDD programs. Quality Whole Person Care® further guides the way employees are supported by focusing on continuous quality improvement, overall wellness, and holistic care. This session will focus on (a) Quality Whole Person Care® as it relates to the SAMHSA 8 Dimensions of Wellness; (b) Interventions that can be utilized to improve both client and employee wellness; and (c) Ways to weave these concepts into the culture of an organization.

W21 | Peer Support: The Secret Sauce

Presenter(s): Lisa Kugler, PsyD, Shatterproof
Clarence Jordan, MBA, Carelon Health

Track(s): EL, MH, SUD
Room: Empire B

The workshop addresses the often untapped potential of peer support. Peers bring a unique perspective of lived experience to support those who are striving towards recovery. With the skill set of peers, providers may struggle with incorporating peers into their infrastructure and retention of peers once they are hired. Research has demonstrated that workplace stress, oftentimes characterized as stigma, is extremely highly correlated with burnout and leaving a role. The workshop will address hiring peers, incorporation of peers into the workplace, supervision, reimbursement, building a recovery friendly workplace, and retention of peers.

W22 | Maximum Accountability: Empowering Leaders to Drive Change and Foster Highly Productive Teams

Presenter(s):   William Rizzo, Quantum Strategies
Deanna Czarnecki, Quantum Strategies

Track(s): EL, LD
Room: Empire C

This program provides established methods to enhance team efficiency and leadership capabilities. Attendees will explore leadership best practices, identify system inefficiencies, refine operational processes, and craft actionable strategies for organizational advancement. Led by a seasoned expert in organizational leadership and development, focusing on building a culture of responsibility and readiness for future challenges, this workshop is tailored for CEOs and senior executives within the RCPA health and human services sector and their affiliates.

W23 | Family First: How to Adopt Evidence-Based Practices in the Children's Space

Presenter(s):   Rebecca Richwine, MS, Merakey
Athena Mandros, MBA, Merakey

Track(s): CH, DEI
Room: Magnolia C

In 2018, the Family First Prevention Act was signed into law, and for the first time, child welfare Title IV-E funds could be used to keep families intact. In this workshop, you will define how the act changes the delivery of child welfare through the near elimination of congregate care and the addition of evidence-based prevention practices. You will also analyze how Pennsylvania intends to implement the act using their Family First Plan and assess whether your organization is ready to implement these evidence-based services by evaluating program costs, organizational culture, fidelity requirements, and outcome collection.

W24 | From Injury to Recovery: Evaluation and Treatment of Cognitive Difficulties in Youth With Brain Injury

Presenter(s):   Katherine Baum, PhD, ABPP-CN, Comprehensive Neuropsychology Services, PLLC
Neha Dixit, PhD, Mindful Neuropsychological Services, PC

Track(s): BI, MR
Room: Magnolia D

Despite advancements in the evaluation and treatment of individuals with acquired brain injuries (ABI), patients with ABI remain at high risk for neurocognitive dysfunction and mental health problems, which contributes to poor educational, vocational, and social outcomes. Evidence-based evaluations and treatments need to be accessible and integrated into the care and daily lives of individuals. Providers benefit from a greater understanding of neuropsychological training and evaluation, as its specificity leads to a greater understanding of the individual's needs and helps identify targets for intervention. Attendees will learn more about the role of neuropsychological testing in ABI and how it differs from evaluations through schools or physicians. They will also learn about the impact of cognitive dysfunction in daily life and the available evidence-based interventions.

Session D • Wednesday, September 25, 10:30 am – 12:00 pm

W25 | Make Difficult People Disappear: How to Reduce Stress and Eliminate Conflict in the Workplace

Presenter(s):   Monica L. Wofford, CSP, Contagious Companies, Inc.

Track(s): EL, HR, LD
Room: Crystal A

Difficult people can exist in all levels in any health care environment — even including patients — and while most courses teach you how to deal with them, this one introduces how to make difficult people disappear… without "going to jail," or more importantly, making it worse or getting in trouble.

W26 | Office Of Developmental Programs Policy Updates and Forecast for 2025
Presenter(s): Kristin Ahrens, MEd, ODP

Track(s): EL, IDD, VBP/R, VR
Room: Wild Rose AB

Join the deputy secretary for a conversation about the anticipated implementation of the 1915 waiver, allowing for selective contracting and performance-based contracting, and other current policy initiatives in PA.

W27 | Behavioral Health Treatment in Pennsylvania: Where We Are and Where We're Going
Presenter(s): Jennifer S. Smith, BSBA, OMHSAS
Kelly Primus, MS, BA, DDAP

Track(s): CH, EL, MH, SUD
Room: Magnolia AB

OMHSAS Deputy Secretary Jen Smith and DDAP Deputy Secretary Kelly Primus will discuss the state of behavioral health treatment services in Pennsylvania, focusing on progress in meeting key objectives, challenges in providing services, and the future of BH services in PA.

W28 | Office of Long-Term Living Updates and Discussion
Presenter(s): Juliet Marsala, MBA, MS, DHS, OLTL

Track(s): BI, HRF, PDA
Room: Empire A

Join OLTL executive leaders and guest speakers who will present department-based updates, objectives, and priorities for Fiscal Year (FY) 2024/25. This interactive session will provide opportunities for attendees to engage with OLTL team leaders in advancing long-term services and supports for Pennsylvanians.

W29 | Asking the Right Questions: How Appropriate Suicidality Screenings Save Lives
Presenter(s): Kristen Kennedy, MS LPC, Pyramid Healthcare
Ashley Beach, MS CAADC, Pyramid Healthcare

Track(s): MH
Room: Empire B

Understanding and identifying suicide risk is critical and relevant to saving lives throughout the continuum of care. The purpose of this training is to provide attendees with an in-depth discussion focusing on suicidality symptoms, standardized language related to classifying symptoms, and risk screening/assessment tools. Attendees will leave this training with an increased self efficacy to manage an at-risk population by utilizing evidence-based assessment tools and utilizing the outcome to make informed treatment recommendations. This training will include case examples and an overview of evidence-based screening, assessment, and safety planning resources available in public domain.

W30 | Leveraging Organizational Efficiency With the Power of a Project Management Office

Presenter(s): Michelle Mora, CSM, BBA, Devereux Advanced Behavioral Health
Carla Carigga, CSM, BSHCA, Devereux Advanced Behavioral Health
Sarah Boone, MS, PsyM, PMP, PMI-RMP, CSM, Devereux Advanced Behavioral Health

Track(s): LD
Room: Empire C

As a prominent nonprofit organization in the behavioral health sector, we encountered challenges while implementing process improvements and managing projects. In response, we established a Project Management Office (PMO) that served as a catalyst for organizational efficiency. Our PMO not only educates teams on traditional, agile, and hybrid methodologies, but also fosters a culture of collaboration and excellence. In this presentation, we'll share our journey — a roadmap that others can use to create or enhance their own PMOs. Join us as we explore the transformative power of effective project management within the behavioral health industry.

W31 | Behavioral Health Academy: Keys to Successful Onboarding of Entry Level Staff

Presenter(s): Jon Schmidt, Pyramid Healthcare
Jessica L. Spielman, MS, CAADC, LPC, Pyramid Healthcare

Track(s): HR, LD, SUD
Room: Magnolia C

Behavioral health technicians are often the largest department in many facilities, and a department that is frequently an incredible resource for talent development and client influence. BHTs often come into their role with a passion and desire to help those in need. What they have historically lacked, however, is adequate training. As a result, the BHT department often experiences extraordinarily high turnover. In an effort to improve staff readiness, confidence, and skills, Pyramid Healthcare created a standardized training curriculum called the BHT Academy. This presentation will review the need for — and challenges to — the development, as well as provide information on the format, the content, and the success of this intervention. Attendees will take away specific examples of the trainings implemented, practical suggestions on how to successfully onboard entry level staff, and a sample schedule for their own creative use.

W32 | Better Together: Using Community Collaboration to Enhance Outcomes for Vulnerable Populations

Presenter(s): Mark Boorse, MS, Access Services
Jessica Fenchel, MA, Access Services

Track(s): MH, PDA, SUD, VBP/R
Room: Magnolia D

One lesson of the global pandemic is that most people in the community are struggling in some way – we are all consumers and providers. The scope of community need is outpacing the service sector's ability to meet those needs. Concurrently, there is a growing need to prove the value of every service delivered. Solutions and enhanced outcomes can be found in empowering communities to meet their own needs through collaboration and partnership. In this session, we will share lessons learned from community collaboration and partnership, both within the service providing community, and including other parts of the community to solve health care and Social Determinants of Health concerns for our most vulnerable populations.

Session E • Wednesday, September 25, 1:45 pm – 3:15 pm

W33 | Make Difficult People Disappear: How to Reduce Stress and Eliminate Conflict in the Workplace
Presenter(s):   Monica L. Wofford, CSP, Contagious Companies, Inc.

Track(s): EL, HR, LD
Room: Crystal A

Difficult people can exist in all levels in any health care environment — even including patients — and while most courses teach you how to deal with them, this one introduces how to make difficult people disappear… without "going to jail," or more importantly, making it worse or getting in trouble.

W34 | The Happy Valley FitLink Approach to Inclusive Wellness
Presenter(s):   Jacob Corey PT, DPT, MS, Happy Valley FitLink
                Jonna Belanger, PhD, Happy Valley FitLink
                Zachary Corey, BS, Happy Valley FitLink

Track(s): BI, DEI, IDD, PDA
Room: Wild Rose AB

Physical inactivity has significant negative implications upon an individual's quality of life and ability to participate within the community. It is well understood that regular physical activity has significant implications on an individual's physical/mental health and overall quality of life (e.g., improved respiratory and cardiovascular function, mental health, muscular strength, tolerance for vocational skills, etc.), yet underserved/marginalized populations, such as aging adults and individuals with physical/neurodevelopmental disabilities, showcase even greater rates of physical inactivity when compared to those without disabilities. Subsequently, these populations showcase greater levels of co-morbidities that could be prevented with regular physical activity. The Happy Valley FitLink approach to inclusive wellness is an evidence-based seminar that teaches caregivers/providers the tools required to promote physical activity to clients/loved ones. Trying to incorporate more physical activity into daily/weekly life can be intimidating, but the Happy Valley FitLink approach breaks this down into easy steps that lead to success.

W35 | Leadership Best Practices for AI Implementation
Presenter(s):   Dennis Morrison, PhD, Morrison Consulting
                Nisheeta Setlur, Eleos Health
                Andrew Schmitt, Gaudenzia

Track(s): EL, HRF, HR, LD, MH, SUD, TH, VBP/R
Room: Magnolia AB

No matter how great a technology is, it won't be effective if providers don't use it. In this workshop, behavioral health executives and experts will share leadership best practices for successfully navigating the technical, cultural, and operational dimensions of AI adoption.

W36 | Multisector Co-Design Approach to Improving Prevention, Treatment, and Recovery for Substance Use Disorders in Rural Communities

Presenter(s): Tina Heinrich, EdS, Behavioral Health Services of Somerset and Bedford Counties, Inc.
Erin Howsare, Somerset Single County Authority for Drug and Alcohol
Jessica Meyers, MA Ed, UPMC Center for High Value Health
Care

Track(s): SUD
Room: Empire A

This session will focus on how co-design – involving multiple stakeholders in design and development – of a federally-funded multisector project (HRSA-GA1RH39613-01; Consortium for Opioid Response in Bedford and Somerset) enhanced access and outcomes for 7,474 individuals with substance use disorders (SUD) in two rural Pennsylvania communities. Persons receiving medication-assisted treatment and psychosocial therapy increased 314%, which likely can be attributed to the co-design approach. Collaboration and innovation were promoted, resulting in better understanding and creative, useful, effective, and user-centered solutions. This workshop will bring together representatives of the co-design team to present on the process, outcomes, best practices, and lessons learned.

W37 | Foundational Building Blocks: The Structure & Utilization of Treatment Outcomes

Presenter(s): Christine Vigna-Volker, MS, LPC, Pyramid Healthcare, Inc.
Beth Cusack, MS, LPC, Pyramid Healthcare, Inc.

Track(s): LD, VBP/R
Room: Empire B

Understanding the importance and impact of treatment outcomes can further fuel programmatic changes to positively impact the client experience. The purpose of this training is to provide attendees with a comprehensive overview and foundation to implementing a treatment outcomes process within an organization, focusing on evidence-based tools to be used, development with staff, utilization within treatment planning and the therapeutic environment, and analyze outcomes to support programmatic changes and increased rates.

W38 | Standing in the Gaps: Collaboration of Community-Based Support, Acute, and Primary Health Care

Presenter(s): Hailey Davis, MHA, Access Services
Gladys Rodriguez, CCHW, Community Health and Dental Care (FQHC)

Track(s): HRF, MH
Room: Empire C

This presentation is designed to educate on the importance of person-centered partnered service and how when done well, it provides positive impacts and decreases barriers for vulnerable populations. At the end of this, participants will be able to understand how the proximity and consistency of their partnership with external providers and community can impact those we serve. They will also be able to identify how they can shift key practices to ensure the individual's perspective is the center of decision-making processes, which will improve rapport and long-term success. Participants will also be able to name the areas within their work that they can support in creating targeted goals in helping people overcome barriers associated with the Social Determinants of Health.

W39 | Bridging the Generational Gap
Presenter(s):   Stacey Nybeck, MBA, Serve, Inc.

Track(s): DEI, EL, HR, LD
Room: Magnolia C

Today's workforce often ranges from Boomers to Gen Z and everything in between, and these people often have different personalities, interests, preferences, and work styles. What does this mean for your organization? Well, it means that there are often generational gaps in your workforce that may work for some employees but may frustrate others. Bringing different generations together will create teams that perform at a high level and bring out the best in each other. In this workshop, you will learn about each generation's preferences and how to bridge these gaps.

W40 | Project Reassure: Understanding Trauma and Building Resilience
Presenter(s):   Andrea Layton, MA, BCBA, Penn State College of Medicine
                Jesse Northridge, LCSW, Penn State Health

Track(s): IDD
Room: Magnolia D

This presentation will review the Project Reassure materials developed by the ASERT Collaborative to provide tools and information about trauma and resilience to self-advocates with autism and intellectual disabilities, as well as direct support professionals. Participants will learn about trauma, resilience, the six resilience skills and how to use them, as well as how to develop their own personal resilience plans. Additionally, time will be spent on how participants can use the tools and resources to help the individuals they support through their work.

Session F • Thursday, September 26, 10:30 am – 12:00 pm

W41 | Strategic Growth Through Mergers and Acquisitions: A Roadmap for Nonprofit Provider Organizations
Presenter(s):   Stacy DiStefano, Masters in Counseling, Consulting for Human Services
                Judi London, Consulting for Human Services

Track(s): EL
Room: Crystal A

In an evolving landscape where behavioral health nonprofits face increasing challenges, mergers and acquisitions (M&A) emerge as a strategic pathway to sustainability and enhanced service delivery. This session, led by the CEO of Consulting for Human Services, a specialist behavioral health consulting firm, aims to reframe the narrative around M&A, moving beyond the traditional perceptions of loss and towards a vision of growth and opportunity. Attendees will be guided through the complexities of identifying potential mergers that align with their mission, recognizing bad actors that could derail the process, and the critical role of board alignment in navigating these waters successfully. This presentation will dissect real-world examples, provide actionable insights, and explore the strategic considerations necessary to make informed decisions that secure the future of nonprofit provider organizations.

W42 | Workforce Development From an Innovative, Data-Driven Approach
Presenter(s): Brenda Witt Fry, ACBSW, Behavioral Health Alliance of Rural PA
Bob Zipf, MS, Behavioral Health Alliance of Rural PA

Track(s): EL, HR, LD
Room: Wild Rose AB

The Behavioral Health Alliance of Rural Pennsylvania (BHARP) established a provider workforce staffing initiative as a data-driven methodology and process to understand the impact that creative and innovative concepts could have to help solve the provider workforce challenges that were existing pre-pandemic but were amplified by the public health emergency. BHARP and a provider panel, consisting of both mental health and substance use disorder providers, will share collected data points and provider strategies, successes, and challenges for retention and recruitment.

W43 | Empowering Autistic Lives: Psychiatric Rehabilitation Strategies Workshop
Presenter(s): Ryan Cramer, LSW, ASERT
Thomas Walker, MA, Magellan Behavioral Health of Pennsylvania
Malik White, Haven House

Track(s): IDD, MH
Room: Magnolia AB

This workshop introduces strategies for addressing the unique needs of autistic individuals through psychiatric rehabilitation. A collaborative effort involving the behavioral health managed care organization, ASERT, psychiatric rehabilitation providers, and autistic self-advocates has shaped this initiative. Participants will gain insights into partner roles, the specific service needs of autistic individuals, and available staff training. The workshop underscores the importance of adopting a person-centered approach to support within this setting, promoting a holistic and individualized approach for the well-being of autistic adults.

W44 | Chart Your Course: Unleashing Data-Driven Strategies Through Your EHR Initiative
Presenter(s): Jessica Fenchel, MA, Access Services, Inc.
Sam Barrett, BA, enkompas Technology Solutions
Theresa Yera, BA, MA, enkompas Technology Solutions

Track(s): CH, CO, IDD, MH, VBP
Room: Empire A

Electronic Health Records Systems (EHR) are the essential systems/tools for health and human services agencies seeking to ensure regulatory compliance, improve operational efficiencies, and transform into fully data-driven organizations. To realize the benefits of data-driven care, agencies must approach EHR implementation and adoption as strategic initiatives that embrace a guided process of organizational change management. This interactive session provides a roadmap for successful EHR initiatives. Our presenters will help you discover how to structure your EHR program for superior workflow integration, staff buy-in, data quality, and analytics readiness. We'll discuss successful models for agencies at various levels of EHR implementation/optimization readiness and key milestones to becoming data-driven. Case studies and measured transformational outcomes will also be shared directly from an agency executive.

W45 | The Cutting Edge Neuroscience of Music: Clinical Applications in Neurorehabilitation
Presenter(s): Brian Harris, MA, MT-BC, NMT/F, MedRhythms

Track(s): BI
Room: Empire B

This presentation will highlight the cutting edge neuroscience of music and specifically how this research can be applied to treat patients living with neurologic injury and disease. The presentation will include lecture, video examples, and interactive demonstrations to highlight how music can be used to improve movement, language, and cognitive goals, as well as highlighting how recent advancements in technology can aid in music's clinical application.

W46 | Embracing Organizational Change: One Organization's Roadmap
Presenter(s):   Bhavani Raghavan Lobo, PsyD, Gaudenzia, Inc.

Track(s): DEI, EL, LD, SUD
Room: Empire C

Gaudenzia is one of the largest nonprofit substance use and co-occurring disorders treatment providers serving Pennsylvania, Delaware, Maryland, and Washington, DC. Established as an abstinence-based Therapeutic Community, Gaudenzia has gone through extensive organizational change over the last five years to embrace medication-assisted treatment, harm reduction, and other evidence-based treatment interventions. The roadmap for transformation was anchored by a new and robust treatment model, licensing and regulatory compliance, and performance management metrics. Overcoming internal stigma about medication-assisted treatment was a significant obstacle to providing low-barrier access to care and our viability as an organization. This presentation will explore the leadership required to usher organizational change, embrace performance measurement, and co-create a vision for the future that provides treatment to diverse communities.

W47 | Supporting Challenging Individuals on a High-Risk/High-Engagement Team – How Data Can Support Outcomes and Demonstrate Value
Presenter(s):   Bonnie Triebig, BA, MS, Berks Counseling Center
Ginger Bandeen, LCSW, Mission Driven Data

Track(s): CO, DEI, EL, HRF, LD, MH, SUD, VBP/R
Room: Magnolia C

Since 2020, Berks Counseling Center has been using a High-Engagement Team to support individuals with higher acuity needs and risk factors for higher levels of care. Entry into the program is based on a risk assessment, and ongoing measurements are gathered to monitor progress, creating a wealth of data that had been difficult to utilize. In this presentation, we will share the steps to identifying important data points that already exist to limit administrative burden. We'll explain how we overcame common challenges, and how we transformed the (sometimes messy) data into a working model that can be used for quality improvement, value-based payment discussions, and measuring success. We'll bring an interactive report to explore with the audience, so everyone can see how this works!

W48 | Bridging Clinical Care With Operational Expectations: Strategies for Caseload Management & Assessing Capacity
Presenter(s):   Kristyn Maikranz, MA, ACS, NCC, LPC, UPMC Western Behavioral Health

Track(s): CO, FM, HRF, LD, MH, SUD
Room: Magnolia D

Balancing a behavioral health caseload that is large enough to sustain a program and small enough to maintain quality clinical care can be a point of tension between operations and clinical staff. While shorter session times, such as 30 minutes, can support higher caseloads and increase reimbursement, not all behavioral health appointments are effective in shorter increments. By utilizing session frequency as a caseload management strategy, both clinicians and leadership teams can have ongoing dialogue about appropriate clinical care to bridge the gap more effectively between clinical needs and operational expectations. Additional strategies will be reviewed as resources to assist programs with increasing productivity, improving employee satisfaction and retention, reducing burnout and compassion fatigue, and ensuring patient care is being delivered as medically necessary.

Session G • Thursday, September 26, 1:30 pm – 3:00 pm

W49 | The Suicide Inquiry: Conducting a Comprehensive Evaluation of Risk PART 1
Presenter(s): Lindsay Martin, PhD, LPC, NCC, Drexel University

Track(s): MH
Room: Crystal A

Suicide risk assessment serves a crucial purpose: identifying individuals at risk and guiding them towards necessary treatment and resources for safety maintenance. However, research consistently highlights the inherent challenge of accurately predicting suicide, even among those deemed high-risk. Relying solely on evidence-based tools often yields imprecise results, marked by both false positives and false negatives, contributing to clinician uncertainty and apprehension. Nevertheless, when practitioners feel confident and competent in their assessment abilities, they become pivotal agents in crisis intervention, capable of crafting effective plans to restore hope and vitality to those in distress. This course is designed to empower practitioners with the skills necessary to conduct thorough suicide inquiries. Through the immersive exploration of key factors and techniques in suicide risk assessment, participants will engage in interactive discussions, case studies, and practical exercises. By the end of the course, attendees will be equipped with a robust understanding of suicide assessment principles and ready to implement evidence-based strategies in their practice while promoting the safety and well-being of their clients.

W50 | PA Performance-Based Contracting: Provider Journeys to be Data-Driven
Presenter(s): Scott Bachik, BS, MA, The BI Collaborative
Rob Labatch, MSW, Hope Enterprises
Jessica Fenchel, MA, Access Services
Jodie Esper, BS, MS, CFO, Mainstay Life Services

Track(s): CO, EL, FM, IDD, LD, VBP
Room: Wild Rose AB

The presentation will highlight how different providers are pulling data from disparate systems into enterprise business intelligence and leveraging the power of business intelligence (BI) to organize quality, operational, and financial data, to improve organizational performance and manage pay-for-performance measures. The presentation will share provider journeys and how technology gave them the insights to make better decisions, more effectively manage the organization, AND give time back to staff. The session will include examples of how these journeys start; what people, processes, and tools are used to implement the infrastructure; outlining what worked, what did not work; and highlighting the keys to success. This review also includes deep dives into the key areas of PA performance contracting, how to define quality, understanding the changing payer contract landscape, and how to meet these challenges. Provider technology solutions will also be shared as examples.

W51 | Mobile Competency Restoration
Presenter(s): John Eliyas, MA, Merakey

Track(s): MH, SUD
Room: Magnolia AB

Merakey's Mobile Competency Restoration services provide services for individuals residing in a county jail and/or community setting (LTSR, Mission, etc.). The goal of this service is to enhance the level of justice for these individuals by reducing the time spent waiting to access competency restoration services, more quickly restoring competency when possible, and maintaining competency throughout legal proceedings/processes, permitting faster disposition of legal issues. This service also reserves transfers to Torrance State Hospital Forensic Units to only those who are unable or the court has determined would not benefit from this program. The service utilizes the PA Department of Human Services (DHS) Competency to Proceed Training Resources (CompKit) curriculum as the curriculum basis for restoration services.

W52 | Devereux's Journey in Enhancing Culture: Servant Leadership and Diversity, Equity, Inclusion, & Belonging in Action

Presenter(s): Rhea Fernandes, PsyD, Devereux Advanced Behavioral Health
Pattie Hillis-Clark, PsyD, Devereux Advanced Behavioral Health
Rachel Cervin Kubel, MS Ed, Devereux Advanced Behavioral Health
Yvette Jackson, LMSW, DBH, Executive Director, Devereux Advanced Behavioral Health

Track(s): DEI, HR, LD
Room: Empire A

At Devereux, we believe a strong commitment to servant leadership and DEIB (diversity, equity, inclusion, and belonging) are fundamental to providing the highest quality services. We consider servant leadership and DEIB a critical component to the fulfillment of our mission, as well as the promise of our Family Standard. We will share strategy and insight on our culture in action, such as our Servant Leader and DEIB Advisor and Champion model, our investment in the ASCEND Career Accelerator Program, and the formation of employee resource groups (ERG). Our two ERGs provide a safe and supportive community for team members who identify as LGBTQ+ and neurodivergent to have the safe space for sharing resources, connecting, and a sense of belonging.

W53 | Podcast Healing: Crafting Conversations for Behavioral Wellness

Presenter(s): John Lees, LSW, Magellan Behavioral Health of Pennsylvania

Track(s): MH, SUD
Room: Empire B

Unlock the power of podcasting as a transformative tool in the field of behavioral health! In this dynamic workshop, participants will delve into the fascinating world of podcasting, exploring its history, current trends, and its potential impact on the behavioral health industry.

W54 | Nurturing Resilience: The Influence of Trauma-Informed Supervision on Sustaining a Culture of Healing

Presenter(s): Shari Hutchison, MS, PMP, Community Care Behavioral Health
Chris Minnich, MEd, BHARP
Angela Chew, MSW, LCSW, Dickinson Center, Inc.
Amanda Carson, LSW, CONCERN

Track(s): SUD
Room: Empire C

Rural communities are faced with challenges that are associated with weakened provider networks, a fragile workforce, and poorer outcomes for residents. In this initiative, we transformed a rural behavioral health provider network to become trauma informed through a partnership of county BH stakeholders, service providers, and a BH managed care organization. The initiative, now in its seventh year, built provider capacity through implementation and support of routine trauma screening and outcomes monitoring, annual trauma-informed care training for all staff, trauma-informed supervision and debriefing training for supervisors, incorporation of consumers into clinical administrative practice, and implementation of evidence-supported psychotherapies for trauma. Participating providers expressed that trauma-informed supervision proved to be one of the most important components towards enhancing a TI organizational culture.

W55 | From School to Work: Effective Transition Programming
Presenter(s):   Jacalyn Auris, EdD, Devereux Advanced Behavioral Health
Taylor Wyatt, MEd, Devereux Advanced Behavioral Health

Track(s): CH, IDD, MH, VR
Room: Magnolia C

This presentation will provide the required components of an evidence-based transition program for students with special needs as they transition from school-age programs to adult services. Examples of specific transition programs will be provided and will cover programming for students with intellectual disabilities, autism, and mental health disabilities. The presentation will include the importance of linking school age transition programs to resources available post graduation in the adult servicing space. Additionally, the presentation will cover goals of a transition program that can be included in an Individualized Education Program (IEP) and within individualized servicing plans. Finally, the presentation will cover the importance of community-based instruction, self advocacy, and integration into the community for individuals with special needs.

W56 | Social Determinants of Health at Intake and Beyond: Early Identification of Unmet Health-Related Social Needs
Presenter(s):   Kristyn Maikranz, MA, ACS, NCC, LPC, UPMC Western Behavioral Health
Christie Kelly, MA, LPC, UPMC Western Behavioral Health

Track(s): HRF, IDD, LD, MR, MH, PDA, SUD, VR
Room: Magnolia D

According to the World Health Organization and Calouste Gulbenkian Foundation, individuals struggling to meet the basic needs of their families may be less likely to prioritize their mental health. The impacts of unmet health-related social needs, such as homelessness, access to food, and transportation needs on health and health care utilization have been well-established. There is growing evidence suggesting that addressing these and other needs can help reverse their negative health effects, but screening for social needs is not yet a standard clinical practice across many behavioral health care settings. Strategies will be discussed to assist programs with implementing an SDOH assessment into clinical practice. Resources will also be shared on how to identify individuals with unmet social needs and initiate timely referrals to supplemental services.

Session H • Thursday, September 26, 4:00 pm – 5:30 pm

W57 | The Suicide Inquiry: Conducting a Comprehensive Evaluation of Risk PART 2
Presenter(s):   Lindsay Martin, PhD, LPC, NCC, Drexel University

Track(s): MH
Room: Crystal A

Suicide risk assessment serves a crucial purpose: identifying individuals at risk and guiding them towards necessary treatment and resources for safety maintenance. However, research consistently highlights the inherent challenge of accurately predicting suicide, even among those deemed high-risk. Relying solely on evidence-based tools often yields imprecise results, marked by both false positives and false negatives, contributing to clinician uncertainty and apprehension. Nevertheless, when practitioners feel confident and competent in their assessment abilities, they become pivotal agents in crisis intervention, capable of crafting effective plans to restore hope and vitality to those in distress. This course is designed to empower practitioners with the skills necessary to conduct thorough suicide inquiries. Through the immersive exploration of key factors and techniques in suicide risk assessment, participants will engage in interactive discussions, case studies, and practical exercises. By the end of the course, attendees will be equipped with a robust understanding of suicide assessment principles and ready to implement evidence-based strategies in their practice while promoting the safety and well-being of their clients.

W58 | Using Data Collaboratively to Improve Provider and Member Outcomes: How BH-MCOs and Providers Can Partner to Drive Change

Presenter(s): Kristen Peak, MS, MBA, Magellan Behavioral Health of Pennsylvania, Inc.
Julie K. Brown, MSW, LCSW, Magellan Behavioral Health of Pennsylvania, Inc.
Valarie O'Connor, MA, Central Behavioral Health

Track(s): FM, MH, SUD, VBP/R
Room: Wild Rose AB

Providers working with a BH-MCO used to be a scary thought. Now, not so much. This presentation will provide clear strategies on how BH-MCOs and providers can partner to improve member and provider outcomes, improve internal efficiencies, and achieve strategic benchmarks by using data to your advantage.

W59 | Supporting Individuals With Developmental Disabilities Using WRAP

Presenter(s): Lesley Corey, EdD, CPMC, Advance Level WRAP Facilitator, Step By Step, Inc.
Jamie Fiel, Advanced Level Facilitator, Step By Step, Inc.
David Bosely, Step By Step, Inc.

Track(s): CH, IDD, MH, PDA
Room: Magnolia AB

The presentation will address the benefits of implementing an evidence-based wellness program to support individuals with intellectual disabilities. Using a WRAP will provide the individuals and staff with resources needed to enhance and maintain wellness. There will be examples of how implementing the WRAP plan to individuals who are vocal and non-vocal can enhance overall wellness. In addition, participants will learn how a WRAP with a behavioral support plan can significantly improve an individual's overall wellness and decrease challenging behaviors. Supporting individuals with developmental disabilities through a WRAP will provide direct support professionals tools and information to gain a better understanding of those they serve. A WRAP plan identifies wellness tools that are used to keep a person happy and healthy. By using this plan, the direct support professional and individual gain a better understanding on how to use the wellness tools to manage their health and happiness. Workshop participants will learn the steps to implementing a comprehensive wellness program across the ID/A service system and how to integrate WRAP into a person's daily life and overall service delivery. Resources and materials will be provided to participants on how they can use WRAP to support persons with intellectual disabilities.

W60 | Specialty Telehealth and Assessment Team (STAT): The New Waiver Service Helping Individuals With I/DD Thrive in the Community

Presenter(s): Maulik Trivedi, MD, FACEP, StationMD
Geoff Musti, PT, DPT, GCS, StationMD

Track(s): IDD, TH
Room: Empire A

Discover how, when, and why to utilize the newly approved STAT (Specialty Telehealth Assessment Team) waiver service in Pennsylvania. This discussion will be presented by the team delivering this STAT service, StationMD. Revolutionizing health care accessibility for individuals with intellectual and developmental disabilities (I/DD), StationMD offers immediate access to specialized clinicians through telemedicine. With a dedicated team trained to cater to the unique needs of the I/DD population, we ensure comprehensive care. Our telehealth platform removes access barriers by providing care in familiar environments. Designed inclusively, StationMD's technology levels the health care playing field for individuals with I/DD. With a track record of successfully treating over 90% of cases, we reduce unnecessary ER visits. Explore the benefits and application of StationMD's services today.

W61 | Building Sustainable Community Advisory Councils for Impactful Legislative Advocacy

Presenter(s): Jim Wallis, MS, BA, Chimes International
Steve DaRe, MBA, Chimes International

Track(s): IDD, MH, SUD
Room: Empire B

Over the past decade, the role of social service agencies and their staff, clients, and community stakeholders utilizing and participating in proactive grassroots advocacy at state and federal levels on policy issues has become critical for the success of agencies and their respective missions. This session examines current and historical trends in effective advocacy. Participants will be challenged to examine how macro level advocacy can and will impact the day-to-day practice, policy, and funding streams of an agency at a micro level. At the end of the session, participants will have a better understanding of the advocacy model and the specific key components for them to implement a like program in their respective agencies.

W62 | Clinical Outcomes Tracking: Informatics in Residential Treatment

Presenter(s): Max Beck, MTS, Firetree LTD.
Jared P. Dempsey, PhD, Trac9 Informatics
Amber Biddle, MS, Firetree LTD

Track(s): SUD
Room: Empire C

Individualized treatment goals and objectives are essential for positive treatment outcomes for those seeking substance use treatment. To embrace the challenge of truly individualized treatment, Firetree LTD. turned to Trac9 Informatics as the tool to track clinical outcomes for every client in their residential treatment facilities. In this workshop, we will identify what metrics providers should be tracking and how targeted informatics assists clinicians with improving their work with clients. Tracking clinical outcomes of each individual client empowers the success of both clients and staff.

W63 | The Road To Data-Driven Non-Clinical Decisions: An Introduction To Quality Improvement for Rehabilitation Professionals

Presenter(s): Tiffany Prince-Kandrakota, PT, DPT, MSHQS, Children's Hospital of Philadelphia

Track(s): CO, FM, LD
Room: Magnolia C

This lecture will provide rehabilitation professionals with an introduction to quality improvement. Quality improvement will be defined. The Model for Improvement will be introduced, along with different tools that can be used to help guide an improvement project. The audience will understand why non-clinical quality is important and how it can be achieved in all practice settings and with all disciplines. The importance of reviewing and understanding data to facilitate and guide quality improvement projects will also be discussed.

W64 | Medication Safety: Using Quality Improvement Initiatives and Technology to Reduce Polypharmacy & Preventable Medication Incidents

Presenter(s): Yolanda Graham, MD, Devereux Advanced Behavioral Health
Christy Barr, RPh MHA, Devereux Advanced Behavioral Health

Track(s): CH, CO, IDD, MH, PDA
Room: Magnolia D

The rate of psychotropic medication use is 7–10x higher for youth in foster care vs. youth in the general population, and the use of multiple medications has increased 2.5–8 fold over the previous decade. Furthermore, there are over 800,000 preventable medication related injuries every year in long-term care settings. Regulatory boards are increasing their focus on medication administration error prevention, and providers are being held accountable for training oversight, medication monitoring, and decreasing polypharmacy. This presentation will highlight Devereux's solution to this dilemma through partnerships with pharmacy, quality improvement initiatives, and technology integrations. We will suggest scalable solutions for providers to increase safety while addressing the growing complexity of the medication management process.

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HOTEL INFORMATION

Photo courtesy of Hershey Entertainment & Resorts Company.

Hershey Lodge | 325 University Drive, Hershey, PA 17033
WELCOMES... Rehabilitation and Community Providers Association

Hotel room reservations are at a discounted conference price and will be available for Sunday, September 22 to Friday, September 27, 2024. Please be sure to use only the link below to make your reservations online. Copy and paste the link into a new browser any time you need to visit the site.

Reservations
- Lodging arrangements must be made directly with Hershey Lodge.
- Our group rate is $205.00 per room per night plus 11% taxes, for a total of $227.55 per room per night, taxes included.
- *LINK* – https://www.hersheylodge.com/qr/PMPRMGVLV4/
- **Important notes about the link:**
    - This link must be shared exactly as is with your group. If you click on the link and then copy a URL from the browser, the link will not work for group attendees.
    - Internet Explorer is no longer supported; you and your group should not use IE in conjunction with the group link.
    - You can also scan the QR code below via the camera on your smartphone. It will then direct you to a link.

- Guests who prefer to call to make reservations may call 855-729-3108 and ask for the room block for RCPA 2024 Conference at the Hershey Lodge, September 22 – 27. The Hershey Lodge reservations team is available seven days a week from 8:00 am – 8:00 pm to assist you.
- Please note, credit cards are charged a one night's advance deposit including tax at time of booking a room reservation.

Cutoff for Group Rate
- Please be aware that the room block cutoff date is **Friday, August 30**. After the cutoff date, rooms and/or group rate may no longer be available.

Cancellation Policy
- Any cancellation made within two (2) days prior to arrival will be charged one night's room & tax to the individual's account.

Additional questions? Contact Carol Ferenz, Conference Coordinator, via email**.**

2024 RCPA Conference: *A Decade of Unity*
September 24-27 • Hershey Lodge

Use this link for quick, convenient online registration!

REGISTRATION FORM

PAYMENT MUST BE INCLUDED WITH REGISTRATION. The form must be completed in its entirety and submitted with payment. Continuing Education (CE) payment **MUST** be included with this registration form. **Registrations submitted without full payment are not complete and individuals will not be registered.**

Quick and secure credit card registration is available from the RCPA conference website. Registering online saves processing time and instantly confirms your place at conference. Online registration closes on September 13. Registrations with credit card information included may be faxed to the office until September 20 at 5:00 pm. Registration and payment for the RCPA conference is accepted on-site at the Hershey Lodge and Conference Center, provided space and materials remain available.

Name _____

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Phone _____ Email _____

Special Accommodations Required: _____

CONFERENCE ATTENDANCE

☐ Full Conference (Tuesday–Friday)

☐ Tuesday Only ☐ Wednesday Only ☐ Thursday Only ☐ Friday Only

Early Bird Rates (Through August 23, 2024)

	Full	One Day (T, W, or Th)	Friday	Presenter
Member	$ 475	$ 350	$ 250	$ 375
Non-Member	$ 575	$ 380	$ 305	$ 575

Regular Rates (After August 23, 2024)

	Full	One Day (T, W, or Th)	Friday	Presenter
Member	$ 560	$ 410	$ 300	$ 460
Non-Member	$ 680	$ 450	$ 360	$ 580

CONTINUING EDUCATION (CE)

The fee is $50 for each CE type. Ethics certificates are free with the purchase of another CE type and are not considered a separate CE type. Pre-payment is recommended, but on-site payments will be accepted.

REGISTRATION FORM (cont'd)

Please enter appropriate rate in the calculation field below. Member rates are available to those individuals who work for an RCPA member organization that has paid its 2024/25 membership dues.

FEE CALCULATIONS

$_____ Conference fee (from previous page)

$_____ CE fee (add $50 per CE type, if desired; ethics certificates are not a separate fee)

$_____ Total Due

CANCELLATIONS

No refunds will be issued after September 20. Substitutions are permitted. Please notify RCPA, Attn: Allison Brognia, prior to September 20, of substitutions.

PAYMENT METHOD

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Registration and payment for the RCPA conference is accepted onsite at the Hershey Lodge and Conference Center, provided space and materials remain available.

Questions regarding registration or other components of the conference should be directed to Allison Brognia, Conference Registrar.

Remit registration and payment to:

Rehabilitation and Community Providers Association
Attn: Allison Brognia, Conference Registrar
777 E Park Dr, Ste G4
Harrisburg, PA 17111
Fax 717-364-3287