A CARE PROVIDERS OF MINNESOTA SIGNATURE EVENT

SENIOR HOUSING & HOME CARE
Summit

OVER 20 HOURS OF EDUCATION
GENERAL & BREAKOUT SESSIONS — EXHIBITORS — DEMENTIA LIVE
FEATURING KEYNOTE SPEAKERS: KEVIN KLING & STUART GRAY

NEW LOCATION: MINNEAPOLIS MARRIOTT NORTHWEST • BROOKLYN PARK

THE UPPER MIDWEST’S PREMIERE SENIOR HOUSING & HOME CARE CONFERENCE
TUESDAY AT A GLANCE

May 23

8:30 AM  CHECK-IN & CONTINENTAL BREAKFAST

9:00 AM  WELCOME

Patti Cullen, CAE, President/CEO, Care Providers of Minnesota

OPENING KEYNOTE:
THE HEALING POWER OF STORY
Kevin Kling, Storyteller, Author

10:00 AM  EXHIBIT MARKETPLACE/NETWORKING BREAK

10:30 AM  GENERAL SESSION: NATIONAL ASSISTED LIVING UPDATE

Lilly Hummel, Senior Director of Policy, National Center for Assisted Living

11:30 AM  NETWORKING LUNCH

12:30 PM  BREAKOUTS: TRACK 1 (select from 4 choices)

1-A  Dealing with Difficult Behaviors
1-B  Financial Abuse in Senior Housing & Home Care: What is it & What’s a Provider to Do?
1-C  The Magic of Intergenerational Programming
1-D  Safe Strides: An Evidence-Based, Multidisciplinary Approach to Balance Dysfunction

1:30 PM  EXHIBIT MARKETPLACE/NETWORKING BREAK

2:00 PM  BREAKOUTS: TRACK 2 (select from 4 choices)

2-A  Gray Matters: Understanding Substance Use Disorders in Older Adults (Part 1)
2-B  Digital Marketing—Not as Scary as You Think
2-C  Consequences of Untreated Hearing Loss in Seniors—and Its Impact on Providers
2-D  Home Sweet Home—Working with Clients on Services

3:00 PM  TRANSITION

3:15 PM  BREAKOUTS: TRACK 3 (select from 3 choices)

3-A  Gray Matters: Understanding Substance Use Disorders in Older Adults (Part 2)
3-B  The Path to Quality is Paved with Data—Introduction to Tracking and Trending
3-C  Marketing Your Menus

4:15 PM  ADJOURN FOR THE DAY

DON’T MISS OUT! TUESDAY ONLY: Dementia Live™ 10:00 AM-3:00 PM
May 24
WEDNESDAY AT A GLANCE

8:30 AM  CHECK-IN & CONTINENTAL BREAKFAST

9:00 AM  GENERATIONS AT WORK
Patti Cullen, CAE, President/CEO, Care Providers of Minnesota
Jackie Johnson, Assistant Administrator/Housing Director, Cerenity Care Center–Marian of St. Paul

9:15 AM  GENERAL SESSION: MINNESOTA DEMOGRAPHIC TRENDS
Andi Egbert, Assistant Director, Minnesota State Demographic Center, Department of Administration

10:15 AM  NETWORKING BREAK

10:30 AM  BREAKOUTS: TRACK 4 (select from 3 choices)
4-A  Help Wanted—Hiring the Best Talent
4-B  Addressing the Opioid Epidemic and Drug Diversion by Improving Medication Management
4-C  Termination Time? What a HWS Provider Can Do—Lease Terminations and Evictions

11:30 AM  NETWORKING LUNCH

12:30 PM  BREAKOUTS: TRACK 5 (select from 4 choices)
5-A  The Federal Home and Community-Based Services (HCBS) Rule—Minnesota's Statewide Transition Plan: Where are we, and what does it mean for you?
5-B  Dietary Diabetes: Moving Beyond the Sliding Scale
5-C  Hello from the Other Side—The Dementia Experience
5-D  Predatory Offenders—What Does a HWS Provider Do?

1:30 PM  BREAK

1:45 PM  CLOSING KEYNOTE
HEART TO HEART HOSPITALITY—CREATING A CULTURE OF CONNECTION IN YOUR WORK
Stuart Gray, Founder and Tour Guide of Hospitality, Hospitality Rocks

3:00 PM  EVALUATION AND ADJOURN FOR THE DAY

THANK YOU... to Care Providers of Minnesota Service Corporation for contributing funds to the program, as well as the Minneapolis Northwest CVB for their generous grant, all of which have helped reduce the cost of registration fees.
People have always used stories to cope with this unpredictable world and our challenging experiences often make the most meaningful stories. When dealing with loss, we need to recognize each other as family and learn to see the universal in our personal experience. In this keynote, Kevin will bring the audience through his own journey of healing from traumatic loss using humor, literature, poetry, and love of life.

**About Kevin Kling**

Kling, best known for his popular commentaries on National Public Radio’s *All Things Considered* and his storytelling stage shows like *Tales from the Charred Underbelly of the Yule Log*, delivers hilarious, often tender stories. Kling’s autobiographical tales are as enchanting as they are true to life: hopping freight trains, getting hit by lightning, performing his banned play in Czechoslovakia, growing up in Minnesota, and eating things before knowing what they are.

Kevin describes his zodiac sign as “Minnesota with Iowa rising…” His storytelling started when a friend from the now-defunct Brass Tacks Theatre asked him to perform his stories. Since then, he has been awarded numerous arts grants and fellowships. The National Endowment for the Arts, The McKnight Foundation, The Minnesota State Arts Board, The Bush Foundation, The Jerome Foundation, and others have recognized Kling’s artistry. In 2014, Minneapolis Mayor RT Rybak named Kevin “Minneapolis Story Laureate.”

Kevin continues to write plays and stories in a rigorous fashion, and travels around the globe to many storytelling festivals, residencies, and has been invited to perform at the acclaimed National Storytelling Festival for several years. Kevin has released digital collections of his stories and published five books: *The Dog Says How*, *Holiday Inn*, *Big Little Brother*, *Big Little Mother*, and *On Stage with Kevin Kling*.

---

**TUESDAY 10:30 AM • GENERAL SESSION**

**NATIONAL ASSISTED LIVING UPDATE**

This session will provide updates and analysis of Federal activity relevant to the assisted living profession, with a particular focus on implementation of the final rule defining home and community-based settings under the Medicaid waiver program, and implications of changing payment models for assisted living. Risk management and key quality initiatives that help assisted living providers thrive in a changing marketplace will also be discussed.

Hummel is the Senior Director of Policy at the National Center for Assisted Living (NCAL) — the assisted living voice of the American Health Care Association (AHCA). She is responsible for researching and developing policy and political positions on critical issues affecting assisted living, including federal regulatory and reimbursement laws and rules that affect the profession.

Prior to joining NCAL, Lilly was a Senior Manager with Avalere Health where she advised providers navigating payment and delivery reforms, such as accountable care organizations and bundled payments. She assisted clients to understand trends and their strategic opportunities in response to changes in market dynamics and regulatory or legislative updates. Lilly was also an analyst with the Government Accountability Office, providing nonpartisan health policy research and analysis to the US Congress.

Lilly has a JD from the University of Wisconsin Law School and a Master of Public Affairs from the University of Wisconsin-Madison. She also has a BA from Minnesota’s own Carleton College.
MINNESOTA DEMOGRAPHIC TRENDS

Minnesota's population is undergoing significant changes; not only are we becoming an older population, we are also becoming more diverse. This session will provide an understanding of demographic trends, including seniors who may need services and whether seniors will be able to afford those services, workforce trends and strategies, and what the data indicates about where to find workers.

Andi Egbert, Assistant Director, Minnesota State Demographic Center, Department of Administration

HEART TO HEART HOSPITALITY™—CREATING A CULTURE OF CONNECTION IN YOUR WORK

Stuart Gray
Founder & Tour Guide of Hospitality Rocks
Hospitality Rocks

The principles of person-centered care are built around the heart of the provider to be received by the client. This will create a connection in the workplace that centers around your MVP!

In this keynote, participants will discover the three acts of:

**Connection**—Team first and then share with clients and families.

**Discovery**—Using the art of conversation, we will clarify desires.

**Take Action**—Timeliness, Accuracy, Enthusiastically, and Politely.

We will put a ribbon around our time together by embracing the principles of “5-A-Day”!

Stuart began his hospitality career at the local pizza joint in his home town in New York. Following college, he was recruited by a national pizza chain to train and lead one of their restaurants. Gaining front and back-of-the-house management experience, he went on to run a high-volume steak house before moving into food service sales for a leading national industry supplier.

For more than 19 years, Stuart served the hospitality industry as a highly-decorated Sales Leader before becoming Director of Training and Sales Leadership.

In 2005, Stuart left corporate life to pursue his passion to help top independent and multi-unit operators improve their level of hospitality. Stuart has founded and built three successful companies: 4 Remarkable Service, Blue Collar Sales Guys, and Hospitality Rocks. Having successfully sold the first two companies, today Stuart focuses on his true passion for training, recruiting, and speaking on hospitality.

Stuart’s no-nonsense approach delivers team placements that work, and his training is recognized as the premier server training by top, independent, multi-unit operators and senior care facilities around the country.
BREAKOUTS: TRACK 1 (select from 4 choices)

I-A  DEALING WITH DIFFICULT BEHAVIORS
We all have our moments; however, what are your options when a client’s behavior creates concern in staff and other clients? In this session, you will understand the most common difficult behaviors in older adults and why difficult behaviors occur. Attendees will gain insight on assessments, behavior triggers, and the importance of good communication. Finally, you will learn behavior management and intervention strategies.
Shelley Wagner, RN-BC, Senior Program Director, GRACE Unit, Regina Medical Center

I-B  FINANCIAL ABUSE IN SENIOR HOUSING & HOME CARE: WHAT IS IT & WHAT’S A PROVIDER TO DO?
Financial abuse can take many forms; it’s not just about money. This session will identify the different types and trends of financial abuse experienced by vulnerable adults and how providers can take steps to prevent it. It will also discuss best practices for investigating and resolving financial abuse situations when they occur. Finally, the presenters will identify available resources for providers when they suspect a vulnerable adult is being financially abused.
Michelle R. Klegon, Attorney, Klegon Law Office, Ltd.
Natasha Merz, Deputy Ombudsman, Office of Ombudsman for Long-Term Care

I-C  THE MAGIC OF INTERGENERATIONAL PROGRAMMING
Have you ever noticed at large family gatherings, the special connection between seniors and children? How can your assisted living community create its own magical bond with the different generations? In this session, an assisted living community and a preschool will describe its intergenerational program from the inception, including logistics, implementation, successful activities, and lessons learned. Gain insight on developing an intergenerational program suited for your community that benefits both age groups.
Sue Hastings, Activity Director, Inver Glen Senior Living
Amy Lemieux, Director, All Seasons Preschool
Sarah Sivright, Co-Director, All Seasons Preschool

I-D  SAFE STRIDES: AN EVIDENCE-BASED, MULTIDISCIPLINARY APPROACH TO BALANCE DYSFUNCTION
Dynamic presentation exploring the four systems of balance and how they interact with a person’s environment to increase or decrease his/her falls risk. Explore age-related changes impacting balance and how these affect a person’s ability to age in place. Receive an introduction to specific parameters you can use to identify folks who are at risk for falling and practical strategies you can readily employ to decrease fall rates and risk.
Mary M. Walker, MSPT, Safe Strides Rehab Director, Kindred at Home
### BREAKOUTS: TRACK 2

**2-A**
**GRAY MATTERS: UNDERSTANDING SUBSTANCE USE DISORDERS IN OLDER ADULTS (PART 1)**
Learn why abuse of alcohol, drugs, over-the-counter, and prescription medications in older adults is one of the fastest growing health problems in the US. Recognize the negative consequences of improper use or over-use of these substances, and learn age-related changes that could elevate an older adult’s sensitivity to their effects and put them more at risk for substance use problems.
**Kay King,** Older Adult Program Coordinator & Community Educator, *NAMI Minnesota*

**2-B**
**DIGITAL MARKETING—NOT AS SCARY AS YOU THINK**
Do your knees shake when thinking about social media for your assisted living community? Whether located in an urban or rural community, the need for an online presence is universal. Come to this session to learn affordable and easy steps to increase your digital marketing. Experienced marketers will share insights and tips on websites, using Google AdWords, and digital campaigns.
**Dena Boheim,** Director of Marketing, *Benedictine Health System*
**Monica Hunter,** Director of Business Development, *Tealwood Senior Living*

**2-C**
**CONSEQUENCES OF UNTREATED HEARING LOSS IN SENIORS—AND ITS IMPACT ON PROVIDERS**
Age-related hearing loss affects all of us—both in our work with seniors and as our family members, friends, and we ourselves age. Yet, the topic of hearing loss is rarely addressed in the realm of older adult services. This presentation will address the alarming consequences of untreated, age-related hearing loss and emphasize the importance of early intervention. We will identify ways to strengthen community supports through technology, effective communication strategies, and best practice policies. Implementing strategies may improve the quality of life for seniors.
**Mary Bauer,** Deaf and Hard of Hearing Specialist, Deaf and Hard of Hearing Services, *Minnesota Department of Human Services*

**2-D**
**HOME SWEET HOME—WORKING WITH CLIENTS ON SERVICES**
What happens when a client’s condition changes and they need more or different services? If the additional needs are not part of your current services, do you tell them to move on to another provider? In this session, join the discussion on adapting to client’s needs. Maybe you have never had a client with diabetes; what would it take to keep that client safe and provide new care—staff training, adjusting a nurse’s schedule, partnering with a new service provider? Learn viable options for keeping clients safe while adjusting to changing health needs.
**Deb Jeranek, RN,** Regional Nurse, *Benedictine Health System–Shoreview*
**Janna Kovach, LSW,** Social Services Specialist, *Benedictine Health System*
Senior Housing & Home Care Summit attendees are encouraged to visit with vendors, check out new products, and continue to network with peers. Our vendors support Care Providers of Minnesota throughout the year and this is the perfect time to swing by and thank them!

TUESDAY 8:30 AM—4:00 PM
EXHIBIT MARKETPLACE

Senior Housing & Home Care Summit

SPONSORS

Presenting Sponsor
AdvisorNet Benefits

Breakfast Sponsors
Advanced Wireless Communications
CliftonLarsonAllen

Lunch Sponsor
Sterling Long Term Care Pharmacy

Afternoon Break Sponsors
Advanced Health Institute
Bluestone Physician Services

EXHIBITORS*

Advanced Health Institute
Advanced Wireless Communications
AdvisorNet Financial
A’viands
CliftonLarsonAllen
Eldermark Software | Simply Connect HIE
Guardian Pharmacy
HCIS
Ideacom Mid-America
Kraus-Anderson
MatrixCare
McKesson Medical-Surgical
Miller Architects & Builders
MobileXUSA
Professional Portable X-Ray
ResiDex Software
Sterling Long Term Care Pharmacy
Thrifty White Pharmacy
Weber & Judd Company

* as of April 7, 2017
BRINK: TRACK 3 (select from 3 choices)

Dementia Live™ is coming to Summit this year. If you missed taking part in the Dementia Live™ training at Convention last year, this will be your opportunity to take part in the experience.

Dementia Live™ is a unique, first-hand experience that will immerse you into a life with dementia. It will increase empathy and deepen your understanding of the challenges faced by those living with cognitive impairment and sensory change. Implementing Dementia Live™ into staff training and family engagement leads to more sensitive care partnering.

Participation in Dementia Live™is included in your registration fee; however, space is limited. To sign up, go to www.careproviders.org/Summit and click on Dementia Live™ to select the time you would like to attend.

---

BREAKOUTS: TRACK 3

3-A GRAY MATTERS: UNDERSTANDING SUBSTANCE USE DISORDERS IN OLDER ADULTS (PART 2)
Learn why abuse of alcohol, drugs, and over-the-counter and prescription medications in older adults is one of the fastest growing health problems in the US. Recognize the negative consequences of improper use or over-use of these substances, and learn age-related changes that could elevate an older adult’s sensitivity to their effects and put them more at risk for substance use problems.
Kay King, Older Adult Program Coordinator & Community Educator, NAMI Minnesota

3-B THE PATH TO QUALITY IS PAVED WITH DATA—INTRODUCTION TO TRACKING AND TRENDING
The quest for quality in long-term care is a continuous journey—whether an organization is working toward reducing hospital readmissions or the use of anti-psychotics, or increasing staff retention or customer satisfaction—the path is paved with data. In this session attendees will learn the basic language of tracking and trending, identify the difference between data and information, understand the components of a Quality Improvement model, and review an actual quality improvement track and trend.
Randal G. Fossum, Education Coordinator/Fiscal Analyst, ElderCare of Bemidji

3-C MARKETING YOUR MENUS
An assisted living’s menu is central to how the foodservice operates, is perceived, and impacts clients’ satisfaction. This session will look at how assisted living communities can market their menus and operations to spark interest among their clients and client’s families. We will also discuss tools and resources available to help promote the dietary department to the public.
Alicia C. Baird, Registered Dietitian, SYSCO Minnesota

---

TUESDAY 10:00 AM—3:00 PM

Dementia Live™

Dementia Live™ is coming to Summit this year. If you missed taking part in the Dementia Live™ training at Convention last year, this will be your opportunity to take part in the experience.

Dementia Live™ is a unique, first-hand experience that will immerse you into a life with dementia. It will increase empathy and deepen your understanding of the challenges faced by those living with cognitive impairment and sensory change. Implementing Dementia Live™ into staff training and family engagement leads to more sensitive care partnering.

Participation in Dementia Live™is included in your registration fee; however, space is limited. To sign up, go to www.careproviders.org/Summit and click on Dementia Live™ to select the time you would like to attend.
### BREAKOUTS: TRACK 4 (select from 3 choices)

| 4-A | HELP WANTED—HIRING THE BEST TALENT  
This highly interactive session will change your perspective on the current hiring challenges facing the service sector today. You will understand the costs related to TEAM turnover and how to minimize the expenses. Hiring is a science, and we will raise your understanding of: Attraction, the methods used to fill your candidate funnel; Selection, the science of determining the best fit; Orientation, making day one count; Engagement, connecting with your mission; and Retention, keeping the best talent.  
*Stuart Gray*, Founder and Tour Guide of Hospitality, *Hospitality Rocks* |
|---|---|
| 4-B | ADDRESSING THE OPIOID EPIDEMIC AND DRUG DIVERSION BY IMPROVING MEDICATION MANAGEMENT  
Between 2000 and 2015, American death rates from opioid overdose have increased over threefold. While the number of heroin overdoses has climbed steeply, the vast majority of the lethal overdoses involve prescription opioids. The heroin crisis is, itself, closely tied to prescription drugs, since many users become addicted to a prescription opioid before switching to the street drug. This session will review the history of opioid use and misuse, discuss the current opioid crisis, and discuss best practice strategies to reduce drug diversion in the assisted living setting.  
*Joe Litsey, Pharm.D.*, Certified Geriatric Pharmacist, Director of Consulting Services  
*Thrifty White Pharmacy* |
| 4-C | TERMINATION TIME? WHAT A HWS PROVIDER CAN DO—LEASE TERMINATIONS AND EVICTIONS  
This session covers problem tenants—both behavior and non-payment. Attorney, April Boxeth, will discuss Minnesota law, lead you through the termination process, and examine the decision when to consider terminating. Ms. Boxeth will teach what you need to terminate the lease and home care services (if applicable) and will provide practical tips on the termination process. Ms. Boxeth will also outline the law on evictions and provide you with real-life case scenarios.  
*April J. Boxeth*, Partner, *Voigt, Rodè & Boxeth, LLC* |
BREAKOUTS: TRACK 5 (select from 4 choices)

5-A  THE FEDERAL HOME AND COMMUNITY-BASED SERVICES (HCBS) RULE—MINNESOTA’S STATEWIDE TRANSITION PLAN: WHERE ARE WE, AND WHAT DOES IT MEAN FOR YOU?
This session will summarize the HCBS rule, its standards, and the Statewide Transition Plan (STP) that was submitted to the Centers for Medicare & Medicaid Services (CMS). This will also describe the multi-layered validation process that Minnesota plans to conduct to ensure providers are in full compliance with the rule. These processes will be explained, including the provider attestation process, site visits, desk-audits, and how heightened scrutiny works. Timelines, next steps, and resources will be identified for providers. This session will also include frequently asked questions about both the rule and the attestation process.

Aimee Rumpza, Program Administrator, HCBS Programs and Policy, Aging and Adult Services, Minnesota Department of Human Services

5-B  DIETARY DIABETES: MOVING BEYOND THE SLIDING SCALE
Diabetes is a complicated disease! As we age, the risk of complications increases and our treatment plans need to evolve. We’ll review the basics of diabetes and how to avoid chasing blood sugars by being proactive with nutrition and medication.

Christine Link, Marketing Dietitian, Martin Bros. Distributing Co.

5-C  HELLO FROM THE OTHER SIDE—THE DEMENTIA EXPERIENCE
This session promises to be an interactive and engaging learning experience that provides you with critical information about the dementia experience as a caregiver and care receiver. We will cover the realities of someone with dementia and provide you with the tools you need to provide them person-centered care. The ultimate goal being to strengthen the bridge between the givers and the receivers so everyone can thrive and not just survive.

Krisie Barron, LSW, Caregiver Specialist, Embrace

5-D  PREDATORY OFFENDERS: WHAT DOES A HWS PROVIDER DO?
Predatory Offenders are required to disclose their status to some providers. Attorney April Boxeth will provide a clear understanding of the law and how you can navigate this challenging topic. Ms. Boxeth will provide useful guidelines to use as a HWS provider.

April J. Boxeth, Partner, Voigt, Rodé & Boxeth, LLC

The Senior Housing & Home Care Summit is designed to fulfill 9.5 of the 30 hours of the Housing with Services Manager continuing education requirements. Participants also have one hour of dementia compliant education as an option from which to choose.
THE DETAILS:

TUESDAY • 9:00 AM–4:15 PM (8:30 AM check-in)

WEDNESDAY • 9:00 AM–3:00 PM (8:30 AM check-in)

COST:
- $355 per Care Providers of Minnesota member participant
- $475 per prospective member participant
  (includes Summit materials, CEUs, continental breakfasts, lunches, and refreshments both days)

CEUS:
- 9.5 clock hours, 11.4 contact hours

CODE:
- MN18-91723

Registration
There are three easy ways to register:
1. Online at www.careproviders.org/Learning (You will receive an immediate confirmation upon successful registration)
2. Call Cara Tuenge at 952-851-2494 or 800-462-0024
3. Via mail or fax (form available online)

Cancellation/No Show Policy
We understand that circumstances arise to prevent you from attending the Summit after you have registered. Care Providers of Minnesota works to ensure that all registrations are processed in a timely and efficient manner, and we are willing to work with you in the event you have to cancel your registration. If you cancel on or before May 15, 2017, we will gladly refund your registration fee and retain only $25 per attendee for a cancellation fee. We are unable to offer any refund after May 15, 2017, for cancelled registrations. We encourage you to find someone to take your place if possible. No shows are charged the full registration fee and will receive course materials.

Lodging
Care Providers of Minnesota has a room block at the Minneapolis Marriott Northwest for $129 per person. Please reserve your accommodations early and mention Care Providers of Minnesota Summit when calling 877-303-1681 or 763-536-8300. NOTE: Cut-off date for this block is Monday, May 8, 2017.

Accommodations/Dietary Restrictions
If you have a condition that requires special accommodations, would like a vegetarian meal, or have other dietary restrictions (including gluten-free, kosher, and food allergies), please contact Cara (ctuenge@careproviders.org or 952-851-2494) by May 15, 2017.

Photos
Smile—you may be in pictures! Care Providers of Minnesota may take photographs and videos during its events for use in promotional materials. By participating in this education event, you grant Care Providers of Minnesota the right to use your image for such purposes.