

CAADS FALL CONFERENCE AND ANNUAL MEETING

# Health, Hope and Healing: The Promise of Adult Day Services

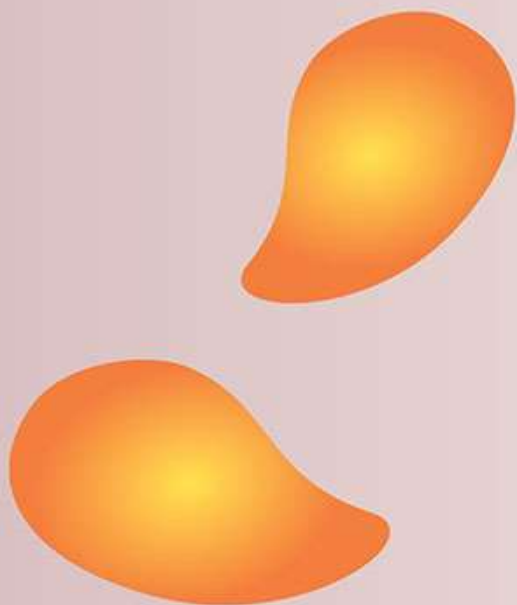
November 6-8, 2018

Sheraton Park Hotel, Anaheim



CAADS

California Association For Adult Day Services



## ***HEALTH, HOPE AND HEALING: THE PROMISE OF ADULT DAY SERVICES***

An information-filled conference to pursue learning and sharing among Adult Day Services colleagues, Managed Care partners, California state regulators and others who make our work possible.

This conference is the place to be for. . .

### **Current and Prospective Providers**

- √ ADHC/CBAS (medical model)
- √ ADP (non-medical model)
- √ Regional Center Vendorized Programs
- √ Those still undecided and curious

### **New & Seasoned Providers**

- √ Owners & Executive Leaders
- √ Administrators
- √ Program Directors
- √ Nurses & Nurse Assistants
- √ Social Workers, LCSWs & LMFTs
- √ Activity Leaders
- √ Other Team Members

### **Managed Care Health Plan Staff\***

- √ CBAS & LTSS Managers
- √ Nurses & Care Coordinators
- √ Member Services Representatives

### **Product / Service Vendors\***

- √ Those who do business with Adult Day centers, or would like to. . .

\*Check out the ***Invitation to Exhibit*** and ***Sponsorship Opportunities*** at [www.caads.org](http://www.caads.org)

*I gained endless information on brain health from Dr. Rob Winningham. He was the highlight of the conference for me!*

~ Barbara Porter, PsyD, Site Director  
Choice in Aging



*It was great to meet in person individuals who I have had many conference calls with and to hear other perspectives, best practices, ideas, etc. from their centers.*

~ Raenika Butler, Program Director  
Bayview Hunters Point Adult Day Health

# CAADS FALL CONFERENCE AND ANNUAL MEETING

November 6 – 8, 2018 | Sheraton Park Hotel | Anaheim, CA

## SCHEDULE AT-A-GLANCE

Tuesday, November 6, 2018

7:30 AM – 8:30 AM

**Exhibits Move-In/ Set Up**

8:30 AM – 5:15 PM

**Registration and Exhibits Open**

8:30 AM – 9:30 AM

**Coffee Service Among the Exhibits**

9:30 AM – 12:15 PM

**CAADS and ALE Annual Membership Meeting**

*(Open to Members Only)*

12:30 PM – 1:30 PM

**CAADS Networking Luncheon**

1:45 PM – 2:45 PM

**CA ADHC Outcomes Research: Early Results** [No CE Hours]

*Courses are designed for all models of adult day services unless otherwise indicated in the course description.*

3:00 PM – 5:15 PM

**SESSION 1 COURSES** [Break: 4:00 PM - 4:15 PM]

**1-A Adult Day Programs: Community Care**

**Licensing Division (CCLD) Updates**

[2.0 CE Hours: CCL] | *For Non-Medical Model*

**1-B Care Planning and the Multidisciplinary Team:**

**Key Elements for Positive Outcomes**

[2.0 CE Hours: RN, LMFT, LCSW, OT] | *For Medical Model*

**1-C Leading Teams That Thrive in Adult Day Services**

[2.0 CE Hours: RN, LMFT, LCSW, CCL, OT]

**1-D Person-Centered Approaches to Walking**

**Away and Leaving (AKA “Wandering”)**

[2.0 CE Hours: RN, LMFT, LCSW, CCL, OT]

Evening

**Dinner-On-Your-Own**

Wednesday, November 7, 2018

8:00 AM – 5:15 PM

**Registration**

8:00 AM – 9:00 AM

**Continental Breakfast Among the Exhibits**

8:00 AM – 6:30 PM

**Exhibits Open**

9:00 AM – 11:30 AM

**General Session & Keynote**

- **Welcome**
- **CBAS Program and Policy Updates**
- **KEYNOTE: Supporting Older Adults Brain Health Along the Continuum of Cognitive Abilities**

[1.5 CE Hours: RN, LMFT, LCSW, CCL, OT]

Wednesday, November 7, 2018

11:30 AM – 12:00 PM

**Exhibit Viewing & Networking Time**

12:00 PM – 1:00 PM

**Networking Luncheon** [No CE Hours]

1:15 PM – 3:30 PM

**SESSION 2 COURSES** [Break: 2:15 PM - 2:30 PM]

**2-A Maximize Quality of Life by Customizing Interventions Based on Participants’ Interest, Preferences and Cognitive Abilities**

[2.0 CE Hours: RN, LMFT, LCSW, CCL, OT]

**2-B It’s All About Survival: Providing a Supportive Refuge for Elders by Understanding How Trauma Alters Aging and Behavior**

[2.0 CE Hours: RN, LMFT, LCSW, CCL, OT]

**2-C Comprehensive Geriatrics Assessment and Falls Prevention**

[2.0 CE Hours: RN, LMFT, LCSW, CCL, OT]

**2-D Show Me the Money! Billing, Claims Management and Increasing Cash Flow for Your Center**

[No CE Hours] | *For Medical Model*

3:45 PM – 5:15 PM

**SESSION 3 COURSES** [No Break]

**3-A Prescription Drug Misuse and Abuse: What Families and Caregivers Need to Know**

[1.5 CE Hours: RN, LMFT, LCSW, CCL, OT]

**3-B Into the Wild: A Person-Centered Approach to Community Exploration**

[1.5 CE Hours: CCL, OT]

**3-C A Pound of Cure: Disaster Planning in the 21st Century**

[1.5 CE Hours: RN, LMFT, LCSW, CCL, OT]

**3-D Current Risk Management and Insurance Concerns**

[No CE Hours]

5:15 PM – 6:30 PM

**Reception & Raffles Among the Exhibits**

6:30 PM – 7:00 PM

**Exhibits Break Down / Move Out**

Evening

**Dinner-On-Your-Own**

*“As a first time attendee, every piece of information is new and valuable to me.”*

~ Changhong Yu  
2017 Conference Attendee

# CAADS FALL CONFERENCE AND ANNUAL MEETING

November 6 – 8, 2018 | Sheraton Park Hotel | Anaheim, CA

**Thursday, November 8, 2018**

8:00 AM – 2:15 PM

## Registration

8:00 AM – 9:00 AM

## Continental Breakfast

9:00 AM – 11:15 AM

## General Session & Keynote

- **Welcome**
- **Me, We, Do, Be:**  
**The Four Cornerstones of Success**  
[2.0 CE Hours: RN, LMFT, LCSW, CCL, OT]

11:30 AM – 12:30 PM

## Networking Luncheon *[No CE Hours]*

12:45 PM – 2:15 PM

## SESSION 4 COURSES

- 4-A Diabetes and the Aging Brain: Cognitive Dysfunction Among Older Adults with Diabetes**  
[1.5 CE Hours: RN, LMFT, LCSW, CCL, OT]
- 4-B Including People with IDD in ADS on Purpose: Opportunities and Best Practices**  
[1.5 CE Hours: CCL]
- 4-C How to Build Resilience, Wellness and Promote Post Traumatic Growth in Health Care Personnel**  
[1.5 CE Hours: RN, LMFT, LCSW, CCL, OT]
- 4-D CBAS Survey 101: What to Expect and How to Prepare for the Certification Survey**  
[No CE Hours] | *For Medical Model*

2:15 PM

## Conference Concludes

## **CONFERENCE LOCATION AND HOTEL INFORMATION**



### **Sheraton Park Hotel**

1855 S. Harbor Blvd  
Anaheim, CA 92802

### **Telephone:**

**(714) 750-1811**  
**(866) 837-4197**

Website: <http://bit.ly/2LEsLxX>

Check-In Time: 4:00 PM | Check-Out Time: 11:00 AM

Hotel Reservation Deadline: **October 15, 2018**

Reservations Online: <http://bit.ly/2A3vEIhbi>

Reservations by Telephone: **(714) 750-1811**

*(Must mention California Association for Adult Day Services)*

Room Rate: **\$129 Single/Double/Triple/Quad**  
**plus room taxes\***

Hotel has a smoke-free policy. Complimentary wireless in lobby and public areas. The **Sheraton Park Hotel** has graciously extended the special conference rate of **\$129** for three (3) days prior and three (3) days post conference (based on availability), for those who would like to enjoy an extended stay. Rates are guaranteed **IF** a reservation is made **on or before October 15, 2018, AND IF** space is still available at the CAADS conference rate.

There are a limited number of rooms available in the block, so make your hotel reservations early. Reservation requests made after the cut-off date of **October 15, 2018**, will be based on availability at the Hotel's prevailing rates. Regardless of when you make your hotel reservation, please be sure to mention "California Association for Adult Day Services," as CAADS receives a discount on meeting space fees based on the number of guest rooms occupied by CAADS event attendees.

*\*Rates subject to applicable state and local taxes (currently 17.228% Occupancy tax)*

## **HOTEL PARKING**

Day Use Self-Parking: **\$15.00 daily rate** (regularly \$21)  
Overnight Self-Parking: **\$15.00 daily rate** (regularly \$21)  
Valet Parking: **\$26 daily rate**

## **AIR AND GROUND TRANSPORTATION**

Two local airports serve the conference destination.

### **John Wayne Airport-Orange County – SNA**

Sheraton Park Hotel is **13 miles S** of airport;  
Estimated taxi fare (one way): **\$50**

### **Long Beach – LGB**

Sheraton Park Hotel is **18.2 miles S** of airport;  
Estimated taxi fare (one way): **\$66**

### **Los Angeles International Airport – LAS**

Sheraton Park Hotel is **35 miles W** of airport;  
Estimated taxi fare (one way): **\$120**

Alternate transportation available from:

### **Prime Time Shuttle**

**From SNA, Shared Van:** \$12.95/Person  
**From LGB, Shared Van:** \$45/Person  
**From LAX, Shared Van:** \$17.95/Person  
**Phone:** **(800) 733-8267** or [www.primetimeshuttle.com](http://www.primetimeshuttle.com)

### **Super Shuttle**

**From SNA, Shared Van:** \$13/Person  
**From LGB, Shared Van:** \$35/Person  
**From LAX, Shared Van:** \$19/Person  
**Phone:** **(800) 258-3826** or [www.supershuttle.com](http://www.supershuttle.com)

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## **GENERAL INFORMATION**

### **Assistance and Special Accommodations**

Do you have special needs (i.e. physical, dietary) that we can address to make your participation more enjoyable? Please notify CAADS in advance for assistance at **(916) 552-7400** or [education@caads.org](mailto:education@caads.org).

**Attire is Business Casual.**

**Please refrain from using fragrant products.**

## **CAADS MEMBERS SAVE!**

**You need not be a CAADS Member to attend;** however, membership has its benefits! Only Members get:

- **Discounted registration rates**
- **Lower rates for Additional Registrants** (*from the same site*)
- **Access to Members Only Meeting on Tue, Nov 6.**

Learn more about CAADS and how membership will benefit you. Visit our website at [www.caads.org](http://www.caads.org) and click on the JOIN NOW tab or call us at **(916) 552-7400**.

## **CERTIFICATE OF ATTENDANCE**

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

## **SUBSTITUTIONS, CANCELLATIONS, REFUNDS**

**Substitutions** will be accepted with advance notice to CAADS by emailing [pam@caads.org](mailto:pam@caads.org), or calling CAADS at **(916) 552-7400**, by **October 24, 2018**. No registration package can be split or shared among multiple substitutes.

**Cancellations** must be made in writing by **5:00 PM, October 3, 2018**, to receive a refund, less a \$50 Registration Cancellation Fee. Telephone cancellations must be followed by a written request to be valid.

**Refund** requests will be reviewed and processed after the conference. Refunds will not be granted if you attend a portion of the event, send a substitute, or fail to cancel in writing by **October 3, 2018**. No exceptions.

## **COMPLAINTS AND GRIEVANCES**

Any complaint about the conference or event should first be brought to the attention of the CAADS Education & Events Manager to resolve as quickly as possible. If the complaint is unable to be resolved on-site, the attendee should document their concern in writing and submit it by email to [pam@caads.org](mailto:pam@caads.org) or by mail to: **Pam Amundsen**, Education & Events Manager, CAADS, 1107 9<sup>th</sup> Street, Suite 701, Sacramento, CA 95814. The complaint will be provided to the CAADS Executive Director and the CAADS Education Committee for resolution.

## **MEMBER REGISTRATION RATE**

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

## **CONTINUING EDUCATION (CE)**

See CE Order Form for specific CE approved courses for your license. CE processing fees apply for each course for which you would like to receive a CE Certificate:

### **CAADS CE Fees Per Session:**

By October 3:	<b>\$15</b> Members   <b>\$30</b> Non-members
By October 24:	<b>\$25</b> Members   <b>\$40</b> Non-members
After October 24:	<b>\$35</b> Members   <b>\$50</b> Non-members

**To purchase CE credits**, check the appropriate box on the Continuing Education order form. If you need CE credit from a board not listed below, or you are an out-of-state provider, contact that licensing board to verify acceptability before ordering CEs. *No refunds for CEs.*

### **CAADS is a Continuing Education provider for:**

#### **California Board of Registered Nursing (BRN)**

- CE Provider Number **11021** for the stated contact hours.
- Registered Nurse (RN)
- Licensed Vocational Nurse (LVN)

#### **California Association of Marriage and Family Therapists (CAMFT)**

CAADS is approved to sponsor continuing education and maintains responsibility for this program/course and its content. Course meets the qualifications for 10.5 hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences.

CE Provider Number **69718**.

- Licensed Marriage and Family Therapist (LMFT)
- Licensed Clinical Social Worker (LCSW)
- Licensed Professional Clinical Counselor (LPCC)
- Licensed Educational Psychologist (LEP)

#### **California Board of Occupational Therapy (BOT)**

CE Provider Number not required.

- Occupational Therapist (OT)

#### **California Department of Social Services, Community Care Licensing Division (CDSS-CCLD)**

CE Provider Number not required.

- Adult Day Program Administrator and Staff

## **ANTI-DISCRIMINATION POLICY STATEMENT**

CAADS does not tolerate nor engage in discrimination against any individual or group with respect to any service, program or activity based on gender, race, creed, national origin, sexual orientation, religion, age, disability, or other prohibited basis.

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November 6 – 8, 2018 | Sheraton Park Hotel | Anaheim, CA

## SCHEDULE IN DETAIL

Tuesday, November 6, 2018

7:30 AM – 8:30 AM

**Exhibits Move-In/ Set Up**

8:30 AM – 5:15 PM

**Registration and Exhibits Open**

8:30 AM – 9:30 AM

**Coffee Service Among the Exhibits**

9:30 AM – 12:15 PM

**CAADS and ALE Annual Membership Meeting** [No CE Hours]

*(Open to CAADS Members Only)*

Exclusive to CAADS members, this is an interactive session filled with fresh information and updates from CAADS and ALE leadership and CA Department of Aging.

**Lydia Missaelides, MHA**, Executive Director, CAADS and ALE  
**Corinne Jan, RN, PHN**, President, CAADS; CEO, Family Bridges, Inc.  
**Kathleen Kolenda**, President, ALE, VP Adult Day Services, Easterseals Southern California  
**Jill Sparrow**, Chief, CBAS Branch, CA Department of Aging (CDA)

12:30 PM – 1:30 PM

**CAADS Networking Luncheon** [No CE Hours]

1:45 PM – 2:45 PM

**CA ADHC Outcomes Research: Early Results** [No CE Hours]

**Tina Sadarangani, PhD, ANP-C, GNP-BC, RN**, Assistant Professor/Faculty Fellow, New York University, Rory Meyers College of Nursing *(via satellite)*

*Courses are designed for all models of adult day services unless otherwise indicated in the course description.*

3:00 PM – 5:15 PM

**SESSION 1 COURSES** [Break: 4:00 PM - 4:15 PM]

### 1-A Adult Day Programs: Community Care Licensing Division (CCLD) Updates

[2.0 CE Hours: CCL] | *For Non-Medical Model*

**Seton Bunker, LCSW**, Chief, Policy and Process Management Bureau, California Department of Social Services (CDSS)  
**Claire Matsushita, MSW**, Assistant Program Administrator, Adult and Senior Care Program, California Department of Social Services (CDSS)

CCLD is focusing on continuous quality improvement in order to be more effective in its three core priority areas: Prevention, Compliance and Enforcement. This session will cover improved inspection frequency; background check updates; new regulations/statutes; civil penalties; Inspection Tool Pilot updates; top 10 deficiencies; and medical issues.

**Learning Objectives:** *After this course, attendees will be able to:*

- Understand new licensing laws and regulations requirements
- Describe the most frequent deficiencies in Adult Day Programs
- Implement the steps to transferring a Background Clearance
- Describe civil penalties in relation to Adult Day Programs
- Understand the CDSS Inspection Tool Pilot

Tuesday, November 6, 2018

### 1-B Care Planning and the Multidisciplinary Team: Key Elements for Positive Outcomes

[2.0 CE Hours: RN, LMFT, LCSW, OT] | *For Medical Model*

**Julia Smith**, Manager, Community-Based Adult Services (CBAS) Branch, California Department of Aging (CDA)

**Leigh Witzke, RN**, Nurse Evaluator, Community-Based Adult Services (CBAS) Branch, California Department of Aging (CDA)

Successful care planning by the CBAS multidisciplinary team (MDT) applies person-centered planning principles to the assessment and treatment planning process. Achieving positive outcomes results from identifying and supporting the CBAS participant's personal goals, preferences and choices while adhering to the CBAS program's mission of providing services to maintain individuals in their homes and communities as long as possible. CDA staff will identify key elements for a successful person-centered care planning process including quality documentation to meet state and federal requirements and the needs of the individual participant. **This interactive workshop will be limited to 35 attendees.**

**Learning Objectives:** *After this course, attendees will be able to:*

- Understand the program requirements for the multidisciplinary team and person-centered care planning process identified in the CBAS Center Assessment Tool – Multidisciplinary Team and Person-Centered Care Planning Process
- Describe key elements of a "best practice" multidisciplinary team and care planning process
- Understand the relationship between successful care planning and quality documentation

### 1-C Leading Teams That Thrive in Adult Day Services

[2.0 CE Hours: RN, LMFT, LCSW, CCL, OT]

**Claudia A. White, PhD**, CEO, White Sand Consultants, Inc.

Healthcare leaders are challenged to perform and be effective in a dynamic and evolving industry. To ensure that their teams are most productive and deliver stellar healthcare services, the leaders must be visionaries, strong influencers and brilliant communicators. This experiential session will examine leadership behaviors, explore communication techniques, practice teamwork and drive home the importance of positive and inclusive work cultures.

**Learning Objectives:** *After this course, attendees will be able to:*

- Demonstrate how to build and nurture teams
- Solve workplace challenges with measurable outcomes
- Use SMARTER Goal Setting Techniques
- Communicate using open and positive methods
- Build a work culture that embraces all people
- Lead by example

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**Tuesday, November 6, 2018**

## **1-D Person-Centered Approaches to Walking Away and Leaving (AKA “Wandering”)**

[2.0 CE Hours: RN, LMFT, LCSW, CCL, OT]

**Cordula Dick-Muehlke, PhD**, Founder, Cordula Cares

This session will update and expand your knowledge about “wandering,” a perplexing and often life-threatening behavioral expression that occurs in 63% of people with dementia. Have you discharged a participant from your center who has attempted to “wander” away? If so, this session is for you. You’ll learn how to talk and think about “wandering” and have an opportunity to brainstorm person-centered strategies that maximize your participants’ sense of freedom while keeping them safe.

**Learning Objectives:** After this course, attendees will be able to:

- Identify risks for “wandering”
- Identify and implement person-centered early interventions to reduce the risk of “wandering”
- Identify “wandering” patterns and characteristics to consider when searching for an individual who has become lost

Evening

**Dinner-On-Your-Own**

**Wednesday, November 7, 2018**

8:00 AM – 5:15 PM

**Registration and Exhibits**

8:00 AM – 9:00 AM

**Continental Breakfast Among the Exhibits**

9:00 AM – 11:30 AM

**General Session & Keynote**

**Welcome**

**Corinne Jan, RN, PHN**, President, CAADS  
CEO, Family Bridges, Inc. / Hong Fook Centers

**CBAS Program and Policy Updates**

**Jill Sparrow**, Chief, Community-Based Adult Services (CBAS)  
Branch, California Department of Aging (CDA)

**KEYNOTE: Supporting Older Adults Brain Health Along the Continuum of Cognitive Abilities**

[1.5 CE Hours: RN, LMFT, LCSW, CCL, OT]

**Rob Winningham, PhD**, Professor of Psychological Sciences and Gerontology, Western Oregon University

During this session we will discuss many interventions and lifestyle behaviors that have been shown to support optimal brain health and quality of life in older adults. We will explore cognitive stimulation, physical exercise, social engagement and nutrition. Often the interventions need to be adjusted based on cognitive ability, which we will also discuss. Attendees will leave with many ideas as to how they can implement these interventions for older adults they serve.

**Wednesday, November 7, 2018**

**Learning Objectives:** After this course, attendees will be able to:

- Describe factors that affect cognitive ability in older adulthood
- Describe how physical exercise is associated with improved cognition
- Explain how social engagement can maximize quality of life

11:30 AM – 12:00 PM

**Exhibit Viewing & Networking Time** [No CE Hours]

12:00 PM – 1:00 PM

**Networking Luncheon** [No CE Hours]

1:15 PM – 3:30 PM

**SESSION 2 COURSES** [Break: 2:15 PM - 2:30 PM]

**2-A Maximize Quality of Life by Customizing Interventions Based on Participants’ Interest, Preferences and Cognitive Abilities**

[2.0 CE Hours: RN, LMFT, LCSW, CCL, OT]

**Rob Winningham, PhD**, Professor of Psychological Sciences and Gerontology, Western Oregon University

In order to maximize quality of life, programming and interventions should meet the needs, interests, and preferences of participants. In this session, we will share access to hundreds of cognitively stimulating activities and show how they can be used in group-based or individual programs. We will also discuss many ways to customize the needs of participants, in terms of cognitive stimulation but also terms of activities of daily living and interactional styles. We will share a valuable new tool that can be used by professionals and loved ones to determine an individual's preferences.

**Learning Objectives:** After this course, attendees will be able to:

- Describe how cognitive intervention programs can be customized to meet the needs and abilities of the individual
- Describe how to adjust cognitive stimulation programs based on cognitive abilities
- Be able to assess preferences in activities of daily living

*“Wow. It was such a great conference and I can't even write everything I learned. One of your best in terms of speakers on Dementia. It was especially great hearing from Rob Winningham. His session was by far one of the best I've ever heard.”*

~ Kathy Dupper, RN

Loma Linda University Med Center ADHC

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Wednesday, November 7, 2018

## 2-B It's All About Survival: Providing a Supportive Refuge for Elders by Understanding How Trauma Alters Aging and Behavior

[2.0 CE Hours: RN, LMFT, LCSW, CCL, OT]

**Suzie Gruber, MA, SEP**, Somatic Experiencing/  
NARM Practitioner

Displaying behaviors that can be confusing to everyone they encounter and to themselves, elders with substantial trauma histories struggle to find ease as their resilience and well-being declines with aging. Understanding the imprints of trauma on accelerating aging as they relate to physical health, behavior and relationships illuminates the key ingredients for service providers to create a supportive refuge for elders in an often-confusing world.

**Learning Objectives:** After this course, attendees will be able to:

- Describe the difference between shock trauma and developmental trauma and the resulting adaptive survival strategies people use to survive as a result
- Describe specifically how trauma impacts aging and changes behavior in elders as resilience declines
- Use the trauma-informed lens to inform how your center can best provide a refuge for elders that is filled with emotional safety, supportive relationships and stimulating engagement

## 2-C Comprehensive Geriatrics Assessment and Falls Prevention

[2.0 CE Hours: RN, LMFT, LCSW, CCL, OT]

**Allison Mays, MD, MAS**, Geriatrician, Cedars-Sinai  
Medical Center

A comprehensive assessment of older adults can assist with falls prevention and identifying care needs. During this course, learn how cognition, function, vision, and other domains impact the risk of falling. Learn how to make meaningful interventions to prevent falling in older adults and the ways in which medical complexity impacts care.

**Learning Objectives:** After this course, attendees will be able to:

- Understand factors contributing to falls risk
- Understand approaches to Comprehensive Geriatrics Assessment including function and cognition
- Learn to create falls prevention plans for older adults

## 2-D Show Me the Money! Billing, Claims Management and Increasing Cash Flow for Your Center

[No CE Hours] | For Medical Model

**Renee Nashtut**, CEO and Founder, TurboTAR, Inc.  
**Boris Nashtut**, CEO and Founder, TurboTAR, Inc.

The revenue cycle is your center's financial circulatory system; it is the combination of claims creation, processing, payment, and revenue generation. This course will focus on best practices for claims payment and collection by improving flow and performance within your center. We will review how to identify unpaid services, do vital claims research, verify eligibility, manage denials, and use your available resources to collect and get paid AND manage this process effectively!

Wednesday, November 7, 2018

**Learning Objectives:** After this course, attendees will be able to:

- Identify Unpaid Services and how to get them paid
- Understand best practices for revenue cycle management operations
- Implement a revenue-cycle process that maintains profitability

3:45 PM – 5:15 PM

**SESSION 3 COURSES** [No Break]

## 3-A Prescription Drug Misuse and Abuse: What Families and Caregivers Need to Know

[1.5 CE Hours: RN, LMFT, LCSW, CCL, OT]

**Marsha Meyer, PharmD, CGCM**, Director, Independence at Home, a SCAN community service

Prescription drug misuse and abuse are growing at exponential rates. In 2008, there were an estimated 1.1 million emergency department (ED) visits made by adults 50 and older for adverse reactions to medications. Twenty-five percent of the time, pain relievers, anti-anxiety medications and sleep aids were the medications commonly involved. One-third of these ED visits resulted in hospitalization. In 2016, 11.5 million Americans misused prescription opioids and over 42,000 persons died from an opioid overdose. This epidemic needs immediate attention from all those involved with medication use – those taking medications and those assisting with medication management.

**Learning Objectives:** During this course, attendees will:

- Explain the difference between prescription drug misuse and abuse
- List 3 red flags that might indicate someone is purposefully misusing medications
- Identify 3 interventions that make rational opioid use safer in older adults

## 3-B Into the Wild: A Person-Centered Approach to Community Exploration

[1.5 CE Hours: CCL, OT]

**Amber Carey-Navarrete**, Training and Consulting Director,  
Adult Day Services, Easterseals Southern California

An essential and very enjoyable part of the person-centered journey is that of community exploration. There are a variety of creative ways to explore and discover all that is available to people, from both internally and externally derived sources. To take it a step further, person-centered culture does dictate a certain etiquette while exploring the community. Team members serve as community role models, and they don't want to do a disservice by supporting others in ways that reinforce stereotypes, harm an individual's personhood, or prohibits natural interactions and relationships from occurring. When done well, community exploration has the potential to enhance an individual's sense of well-being, increase informed decision making, and support advocacy for what the person truly wants at this moment of their life.



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**Wednesday, November 7, 2018**

**Learning Objectives:** After this course, attendees will be able to:

- Deepen their understanding of the importance of community exploration; not only opening up new opportunities and experiences for the people receiving services, but greatly enhancing overall personal well-being
- Learn and share techniques used to transform the way people explore the community, as well as the way staff support people in the community
- Apply information learned to put into practice the etiquette of appropriate community support

### 3-C A Pound of Cure: Disaster Planning in the 21st Century

[1.5 CE Hours: RN, LMFT, LCSW, CCL, OT]

**Daisy Absalon, RN**, Program Director, Eskaton Adult Day Health – Carmichael

**Celine Regalia, MSW, MA CCC-SLP**, Program Director, Collabria Day Program

Successful disaster planning by the center is becoming a critical reality in the current healthcare environment based on recent disasters and workplace violence. Federal and state policy is beginning to increase the requirements for disaster planning and violence prevention planning and training in other health care sectors. Title 22 requires that each center have a disaster plan. Achieving positive outcomes result from identifying risks, mitigating risks, organizational planning and staff, participant, and caregiver training. The presenters will identify key elements for successful preparation for disaster planning and workplace violence and will share real life experiences from the recent Napa fire disaster and post-event trauma intervention strategies.

**Learning Objectives:** After this course, attendees will be able to:

- Describe key elements of a disaster and violence prevention risk assessment
- Identify the necessary components of a comprehensive disaster and violence prevention plan
- Understand the relationship between assessment, planning, training, and implementation

### 3-D Current Risk Management and Insurance Concerns

[No CE Hours]

**Richard Kaley, MS**, Vice President, Colony West

Profitably operating adult day services centers in California is a constant challenge. Non-profit facilities have the same challenges as for-profits if they want to remain viable for funding, recommendation by regional centers, etc. A culture of risk management includes everyone at the organization; executives, management and all employees. Consideration, planning and execution help protect a center in this litigious environment – with increased state and federal labor laws and accompanying compliance requirements for employers.

**Wednesday, November 7, 2018**

This session will focus on client transportation issues; exposures and best practices; employee and independent contractor management; HCM (Human Capital Management) system; group benefits; employment practices liability; business entity type (Corporation, LLC) and partnership buy-sell agreements; and new Workers' Compensation classification codes.

**Learning Objectives:** After this course, attendees will be able to:

- Understand risk exposures
- Learn how to mitigate and transfer risk
- Learn smart approaches for obtaining insurance products and related services

5:15 PM – 6:30 PM

### Reception & Raffles Among the Exhibits

This is a great time to network with exhibitors, colleagues and friends and wrap up the day with creative gift basket raffles. Raffle funds raised support the work of CAADS' sister non-profit, the 501 (c)3 Alliance for Leadership and Education (ALE).

6:30 PM – 7:00 PM

### Exhibits Break Down/ Move Out

Evening

### Dinner-On-Your-Own

**Thursday, November 8, 2018**

8:00 AM – 2:15 PM

### Registration

8:00 AM – 9:00 AM

### Continental Breakfast

9:00 AM – 11:15 AM

### Keynote Session

#### Me, We, Do, Be: The Four Cornerstones of Success

[2.0 CE Hours: RN, LMFT, LCSW, CCL, OT]

**Randall Bell, PhD**, CEO, Landmark Research Group, LLC

The world is flooded with information, but starving for wisdom, many feel a sense of overload, anxiety, and a general state of restlessness. Many know we must create a balanced life, but are not sure how to do it. During this keynote, we will discuss the principles of Me, We, Do, Be, which reveals that all of life and business can be organized within these four cornerstones. "Me" is quality thinking that builds wisdom, "We" habits form quality relationships, "Do" actions build productivity, and "Be" designs the future. Me, We, Do, Be connects the dots and creates a fresh perspective for moving forward.

11:30 AM – 12:30 PM

### Networking Luncheon [No CE Hours]

# CAADS FALL CONFERENCE AND ANNUAL MEETING

November 6 – 8, 2018 | Sheraton Park Hotel | Anaheim, CA

Thursday, November 8, 2018

12:45 PM – 2:15 PM

## SESSION 4 COURSES [No Break]

### 4-A Diabetes and the Aging Brain: Cognitive Dysfunction Among Older Adults with Diabetes

[1.5 CE Hours: RN, LMFT, LCSW, CCL, OT]

**Freddi Segal-Gidan, PhD**, Assistant Professor of Clinical Neurology & Family Medicine, Keck School of Medicine of USC

Diabetes is a category of complex metabolic disorders that is significantly associated with cerebrovascular disease and cognitive decline. Approximately 12 million adults age 65 and older in the U.S. have diabetes and this number is expected to double by 2050. At this alarming rate, we can expect a substantial increase in diabetes-related cognitive dysfunction in adult care facilities. This session is designed to provide clinical and non-clinical care providers with an overview of the state of the science on diabetes and the aging brain. Topics discussed will include the biological mechanisms underlying diabetes-related neuropathology, cognitive changes typically seen among diabetic older adults, assessment of cognitive function, and resources for further education, research opportunities, and services specifically designed for older adults living with diabetes.

**Learning Objectives:** After this course, attendees will be able to:

- Describe basic epidemiology of diabetes for older adults
- Describe the various neurological networks that underlie cognitive abilities
- Describe the diabetes-related physiological and functional neurological changes that increase the risk for dementia
- Identify red flags for cognitive decline
- Identify resources for more information on diabetes, aging, and cognitive changes

### 4-B Including People with IDD in ADS on Purpose: Opportunities and Best Practices

[1.5 CE Hours: CCL]

**Kathleen Kolenda**, VP Adult Day Services, Easterseals Southern California

Inclusion starts with “In.” People with Intellectual and Developmental Disabilities (IDD) can benefit from a variety of ADS models and provider choice, including ADHC/CBAS. The Department of Developmental Services (DDS) contracts with local Regional Centers to vendor Adult Day Service providers. This session will explore a variety of models and partnerships and provide strategies for intentionally including people with IDD in ADS.

**Learning Objectives:** After this course, attendees will be able to:

- Partner with local regional center(s)
- Identify collaboration opportunities with IDD and older adult service providers
- Utilize best practices for including people with IDD with engaging staff support
- Initiate a business plan for multiple service models and/or locations

Thursday, November 8, 2018

### 4-C How to Build Resilience, Wellness and Promote Post Traumatic Growth in Health Care Personnel

[1.5 CE Hours: RN, LMFT, LCSW, CCL, OT]

**Dr. Joyce Mikal-Flynn**, Professor, Sacramento State University and Founder, MetaHab

Traumatic events affect individuals and secondary survivors; namely, health care providers who regularly work with clients dealing with acute and chronic conditions. This course is designed to assist those professionals by identifying unique issues associated with the healing and health care process and potential challenges and trauma brought forth by providing this care. Clinical application of posttraumatic growth (PTG) as a pathway to build resilience will be offered from the perspective of individual and secondary survivors.

**Learning Objectives:** After this course, attendees will be able to:

- Describe issues associated with acute and chronic trauma, with a focus on what influences resilience and productive recovery
- Identify and understand behavioral, neurological, genetic, psychological and spiritual processes resulting from trauma and what influences healing post-trauma from the perspective of the individual, secondary and vicarious trauma survivors
- Understand a contemporary model of rehabilitation enabling PTG known as MetaHabilitation
- Discuss and assess secondary and vicarious trauma survivors’ perspectives, abilities and opportunities to achieve PTG

### 4-D Survey 101: What to Expect and How to Prepare for the CBAS Certification Survey

[No CE Hours] | For Medical Model

**Jill Sparrow**, Chief, Community-Based Adult Services (CBAS) Branch, California Department of Aging (CDA)

**Julia Smith**, Manager, Community-Based Adult Services (CBAS) Branch, California Department of Aging (CDA)

CBAS Medi-Cal certification is not a mystery. For a CBAS center to be certified to participate in the Medi-Cal program, providers need to be in compliance with laws, regulations, waiver requirements and other program authorities governing ADHC/CBAS centers. During the center’s on-site survey visit, the CDA survey team determines compliance by reviewing health records and other documentation, interviewing center staff and participants, and observing center operations and activities. Quality documentation is a key component for a successful survey. This workshop will review key areas of focus for certification surveys including the ten most frequent deficiencies and how to prevent them.

**Learning Objectives:** After this course, attendees will be able to:

- Identify the “5 Buckets” of CBAS Certification Standards
- Understand the ten most frequent CBAS survey deficiencies and how to prevent them
- Identify key documents such as the Center Assessment Tools, the Provider Self-Assessment (PSA) Survey, and All Center Letters (ACLs) #15-07, #17-03 and #17-04 that will help centers prepare for their center’s certification survey

2:15 PM **Conference Concludes**

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# CAADS FALL CONFERENCE AND ANNUAL MEETING

November 6 – 8, 2018 | Sheraton Park Hotel | Anaheim, CA

## 2018 Conference Planning Group

CAADS EDUCATION COMMITTEE

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Executive Director  
*Eskaton Adult Day Health Center Carmichael*  
Carmichael

### MEMBERS

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Program Director  
*Helping Hands for Better Living ADHC & CBAS*  
Garden Grove

#### **Stephanie Wilson**

Program Director  
*Triple 'R' Adult Day Programs*  
Sacramento



## ABOUT CAADS

CAADS is a 501 (c) 6 not-for-profit membership association that supports adult day services programs as an alternative to institutional placement or unsupervised settings for frail elders, individuals with chronic health conditions and younger adults with care and supervision needs. We are the oldest and largest adult day services association in the nation, providing industry leadership through quality improvement and training activities.

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