TH ANNUAL CONVENTION
DECEMBER 4-6, 2019 • COLUMBUS

OACB
36TH ANNUAL CONVENTION
DECEMBER 4-6, 2019 • COLUMBUS

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SPEED INNOVATION MODERNIZATION

THE FUTURE OF PRIMARY SOLUTIONS

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PRIMARY SOLUTIONS
FREEING YOU TO SERVE
DEAR COLLEAGUES:

Five years have passed since Ohio’s county boards of DD received a federal mandate to transition nearly all Medicaid-funded direct services to private providers. With that transition now complete or nearly complete in all but a handful of counties, many boards are starting to ask important questions about the future role they will play in the lives of the people and families they serve.

No longer able to rely on their former direct service programs' legacy of goodwill, boards have two choices: commit to continuously improving their customers’ experiences to meet the ever-changing needs and expectations of their growing and diversifying customer base, or maintain the status quo and risk being replaced as the most important force for positive change in the lives of the people with developmental disabilities they serve.

OACB believes the new, primary role of county boards as case management organizations offers them more opportunities to support people with developmental disabilities than ever before. But to become the organizations that the people we support need us to be, county boards must be ready to ask difficult questions about the experiences of customers in the county board of DD system.

Why do we do what we do? Is the true goal of our customer service (case management) function, to ensure that the proper boxes are checked and forms are submitted on time, or is it to meet the needs of people and families? Do we know what our customers truly think of us, or do we assume their experiences are positive because we have not asked the right questions? Will their experience be positive or negative? How can we steer toward better results?

At this year’s Annual Convention, we hope to answer these and many more questions through the lens of Customer Experience, a practical philosophy for using organizational resources that will challenge us to take a hard look at our current operations, identify what works (and what does not), and build on our decades of success to ensure a brighter, healthier, more responsive future for the people and families we serve. I believe we are up to this task, and I look forward to challenging and bettering ourselves at this year’s convention and in the many years ahead.

Sincerely yours,

BRIDGET GARGAN
Executive Director
Welcome to the OACB 36th Annual Convention

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Cloud Enablement
Productivity, Security and Compliance in the Cloud
Microsoft 365 Adoption Support | Monitoring
Training | Support Cost Optimization
Privacy | Security | Risk Management | Policies
Microsoft 365 /Azure Technology Optimization
Microsoft 365 Certified Security Administrator

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South Central
Term ends 12/31/19

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Cuyahoga County
North East
Term ends 12/31/20

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Melinda Yerian
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Linda Craig
Franklin County
At-Large: Statewide
Term ends 12/31/20

Member
David Dohnal
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At-Large: Largest Third
Term ends 12/31/19

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Term ends 12/31/20

Member
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Gallia County
South East
Term ends 12/31/20

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Term ends 12/31/19

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Term ends 12/31/19

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Region I
Term ends 12/31/19

Region Representative
Kyle Lewis
Clinton County
Region III
Term ends 12/31/19

Region Representative
Lena Bradford
Brown County
Region IV
Term ends 12/31/19

Region Representative
Steve Williams
BHN Alliance
Region V
Term ends 12/31/19
LUNCH INFORMATION

In response to feedback from previous OACB events, attendees of the 36th Annual Convention were given the option to "opt-out" of on-site meals during the online registration process. Attendees who chose this option will not take part in provided lunches on any days of the Annual Convention and will instead visit nearby restaurants in Easton Town Center during each day’s lunch break. A walking map of eateries has been included on page 43 for attendees’ convenience.

Note: Attendees cannot change their lunch preference after arriving at the Annual Convention. Walk-in registrations will not receive lunch. All attendees may still take part in all continental breakfasts and afternoon snack breaks.

For Attendees Eating Lunch at the Hilton:

- If your registration includes on-site lunches, you will receive a green lanyard.
- When lunch breaks begin, you may join other attendees in the ballroom.
- Staff will check lanyard colors at the door.
- Lunch will be buffet-style instead of full-service as in past years.
- If you need accessibility assistance in line, please ask a hotel staff member.

For Attendees Eating Outside the Hilton:

- If your registration does not include lunches, you will receive a blue lanyard.
- When lunch breaks begin, please feel free to head to a nearby eatery of your choice.
- A walking map of nearby restaurants has been included on page 43.
- Start times for after-lunch sessions can be found on each day’s track schedule grid.
- Your organization will be billed $25 less per day for your attendance.
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ANNUAL AWARDS

DISTINGUISHED SERVICE AWARD
This award recognizes a county board employee, board member, volunteer, or community member for outstanding service and commitment to their county board.

2019 Winner: Steve M. Baker, Board President, Miami DD

PARTNERS IN EXCELLENCE AWARD
This award is presented to a developmental disabilities professional whose contributions to a statewide workgroup or specific project have benefitted the DD system as a whole.

2019 Winner: Jennifer Meadows; Director of the Office of Medicaid, Contracts, and SSA; Hamilton DD

BETTY MACINTOSH AWARD
This award is presented to a developmental disabilities professional who has contributed significantly to statewide advocacy efforts and whose career has reflected long-term dedication to moving our system forward in line with the needs and desires of people with developmental disabilities.

2019 Winner: Jennifer Rousculp-Miller, Superintendent, Clark DD

KENNETH LEGATS AWARD
This award recognizes an experienced executive manager in Ohio’s DD system who has shown high ideals, vision, and moral leadership in the administration of programs for people with developmental disabilities over the course of a career spanning at least 20 years.

2019 Winner: Lori Chick, Executive Director, North East Ohio Network

2019 LEGISLATOR OF THE YEAR:
THE HONORABLE SCOTT LIPPS
State Representative Scott Lipps is serving his second term in the Ohio House of Representatives. He currently represents the 62nd Ohio House District, which includes much of Warren County. During the FY2020-21 state budget process, Representative Lipps was a vocal advocate for raising wages for direct support professionals (DSPs) and coordinated efforts between Ohio General Assembly members and cabinet agencies to put additional state funds behind the DSP wage increase. His efforts helped raise the DSP wage above and beyond the level in the as-introduced budget. In recognition of this support, OACB is honored to recognize Representative Scott Lipps as the 2019 Legislator of the Year.
FIVE-STAR CUSTOMER EXPERIENCE AWARD

The Five-Star Customer Experience Award recognizes a county board employee who goes above and beyond in supporting people served by their county board.

Lori Wells, described by her nominator as a "rock star" and "pioneer," shows these traits in her work with families facing neonatal abstinence syndrome—going so far as to become an infant massage therapist to provide better care for the babies on her case load.

Described as "masterful" at supporting families facing substance issues in a supportive way, Wells jumps in day after day (and often on nights and weekends) to provide a "five-star" customer experience to all the children and family members she supports.

DIRECT SUPPORT PROFESSIONAL OF THE YEAR AWARD

In recognition of the critical role that DSPs play in the DD system, OACB commissioned this award to be presented to a DSP who exemplifies the field's standards of professionalism, integrity, and compassion.

Described by a Logan DD SSA as "willing to go anywhere or do anything," Tangeala Bevens lives up these standards daily—in one instance willingly taking a three-hour round trip to pick up a power chair for a person she supports. In another instance, her attentiveness saved a person's life. Her deep understanding of one person's needs meant she was able to spot early signs of a serious health condition that was subsequently treated. For her total commitment to the people she supports, OACB is pleased recognize Bevens as DSP of the Year.
FEATURED SPEAKERS: WEDNESDAY

THE HONORABLE MIKE DEWINE
GOVERNOR OF THE STATE OF OHIO

OACB is pleased to welcome Ohio Governor Mike DeWine to the 36th Annual Convention as an opening keynote speaker. The governor’s participation in this year’s Annual Convention marks the first time he has directly addressed professionals of the county board of DD system.

Governor DeWine has had a long and distinguished career spanning decades of public service at every level of government. Prior to his election in 2018 as Ohio’s 70th governor, DeWine served in local, state, and federal positions, including U.S. senator, U.S. representative, lieutenant governor, state attorney general, state senator, and county prosecutor.

In his first year as governor, DeWine has prioritized a number of programs designed to address the needs of families, children, and people with disabilities. Moments after his inauguration in early 2019, DeWine signed an executive order issuing several new directives for state agencies related to disability hiring practices and job development. In his first as-introduced two-year state budget, Governor DeWine included proposals to increase wages for direct support professionals, revise non-medical transportation rates, create a provider suspension process to protect the wellbeing of people with developmental disabilities, and institute several measures to boost county boards’ financial stability. The governor’s budget also included millions of dollars in new funding for Part C Early Intervention and multi-system youth initiatives. The governor has sought county board input on several ongoing statewide initiatives and has appointed county board leaders to positions on the Early Childhood Advisory Council and the Ohio Lead Advisory Committee.

In his previous role as Ohio attorney general, Governor DeWine oversaw several efforts to support the victims of crimes with developmental disabilities and educate first responders on forensic interviewing and the communications needs of people with developmental disabilities.

During an interview-style conversation on stage with DODD Director Jeff Davis Wednesday morning, Governor DeWine will touch on many of his administration’s initiatives and priorities. Topics are likely to include early intervention initiatives, children’s services updates, lead exposure and substance abuse treatment, the opiate crisis’ impact on children and families, support for direct support professionals (DSPs), and other statewide human services issues.

Above: Ohio Governor Mike DeWine meets with advocate Ann Thomas and addresses attendees at DD Awareness and Advocacy Day 2019 at the Ohio Statehouse.
FEATURED SPEAKERS: WEDNESDAY

ALISON CIRCLE
KEYNOTE; CXO, COLUMBUS METROPOLITAN LIBRARY

The keynote address at the 36th Annual Convention will be delivered by Alison Circle, chief customer experience officer (CXO) at the Columbus Metropolitan Library (CML).

Circle has led the library’s experience strategy since 2012 and has developed CML’s award-winning Customer First Philosophy that drives the library’s customer-facing approach. She also leads programming, experience and design for the library’s new building program, including the Main Library in downtown Columbus.

CML has been recognized three times as the #1 large-population library system in the U.S. by Hennen’s American Public Library Ratings and was named Library of the Year by Library Journal in 2010.

Circle joined CML as director of marketing and strategic planning in 2004. In that capacity, she rebranded the organization and won more than 20 national and international awards for her work. In 2011, she was named a Library Journal “Mover & Shaker.”

Before her time at CML, Circle served as national program marketing manager for Minnesota Public Radio, working on shows such as “A Prairie Home Companion.” She also served as an account manager and director of strategic communications for Jack Morton Worldwide, a global branding agency.

Circle is an in-demand speaker on customer experience and design. In 2017, she was chosen for a Global Impact Award from the Customer Experience Professional Association (CXPA). She is a certified customer experience professional (CCXP) and, in 2018, was elected to the CXPA board.

In her keynote, Circle will introduce convention attendees to the core tenets of Customer Experience that inform cutting-edge CX strategies. Circle will explain the essential “whys” of “hows” of an effective customer experience program and provide tips on measuring CX success.

ANDY BALSER
VICE PRESIDENT, AEROSPACE TECHNOLOGY VENTURES

Customer Experience expert Andy Balser has lived and breathed customer service for more than 20 years. His professional experience includes senior leadership roles in global companies such as NEXUS, Hawker Beechcraft, and ARGUS International.

Balser also lead the customer service department for NetJets, one of the world’s most respected and service-oriented brands. Additionally, Balser has served on the boards of the Make-A-Wish Foundation of Ohio, Kentucky, and Indiana and A Kid Again.

Balser knows excellent Customer Experience and how to methodically institute CX practices through organizational cultures. Balser will explain the practice of journey mapping and its role in CX in his talk at 2:15 p.m. in the Customer Experience track.

DR. JULIE GENTILE
CHAIR OF PSYCHIATRY, WRIGHT STATE UNIVERSITY

Julie Gentile, MD, was named chair of the Department of Psychiatry at the Wright State University Boonshoft School of Medicine in 2018. She also serves as a professor in the department and has taught at Wright State since 2000.

Dr. Gentile has served as project director for Ohio’s Coordinating Center of Excellence in Mental Illness/Intellectual Disability and Ohio’s Telepsychiatry Project for Intellectual Disability. She has evaluated more than 4,000 people with co-occurring mental illnesses and intellectual disabilities, and her work has earned her national awards from the American Psychiatric Association and the National Association for the Dually Diagnosed. In her talk at 10:45 a.m. in the School Age track, Dr. Gentile will explore the benefits of tele-psychiatry when supporting people with dual diagnoses.
# DAY ONE: WEDNESDAY, DECEMBER 4

8:00 - 9:00 AM REGISTRATION & CONTINENTAL BREAKFAST

<table>
<thead>
<tr>
<th><strong>Customer Experience</strong></th>
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9:00 - 10:30 AM  
Session 100  
**Opening Plenary in the Easton Ballroom**  
*Welcome*: Bridget Gargan, Executive Director, OACB  
*Opening Keynote*: Ohio Governor Mike DeWine  
**Customer Experience Keynote**: Alison Circle, Chief Customer Experience Officer, Columbus Metropolitan Library

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<tr>
<td>Session 110</td>
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<td>CX 101: Fundamentals of Customer Experience</td>
<td>The CX Impacts of Diversity, Equity, and Inclusion</td>
<td>That’s the Way We’ve Always Done IT—Not Anymore!</td>
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**Lunch**: 11:45 AM - 12:45 PM  
(see page 6 for details)

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<td>Session 111</td>
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<td>More Than A Survey: Gathering Customer Experience Metrics</td>
<td>County Board Service Excellence: It Begins Here</td>
<td>Solutions for County Boards: Current and Upcoming Projects</td>
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<td>Session 113</td>
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<td>Who Do You Serve? Engaging Four Different Customer Types</td>
<td>Hot Topics in HR</td>
<td>The New Front Door: County Board Websites and Technology</td>
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**Hospitality Event**: 5:00 - 6:30 PM — Easton Foyer  
*Sponsored by Hickman & Lowder Co. LPA*
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<thead>
<tr>
<th>Employment</th>
<th>School Age</th>
<th>Board Leadership</th>
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**Serving People with Developmental Disabilities**

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<th>Time</th>
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<th>Topic</th>
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| 9:00 - 10:30 AM | Session 100 | Opening Plenary in the Easton Ballroom  
**Welcome:** Bridget Gargan, Executive Director, OACB  
**Opening Keynote:** Ohio Governor Mike DeWine  
**Customer Experience Keynote:** Alison Circle, Chief Customer Experience Officer, Columbus Metropolitan Library |
| 10:45 - 11:45 AM | Session 140 | Family Engagement: Beginning With the End in Mind  
Session 150 | Tele-Psychiatry for People with Multiple Challenges  
Session 160 | County Board Service Excellence: It Begins Here |
| Lunch: 11:45 AM - 12:45 PM | (see page 6 for details) |
| 1:00 - 2:00 PM | Session 141 | Getting to the Win-Win: Employer Partnerships That Last  
Session 151 | Let’s Talk Transition  
Session 161 | Understanding and Meeting Your Customers’ Needs |
| 2:15 - 3:15 PM | Session 142 | Inter-Agency Planning: Reducing Red Tape for Job Seekers  
Session 152 | ODE Preschool Updates  
Session 162 | Board Member Recruitment and Development |
| 3:30 - 4:30 PM | Session 143 | Employment Transportation and Coordinated Supports  
Session 153 | Curriculum Development for Students with Intense Needs  
Session 163 | It Takes a Village |

**Hospitality Event:** 5:00 - 6:30 PM — Easton Foyer  
_Sponsored by Hickman & Lowder Co. LPA_
### CUSTOMER EXPERIENCE / REGENT 1 - 2

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<td>2:15 - 3:15 PM</td>
<td>Session 112</td>
<td>The Journey Map: A Shared Vision for Customer Experience</td>
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<tr>
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<td>Who Do You Serve? Engaging Four Different Customer Types</td>
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#### Session 100
**OPENING PLENARY**

OACB’s 36th Annual Convention will begin with opening remarks from OACB Executive Director Bridget Gargan and a discussion with Ohio Governor Mike DeWine. Governor DeWine will speak with DODD Director Jeff Davis about statewide priorities, including early intervention supports, children’s services, and other topics. The 2019 keynote presentation will be delivered by Alison Circle, chief customer experience officer at the Columbus Metropolitan Library, who will explore the basics of Customer Experience (CX) and how its principles can be applied at county boards.

**Presenters:** Bridget Gargan, OACB; Ohio Governor Mike DeWine; Jeff Davis, Director, DODD; Alison Circle, Chief Customer Experience Officer, Columbus Metropolitan Library

#### Session 110
**CX 101: FUNDAMENTALS OF CUSTOMER EXPERIENCE**

Learn how professionals in a wide variety of industries are studying and operationalizing the way their customers experience their services and products in a competitive landscape. Concepts, terms, and professional best practices will be discussed in this introduction to the CX field.

**Presenters:** Nick Glimsdahl, Director, Contact Center Solutions; Jason Anderson, Director of Customer Experience, BriskHeat

#### Session 111
**MORE THAN A SURVEY: GATHERING CUSTOMER EXPERIENCE METRICS**

County boards often send surveys to various audiences, but what gets done with them at the end of the day? Do the surveys produce changes in organizational behavior, or do they sit on a shelf? Learn how gathering and using customer experience data are two of the most important jobs for a county board of DD.

**Presenter:** Jonathon McKay, Partner, PATH Market Research

#### Session 112
**THE JOURNEY MAP: A SHARED VISION FOR CUSTOMER EXPERIENCE**

Journey maps are essential tools for organizations and companies seeking to put their customers’ experiences first. From government agencies to non-profits to for-profit businesses, journey maps not only help organizational leaders and employees understand their customers’ needs, but also create a shared vision for providing an exceptional experience at every level. In this session, participants will discuss a framework for understanding and creating a journey map so that county boards can help all their customer groups achieve their goals and become strong advocates.

**Presenter:** Andy Balser, VP, Aerospace Technology Ventures

#### Session 113
**WHO DO YOU SERVE? ENGAGING FOUR DIFFERENT CUSTOMER TYPES**

As the parent of two adopted children with developmental disabilities, John D. Hanson knows firsthand the unique challenges of Ohio’s complex DD service delivery system. As a CX professional, he also has a deep understanding of the four different types of customers, and can help apply that understanding to the way county boards of DD currently support families across the state. The bottom line? No matter your role, you are interacting with at least one type of board customer every single day. In this session, participants will learn how to enthusiastically serve all four customer types when they return to their boards.

**Presenter:** John D. Hanson, Founder, 7 Ways Menu
A Total Software Solution for County Boards

COUNTY BOARDS OF ALL SIZES THROUGHOUT THE STATE ARE SWITCHING TO BRITTCO IN COMPPELLING NUMBERS.

Maybe it’s time to check out what you could be missing.
Stop by our booth and see what all the Brittco buzz is about.

“Brittco software has improved data entry and management processes for our early intervention and SSA teams. It is easy to use and Brittco responds quickly whenever a question or need arises. We encourage you to contact Scott Flowers to learn what Brittco can do for you.”

Superintendent Stephen Williams
SSA Director Amber Cross, BHN Alliance, Belmont-Harrison-Noble County Boards of Developmental Disabilities

“The Brittco software has had a positive impact on incident reporting in Ashtabula County. It has improved efficiency of reporting, notifications, and filing which has increased staff productivity in other areas! Incident reports can be viewed within seconds after they are submitted to the user friendly Brittco software. The software program automatically compiles incident information into UI logs, which are accessible at any time to the provider and the county board. Providers eagerly jumped on board, and are excited about using the program anywhere they have internet access - from their office, car or an individual’s home.”

Pam Rose, Director of Investigative Support Services, Ashtabula County

“Brittco provides an intuitive, user-friendly platform that has lessened our training time and increased the time that SSAs can spend with individuals on their caseloads.”

Andrew Taylor, SSA Director
Knox County

Call 440.987.3020 or visit brittcosoftware.com
HUMAN RESOURCES / REGENT 3

9:00 - 10:30 AM  10:45 - 11:45 AM  1:00 - 2:00 PM  2:15 - 3:15 PM  3:30 - 4:30 PM
Session 100  Session 120  Session 121  Session 122  Session 123
Opening Plenary  The CX Impacts of Diversity, Equity, and Inclusion  County Board Service Excellence: It Begins Here  On-Boarding, Retention, and Off-Boarding  Hot Topics in HR

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Presenters: Bridget Gargan, OACB; Ohio Governor Mike DeWine; Jeff Davis, Director, DODD; Alison Circle, Chief Customer Experience Officer, Columbus Metropolitan Library

Session 121
COUNTY BOARD SERVICE EXCELLENCE: IT BEGINS HERE
This session will posit that to generate a positive customer experience, we must first consider our employee experience and how this directly impacts our colleagues’ ability to provide excellent customer service. The session will include ideas to jump-start an employee experience strategy that any county can implement and address how you can start or improve your external customer service efforts.

Presenters: Bonnie Makrai, Service Excellence Coordinator, Cuyahoga DD

Session 120
THE CX IMPACTS OF DIVERSITY, EQUITY, AND INCLUSION
In today’s diverse workplace, it is inevitable that you will work with customers and colleagues who are different from you. It is your job to work through those differences in an equitable and inclusive way. This interactive session will explore the impacts of diversity and inclusion on customer experience and organizational effectiveness. We will discuss how to create cultures where diversity, equity and inclusion is encouraged and seen as an asset for your employees and customers.

Presenter: Tameka L. Taylor, PhD, President, Compass Consulting Services

Session 122
ON-BOARDING, RETENTION, AND OFF-BOARDING
This session is designed to provide an open, interactive discussion on talent attraction, on-boarding, retention, and off-boarding. Topics will include communicating your organization’s value, building your talent pool through storytelling, creating an exceptional candidate experience, securing top talent, on-boarding successfully, and off-boarding with respect and dignity.

Presenters: Dwight Finch, HR Director, Butler DD; Stacy Pettit, HR Director, Miami DD; Cherie Lamborn, HR Director, Clark DD

Session 123
HOT TOPICS IN HR
Attorney Stephen Postalakis will discuss recent personnel changes that may impact county boards such as the recent legalization of hemp products in Ohio, compensation issues for 2020, and other personnel “hot topics.”

Presenter: Stephen Postalakis, Partner, Haynes Kessler Myers & Postalakis
Experience Your Board Can Trust

When your board needs the services of a lawyer, call the attorneys who have been working with county boards of developmental disabilities for over two decades. Our lawyers assist boards in the following areas and more:

- Labor and employment law
- Collective bargaining and arbitration
- Divestiture of services
- Layoffs
- Open Meetings Act and Public Records Act compliance
- Ethics for Board members and employees
- Tax levies and ballot issue committees
- Litigation and administrative proceedings
- Fair housing laws
- Unemployment and workers’ compensation
- County personal and real property
- Response to third party subpoenas

Our attorneys are devoted to achieving the client’s objectives. Put our experience to work for your board.

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Hospitality Event

Join us in the Vendor Hall for hors d’oeuvres and refreshments.

Wednesday • December 4th
5:00 - 6:30 p.m.

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Attorneys at Law
OPENING PLENARY

OACB’s 36th Annual Convention will begin with opening remarks from OACB Executive Director Bridget Gargan and a discussion with Ohio Governor Mike DeWine. Governor DeWine will speak with DODD Director Jeff Davis about statewide priorities, including early intervention supports, children’s services, and other topics. The 2019 keynote presentation will be delivered by Alison Circle, chief customer experience officer at the Columbus Metropolitan Library, who will explore the basics of Customer Experience (CX) and how its principles can be applied at county boards.

Presenters: Bridget Gargan, OACB; Ohio Governor Mike DeWine; Jeff Davis, Director, DODD; Alison Circle, Chief Customer Experience Officer, Columbus Metropolitan Library

THAT’S THE WAY WE’VE ALWAYS DONE IT—NOT ANYMORE!

DODD’s information technology leaders are working to change the department’s core IT business processes and have adapted a customer-first focus. In this session, we will discuss some of the fundamental people and business process changes that have been made over the past several months and how those changes are focusing heavily on the priorities of county boards of DD.

Presenters: Ed Carr, CIO, DODD; Debbie Hoffine, Deputy Director, Medicaid Development and Administration, DODD

SOLUTIONS FOR COUNTY BOARDS: CURRENT AND UPCOMING PROJECTS

Many new development projects are underway within DODD that are designed to make the jobs of county board staff easier while promoting greater effectiveness of existing county board software platforms. An overview of these efforts as well as future projects will be shared with opportunities for participants to weigh in on these projects.

Presenters: Ravindra Mereddi, Deputy CIO; Carol Harp, Deputy CIO/ Business Architect; Curtis Anderson, Operations Manager; Division of Information Technology Services, DODD

PLANNING FOR THE FUTURE: LONG-TERM IT SOLUTIONS

Your county board’s technology solutions may be meeting needs today, but are you prepared to meet the long-term needs of your customers? What vision for the future of IT is your board preparing for? Do you have one? In this session, learn how laying a strategic foundation today can help your board remain nimble in the face of constant technological advancement.

Presenter: John Gambill, CEO, GO Concepts

THE NEW FRONT DOOR: COUNTY BOARD WEBSITES AND TECHNOLOGY

People with developmental disabilities and their families are now accessing their county board services via software and web-based solutions more than ever before. How are county boards responding to demands from their customers for increased connectivity? Is your county board meeting their needs or standing in the way of progress? Learn about important accessibility standards and best practices to ensure your customers are able to benefit from all the services available from the county board.

Presenter: Tim Liversage, Community Relations and Special Projects Coordinator, Caroll DD
Focus on What Matters Most: Those You Serve...

Those hired to nurture customer relationships can do their jobs more effectively. *How?* The right information technology can cultivate a customer experience that's more pleasant, more reliable, and ultimately, a more personal approach. Give those you serve what they need, when they need it. We can help.

Don’t worry about IT.

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Opening Plenary

OPENING PLENARY

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Family Engagement:

FAMILY ENGAGEMENT:
BEGINNING WITH THE END IN MIND

Do employment professionals offer the people and families they support concrete outcomes or merely a list of checked boxes on a form? This session will offer attendees methods for staying focused on the desired end result. Strategies will be shared for listening to family priorities and working backward from customers’ goals to help them find work.

Presenters: David Mitchell, ENTAL, MEORC; Pennie Chappell, Parent and Provider Network Coordinator, MEORC

Getting to the Win-Win:

GETTING TO THE WIN-WIN:
EMPLOYER PARTNERSHIPS THAT LAST

The “customers” of community employment programs are more than just the people we serve; they are also the businesses with which we partner. This session will provide tactics for building trust and improving collaboration with businesses to create better experiences for them and more opportunities for workers with developmental disabilities.

Presenters: Jared Daly, Coordinator of Business Relations, Cuyahoga DD; Jon Schmittgen, Business Relations Liaison, Cuyahoga DD; Steve Sargent, Human Resources Manager, Cintas Corporation

Inter-Agency Planning:

INTER-AGENCY PLANNING:
REDUCING RED TAPE FOR JOB SEEKERS

Job seekers must navigate complicated support systems on their employment journeys, and it’s our job to guide them. But when our process for doing so often amounts to little more than a series of meetings and repetitive, often confusing “conversations,” can we truly say we know what our customers want? In this session, we will learn how agencies can cut through red tape on job seekers’ behalf by listening, collaborating, and sharing knowledge among support organizations.

Presenter: Alex “Cookie” West, Community Employment Navigator, Jefferson DD

Employment Transportation and Coordinated Supports

EMPLOYMENT TRANSPORTATION AND
COORDINATED SUPPORTS

Representatives from DODD and OOD will review lessons learned from the "Getting to Work: Transportation and Coordination of Supports" cross-training facilitated in collaboration with the Ohio Department of Transportation this fall. This session will explore how to collaborate and explore transportation resources at the local level.

Presenters: Alissa Otani-Cole and Julie Hance, OOD; Kyle Corbin and Tom Hess, DODD
Remote Supports Services and Assistive Technology

Creating Independence Through Technology

No one knows Ohio’s Remote Support Services better than the company that’s been here serving the DD community since 1994. Beginning our journey of service as an HPC provider and now through remote supports.

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- Elopement Systems
- Medication Dispensers
- GPS Tracking devices
- Seizure Detecting Devices
  ...And Many More!

As a faith-based organization we operate with the greatest level of integrity and cooperation with all organizations we do business with.

You can always count on us to be a part of your team, working harmoniously to ensure each person we serve receives the greatest experience and care.

Our support services are here for the entire support team. Come check us out to see how we can work together to make a positive impact in the lives of those we serve!
### Session 100
**OPENING PLENARY**

OACB’s 36th Annual Convention will begin with opening remarks from OACB Executive Director Bridget Gargan and a discussion with Ohio Governor Mike DeWine. Governor DeWine will speak with DODD Director Jeff Davis about statewide priorities, including early intervention supports, children’s services, and other topics. The 2019 keynote presentation will be delivered by Alison Circle, chief customer experience officer at the Columbus Metropolitan Library, who will explore the basics of Customer Experience (CX) and how its principles can be applied at county boards.

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### Session 150
**TELE-PSYCHIATRY FOR PEOPLE WITH MULTIPLE CHALLENGES**

Dr. Gentile has evaluated more than 4,000 people with dual diagnoses. Through engaging personal stories and effective strategies for supporting people with developmental disabilities and co-occurring mental illness, she will detail the four keys to success in trauma-informed care and the use of tele-psychiatry to reach under-served areas. From psychotropic medications to interviewing techniques, attendees will leave with practical steps to improve their supports.

**Presenter:** Julie P. Gentile, MD, Wright State University Department of Psychiatry

### Session 151
**LET’S TALK TRANSITION**

Come be part of the conversation about the transition to adulthood for youth with developmental disabilities.

### Session 152
**ODE PRESCHOOL UPDATES**

This session will provide preschool education updates on topics such as Step Up To Quality, early childhood positive behavioral interventions and supports, and strategic partnerships to support children with disabilities transitioning from IDEA Part C to Part B.

**Presenters:** Jody Beall, Assistant Director and 619 Coordinator, ODE; Jennifer Barnes, Education Program Specialist, Office of Early Learning and School Readiness, ODE

### Session 153
**CURRICULUM DEVELOPMENT FOR STUDENTS WITH INTENSE NEEDS**

Join the school-age administrative team as we discuss flexible design options for instruction and assessments that are rooted in grade-level standards and provide the integration of individualized supports and services and transition skills and experiences. This session will also discuss efforts school age programs can engage in to build communities of practice for teachers and administrators as they plan accessible, grade-aligned learning opportunities for students.

**Presenter:** Shawna Benson, Program Director, Teaching Diverse Learners Center, OCALI
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- **Emergency Watch**: Passive systems that detect emergencies (smoke, carbon monoxide and weather) and emergency buttons prompt a response by Rest Assured remote caregivers.

- **Family Support**: Remote access to video and sensor activity for authorized individuals.

Remote caregiving may assist with:

- Medication management
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**Session 100**

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**Session 160**

**COUNTY BOARD SERVICE EXCELLENCE: IT BEGINS HERE**

This session will posit that to generate a positive customer experience, we must first consider our employee experience and how this directly impacts our colleagues’ ability to provide excellence customer service. The session will include ideas to jump-start an employee experience strategy that any county can implement and address how you can start or improve your external customer service efforts.

**Presenter:** Bonnie Makrai, Service Excellence Coordinator, Cuyahoga DD

**Session 161**

**UNDERSTANDING AND MEETING YOUR CUSTOMERS’ NEEDS**

As you well know, the county board system has shifted its responsibilities widely in the last several years.

One subtle change has been the addition of new customers. Who are they? How do their needs differ from our traditional customer base? This session will identify these new customers and suggest strategies to understand and meet their needs.

**Presenter:** Mel Marsh, Acorn Consulting

**Session 162**

**BOARD MEMBER RECRUITMENT AND DEVELOPMENT**

Having the right board members leading a county board is as important as having the right staff. This session will explore the benefits of having the right board members and the importance of the board-superintendent relationship. Come hear superintendents and board members explain how they got the right board members in the right roles.

**Presenters:** Kris Hodge and Louis Borowicz, Delaware DD; Deb Bucilla, Highland DD and Fayette DD; Karen Adams, Highland DD; Mel Marsh, Acorn Consulting

**Session 163**

**IT TAKES A VILLAGE**

The proverb “It Takes a Village” is a fitting approach to addressing the challenges of developing and retaining a highly skilled human service workforce. In this session, participants will take part in a discussion about the crucial role county boards play in supporting providers in the ever-changing landscape of I/DD services and supports. This session will frame the current state of the workforce and highlight partnerships with various county boards that are uniquely enhancing the customer experience through supporting and investing in direct service providers in new and creative ways.

**Presenter:** Bethany Toledo, Executive Director, OADSP
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FEATURED SPEAKERS: THURSDAY

DR. SUSAN ABEND
CEO, THE RIGHT CARE NOW PROJECT

Dr. Abend is an internist and endocrinologist who has had more than 15 years of experience in health care quality and information management. She specializes in the care of patients with developmental and intellectual disabilities.

Dr. Abend developed the medical services for the UMass Neurodevelopmental Unit and the UMass Neurodevelopmental Ambulatory Team. She has studied and written extensively on health issues affecting the DD community.

Dr. Abend has spearheaded the development of the Right Care Now Project (RCNP), which aims to give professionals tools to improve care for people with disabilities. In her 9 a.m. talk in the Good Life/Safety and Wellness track, she will discuss how RCNP’s model can boost care quality and prevent abuse.

EDWARD CARR
CHIEF INFORMATION OFFICER, DODD

Edward Carr has served as chief information officer (CIO) at DODD since March 2019. In this role, he oversees all of the department’s information technology infrastructure and staff. Prior to his current position, Carr was CIO at the Public Utilities Commission of Ohio (PUCO).

Since taking on his new role, Carr has been an active and strategic partner with Ohio’s county boards and provider agencies, advocating for systemic IT improvements designed to simplify and improve data entry and maintenance for county board SSAs, provider staff, and family members of people with developmental disabilities.

In his session at 3 p.m. in the SSA track, Carr will talk about DODD’s new customer-first IT focus and discuss how recent changes will benefit county board SSAs.

JAMES HAYES
DEPUTY DIRECTOR, OHIO VOICE

James Hayes is deputy director at Ohio Voice, a Columbus-based nonprofit that provides trainings and resources to support social movements across the state.

In 2012, Hayes co-founded the Ohio Student Association, where he served as co-director for four years. In 2015, he was named to the Root 100 as one of the one hundred most influential black leaders in the country. Most recently, Hayes worked as training director for the Ayni Institute, where he designed and led training programs on organizing and movement-building for leaders from various locations and social movements.

At 12:30 p.m. in the Public Relations track, Hayes will discuss methods that county boards can use to strategically mobilize people and communications resources when facing advocacy-related challenges.

DR. BENJAMIN KEARNEY
CHIEF CLINICAL OFFICER, OHIO GUIDESTONE

Benjamin Kearney, PhD, is a licensed psychologist serving as executive vice president and chief clinical officer at OhioGuidestone in Cleveland.

Dr. Kearney is a senior fellow at the Institute of Family and Community Impact, where he works to translate the latest behavioral health science into clinical best practices. He has served as a mental health consultant to the Ohio Department of Health and the Ohio Department of Mental Health and Addiction Services. Dr. Kearney has held faculty positions at Cleveland State University and Ashland University and has published numerous works on children’s mental health. In his two-part presentation in the Early Intervention track starting at 1:45 p.m., Dr. Kearney will explore the importance of relationships and family dynamics in building and maintaining supports for children.
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Art & Product Day

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All day on Thursday, December 5, in the Convention Vendor Hall
## DAY TWO: THURSDAY, DECEMBER 5
### 8:00 - 9:00 AM REGISTRATION & CONTINENTAL BREAKFAST

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<td>Guardianships: Working as a Team to Address Complex Needs</td>
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### Lunch: 11:15 AM - 12:30 PM  (see page 6 for details)

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<td>Understanding Provider Rates</td>
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<td>Session 223</td>
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<td>County Board Reserve Funds: A How-To Guide</td>
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<td>Session 224</td>
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<td>Taking the Mystery Out of Laws and Rules</td>
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<td>Session 232</td>
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<td>Assessing Family-Directed Assessments: Best Practices</td>
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<td>Session 234</td>
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<td>Building Together, Part 2: Stronger Families, Stronger Communities</td>
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### Annual Awards Reception  | 5:00 - 6:30 PM  | EASTON BALLROOM

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<td>Emergency Preparedness for People with Developmental Disabilities</td>
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## Session 210  
**BEYOND THE PUBLIC HOUSING AUTHORITY**

Join staff from DODD and the Ohio Housing Finance Agency (OHFA) to learn how you can leverage Ohio’s tax credit housing stock to locate safe, affordable housing for people we serve. This session will cover the Ohio 811 Program (811) and the Ohio Department of Medicaid Subsidy Demonstration (ODMSD) Program. We will also discuss the use of Housing Choice (Section 8) vouchers in tax credit properties.

**Presenters:** Molly Bergman, Montgomery DD; Kevin Clark, Ohio Housing Finance Agency; Angela Toich, Lorain DD; Jeannette Welsh, DODD

## Session 211  
**GUARDIANSHIPS: WORKING AS A TEAM TO ADDRESS COMPLEX NEEDS**

This session will address strategies to improve team dynamics when working with people who have complex needs. Attendees will consider the role of each team member, including the guardian, and will identify whether guardianship (or an alternative to guardianship) would help to meet a person’s needs.

**Presenter:** Kristen Henry, Executive Director, APSI

## Session 212  
**DODD MULTI-SYSTEM YOUTH INITIATIVES**

Governor Mike DeWine’s state budget included additional funding to address the needs of Ohio’s multi-system youth (MSY). DODD representatives will share current plans for options using ICFs to meet these needs as well as the role of county boards in this process. Other statewide initiatives related to serving multi-system youth will also be addressed. The discussion will address ICF Youth Outlier, tele-psychiatry, Project Echo, MSY training, and youth respite grants.

**Presenters:** Ginnie Whisman, Sara Lawson, and Tina Evans; DODD

## Session 213  
**VOCHAB: FRAMEWORK AND IMPLEMENTATION UPDATES**

This session will provide an update on the vocational habilitation framework with implementation details of the plan over the next year. DODD representatives will present a draft version of a family, SSA, and provider resource document, a tool that goes over each adult day and employment services and provides strategies to have difficult conversations with people and families. In addition, presenters will share plans for 2020 on the adult day and employment services blueprint that is under development.

**Presenters:** Stacy Collins and Nyoka Craddolph, DODD

## Session 214  
**THAT’S THE WAY WE’VE ALWAYS DONE IT—NOT ANYMORE!**

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**Presenters:** Ed Carr, CIO, DODD; Debbie Hoffine, Deputy Director, Medicaid Development and Administration, DODD
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Session 220
THE NEW FIVE-YEAR FORECAST TOOL: LOCAL AND STATEWIDE USES

DODD and county board workgroup participants have been busy on an easy-to-use prototype of the newly required five-year county board cash forecast tool. In this session, the group will demonstrate this new tool that will assist boards with planning for financial sustainability and meeting the demands of state and local leaders to ensure continuous, long-term funding.

Presenters: Clay Weidner and Neil Townsend, DODD; County board Five-Year Forecast Workgroup Members

Session 221
EFFECTS OF THE DSP WAGE INCREASE

Approved as part of the 2019 state budget process, the DSP wage increase is a long overdue raise for frontline care staff. However, it will require careful planning and new considerations by county board business staff. This session will examine the differences in the budgeting process of the first- and second-year DSP wage increase, effects on supplemental invoices each year, changes to waiver allocation, impacts on locally funded waivers, and more.

Presenter: Clay Weidner, DODD

Session 222
UNDERSTANDING PROVIDER RATES

A continuation of the previous hour, this session will dissect the provider rate structure and take a deeper look at the services that are actually covered. Speakers will demonstrate the effects of the recent DSP wage increase as it relates to providers and share a prototype of the new accountability report to be completed by providers to share DSP compensation information.

Presenters: Gary Smith, CFO, Licking DD; Rick Black, OACB

Session 223
COUNTY BOARD RESERVE FUNDS: A HOW-TO GUIDE

This session will cover how to best use county board reserve funds, including an overview of the different types of reserve funds and the limitations of each. The session will also cover new language limiting the operational reserve fund to 40% of the previous year’s expenditures and explore the impact of these funds when talking with county commissioners and budget commissions.

Presenters: Steve Postalakis, Partner, Haynes Kessler Myers & Postalakis; Rick Black, OACB

Session 224
TAKING THE MYSTERY OUT OF LAWS AND RULES

What are the differences between the Ohio Revised Code (ORC) and the Ohio Administrative Code (OAC), and why are those differences important for county board business staff? This session will examine how regulations are formed with the goal of helping staff better understand and articulate how they affect the experiences of people and families receiving board supports.

Presenter: Steve Postalakis, Partner, Haynes Kessler Myers & Postalakis
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Session 230

PARENTS AS PARTNERS: CULTIVATING HIGH-QUALITY CX IN EI

"Parents as partners" is a guiding principle of early intervention. But what about parents as customers? At its core, effective customer service is about relationships and fulfilling a family's needs and expectations. In this session, family members will share what qualities were most helpful or sometimes missing as they participated in early intervention programs. County board initiatives demonstrating responsiveness to family needs will be highlighted.

Family Panel: Erin Simmons, Pete Moore, Beth Popich, and Matt Popich; Moderator: Ronni Bowyer

Session 231

THE YEAR OF THE DEVELOPMENTAL SPECIALIST AND BEYOND

Throughout 2019, extensive research, collaboration and effort has been put into creating a high-quality developmental specialist (DS) certification process in Ohio. This session will provide a brief history of the DS in Ohio, highlight the work of DODD and the Supporting Ohio’s Developmental Specialists workgroup over the past year, and explain the new certification process.

Presenters: Katrina Bush, M.Ed., Project Manager, DODD; Diane J. Fox, LSW, EI Program Manager, DODD; Tina Overturf, EI Director, Delaware DD; Julie Anthony, DS, Madison DD; Kelly Brooks, EI Manager, Warren DD; Beth Amato, EI Supervisor, Delaware DD

Session 232

ASSESSING FAMILY-DIRECTED ASSESSMENTS: BEST PRACTICES

Quality, authentic family assessment can provide valuable information about a family's formal and informal resources that will greatly enhance the family and provider experience in the EI process. County EI programs must choose a family-directed assessment by December 31st. This session will dig deeper into the role of social supports in EI, provide information about quality tool indicators, and review the value and utility of using eco-mapping to support families.

Presenters: Lisa Welsh, M.Ed., Early Head Start Lead Education Specialist, OSU College of Education and Human Ecology; Marilyn Espe-Sherwindt, PhD, Consultant, Project TREES

Session 233

BUILDING TOGETHER, PART 1: HELPING FAMILIES HELP THEMSELVES WITH JOY

Relationships are at the center of human development and crucial to healthy families. Attendees will discover why co-regulation is what every child needs and why joy experiences are essential in a child's daily life. Concepts such as ACEs (Adverse Childhood Experiences), co-regulation, neurobiology, and epigenesis will be tackled in an approachable manner for those in helping professions that enhance the lives of children and families.

Presenter: Ben Kearney, PhD, Chief Clinical Officer, Ohio Guidestone

Session 234

BUILDING TOGETHER, PART 2: STRONGER FAMILIES, STRONGER COMMUNITIES

Communities that adopt an 'us' perspective provide the strongest foundation for families to thrive. This session will explore ways to enhance whole communities by fostering literacy-rich environments, promoting altruism, and containing adversity over time to cut down on co-morbidities.

Presenter: Ben Kearney, PhD, Chief Clinical Officer, Ohio Guidestone
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Session 240  
RIGHT CARE NOW: TECH FOR SAFETY AND HEALTH CARE INCLUSION

The Right Care Now Project (RCNP), a nonprofit organization of healthcare professionals dedicated to improving the health and safety of adults with developmental disabilities, has developed tools to overcome the communication barriers that cause delayed care and failure to detect abuse as well as tools that enhance caregiver and provider skills. Attendees will learn about RCNP’s simple, web-based method of obtaining DSP observations and individual health information and then using that information to help prevent health crises and prompt and track necessary care.

Presenter: Susan L. Abend, MD, CEO, The Right Care Now Project

Session 241  
VITALSTM: REAL-TIME COMMUNICATION WITH FIRST RESPONDERS

In this session, Amanda DeLuca, a motivated parent and advocate for her son living with autism, will share about how an assistive technology service, VitalsSTM Aware Services, is helping her son and many other families bridge the information gap between people living with invisible conditions and disabilities and first responders, providers, and educators.

Presenter: Amanda DeLuca, Parent and Vitals User

Session 242  
EMERGENCY PREPAREDNESS FOR PEOPLE WITH DEVELOPMENTAL DISABILITIES

If a person’s family member or caregiver is unavailable in a crisis, will that person still have their needs met? Do they have a plan to stay safe? This presentation will provide insight into the hazards that disasters pose to people with disabilities and how to best prepare for worst. Participants will learn about the best methods for preparing for a disaster and hear facts that dispel the myths about what truly happens in a crisis.

Presenter: Erica Coleman, Health Activities Coordinator, UCCEDD

Session 243  
STAFF APPRECIATION IN THE SOCIAL MEDIA AGE

How has social media and technology changed the appreciation and rewards mindset? Join us for a discussion on human behavior, workplace engagement, and a 21st century solution that puts the power in your employees’ hands.

Presenter: Tim Liversage, Community Relations and Special Projects Coordinator, Caroll DD

Session 244  
ADULT ADVOCACY CENTERS: FIRST IN THE STATE, FIRST IN THE NATION

Ohio will soon be the first state with Adult Advocacy Centers (AACs), specialized resource centers equipped to provide holistic, accessible, and trauma informed services to adult crime victims with disabilities. The AACs will work in partnership with state, regional, and community agencies to coordinate responses and facilitate multi-disciplinary teams (MDTs) within communities. This session will introduce county boards to the AAC model and help participants understand best practices for survivors.

Presenters: Katherine Yoder, Adonna Wilson-Baney, and Leigha Shoup; Ohio Adult Advocacy Centers
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### Session 250

**THE "DIGITAL FRONT DOOR," PART 1: WEBSITE CONTENT AND UI**

In the digital age, customers are more likely to find and interact with brands and organizations online long before they do so in person. When newcomers walk through your board’s “Digital Front Door,” what do they see? Can they find what they’re looking for? This session will explore best practices for county board website content and navigation that will help make a positive digital first impression and start customers’ experiences off on the right foot.

**Presenter:** Thom Leiter, Founder, 40° Degrees Media

### Session 251

**THE "DIGITAL FRONT DOOR," PART 2: DESIGNING FOR ACCESSIBILITY**

Having a great looking “Digital Front Door” does no good if the people a board supports can’t use it. This session will explore ways of determining whether your website is accessible to everyone and what do if it falls short. Attendees will learn best practices for maximizing digital accessibility and inclusion online as well as in print.

**Presenter:** Tim Liversage, Community Relations and Special Projects Coordinator, Caroll DD

### Session 252

**ADVOCACY COMMUNICATIONS: WHEN IT’S TIME TO ROCK THE BOAT**

A county board communicator’s ideal day-to-day would be nothing but snapping happy photos and sharing success stories. But what happens when the world isn’t perfect and it’s time to man the PR battle stations? This session will explore advocacy communications with a focus on issue framing and mobilization. Attendees will learn strategies for determining when it’s time to “fight,” get tips for mobilizing advocates, and learn how to empower (not overpower) the voices of people and communities they support.

**Presenter:** James Hayes, Deputy Director, Ohio Voice

### Session 253

**CRISIS COMMUNICATIONS: REGAINING PUBLIC TRUST**

Accidents, accusations of fraud, data loss/theft, upset family members, social media rumors, volcanic eruptions, alien abductions. Crises come in all shapes and sizes, and it’s not a matter of if they strike—it’s when. How one handles crises can dramatically affect customers’ long-term opinions and experiences. Are you ready? In this session, attendees will review the basics of crisis communications and learn to field urgent press inquiries, manage social media fires, seize and maintain narrative control, and regain public trust.

**Presenter:** Stephanie York, Vice President, Hennes Communications

### Session 254

**CRAFTING CUSTOMER EXPERIENCE WITH VIDEO**

In 2019, video is essential to crafting the online experiences customers expect. Fortunately for county board communicators, the barriers to entry have never been lower. Come learn about affordable tools, adaptable tactics, and actionable tips for tying video into ones wider communications strategy. At the end of this session, attendees will be ready to build their own video strategies from scratch—no fancy equipment required!

**Presenter:** Dan Farkas, Lecturer, Strategic Communication; Ohio State University
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FRIDAY GENERAL SESSION: FEDERAL & STATE UPDATES

MAUREEN CORCORAN
DIRECTOR, OHIO DEPARTMENT OF MEDICAID

Maureen Corcoran was appointed by Gov. Mike DeWine in January 2019 to oversee the Ohio Department of Medicaid, which delivers health care coverage to nearly 3 million children, youth, and adults across Ohio through a network of approximately 130,000 service providers.

Corcoran began her career in public service in 1984. She was instrumental in Ohio’s nationally recognized mental health systems reforms and other interagency initiatives that improved the quality of health services in Ohio. In 2008, she returned to state government to direct policy and program initiatives for Ohio Medicaid under the Ohio Department of Job and Family Services.

Corcoran will speak first in Friday’s General Session about the DeWine administration’s priorities for Medicaid and its impacts on the DD system.

JEFF DAVIS
DIRECTOR, OHIO DEPARTMENT OF DD

Jeff Davis was appointed director of the Ohio Department of Developmental Disabilities by Gov. Mike DeWine in January 2019. He previously served as executive director of the Ohio Provider Resource Association (OPRA) from 2018 to 2019 and director of government affairs at OPRA from 2011 to 2018.

Prior to his time at OPRA, Davis served as a deputy director at DODD from 1991 to 2007 and oversaw legislative and rule-making activities. He also served as director of integrated health services for Buckeye Community Health Plan, a managed care plan that contracts with the state to provide Medicaid services.

Davis will speak second in Friday’s General Session, providing updates on DODD’s current and upcoming department initiatives.

SARAH LATOURETTE
EXECUTIVE DIRECTOR, OHIO FAMILY AND CHILDREN FIRST

Former state representative Sarah LaTourette was appointed executive director of Ohio Family and Children First by Gov. Mike DeWine in May 2019. She leads an executive council of state agencies tasked with streamlining and coordinating state services for children and families.

Prior to her appointment to OFCF, LaTourette represented the 76th House District (which covers portions of Geauga and Portage Counties) from 2014 to 2019. She served as assistant majority floor leader for the 132nd General Assembly and as co-chair of the Joint Committee on Multi-System Youth during the 131st General Assembly.

LaTourette will speak about statewide multi-system youth initiatives as the third speaker in Friday’s General Session.

AMIRA CHOUEIKI BOLAND
CX LEAD, U.S. OFFICE OF MANAGEMENT AND BUDGET

Amira Choueiki Boland leads Customer Experience efforts at the Office of Management and Budget within the Executive Office of the President. In this role, she coordinates efforts to implement responsive, end-to-end Customer Experience practices throughout the federal government.

Prior to her role at OMB, Boland served as the deputy director of the Office of Evaluation Sciences at the U.S. General Services Administration and as Executive Secretary of the White House Social and Behavioral Sciences Team.

During her talk in Friday’s General Session, Boland will discuss how CX best practices are being applied at the federal level across all cabinet-level agencies and offer guidance for county boards of DD as they begin their Customer Experience journeys.
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