

LEADING ON THE EDGE



FUNDING
WORKPLACE CULTURE
WORKFORCE SHORTAGE
LOW MOTIVATION
COMPLIANCE
BURNOUT
PROVIDING QUALITY SERVICE
REMOTE WORK
MULTI-TASKING
TECHNOLOGY

MACDDS
ANNUAL CONFERENCE

SEPTEMBER 27-29, 2023
HOLIDAY INN EXECUTIVE CENTER - COLUMBIA

ATTEND THE 2023 MACDDS ANNUAL CONFERENCE

SEPTEMBER 27-29, 2023

The Missouri Association of County Developmental Disabilities Services (MACDDS) will host an annual statewide conference September 27-29, 2023, at the Holiday Inn Executive Center in Columbia, Missouri. More than 350 board members, executives, professionals, staff, individuals with disabilities, and their families are expected to attend.

MACDDS, an organization of Senate Bill 40 Boards, affiliated public agencies and related private organizations serving persons with developmental disabilities, was formed in 1979 to bring together directors of “Senate Bill 40” agencies to share ideas and information. Senate Bill 40 refers to legislation that allows counties to levy a tax to be used for persons with developmental disabilities.

The Annual Conference offers up-to-date information to increase your knowledge of developmental disabilities and help you do a better job, whether you are a direct support professional, a supervisor, a support/service coordinator, an administrator, or a board member.

Join us at the Holiday Inn Executive Center for celebrations, learning opportunities, and fun! The conference will feature interactive workshops, drawings for prizes, and exhibits. We look forward to seeing you there!

2023 MACDDS CONFERENCE COMMITTEE

MACDDS wishes to thank the members of the 2023 MACDDS Conference Committee for their work in producing this year’s event.

Laura Cravens, Co-Chair, Boone County

Stacey Ismail, Co-Chair, Jefferson County

Pete Breting, Pike County

Jim Casey, Cole County

Denise Cross, Platte County

Amanda George, Jackson County

Pam Greenwood, Cooper County

Wendy Hays, Macon County

Linda Holland, Polk and Saline Counties

Nancy Pennington, MACDDS Executive Director

Andrea Swope, Christian County

Heather Weddle, Buchanan County

Rhonda Whitney, DeKalb County

GENERAL INFORMATION

Location

Holiday Inn Executive Center

2200 Interstate 70 Dr SW

Columbia, Missouri

Phone: (573) 445-8531

Hotel Accommodations

For hotel reservations, please contact the Holiday Inn Executive Center at (573) 445-8531 or [click here](#).

Reservations are \$110 per night, plus tax. All rooms require a guarantee by credit card or advance deposit. To arrange for direct billing of the room charges, or to make accessibility arrangements, please notify the reservation clerk when making your reservations.

Conference Registration Fees

MACDDS is offering members an early bird special! This advanced registration will save you and your agency money. The special rates are \$199 for members and \$299 for non-members.

Registration with payment must be received prior to Friday, September 8, to receive discounted rates.

Fees may be paid by check, cash or by using your Visa, MasterCard, or Discover. The early registration discounts will not be provided unless payment accompanies the registration form completed online. If paying by credit card, please visit the MACDDS website at www.macdds.org to complete the transaction. Please note that credit cards will not be accepted over the phone. On-site registration is also available for an increased fee. If registering on-site, payment must be made before you will be allowed to attend any session. If using a voucher, please refer to the email sent by Dalton Turner. For questions about vouchers, please reach out to dalton@c2cpro.solutions.

Accommodations

Please check the appropriate box on the registration form if you need special accommodations.

Meals

The cost of lunch on Thursday, September 28, and Friday breakfast, on September 29, is included in the conference registration fee. Meal tickets will be sold on-site to late registrants on an available basis. If you have dietary restrictions and require a special meal, please indicate such on the registration form.

Refunds

Full refunds, minus a \$20 processing fee, will be made if written notice of cancellation is received by **Monday, September 18, 2023**. After this date, half of the registration fee minus the processing fee, will be refunded. NO refunds will be made unless written notification of cancellation is received prior to the date of the conference. Written cancellation notice may be sent to andrea@c2cpro.solutions. Please note that cancellations will not be received by phone.

Calls

Emergency calls during the conference can be made by calling (573) 445-8531 and asking for the MACDDS registration desk.

SCHEDULE OF EVENTS

Wednesday, September 27, 2023

12:00 p.m. – 5:00 p.m.	Participant Registration
1:00 p.m. – 4:00 p.m.	Pre-Conference Session (free to members!)
4:00 p.m. – 6:00 p.m.	Exhibitor Set-Up

Thursday, September 28, 2023

8:00 a.m. – 5:00 p.m.	Participant Registration
8:00 a.m. – 8:30 a.m.	Exhibitor Set-Up
8:30 a.m. – 1:00 p.m.	Visit Exhibits
9:00 a.m. – 10:00 a.m.	Concurrent Sessions (#1-#6)
10:00 a.m. – 10:15 a.m.	Break
10:15 a.m. – 11:15 a.m.	Concurrent Sessions (#7-#12)
11:15 a.m. – 1:00 p.m.	Lunch/Awards/Visit Exhibitors
1:00 p.m. – 2:00 p.m.	Keynote Address – Kim Becking
2:00 p.m. – 2:15 p.m.	Break
2:15 p.m. – 3:15 p.m.	Concurrent Session (#13-#18)
2:15 p.m. – 5:00 p.m.	Visit Exhibits
3:15 p.m. – 3:30 p.m.	Break
3:30 p.m. – 4:30 p.m.	Concurrent Sessions (#19-#23)
4:30 p.m. – 7:30 p.m.	Dinner on your Own/Exhibit Hall Closes for Conference
7:30 p.m. – 10:30 p.m.	Reception

Friday, September 29, 2023

7:45 a.m. – 8:45 a.m.	Light Breakfast and Coffee
7:45 a.m. – 10:30 a.m.	Visit Exhibits
9:00 a.m. – 10:00 a.m.	Brag and Steal Sessions (#24-#28)
10:00 a.m. – 10:15 a.m.	Break
10:15 a.m. – 11:15 a.m.	Concurrent Sessions (#29-#33)
11:15 a.m.	Conference Closes

PRE-CONFERENCE SESSION:

WEDNESDAY, SEPTEMBER 27, 1:00 TO 4:00 P.M.

* Pre-Conference attendance is limited to the first 120 attendees registered.

Boundary Setting as a Sustainability and Self-Care Strategy with Katie VonDeLinde

Katie VonDeLinde, MSW, LCSW, is an energetic social worker, educator and activist working on issues of sustainable practice for helping professionals, social work ethics, the intersection of economic justice and intimate partner violence, and empowering, client-centered practice. Ms. VonDeLinde has advocated for the rights of survivors of violence for over twenty years and has trained thousands of social workers and advocates across the nation. Ms. VonDeLinde is an award-winning adjunct faculty member at Washington University's Brown School of Social Work. She also co-directs KMCV Consulting, LLC, and is a social worker at a hospital-based domestic violence program in St. Louis.

KEYNOTE SESSION:

BUILD A MOMENTUM MINDSET®: HOW TO BE MORE ADAPTABLE, RESILIENT AND READY FOR WHAT'S NEXT IN A RAPIDLY-CHANGING WORLD THAT NEVER SLOWS DOWN

THURSDAY, SEPTEMBER 28, 1:00 TO 2:00 P.M.

About the Keynote Speaker

Kim Becking, J.D. is on a mission to empower leaders, teams and organizations to build a Momentum Mindset® to be more adaptable, resilient and ready for what's next in this rapidly changing world. As a highly sought after expert on thriving in the midst of change, you might have seen her on Good Morning America or read about her in Harvard Business Review, People magazine or the New York Times.

She is an engaging, high energy and impactful international keynote speaker, human behavior expert, best-selling author, consultant, cancer thriver, recovering attorney and a proud Thin Mint Girl Scout cookie addict. Her strategic insights and practical solutions on adapting to change and boosting resilience have been utilized by hundreds of happy clients – including Fortune 100 companies, national and statewide associations, healthcare organizations, governmental entities and non-profit organizations.

Kim provides practical tools and strategies for leaders and teams to effectively master change, be more adaptable, strengthen their resilience muscle and build UNSTOPPABLE MOMENTUM for what's next in an ever-evolving world that never slows down. After hearing Kim, audiences leave ready to take her relatable lessons and practical solutions and put them into immediate action.

SESSION DESCRIPTIONS

1. Bilingual Support Coordination - What We've Learned, A Year Later

Mireya Camarillo - Senior Bilingual Support Coordinator; Thelma Delarosa - Bilingual Support Coordinator; Nancy Buttron - Bilingual Support Coordinator; Jessie Sullinger - Bilingual Support Coordinator, eitas

Last year we presented at the conference on what we have learned after hiring bilingual support coordinators to provide support to individuals whose preferred language is Spanish. It's a year later, and we have learned even more, and yet still face many of the same challenges. We will talk about what we've learned a year later, and where we still need to keep working.

2. Employment First Toolkit for Missouri Coordination of Supports: Session 1 - Believer: Employment First Basics

Jessica Keenoy, Training Associate II, Employment First MO, Institute of Community Inclusion, Leslie Quarles, Training Associate II, Employment First MO, Institute of Community Inclusion

The Believer Series is a professional development course designed to educate support coordinators on the National Employment First initiative. Each session will feature an interactive module that highlights the various roles that support coordinators fill and techniques that can be used to engage individuals and families throughout their employment journey. Attendees will have the opportunity to earn electronic badges as they progress through sessions. Attendees do not need to attend all sessions and do not have to be support coordinators to participate.

3. Treating Trauma In Individuals With IDD

Robert Cox, LPC, Life Recovery Consulting

Robert Cox, Author of "The Life Recovery Method: Autism Treatment from a Trauma Perspective," has worked for 30 years in the field of Intellectual and Developmental Disability and is known for his work in autism. In this session he will share his experiences and research findings in what constitutes trauma, how it's far more common in the IDD field, how to help your clients achieve better outcomes in behavioral issues, and emotional regulation based on his work and research.

4. Self-Care: Caring For Yourself So You Can Care for Others

Claudette Price, Driver Training Supervisor, eitas

Participants will learn self-care strategies and the importance of placing their care as priority, while managing and navigating through the demands and/or stressors of everyday life. We will also explore different areas of self-care, complete a self-care assessment, and develop a personalized self-care plan

5. Together We Can: Creative Social Media Engagement for Developmental Disability Support and Advocacy

Melissa Frey, Executive Director, Elizabeth Hargrave, Director of Community Resources and Outreach, Johnson County Board of Services

This dynamic presentation provides practical and creative approaches to social media engagement for developmental disability awareness. The session will be structured around interactive discussions, collaboration, and practical tips for effective social media use. Attendees will learn how to leverage social media to connect with individuals with developmental disabilities, other developmental disability providers, increase awareness and education, and promote agency culture. The presentation will inspire and equip attendees to partner together to advance MACDDS' mission of championing inclusive communities through the leadership, collaboration, and education of its member organizations.

6. Accreditation Matters: The Value of Accreditation

Chasity Chamberlin, Employment and Community Services Managing Director, CARF International

Today, accreditation is more important than ever. In a market where persons served can make choices, how do you know they will choose you? Persons served look for accredited organizations as a sign of quality before choosing services. Accreditation assures persons served that an organization is committed to encouraging feedback, continuously improving services and serving the community. For a provider, accreditation demonstrates its commitment to enhance performance, managing risk and to distinguish itself from competing organizations.

7. My Life, My Rights: Using Your Voice

Kendyll King, Self-Determination Manager, Susan Parker- Self-Determination Instructor, Jeremiah Johnson- Self-Determination Instructor, Shannon Morrissey- Self-Determination Manager KC, Victoria Howell- Self-Determination Instructor, Easterseals Midwest

The diverse instructors use their personal experiences to teach others about their rights and how to begin to advocate for themselves to make choices in their lives. The Self-Determination team offers interactive classes to teach individuals to speak up for their own lives and be an active part of their communities. Strategies developed during the pandemic for use of AT at a national level will also be discussed, with implications for the long-term.

8. Employment First Toolkit for Missouri Coordination of Supports: Session 2 - Engager: Productive Relationships that Support Employment

Jessica Keenoy, Training Associate II, Employment First MO, Institute of Community Inclusion, Leslie Quarles, Training Associate II, Employment First MO, Institute of Community Inclusion

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9. Boardroom Chronicles: Unraveling the Colorful Cast of Characters on Your Board

Matt Elmore, Executive Director, Promise Community Homes

We rarely get to choose our board members. Even if we do, the combination of their personalities and quirks can complicate or derail your agenda. In this session, we will take a look at the characters most likely serving on your board while exploring how to leverage their eccentricities for the benefit of your organization. Come and learn while we laugh and commiserate together!

10. Strategic Communication

*Courtney Cruz, Quality Enhancement Manager;
Meaghan Simpson, Assistant Executive Director,
Operations, Progressive Community Services*

In this session, you'll learn how Progressive Community Services, SB40 Board in Buchanan County has enhanced their communication through improvements in their website, grievance policy, communication committee work, employee communication, and through ongoing work with self-advocates. During the session we will highlight the work PCS has done in these areas, and also provide time for some interactive questions and brainstorming. The goal of this session will be to gain new ideas on ways to better communicate with people supported/families.

11. Organization Transformation – Moving from Sheltered Workshop to Community Employment

*Anne Hochstein, Chief Operating Officer, Job One;
Aaron Martin, Chief Executive Officer, Job One;
Jorgi McNamara, Chief Executive Officer, eitas*

Learn how the support of our local SB40 Board (eitas) paved the way for Job One to move toward Community Employment and a person-centered approach. This has been a challenging and rewarding transformation with a high learning curve. Join us to hear about lessons learned, the support we received from our SB40 board, and recommendations for agencies considering a similar path.

12. Smart Steps Mobile, a Decision-Making App, Builds Independence

Dr. Cindy Fisher, Smart Steps LLC

List barriers to successful outcomes in employment, school, and independent living. Then take a look at an app that can address everyday problems through decision-making support. The Smart Steps Mobile app presents choices, one step at a time, so the user can decide what works for them at that moment. It prompts the user to call to advocate for themselves. It offers practical tips. Features include a help button a map button, read aloud, and a profile screen. The free download can be used for role-playing or as a test drive to see how it works. The upgrade allows customization. If time, we will create a decision tree using the software.

13. Leading with Organizational Values

*David Kinne, Western Region Positive Support Consultant,
Finn Roberts, Western Region Positive Support
Consultant, Missouri Department of Mental Health*

Developing a positive culture means identifying the organization's goals, and how it defines itself. By identifying Organizational Values, teams can teach, model, and motivate desirable work behaviors for their employees and leaders. This session will start by highlighting what Organizational Values are, then discuss how to identify and define them, and what organizational teams can do with them once they are created.

14. Employment First Toolkit for Missouri Coordination of Supports: Session 3 -

Educator: Facilitating Informed Decision Making
Jessica Keenoy, Training Associate II, Employment First MO, Institute of Community Inclusion, Leslie Quarles, Training Associate II, Employment First MO, Institute of Community Inclusion

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15. Trauma and Supporting Individuals with Intellectual and Developmental Disabilities -Two Hour Session-

Lyndee Willoughby, Training Supervisor, eitas
This session aims to provide participants with a clear understanding of the definition of trauma as it relates to the individuals we support as well as tips and tools to help support those who have experienced trauma and possibly prevent future trauma. The session is very interactive and discussion is encouraged through questions and real life examples.

16. You Say Conflict, I Say Opportunity and Responsibility

Chandrika C. Collins, M.S., University of Missouri
Members of a person's circle of support strive to protect them from a perceived worst-case scenario. However, the perception leads to the disruption of dignity and infringes on an individual's fundamental rights - to learn, grow, succeed, and fail. Attendees will understand how to embrace the opportunity and reframe the ongoing conflict around the rights of an individual as part of the responsibility to advocate for social inclusion and equity.

17. The Loss of Affordable Housing and the Impact of Executive Order 23-01: Where are We and Where are We Going?

Wayne Crawford, Executive Director, Missouri Inclusive Housing
Why can't we find a home? The lack of affordable housing has become an epidemic across our state and the nation. This presentation will focus on the loss of affordable housing in Missouri, what is being done to increase affordable housing, and how we can make a difference in the future of housing. A discussion of the Governor's Executive Order 23-01 and the impact it will have on housing and supports will be discussed. This presentation will be important for anyone dealing with the need for a place to call home.

18. Beyond Boundaries: Exploring the Possibilities of Remote Supports in the Technology First Era

Myke Bates - Co-Founder, Chief Operating Officer, Hearo Technologies

Attendees of this informative session on remote supports will gain a comprehensive understanding of the landscape. This presentation will cover what remote supports is, how it works, as well as when it is and is not appropriate to use. Most importantly, you'll learn how to leverage remote support to empower individuals and promote greater independence. Don't miss this opportunity to expand your knowledge and explore the potential of remote supports in the DD space.

19. Advocacy and Engagement: Learn from Advocacy Leaders

Kyla Mundwiller, Individual & Family Supports UMKC-IHD, Amanda Koch, Advocacy Leader, Franklin County, Candace Cunningham, Advocacy Leader, Jackson County

Learn from people with lived experience who have moved beyond being 'Self-Advocates' and are becoming Advocacy Leaders. They will share how they are moving beyond their own personal self-determination and self-advocacy and helping others achieve what they have done. You will learn about Good Lifebooks, the COOL Group and the Charting the LifeCourse Leadership Academy for individuals and families.

20. Employment First Toolkit for Missouri Coordination of Supports: Session 4 - Motivator: Motivation to Work and Solution Focused Problem Solving

Jessica Keenoy, Training Associate II, Employment First MO, Institute of Community Inclusion, Leslie Quarles, Training Associate II, Employment First MO, Institute of Community Inclusion

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21. Equity and Inclusion Strategies for the Conflict Around Rights

Chandrika C. Collins, M.S., University of Missouri

This session will provide practical applications for communicating and advocating for rights as our responsibility. Attendees will engage in a mini-workshop style "how to" actively reframe their thinking and future discussions. Building from a prior session, we will practice ways to address different perspectives and implement equity and social inclusion to create a constructive conflict resolution approach.

22. Leveraging the Microsoft 365 Landscape

Tim Curran, Data Analytics and Insights Manager, Tanna Clark, IT Manager, and Erika Rodriguez, VP of Client Services, Emmaus Homes

In today's rapidly evolving digital landscape, harnessing the power of cloud computing has become essential for organizations looking to stay competitive and make a positive impact. This presentation delves into the first steps in the transformative potential of the Microsoft 365 cloud and how it can revolutionize your workplace, enabling you to make a difference in your services and beyond.

23. Employment Continuum

Katie Jones, Matt Jannings, Jeremy Sutton, Chief Program Officers, BCI

What does a continuum of employment mean and how is it provided? We will explore different services of employment, how they are funded, and why offering a variety of employment all under one umbrella is an asset to individuals and their families.

Sessions 24-27. Brag and Steal Sessions

Back due to popular demand, the conference schedule will include Brag and Steal Sessions on Friday, September 29, from 9:00 to 10:00 a.m. Attendees are asked to bring ideas to share and can expect to leave with lots of new ideas to incorporate into their own agency's practices. Specific areas for this year's Brag and Steal Sessions include: Executive Director, Advocacy, Providers, and Targeted Case Management. These sessions show up as session #24-27 on the conference grid.

28. Psychological Safety in the Workplace and Society

-Two Hour Session-

Laura Curtis MS, LPC, Retired Licensed Professional Counselor

Psychological safety in the workplace is the foundation of inclusion and team performance and the key to creating an innovative culture. This presentation will focus on the four columns of psychological safety: inclusion, freedom to learn, freedom to contribute, and freedom to challenge without the fear of being embarrassed, punished or rejected. The presenter will be utilizing a lecture style format with participants contributing their thoughts and ideas in a question/answer format.

29. Case Studies in Public Administrator Guardianship: A Question and Answer Session

Danielle Boggs, Webster County Public Administrator; Amanda Huffman, Morgan County Public Administrator; Cher Caudel, Moniteau County Public Administrator; Rhonda Noe, Adair County Public Administrator; Lisa Reitzel, Cape Girardeau County Public Administrator

In this session, seasoned Public Administrators will review complex case studies (privacy protected) to provide a "day in the life" look at prioritization, problem-solving, safety, self-determination, etc. when working with the individuals we serve. Time will be reserved for a question and answer portion within the session.

30. Utilization and Process of Home Modification Service (EAA) to Support Individuals in their Home

Shelly Brown, Missouri Division of Developmental Disabilities UDAT Lead, Cris Rodriguez, Missouri Inclusive Housing

This presentation will provide information related to the home modification service (EAA) for individuals receiving services through DMH-DD waivers. We will provide an overview of the home modification process, including how to identify accessibility needs, obtain required evaluations, and request bids for the project. The presentation will include the technical assistance available from the DMH-DD UDAT team and Missouri Inclusive Housing for the application and evaluation of EAA services.

31. Benefits Available to Medicare & Medicaid Enrollees

Lisa Mollerus, Principal Dimensional Resources

1. Medicare Parts A, B & C, defined and who is eligible. 2. Medicaid reverification, beneficiary notification and how UHC can assist with reverification. 3. Benefits available to eligible Medicare & Medicaid members; monthly grocery allowance (Kroger/Gerbes, HyVee, Walmart, etc.), monthly OTC allowance, monthly allowance to pay utility bills, UHC Care Navigator, dental, \$0 RX, hearing aids, eye glasses/contact lenses, gym club and transportation benefits.

32. Difficult Conversations - They Never Get Any Easier!

Ann Graff, Senior Search Consultant, The Moran Company

Experienced supervisors know that difficult conversations only get more difficult if you postpone them. Difficult conversations never really get easier. The only way to deal with them is to address the situation with the people involved – as soon as possible. This workshop will provide some tips and techniques to supervisors on how to have successful and positive disciplinary discussions with staff.

33. Aging Gracefully with Down Syndrome

Amy Allison, Executive Director, The Farmer's House, former Executive Director of Down Syndrome Guild of Greater Kansas City

Individuals with Down Syndrome may experience a host of medical, social and psychosocial challenges as they now live well into their 50s and 60s. Attendees will learn best practices for ensuring proper medical care, how to promote stronger independence to allow for aging in place, and what the current research says about Alzheimer's and Dementia in this population.