REHABILITATION & COMMUNITY PROVIDERS ASSOCIATION

2019 RCPA Conference

September 24 – 27, 2019

HERSHEY LODGE, HERSHEY, PA

JOINTLY PROVIDED BY:

RCPA REHABILITATION & COMMUNITY PROVIDERS ASSOCIATION

DREXEL UNIVERSITY COLLEGE OF MEDICINE

CONTINUING EDUCATION

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

DREXEL UNIVERSITY
COLLEGE OF MEDICINE

OBJECTIVES

At the completion of the 2019 conference, *Impact*, participants will be able to:

- Review national and state initiatives regarding human service managed care;
- Identify issues and solutions regarding the direct-care workforce;
- Analyze the pros and cons of the behavioral health carve-out methodology.

CE REGISTRATION/DOCUMENTATION

Each CE type costs $50 (no additional fee for ethics) and should be included on the conference registration form along with all associated license numbers or using the Continuing Education form in your on-site packet. As in previous years, people seeking continuing education must complete and submit paperwork prior to leaving the conference. Paperwork is included in each registrant's welcome tote bag.

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

DREXEL UNIVERSITY COLLEGE OF MEDICINE, BEHAVIORAL HEALTHCARE EDUCATION

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

CONTINUING EDUCATION

STATEMENTS OF ACCREDITATION

APA (Psychology) Drexel University College of Medicine, Behavioral Healthcare Education is approved by the American Psychological Association to sponsor continuing education for psychologists. Drexel University College of Medicine, Behavioral Healthcare Education maintains responsibility for the program and its content. This program is being offered for up to 20.5 hours of continuing education.

PSNA (PA State Nurses Association)
Drexel University College of Medicine, Behavioral Healthcare Education is an approved provider of continuing nursing education by the PA State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Participants will be awarded a maximum of 20.5 contact hours for attending this program.

LSW/LCSW/LPC/LMFT (PA SBSWE Licensed Social Workers in Pennsylvania):
Drexel University College of Medicine is a preapproved provider of continuing education for Social Workers and Clinical Social Workers. This program is being offered for up to 20.5 hours of continuing education.

PA Educators Act 48
Drexel University College of Medicine, Behavioral Healthcare Education is recognized by the Pennsylvania Department of Education to offer continuing education credits under Act 48 guidelines. Drexel University College of Medicine, Behavioral Healthcare Education adheres to Act 48 Continuing Education Guidelines. PA educators will receive a maximum of 20.5 hours of credit for attending this program.

PCB (PA Certified Addictions Counselor)
Drexel University College of Medicine, Behavioral Healthcare Education will award a maximum of 20.5 PCB Approved Hours of Education for this program. Our program is certified by the Pennsylvania Certification Board, Provider #133.

CPRP
Drexel University College of Medicine/BHE is approved by the Psychiatric Rehabilitation Association (Provider #107) to sponsor continuing education for Certified Psychiatric Rehabilitation Practitioners. Drexel University College of Medicine/BHE maintains responsibility for the program and its content. This program is being offered for up to 20.5 hours of continuing education.

CEU (IACET): Drexel University College of Medicine/Behavioral Healthcare Education has been accredited as an Authorized Provider by the International Association for Continuing Education and Training (IACET), 11130 Sunrise Valley Drive, Suite 350, Reston, VA 20191. In obtaining this approval, Drexel University College of Medicine/Behavioral Healthcare Education has demonstrated that it complies with the ANSI/IACET Standard which is widely recognized as the Standard of good practice internationally. As a result of their Authorized Provider accreditation status, Drexel University College of Medicine/Behavioral Healthcare Education is authorized to offer IACET CEUs for its programs that qualify under the ANSI/IACET Standard. The Drexel University College of Medicine/Behavioral Healthcare Education is authorized by IACET to offer 2.05 CEUs for this program.

Pennsylvania Department of Human Services Personal Care Home Administrators Certification
RCPA has been registered and approved as a training institution by the Department for purposes of Chapter 2600. Six contact hours have been registered and approved in accord with 55 PA Code 2600.68(f).

HRCI (HR Certification Institute): This activity, ID No. 397820, has been approved for 15 HR (General) recertification credit hours toward aPHR™, PHR®, PHRca®, SPHR®, GPHR®, PHRi™ and SPHRi™ recertification through HR Certification Institute® (HRCI®). Please make note of the activity ID number on your recertification application form. For more information about certification or recertification, please visit the HR Certification Institute website at www.hrci.org.

SHRM (Society for Human Resource Management): RCPA is recognized by SHRM to offer Professional Development Credits (PDCs) for the SHRM-CPSM or SHRM-SCPSM. This program has been submitted to SHRM for review for up to 20.5 PDCs for the SHRM-CPSM or SHRM-SCPSM.

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WELCOME

Welcome to ***Impact*** – the 2019 RCPA Conference! This year we focus on the importance of not only impacting service delivery but also on impacting related policy and legislation in Pennsylvania. RCPA and its members are the "go to" experts at the state and federal level, and we need to impact decision makers while promoting effective, efficient, and high-quality care.

The ever-changing health care environment, the movement toward value-based purchasing, designing clinically and fiscally sound models of care, ever changing policies, the spread of managed care, and struggling through the unknown make this conference a necessity. With tight fiscal resources and critical issues such as workforce development, it is important to leverage personal and professional skills, and remain inspired to create innovative and integrative changes. Join us for learning and networking opportunities as we seek to improve the business of delivering high quality programs and interventions to individuals across a wide range of health and human service needs.

The 2019 event features more than 65 workshops, 20.5 continuing education credit options, a vibrant Exhibit Hall, and networking events to interact with colleagues, spur creative thinking, and create change. We also listened to your feedback and returned to a 3.5 day event this year, beginning **Tuesday morning** with a keynote by Al Condeluci, a well-known writer, professional, and speaker from Pittsburgh who will open with an exciting presentation on using the community and social capital to support people with disabilities. An afternoon of workshops ends with a plenary session by Joseph Macbeth on the challenges facing organizations and direct support professionals, followed by the Directors' Welcome Reception.

The week continues with more innovative and exciting workshops and plenaries. Join us for the Awards Luncheon on Wednesday and the many sessions being offered. Be sure to visit the Exhibit Hall, opening on Wednesday at 5:00 pm. After Thursday's workshops, and the lunch and prize giveaways, we will host a panel of Deputy Secretaries led by Department of Human Services (DHS) Executive Deputy Secretary Leesa Allen, talking about value-based payment methodologies and the expansion of managed care. Following this plenary session, a reception will be held to network with our national partners.

Friday, we close with national updates from partners including National Council President Chuck Ingoglia; Charles Curie, past OMHSAS Deputy Secretary and SAMHSA Administrator; Gabrielle Sedor of ANCOR, and other special guests. Finally, DHS Secretary Teresa Miller will inform us of her plans for the upcoming year.

We extend special thanks to our sponsors, exhibitors, advertisers, and presenters, whose support along with the RCPA Annual Conference Committee, makes this event possible. With your participation, this year's conference is sure to be a success!

Richard S. Edley, PhD
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2020 RCPA CONFERENCE
Hershey Lodge
September 22–25, 2020

www.rcpaconference.org

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ESSENTIALS

WORKSHOP ETIQUETTE

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

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

WORKSHOPS AND PLENARY SESSIONS

Executives, leaders, supervisors, financial managers, clinicians, and direct support staff will all find something of benefit from the 2019 conference workshops. More than 65 workshops, a keynote, and three plenary sessions are scheduled, as well as updates from our national partners and key Pennsylvania industry leaders. Descriptions for all events are located in this brochure. The Conference Committee has devoted considerable time and effort in developing these workshops, addressing the various systems of care and the environment where services are provided, and offering skills seminars to enhance services provided by mental health, drug and alcohol, intellectual and developmental disabilities, children's, brain injury, medical rehabilitation, physical disabilities and aging, and other human service agencies.

WIRELESS INTERNET

RCPA has secured wireless Internet access for our guests in the Conference Center and Exhibit Hall sponsored by **Inperium, Inc.** Locate wireless signal **"Conference"** and enter **inperiumrocks** as the password.

ANNUAL CONFERENCE MOBILE APP

Go to the App Store and sign up for the RCPA Annual Conference Mobile app (available after registering for the conference). The mobile app is sponsored by **Beacon Health Options**. The app is available for both Apple and Android products. **There will be no printed program brochures** so after registering, please use the conference application to plan for your personal conference experience. Password is **rcpaconf**.

PHOTO RELEASE

By registering for this event, you grant permission to RCPA to copyright and publish all or any part of photographs taken of you and/or written/spoken statements made by you for use in the RCPA publications now and in the future wthout limitation or reservation. By virtue of attendance, participants agree to the use of their likeness in such materials unless they choose to opt out. To opt out, please notify Sarah Eyster in writing at rcpaconf@paproviders.org.

SCHEDULE-AT-A-GLANCE

MONDAY, SEPTEMBER 23

TIME	REGISTRATION	WORKSHOPS	EXHIBIT HALL	OTHER EVENTS
7:30 pm – 11:00 pm				RCPA Suite Open – Cocoa Terrace

TUESDAY, SEPTEMBER 24

TIME	REGISTRATION	WORKSHOPS	EXHIBIT HALL	OTHER EVENTS
8:30 am – 10:00 am	Registration – Exhibit Hall Area			
10:00 am – 11:30 am		Keynote: The Power and Potency of Social Capital – Red Ballroom		
11:30 am – 1:00 pm				Lunch on your own
1:00 pm – 2:30 pm		Workshop Session A		
2:30 pm – 2:45 pm				Coffee Break
2:45 pm – 4:15 pm		Workshop Session B		
4:15 pm – 4:30 pm				Coffee Break
4:30 pm – 6:00 pm		Plenary 1: Raising the Bar for Direct Support Professionals – Magnolia ABCD		
6:00 pm – 7:30 pm				Directors' Welcome Reception – Red Ballroom
8:00 pm – 11:00 pm				RCPA Suite Open – Cocoa Terrace

WEDNESDAY, SEPTEMBER 25

TIME	REGISTRATION	WORKSHOPS	EXHIBIT HALL	OTHER EVENTS
At leisure/ on your own				Breakfast (vouchers for Hershey Lodge hotel guests)
8:00 am – 9:00 am	Registration			
9:00 am – 10:00 am		Workshop Session C		
10:00 am – 10:30 am			Exhibit Hall Setup	
10:30 am – 10:45 am				Coffee Break
10:45 am – 12:15 pm		Workshop Session D		
12:15 pm – 1:30 pm				Association Awards Luncheon – Red Ballroom
1:30 pm – 1:45 pm				
1:45 pm – 3:15 pm		Workshop Session E		
3:15 pm – 3:30 pm				Coffee Break
3:30 pm – 5:00 pm		Workshop Session F		
5:00 pm – 7:00 pm			Exhibit Hall Opening Reception	
7:30 pm – 11:00 pm				RCPA Suite Open – Cocoa Terrace

SCHEDULE-AT-A-GLANCE

THURSDAY, SEPTEMBER 26

TIME	REGISTRATION	WORKSHOPS	EXHIBIT HALL	OTHER EVENTS
7:30 am – 8:00 am			Exhibit Hall Open	Breakfast in Exhibit Hall
8:30 am – 9:00 am	Registration			
9:00 am – 10:30 am		Workshop Session G		
10:30 am – 10:45 am				Coffee Break
10:45 am – 12:15 pm		Workshop Session H		
12:15 pm – 2:00 pm			Lunch in Exhibit Hall and Prize Giveaways	
2:15 pm – 3:45 pm		Workshop Session I		
3:45 pm – 4:00 pm				Coffee Break
4:00 pm – 4:30 pm		Plenary 2: A Panel Discussion of The DHS Perspective on Pennsylvania's Journey Towards Value-Based Payments – Magnolia ABCD		
4:30 pm – 5:30 pm				
5:30 pm – 7:00 pm				Reception with our National Partners – Empire ABCD
7:00 pm – 9:00 pm				Dinner on your own
9:00 pm – 12:00 am				Entertainment – Red Ballroom

FRIDAY, SEPTEMBER 27

TIME	REGISTRATION	WORKSHOPS	EXHIBIT HALL	OTHER EVENTS
At leisure/ on your own				Breakfast (vouchers for Hershey Lodge hotel guests)
8:00 am – 9:00 am	Registration			
9:00 am – 10:30 am		Workshop Session J		
10:30 am – 10:45 am				Coffee Break
10:45 am – 11:00 am		Plenary 3 – The American Problem: Understanding What the Evidence Really Says About Gun Violence, Mass Shootings, and Mental Illness – Red Ballroom		
11:00 am – 11:45 am				

KEYNOTE ADDRESS

TUESDAY, SEPTEMBER 24

10:00 am – 11:30 am | Red Ballroom

Tracks: ET

The Power and Potency of Social Capital

Al Condeluci, PhD

This session will explore the importance of social capital, starting with the traditional approaches to supporting people with disabilities, illustrating why they have not worked. As an alternative, a macro community engagement approach will be introduced. At the cornerstone of this macro approach is the aspect of social capital. This keynote will explore what we know about social capital, and how we can develop strategies for people to build more relationships.

PLENARY SESSIONS

TUESDAY, SEPTEMBER 24

4:30 pm – 6:00 pm | Magnolia ABCD

Tracks: CH, ExL, IDD, MH, PDA

Plenary 1 – Raising the Bar for Direct Support Professionals

Joseph M. Macbeth | The National Alliance for Direct Support Professionals

As advocates, families, providers, and policymakers find themselves at a critical point in shifting support models for people with disabilities toward individual autonomy and self-direction, this keynote offers a chance to reflect on how the strength of advocacy led the community living movement over the past 40 years. We will also reflect on the changes coming to our system that are driven by funders, families, and people with disabilities, and how service organizations must implement continuous quality improvement practices in their approaches to empowering people to lead self-directed lives. This session will also address some of the issues that direct support professionals (DSPs) across the country are telling NADSP about their work and what they need to be successful — and offer suggestions that promote the notion that "Quality is defined at the point of interaction," as well as how NADSP envisions that DSPs should walk side-by-side with those they support toward a life of freedom, dignity, and choice. Macbeth will share some stories from the road, and some "uncomfortable truths" to make you consider things a little differently about the work of DSPs.

THURSDAY, SEPTEMBER 26

4:00 pm – 5:30 pm | Magnolia ABCD

Tracks: CH, DA, ExL, FM, HRF, IDD, MH, PDA

Plenary 2 – A Panel Discussion of The DHS Perspective on Pennsylvania's Journey Towards Value-Based Payments

Leesa Allen, DHS, Executive Deputy Secretary
Kristin Ahrens, DHS, Deputy Secretary, Office of Developmental Programs
Kevin Hancock, DHS, Deputy Secretary, Office of Long-Term Living
Moderated by **Fady B. Sahhar, PhD** | *President of XtraGlobex and Acting COO for RCPSO*

Three of the leaders of Pennsylvania's Department of Human Services will share their perspectives on the progress towards Value-Based Payments (VBPs) and will answer questions from providers. You will learn about the role VBPs play in the management of Medicaid and Medicare spending, as well as how Pennsylvania's leadership in the physical HealthChoices program has paved the way for the long term commitment to this direction. You will gain a better understanding of how VBPs may apply to your organization today and in the near future.

PLENARY SESSIONS

FRIDAY, SEPTEMBER 27

10:45 am – 11:45 am | Red Ballroom

Tracks: CH, MH, DA, IDD, BI, HRF, ExL, LD

Plenary 3 – The American Problem: Understanding What the Evidence Really Says About Gun Violence, Mass Shootings, and Mental Illness

John "Jack" Rozel, MD, MSL, Medical Director |
Resolve Crisis Services, UPMC Western Psychiatric Hospital

Public discourse and public policy on firearm injury prevention are routinely driven by outlier tragedies such as mass shootings: Orlando, Newtown, Las Vegas, and too many others to list. News media and pundit responses to these events often drive misinformation and inspire misguided and ineffective policy. Exploring the complex interplay between violence, firearms, and mental illness in modern America from the perspective of a forensic and emergency psychiatrist, this presentation explores how evidence-based policies and interventions could have a meaningful impact on firearm injury prevention with minimal impact on Constitutional rights. While this is a less clinical topic, it is invariably timely and salient and is intended to demystify and debunk common misperceptions about the issue held by advocates on both sides of this important problem. An emphasis will be made on interventions which can usefully scale across different types of gun violence.

EVENT HIGHLIGHTS

To enhance your conference experience, please download the RCPA Annual Conference Mobile from the App Store, available for Apple and Android products. The mobile app is sponsored by Beacon Health Options. There will be **NO printed programs** this year so please use the conference app to plan for your personal conference experience.

RCPA conference guests who are also Hershey Lodge hotel guests will be entered to win one of two one-night Hershey Lodge stays and one of ten $100 gift cards! Sponsored by Innovatel, Erie, PA.

DIRECTORS' WELCOME RECEPTION

Tuesday, September 24
6:00 pm – 7:30 pm | Red Ballroom

On Tuesday, September 24, you are invited to join the RCPA Board of Directors, staff, and your colleagues for the Directors' Welcome Reception in the Red Ballroom. Please help us thank member and Platinum sponsor Community Care Behavioral Health Organization, Pittsburgh, PA for support of this event. The reception features heavy hors d'oeuvres and beverages and offers a valuable first networking opportunity with colleagues, speakers, and other guests. Conference Committee members and RCPA staff are on hand to answer questions, make introductions, and provide directions and tips for an enjoyable week.

NETWORKING RECEPTION WITH NATIONAL PARTNERS

Thursday, September 26
5:30 pm – 7:00 pm | Empire ABCD

Nothing seems better than the chance to unwind and network with colleagues at the end of a busy day of learning at the RCPA conference. Members and sponsors Lockton Healthcare Network; Merakey; and UPMC Community HealthChoices Plan provide that opportunity. All conference participants are invited to this long-standing tradition and premier networking opportunity of the week. Guests are treated to a delightful array of hors d'oeuvres, beverages, and ample opportunities to meet and mingle with colleagues. The reception is another chance to make new connections and revive long-standing conversations. Make sure it's part of your plans for the day! Don't miss this year's entertainment after the reception.

EVENT HIGHLIGHTS

STUDIO 54 THEMED THURSDAY EVENING ENTERTAINMENT

Thursday, September 26
9:00 pm – 12:00 am | Red Ballroom

Get your leisure suits, silk pant suits, and your dance partner and join us for some after-hours music and dancing.

Sponsored by **Magellan Behavioral Health, Newtown, PA.**

ASSOCIATION LUNCH & AWARDS RECOGNITION

Wednesday, September 25
12:00 pm – 1:30 pm | Red Ballroom

Please join us for lunch and hear about the association's highlights of the year and recognition of individuals being honored for excellence in innovation, community leadership, exemplary service to RCPA, and legislative leadership in our new format. The awards lunch includes commentary by RCPA President/CEO Richard S. Edley, PhD. The lunch is an open event for all conference attendees, regardless of membership status. We thank member and Platinum sponsor, **Pennsylvania Health & Wellness, Pittsburgh, PA** for supporting the luncheon.

EXHIBIT HALL

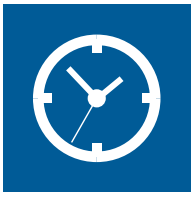

EXHIBIT HALL HOURS

Wednesday, September 25, 5:00 pm – 7:00 pm
Thursday, September 26, 7:30 am – 2:00 pm

EXHIBIT HALL OPENING RECEPTION

Wednesday, September 25, 5:00 pm – 7:00 pm
Exhibit Hall

On Wednesday, September 25, we hope you will join the Conference Committee, RCPA staff, and board members in opening the 2019 Exhibit Hall. The Exhibit Hall is where to find innovation and solutions for all of your business needs. Sponsored by **Hearten Workers' Compensation, Harrisburg, PA**.

BREAKFAST IN EXHIBIT HALL

Thursday, September 26, 7:30 am – 9:00 am
Exhibit Hall and Red Ballroom

Please enjoy breakfast in the Exhibit Hall with the RCPA 2019 vendors. Without these vendors, this conference would not be possible. Sponsored by **Alkermes, Waltham, MA**.

LUNCH AND PRIZE GIVEAWAYS WITH EXHIBITORS

Thursday, September 26, 12:15 pm – 2:00 pm

Looking for lunch following a busy morning? The Exhibit Hall is the place to be! Participants are invited to connect with vendors in the Exhibit Hall to discuss business opportunities and eat lunch during Thursday's lunch and prize giveaways. Ample seating is available; feast on an array of tasty selections while you make connections with exhibitors. Lunch sponsored by **Brown and Brown, Bethlehem, PA**.

We'll take one last opportunity to introduce you to each of our participating companies while enjoying the fun of prize giveaways. During exhibit hours on Wednesday and Thursday, many vendors provide guests with the opportunity to participate in drawings for special prizes. We'll also select grand prize winners on Thursday who will receive gift cards sponsored by **Horizon House**. Must be present to win grand prize gift cards.

CHAIR MASSAGES IN EXHIBIT HALL

Wednesday, September 25, 5:00 pm – 7:00 pm
Thursday, September 26, 11:30 am – 1:30 pm

Enjoy the good life. Enjoy a massage. Sponsored by **XtraGlobex, Inc.**

TUESDAY, SEPTEMBER 24

SESSION A | 1:00 pm – 2:30 pm

Tracks: CO, ExL, HR, LD

WO1 | Documenting Performance – Yes, It Does Matter

Michael S. Cohen, JD | *Duane Morris LLP*

Room: Crystal A

We've said it to our managers too many times to count – "Have you documented it?" Far too often, the answer is "No." As we know, proper documentation is crucial for a myriad of employee relations issues. Just as important, when it comes to discrimination, retaliation, and other wrongful discharge claims, legal liability often turns on the documentation. But it's not enough simply to document, document, document. Poor documentation is as dangerous as no documentation. The key is not only what you say but also how and when you say it. This seminar focuses on the legal, management, and human resource issues implicated in disciplinary documentation. Because these kinds of flaws are common to performance appraisals, this seminar will also examine the necessity of, and common mistakes seen in, the performance appraisal process.

Tracks: ET

WO2 | Promoting Ethics Through Social Capital Part 1

Al Condeluci, PhD | *Consultant*

Room: Wild Rose AB

Ethics is quite simply treating people fairly, honestly, and with respect. Ethics also includes other pro-social behaviors such as tolerance, kindness, compassion, and dignity. We also know that people who experience differences in culture are at risk of being treated unethically. Although none of us can assure that all people are treated with respect, we can look at ways and means to better promote ethics by understanding the impact of relationships in our lives. Sociologists call this "social capital," and it is amazing what our relationships do for us. This session will help you think about how important friendships are and how they can be better developed over time, and in turn, build a more ethical community.

Tracks: BO, ExL, FM, LD

WO3 | Alternative Approach to Mergers & Acquistions: Network Constellation Part 1

Ryan D. Smith | *Inperium, Inc.*
Jay Deppeler | *Inperium, Inc.*

Room: Magnolia AB

This interactive presentation offers participants the opportunity to learn — in vivid detail — the advantages of an exclusive affiliation model. The presenters will share firsthand experience of how this unique affiliation model connects organizations in a way that maintains each affiliate's individual mission, history, identity, and culture. They will also demonstrate the measurable advantages that are realized in creating fiscal sustainability, program quality, compliance and integrity, and new opportunities for growth and expansion. The presentation will highlight the affiliation model's attention to program-fiscal balance considerations, along with perspectives associated with each presenter's leadership style. Participants will hear how transformational change leadership supports the new organizational structure, team composition, and environment.

Tracks: IDD

WO4 | Understanding the Barriers to Self-Determination: A Provider Perspective

Cory Gilden | *National Leadership Consortium on Developmental Disabilities at the University of Delaware*
Caitlin Bailey | *National Leadership Consortium on Developmental Disabilities at the University of Delaware*
Dan Ohler | *Optum*

Room: Empire A

To be fully responsive to people with disabilities, many service providers are working to shift their operations and services to offer individualized, self-directed supports. However, the national movement toward self-directed services has been slow, utilized by fewer than 15% of people with disabilities today. This session will share findings from the Optum Spark! Initiative's national survey of service providers to offer insight into the barriers and supports agencies face while making this transition. The session will highlight concrete organizational and state level strategies associated with agencies' capacity to provide self-directed services, offering attendees ideas to implement in their own organizations.

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WORKSHOPS

Tracks: MH

WO5 | Intercept Zero: Towards a Criminologically Informed Mental Health System Part 1

James D. Fouts, LSW | *Forensic Systems Solutions*

Room: Empire B

How can the mental health system intervene to prevent the criminalization of people with mental illness? Intercept Zero is an effective, criminologically informed initiative that includes crisis intervention, behavioral health treatment, social services, health care services, prevention strategies, collaboration initiatives, cross system education, and regulatory practices. Part one will review the Sequential Intercept Model, identify factors that put those with mental illness at risk for criminogenic behaviors, and introduce the Core Components of an effective Intercept Zero Initiative. Part two will more deeply explore the aspects of the Core Components, including outlining a primer education for mental health professionals in criminogenic risks.

Tracks: BO, ExL, HRF, LD

WO6 | Using Appreciative Inquiry to Affect Culture Change in a Nonprofit Organization

Robert F. Gulick, MFA, BCBA | *Achievement Center*
Evan Tucker, MA, LPC | *Achievement Center*
Heather Salter | *Achievement Center*

Room: Empire C

The Achievement Center is a 95-year old nonprofit agency that provides outpatient and community-based mental health and early intervention services in a six-county region of northwest Pennsylvania. Within the last decade, the agency has experienced increasing financial difficulties and declining employee morale. Appreciative Inquiry (A.I.) was introduced to the agency as a strengths-based philosophy for organizational change in January of 2018. This presentation will tell the story of how the philosophy of A.I. was introduced, how buy-in from senior leadership was accomplished, how an A.I. process culminating in our Strive to Soar Summit (attended by nearly all 250 employees) was planned and executed, and how the results of that A.I. summit have begun to transform the agency in new and wonderful ways.

Tracks: DA, MH

WO7 | Talking Recovery: In Four Words or Less

Jeff DeSantis, MM | *Resources for Human Development*
Pam Kasinetz, LCSW | *Resources for Human Development*

Room: Empire D

As we strive to create collaborative and effective recovery plans with the individuals whom we serve, we may often notice that our documentation needs and clinical focus occasionally overshadow the fact that recovery assessment and planning is a personalized process. This presentation presents a different angle on the recovery planning process – perhaps asking the right questions may be simpler than we've been making it.

Tracks: MH

WO8 | Education: The Forgotten Variable in the Treatment of Youth

Barry L. McCurdy, PhD, NCSP, BCBA-D | *Devereux Center for Effective Schools*
Rachel Eisenberg, PhD, NCSP | *Devereux Center for Effective Schools*
Lisa Thomas, PhD, NCSP | *Devereux Center for Effective Schools*

Room: Magnolia C

Youth with emotional and behavioral disorders often have significant and severe academic deficits. The purpose of this presentation is to provide an overview of one multi-site residential program's approach to addressing the educational needs of the students in their care. Through didactic overview and large group discussion, executives, administrators, and others in attendance will be able to describe the importance of — and long-range outcomes associated with — addressing student academic deficits in residential and correctional facility schools, and leave with a plan regarding how to initiate the organizational change process.

> *"Every action we take impacts the lives of others around us".*
>
> *- Arthur Carmazzi*

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WORKSHOPS

SESSION B | 2:45 pm – 4:15 pm

Tracks: BO, CO, ExL, HR, LD

WO9 | Dear Helga's Back With New and More Complicated Issues

Michael S. Cohen, JD | *Duane Morris LLP*

Room: Crystal A

Helga is back again and tackling more complicated issues facing her organization! While we don't yet know for certain what Helga will confront in 2019, given the goings on in the workplace, she seems focused on harassment prevention in the #metoo era, navigating employee requests for leaves of absence, confronting workplace violence, and more! Designed for managers and human resources professionals, this animated session will focus on uncommon HR issues and examine practical, business-focused solutions that you can use immediately to solve those problems.

Tracks: ET

W10 | Promoting Ethics through Social Capital Part 2

Al Condeluci, PhD | *Consultant*

Room: Wild Rose AB

Ethics is quite simply treating people fairly, honestly, and with respect. Ethics also includes other pro-social behaviors such as tolerance, kindness, compassion, and dignity. We also know that people who experience differences in culture are at risk of being treated unethically. Although none of us can assure that all people are treated with respect, we can look at ways and means to better promote ethics by understanding the impact of relationships in our lives. Sociologists call this "social capital," and it is amazing what our relationships do for us. This session will help you think about how important friendships are and how they can be better developed over time, and in turn, build a more ethical community.

Tracks: BO, ExL, FM, LD

W11 | Alternative Approach to Mergers & Acquistions: Network Constellation Part 2

Ryan D. Smith | *Inperium, Inc.*
Jay Deppeler | *Inperium, Inc.*

Room: Magnolia AB

This interactive presentation offers participants the opportunity to learn — in vivid detail — the advantages of an exclusive affiliation model. The presenters will share firsthand experience of how this unique affiliation model connects organizations in a way that maintains each affiliate's individual mission, history, identity, and culture. They will also demonstrate the measurable advantages that are realized in creating fiscal sustainability, program quality, compliance and integrity, and new opportunities for growth and expansion. The presentation will highlight the affiliation model's attention to program-fiscal balance considerations, along with perspectives associated with each presenter's leadership style. Participants will hear how transformational change leadership supports the new organizational structure, team composition, and environment.

Tracks: CH, DA, HRF, MH

W12 | School Safety and Security Transformation - A Case Study

Robert J. Spengler, MA | *Catasauqua Area School District*
Kimberly A. Benner, MA, MS, CPRP | *Salisbury Behavioral Health, Inc.*
Donald J. Panto, II | *Catasauqua Area School District*
Shelley Keffer | *Catasauqua Area School District*

Room: Empire A

School-based behavioral health services lie at the heart of school safety and security. The Catasauqua Area School District (CASD) shares their business case for expanded school-based behavioral health services as a core strategy for comprehensive school safety and security. CASD's innovation strategy focuses on: 1) healthier children and families through early detection, intervention, and assessment; 2) student and staff including QPR, Mental Health First Aid, and Trauma-Informed Care Techniques; 3) the development of strategic alternate payment models that explore episodes of care aligned within value-based purchasing; 4) team-based focus that bridges the school and community settings for children and families; and 5) an outcome of strengthened overall school safety and security.

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WORKSHOPS

Tracks: MH

W13 | Intercept Zero: Towards a Criminologically Informed Mental Health System Part 2

James D. Fouts, LSW | *Forensic Systems Solutions*

Room: Empire B

How can the mental health system intervene to prevent the criminalization of people with mental illness? Intercept Zero is an effective, criminologically informed initiative that includes crisis intervention, behavioral health treatment, social services, health care services, prevention strategies, collaboration initiatives, cross system education, and regulatory practices. Part one will review the Sequential Intercept Model, identify factors that put those with mental illness at risk for criminogenic behaviors, and introduce the Core Components of an effective Intercept Zero Initiative. Part two will more deeply explore the aspects of the Core Components, including outlining a primer education for mental health professionals in criminogenic risks.

Tracks: BI, CH, DA, ExL, HRF, IDD, MH, PDA, VR

W14 | New Opportunities for Independence: The Promise of Generic, "Smart Home" Technology

Susan Tachau, MA | *Pennsylvania Assistive Technology Foundation*
Kirby G. Smith | *SunKirb Ideas, LLC*

Room: Empire C

An explosion of new IoT promises to make it possible for individuals with disabilities and older Pennsylvanians to have greater control over their own lives. While some of these devices are customized, many others can be purchased off-the-shelf, which makes them more affordable and easier to use. Generic smart home devices can do such things as turn on/off lights and fans, identify who's at the door and allow entry, control thermostats, make phone calls, read books, play music, and much more! This session will focus on defining and learning about generic "smart home" devices, as well as exploring funding possibilities.

> *"You cannot get through a single day without having an impact on the world around you. What you do makes a difference, and you have to decide what kind of difference you want to make."*
>
> *- Jane Goodall*

Tracks: IDD, VR

W15 | ACCSES National Vocational Update

Kate McSweeney | *ACCSES*

Room: Empire D

This presentation will provide Federal updates presented by Kate McSweeney of ACCSES.

Tracks: ExL

W16 | Inside Advocacy: Effective Government Relations

Brandi Phillips, MS | *Allegheny HealthChoices, Inc.*
Claire Smyth, BS | *Familylinks*

Room: Magnolia C

Threats to behavioral health funding continue with every budget cycle, and then some. Learn how to most effectively advocate for your organization by successfully engaging with your federal, state, and local legislators. This session will provide strategies, tips, and tools to be most effective in legislative advocacy efforts.

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WEDNESDAY, SEPTEMBER 25

SESSION C | 9:00 am – 10:30 am

Tracks: BI, CH, DA, ExL, IDD, LD, MR, MH, PDA, VR

W17 | Raising Barns While Taking Down Silos: Cooperative Collaboration is Key

Bridget G. Lowery, MS, CBIST | *Main Line Rehabilitation Associates*
Stefanie Bauman, CBIS | *Success Rehabilitation, Inc.*

Room: Crystal A

In order for collaboration to be successful, it is important to break down silos that may exist. Much like an Amish barn raising, where the community comes together, and each person contributes their area of expertise to the project, the use of a collaborative team can be helpful in developing the interventions that will allow us to meet the holistic needs of individuals with disabilities, including those with cognitive impairment. During this workshop, attendees will discuss the process of building collaborative environments, both within their organizations and with other providers. They will identify and find solutions for barriers which may be standing in the way of their consumers' success and discover ways in which they can improve communication and collaboration to the mutual benefit of all.

Tracks: DA

W18 | Implications for Whole-Person Care in Opioid Treatment Programs: Lessons Learned from PA's Centers of Excellence Initiative

Jason Snyder | *Pinnacle Treatment Centers*
Pam Gehlmann, MA, NCC, LPC | *Pinnacle Treatment Centers*

Room: Magnolia AB

In 2016, Pennsylvania launched the Centers of Excellence (COE) initiative to expand access to and improve opioid addiction treatment. COE objectives were: 1) treat the whole person by integrating behavioral and physical health care; 2) implement community-based care management teams; and 3) increase access to medication-assisted treatment. Three of Pinnacle Treatment Centers' (PTC) 13 Pennsylvania opioid treatment programs were named COEs. With nearly three years' experience operating those COEs, PTC will discuss lessons learned. A regional director of operations and a regional director of strategic partnerships for PTC will share their experiences with development of COEs.

W19 | | WORKSHOP CANCELED

Tracks: BO, CO, HR, LD

W20 | Group Supervision Strategies: The Reflecting Team Approach

Samantha Adams, LPC | *Merakey*

Room: Empire B

Group supervision is a common practice for providers who work for a mental health services agency. Although common, group supervision is often difficult to conduct effectively and efficiently. This presentation will give participants an overview of group supervision tactics, focusing mainly on the Reflecting Team Model, including a case study. This model allows participants to engage thoughtfully in group supervision and provides a framework to avoid overt criticism or fear of direct confrontation from more seasoned staff in the supervisory group.

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WORKSHOPS

Tracks: CH, MH

W21 | Intensive Family Coaching

Megan Hoffman, LPC | *Wesley Family Services*
Kate Pompa, MSCP, LPC, NCC | *Wesley Family Services*
Pamela Dotson, LPC | *Community Care Behavioral Health*
Virginia Johnson, PhD | *Community Care Behavioral Health*

Room: Wild Rose AB

Intensive Family Coaching (IFC) is an adaptation of Parent-Child Interaction Therapy (PCIT) for use in the home. This model uses evidence-based practices to strengthen the behavior management skills of caregivers and enhance the relationship between caregiver and child. This presentation will describe the treatment model in detail and will define families who may benefit from its use. Preliminary treatment outcomes will be summarized.

W22 | CHANGED TO W64

Tracks: BO, CH, IDD

W23 | Community-Based Behavioral Health Infection Control Program

Lea Anne Gardner, PhD, RN | *Devereux Advanced Behavioral Health*
Jeffrey Di Guiseppe, MSN, RN | *Devereux Advanced Behavioral Health*

Room: Empire C

Infection control (IC) is an area of medical care that touches all populations of people, adds value to care delivery, and needs to be integrated into physical and behavioral health care settings. This presentation highlights the importance of flexibility and adaptation to achieve the institution of this essential population health program. Opportunities and challenges to developing and implementing a universal IC program include methods to operationalizing it across residential, group home, and outpatient settings. Implementation strategies will be examined and include a multi-disciplinary collaboration, starting with board members and senior leadership, identification of performance metrics, instituting surveillance, monitoring, and reporting activities, development of training programs, and designing electronic health record forms and reports.

> *"Genius is in the idea. Impact, however, comes from action."*
>
> *- Simon Sinek*

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WORKSHOPS

SESSION D | 10:45 am – 12:15 pm

Tracks: BO, ExL, FM, LD, PDA

W24 | Tips & Secrets for MCO Contracting: A Voices for Independence Case Study to Demonstrate Success

Shona Eakin | *Voices for Independence*
Carrie Bach | *Voices for Independence*
Fady B. Sahhar, PhD | *XtraGlobex, Inc.*

Room: Wild Rose AB

The session will describe how Voices for Independence documented its effective Nursing Home Transition processes, anticipated the changes under managed care and prepared the staff, and developed detailed measures for demonstrating the effectiveness of its processes in supporting consumers transitioning from nursing facilities into the community. The evidence-based results were the basis for communicating with the Managed Care Organizations (MCOs) in Pennsylvania, culminating in Value-Based Contracts.

Tracks: BO, FM

W25 | Foundation Funding

Joni S. Schwager, LSW | *Staunton Farm Foundation*

Room: Magnolia AB

As government funding continues to shrink and organizations are required to take on additional financial risk, as in value-based payments, foundation and grant funding are needed more than ever, until new payment arrangements become sustainable. In this session, you will learn about the different types of foundations, how to approach a funder, and ask for a grant. Finally, you will learn what questions you can expect during a site visit and how to respond.

Tracks: IDD

W26 | A Whole Life Approach to Independent Living

Jill Gromen, MSW | *Philadelphia Independence Network of JEVS Human Services*
Lois Frischling | *Philadelphia Independence Network of JEVS Human Services*
Elyse Pearson | *Philadelphia Independence Network of JEVS Human Services*

Room: Empire A

A Philadelphia human service provider is using an innovative approach to support adults with diverse disabilities, identities, and needs to live independently. Through open collaboration with program members, families, and community partnerships, people are living, working, and fully participating in their communities. During this session, participants will receive an overview of the key program elements, outcomes, challenges, and highlights of what we have learned as a community since the inception of the program. We will discuss recent program replication and future considerations. A family member and program participant will share firsthand accounts of personal perspectives and value-based outcomes.

Tracks: LD

W27 | Becoming a Person of Influence

Ed Krow, SPHR, CCP, SHRM-SCP | *Ed Krow, LLC*

Room: Empire B

The power to change your life and the lives of others depends on the degree of your influence. Without influence, success is impossible. However, one need not be famous or be in a high-profile position to be a person of influence. Each person, whether they intend it or not, is an influencer. Do you recall when your parents would tell you to stay away from certain people because they were a bad influence, or not to go to certain places in order to avoid potential problems? The places we go, the things we do, and the people in our lives influence who we are, what we do, and the results we get. Things happen daily that have some level of influence on us. Now, along with actions and words influencing us, each one of us possesses the same power to influence others through our own actions and words.

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WORKSHOPS

> *In life you get what you put in. When you make a positive impact in someone else's life, you also make a positive impact in your own life."*
>
> *- MarcAndAngel*

Tracks: HRF, MH

W28 | Behavioral Health Home Plus and the Art of the SMART Goal for Healthy Change

Leslie Washington, MSW, LCSW | *Community Care Behavioral Health Organization*
Claudette Haner, RN, NBC-HWC | *The Guidance Center*
E. Scott Henderson III, CPS | *The Guidance Center*
Jaspreet Brar, MD, PhD | *Western Psychiatric Hospital and Community Care Behavioral Health Organization*

Room: Empire C

Persons with serious mental illness (SMI) are dying 25 years earlier than the general population from largely preventable, lifestyle related diseases. The Behavioral Health Home Plus (BHHP) infrastructure is designed to partner with the individual and support their ability to self-manage their health and reduce their risk for disease. Through a variety of wellness-based tools that promote and encourage self-management and self-advocacy, people are empowered to create their own wellness. Creating a health and wellness related SMART goal helps to establish a person's active role in self-management that may inspire and contribute to a happy, satisfying, and full life. This workshop encourages and demonstrates the art of creating a SMART goal in the journey to better health.

Tracks: BO, ExL

W29 | Developing a Community Advisory Board: An Essential Resource for Your Organization

Mandy Fauble, PhD, LCSW | *Safe Harbor Behavioral Health of UPMC Hamot*
Victoria Merski, LCSW | *Safe Harbor Behavioral Health of UPMC Hamot*

Room: Magnolia C

A focus on recovery and trauma informed care includes offering opportunities for stakeholders to provide meaningful contributions to the operations of agencies and their programs. In this workshop, we will describe the benefits of advisory boards, list concrete strategies to utilize advisory board input, and create a forum for planning strategies to engage advisors.

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WORKSHOPS

SESSION E | 1:45 pm – 3:15 pm

Tracks: CH, MH

W30 | Children's Service Integration: A Framework for Scaling Evidence-Based Practice & Practice-Based Evidence to Support Resilience in Children & Families

Diane Lyle, LPC, MT-BC | *Community Care Behavioral Health Organization*
Amber Bott, MS | *Community Care Behavioral Health Organization*
Teri Stanley, CRC, LPC, BCBA | *Community Care Behavioral Health Organization*

Room: Wild Rose AB

An integrated approach to providing high quality, behavioral health services for children is needed to address the high rate of unmet needs and often uncoordinated care. This workshop will provide an in-depth discussion of a framework for children's services developed and tested by a behavioral health managed care organization in collaboration with state and county stakeholders, providers, and families. The framework, Children's Services Integration (CSI), incorporates six core components into service delivery to provide consistent, high-quality programming across levels of care. Collaboration with other child-serving systems enhances coordinated care. CSI is associated with improved outcomes and is the cornerstone of transforming services across Pennsylvania, including services in schools, behavioral health rehabilitation services, and residential treatment facilities for youth.

Tracks: BI, CH, DA, ExL, FM, IDD, MH, PDA, VR

W31 | Financial Education: A Necessity for All

Susan Tachau, MA | *Pennsylvania Assistive Technology Foundation*
Holly Zugay, CFP | *PA Housing Finance Agency*

Room: Magnolia D

Money matters. The need to understand how to earn, use, save, grow, and protect money is essential for individuals with disabilities to achieve greater independence and autonomy. Because PA is an Employment First state and is creating more housing opportunities to make the transition to independent living, the demand for reliable and unbiased financial information has never been higher. This session will focus on key money topics, PA-specific programs (e.g., ABLE accounts), and financial education resources available to individuals with disabilities, direct care workers, and others.

Tracks: ET

W32 | Ethics: The Five Pillars of Community Delivered Services Part 1

Greg McCutcheon, MA | *Case Management Unit (CMU)*

Room: Empire A

Community-based services have become a melting pot for helpers who run the gamut of educational and training experiences. Workers who spend most of the time in the community often have the least exposure to the principles and codes of conduct that are essential in providing consistent and quality services. The five pillars of community services offer a strategy to introduce principle-based services and a unified approach to service delivery.

Tracks: BO, IDD, LD, HR

W33 | Clinicians' Role in Empowering Direct Support Professionals as Key Members of the Multidisciplinary Team

Michael May, EdD, LPC, BCBA, NADD-CC | *Merakey*
Robin VanEerden, MS, LPC, NADD-DDS/CC | *Merakey*

Room: Magnolia AB

Although treatment plans for individuals with intellectual and development disabilities (IDD) in residential facilities are often developed by graduate-level clinicians, implementation of those plans is mainly the responsibility of Direct Support Professionals (DSPs). The DSPs' knowledge of the individual and the status of the outcomes is paramount in the development and modification of those plans. Despite their interdependent relationship, research suggests that DSPs often have negative attitudes towards clinicians. Negative feelings have the potential to affect treatment fidelity and contribute to the ongoing DSP shortage. However, clinicians using supportive behaviors can promote DSP empowerment, treatment fidelity, DSP/clinician work cohesiveness, and ultimately DSP retention. Guidelines for implementing evidence-based, clinician-driven supportive behaviors will be outlined and applied in this presentation.

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WORKSHOPS

Tracks: CH, DA, LD, MH

W34 | Human Trafficking: PA's Response to an Urgent Issue

Krista Hoffman | *Governor's Office of Homeland Security*
Jackie Block Goldstein | *Office of Human Security, Phiiladelphia Field Office*
Trish Danner | *US Department of Health & Human Services*
Mary Tiernan | *Equal Employment Opportunity Commission, Philadelphia Office*

Room: Empire B

Human trafficking is on the rise in correlation with the opioid epidemic. Half of trafficked individuals saw a health care professional and went unidentified. Learn what human trafficking resources are available and how to identify signs of trafficking.

> *"You can never have an impact on society if you have not changed yourself."*
> *- Nelson Mandela*

Tracks: BI, CH, DA, MH

W35 | Fetal Alcohol Spectrum Disorders (FASD): Adult, Family, & Professional Perspectives

Gordon R. Hodas, MD | *PA Office of Mental Health and Substance Abuse Services*
Lyn Becker, MBA, RMA | *Pennsylvania FASD Task Force*
Andrew J. Becker | *Self-advocate*

Room: Empire C

This presentation considers Fetal Alcohol Spectrum Disorders (FASDs) from the perspective of an adult with an FASD, a parent, and a professional, with attention to FASD across the lifespan. FASD is a major public health problem in need of greater attention. Its prevalence greatly exceeds that of autism, and it is entirely preventable. After the basics are reviewed, learn from the adult with an FASD and his mother what the experience entails, what can make a difference, and how our service systems need to change.

Tracks: HR, LD, MH

W36 | Reducing Burnout and Improving Care Through Trauma-Informed Supervision

Angela Chew, LCSW | *Dickinson Center, Inc.*

Room: Magnolia C

We are not immune from the effects of trauma both directly and indirectly, personally and professionally. Trauma-Informed Supervision (TISV) is an important component to creating a culture of trauma-informed care within an organization. Learning to use TISV approaches for all individual/group supervision and staff meetings is critical to preventing and reducing the impact of vicarious trauma and burn-out. TISV can improve quality of services provided to the consumers and improve retention of staff. Staff report experiencing feelings of being valued and appreciated when TISV is used. This workshop will provide tools which may easily be implemented immediately following the presentation.

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WORKSHOPS

SESSION F | 3:30 pm – 5:00 pm

Tracks: BO, ExL, HRF, IDD, LD, MH, PDA, VR

W37 | Value-Based Payments Are in Your Organization's Future – One Year Update!

Fady B. Sahhar, PhD | *XtraGlobex, Inc.*

Room: Crystal A

Value-based payment trends continue to affect the operations of human service agencies. Developments in Pennsylvania and other states during the past year make it even more important for an organization to be prepared, and to continuously examine its readiness to address its processes, costs, quality standards, and leadership. This session discusses strategies to be responsive and to maintain a competitive advantage.

Tracks: CH, CO, DA, HRF, MH

W38 | From Open Access to Daily Huddle: Managing a Team-Based Approach for Admissions

Linda Messner, MEd, LPC | *Berks Counseling Center*
Bonnie Triebig, MS | *Berks Counseling Center*

Room: Magnolia AB

This session will address the benefits and lessons learned from developing an Admissions Team who meets daily to ensure fulfillment of all patient needs and maximize patient engagement. As health care providers, we are aware of the benefits of teamwork; however, working as a team can sometimes be challenging. Each organization has distinct and multiple factors that can either support or be a barrier to the team. The presentation will focus on variables and essential elements of powerful teams and effective team huddles. Discussion will emphasize the experience of the development and ongoing enhancement of the Admissions Team and its daily huddle.

Tracks: ET

W39 | Ethics: The Five Pillars of Community Delivered Services Part 2

Greg McCutcheon, MA | *Case Management Unit (CMU)*

Room: Empire A

Community-based services have become a melting pot for helpers who run the gamut of educational and training experiences. Workers who spend most of the time in the community often have the least exposure to the principles and codes of conduct that are essential in providing consistent and quality services. The five pillars of community services offer a strategy to introduce principle-based services and a unified approach to service delivery.

Tracks: BO, ExL, HRF, LD

W40 | Transforming a Workforce through Servant Leadership

Rhea Fernandes, PsyD | *Devereux Advanced Behavioral Health*
Mary Imbornone, MEd | *Devereux Advanced Behavioral Health*
Patricia Hillis-Clark, PsyD, BCBA | *Devereux Advanced Behavioral Health*

Room: Empire B

The behavioral health care field is evolving, and a staffing crisis is leading to employee burnout. Servant Leadership is a methodology that increases employee engagement. The 2017 "Fortune 100 Best Companies to Work for" reports that five of the top 10 businesses were Servant Leadership organizations. By deploying this methodology, agencies can create a work environment where employees feel empowered to voice ideas that will benefit its clients, staff, and the overall organization. This presentation will provide an overview of the steps that a behavioral health agency has taken to implement Servant Leadership, along with tips to create organizational buy-in and measure success.

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WORKSHOPS

Tracks: LD

W41 | Mindful Leadership

Ricardo Horn, LMSW | *Pyramid Healthcare, Inc.*
Nicole Zmuda, MSW, MEd, LCSW | *Pyramid Healthcare, Inc.*
Winnie Nagle, LPC, PhD | *Pyramid Healthcare, Inc.*

Room: Empire C

The health care administrators, facing an increasingly complex industry, require proper leadership development. This presentation reviews core competencies of effective health care leadership, introduces mindfulness concepts, and merges them to promote a dynamic approach. Through cultivation of a mindfulness-informed style, health care administrators can address the myriad challenges they face with improved decision-making, objectivity, resilience, and insight. Attendees will participate in both lecture and experiential learning, as they will have the opportunity to complete a pre- and post- mindfulness inventory and practice mindfulness in guided exercises.

Tracks: IDD

W42 | Skill Building Plans: Making Instruction and Progress Reporting Efficient

Stacy Nonnemacher, PhD | *Office of Developmental Programs/Bureau of Autism Services*
Amy Alford, MEd, BCBA | *Office of Developmental Programs/Bureau of Autism Services*

Room: Magnolia C

Systematically planning for skill building is important in supporting an individual to live an Everyday Life. This workshop will review components of a Skill Building Plan (SBP) as an effective model for enhancing acquisition and maintenance of skills that promote independence and participation in the community. As a way to report on progress, Goal Attainment Scaling will be introduced. Implementation and considerations into existing service delivery systems will be discussed. Examples, non-examples, and opportunities to practice skills in real time will be incorporated throughout this workshop.

> *"I've always had a philosophy that position doesn't define power. Impact defines power. What impact are you making on people? What impact are you making on business?"*
>
> *- Mindy Grossman*

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THURSDAY, SEPTEMBER 26

SESSION G | 9:00 am – 10:30 am

Tracks: ExL, HR, LD

W43 | The Impact of Leadership on Culture and Performance Part 1

Thomas J. Sullivan, MPA | *UPMC*
John Amato, MEd | *Familylinks*

Room: Crystal A

There's no denying leadership's role in determining how well your organization performs. The cumulative impact of each leader's actions, such as their ability to exemplify the values of the organization, exhibit high levels of emotional intelligence, and create an engaging workplace is what creates success or failure. In this workshop, we will provide a framework for understanding an organization's culture, the factors leading to and reinforcing that culture, and the most important "levers" for moving an organization in the desired direction to achieve better outcomes.

Tracks: CH, EL, HRF, MH

W44 | The Capital Area's Value-Based Purchasing Program for Family Based – A Review of its First Year

Scott Suhring | *Capital Area Behavioral Health Collaborative, Inc.*
Scott Daubert, PhD | *PerformCare*
Dan Warner, PhD | *Community Data Roundtable*
Tara L. Byers, MS, NCC, LPC, ACS | *Pennsylvania Counseling Services*

Room: Magnolia D

As a part of its movement toward value-based purchasing, the Capital Area Behavioral Health Collaborative (CABHC) kicked off an outcomes-driven, case-rate program in July 2018. All family based mental health providers in the network reconcile payment to a case-rate based on consumer length of stay, as well as outcomes performance as rated on the Child and Adolescent Needs and Strengths (CANS). The initiative is implemented collaboratively, with stakeholder representation throughout the process. This presentation will provide multiple perspectives, including the HealthChoices group, the BH-MCO, a provider, and the outcomes consultants. They will discuss the motivation for the initiative, some of the milestones and lessons learned from the implementation, and a review of some of the first year's outcomes.

Tracks: CH, MH

W45 | Mobile Crisis Teams: Looking at the Big and Small Picture

John Muehsam, MSW, PhD(c), LSW, CAADC, CPRP | *Elwyn*
Maria Perkins, MS, LPC | *Elwyn*

Room: Empire A

Mobile crisis teams (MCT) are a commonly utilized intervention for enhancing communities' continuum of crisis services. The presenters will introduce some of their research and work in MCTs in Delaware and Philadelphia counties over the last six years. The first part of the presentation will review national statistical trends and comment on the relationship between the crisis experience and a broader experience of self in the United States. We will then explore some of the findings from a study published by one of the presenters analyzing data from a Delaware County MCT. We conclude by describing our recent partnership with Community Behavioral Health in developing our experience and research into an innovative MCT in Philadelphia.

Tracks: BI, DA, MR, MH, PDA

W46 | It's all Relative: Harnessing the Power of Families in Rehab, Mental Health, Aging, and Substance Abuse Services

Barry J. Jacobs, PsyD | *Health Management Associates*

Room: Empire B

The family members of consumers with chronic medical and behavioral health conditions can serve as vital partners in care with clinical teams. But they are often regarded ambivalently by health care and social service professionals, and marginalized in treatment plans. In this 90-minute session, we will discuss evidence-based best practices for engaging and supporting patients' family members, as well as empowering them to serve as important facilitators of treatments and informants of treatment effects. Case and programmatic examples involving brain injury, drug and alcohol, medical rehabilitation, physical disabilities, and aging will be provided. Balancing consumer and family needs will be debated. Caregiver telehealth solutions will be introduced.

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WORKSHOPS

Tracks: MH, VR

W47 | Using Evidence-Based Practice Supported Employment to Secure Work for Individuals with Serious Mental Illness

Randy Loss, MA, CRC | *PA Office of Mental Health and Substance Abuse Services*

Room: Empire C

Evidence-Based Practice (EBP) Supported Employment (SE) is one of the most beneficial tools to assist an individual with serious mental illness or severe emotional disorder (SMI/SED) in gaining employment. EBP SE is currently used within various OMHSAS supported programs across Pennsylvania. As part of implementing Governor Wolf's Employment First initiative, it is anticipated that increasing the use of these services can benefit individuals diagnosed with mental illness in gaining employment. This session will explain and review the benefits of EBP SE, identify examples within PA and in other states, and finally, discuss how PA could look to expand use of this model.

Tracks: IDD

W48 | Supporting Deaf or Hard of Hearing Individuals with Developmental Disabilities

Krista Lewis | *Office of Developmental Programs, Special Populations Unit*
Lori Milcic | *Office of Developmental Programs, Special Populations Unit*
Melissa Hawkins | *Department of Labor and Industry, Office for the Deaf and Hard of Hearing*
Lea Sheffield | *Office of Developmental Programs, Special Populations Unit*

Room: Empire D

This presentation will provide an overview on hearing loss, assistive technology, deaf cultural norms, modes of communication, interpreting in Pennsylvania, and best support strategies for families and support professionals. Additionally, information on using the LifeCourse as a tool in supporting an individual's vision for a good life will be shared. Attendees will leave this training with a new way of thinking about, and valuable information on, how to better support deaf or hard of hearing individuals with a developmental disability.

Tracks: MH

W49 | Best Practices in Suicide Risk Assessment and Crisis Response Planning

Jessica R. Umbrell, PsyD | *PerformCare, Pennsylvania*

Room: Magnolia C

According to Center for Disease Control data, the number of completed suicides nationally is on the rise. This has led to an overall decrease in life expectancy. To a large extent, practitioners at various levels of care do not have access to the current best practice standards for risk assessment and crisis response planning. This presentation will provide an overview of common risk and protective factors and show how to complete a best practice risk assessment. Clinicians will learn how to assess risk and protective factors in order to develop a comprehensive crisis response plan. Hands-on practice with case examples will be a part of the learning process.

> *"Could anything be better than this: Waking up every day knowing that lots of people are smiling because you chose to impact lives, making the world a better place."*
>
> *- Anyaele Sam Chiyson*

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SESSION H | 10:45 am – 12:15 pm

Tracks: ExL, LD, HR

W50 | The Impact of Leadership on Culture and Performance Part 2

Thomas J. Sullivan, MPA | *UPMC*
John Amato, MEd | *Familylinks*

Room: Crystal A

There's no denying leadership's role in determining how well your organization performs. The cumulative impact of each leader's actions, such as their ability to exemplify the values of the organization, exhibit high levels of emotional intelligence, and create an engaging workplace is what creates success or failure. In this workshop, we will provide a framework for understanding an organization's culture, the factors leading to and reinforcing that culture, and the most important "levers" for moving an organization in the desired direction to achieve better outcomes.

W51 | WORKSHOP CANCELED

Tracks: BO, CO, DA

W52 | The SUPPORT for Patients and Communities Act: What You Need to Know About the New Law's Expansion of Criminal Laws Against Paying for Patient Referrals

Antonio Pozos, JD | *Drinker Biddle & Reath LLP*

Room: Empire A

The SUPPORT for Patients and Communities Act was the result of a bipartisan effort to "reduce access to the supply of opioids by expanding access to prevention, treatment, and recovery services." Enacted in October 2018, the SUPPORT Act also contains broad prohibitions against paying or receiving any "remuneration" (including bribes, kickbacks, or rebates) in exchange for patient referrals to a recovery home, clinical treatment facility, or laboratory, or paying remuneration in exchange for an individual using the services of such a provider. The law carries significant penalties, including up to 10 years in prison and fines of up to $200,000, for each violation. The program will educate providers about the new law and associated "safe harbors," discuss common situations that create legal risks under the SUPPORT Act, and outline compliance best practices for ensuring that providers comply with the SUPPORT Act.

Tracks: LD, MH

W53 | Clinical Supervision in Community Mental Health Settings: Moving Towards Excellence While Creating Extraordinary Experiences

John T. Spychalski, MEd, Licensed Psychologist | *Community Services Group, Lancaster Out-Patient*
Amanda Katchur, PsyD, Licensed Psychologist | *Community Services Group, Lancaster Out-Patient*
Koren Anderson, MA, LPC | *Community Services Group, Lancaster Out-Patient*

Room: Empire B

Community Mental Health Centers, due to the diversity of clients, are challenging to clinicians. Likewise, the variety of clinical staff presents a need for flexible approaches to clinical supervision. This presentation is intended for both supervisors and staff, demonstrating how clinical supervisors can identify and support the individual needs of their staff, while helping staff to identify and reach for the support they need.

Tracks: IDD

W54 | Supporting Choice in Relationships for Individuals with Intellectual Disabilities

David K. Attryde, MS, LPC | *Resources for Human Development*
Riki Geyer, MSW | *Resources for Human Development*

Room: Empire C

The IDD system and society at large has moved toward greater recognition of the rights of individuals with disabilities to live "Everyday Lives." However, many still struggle with the logistics, and even the concept of truly extending everyday lives into emotionally and sexually intimate relationships. This workshop will discuss complex issues around sex and dating, including consent, safety, community/family stigma, sex education, and privacy.

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WORKSHOPS

Tracks: DA, HRF, MH, VR

W55 | Strategies to Enhance the Peer Workforce: Implementation of the Peer Support Supervision Toolkit

Kim MacDonald-Wilson, ScD, CRC, CPRP | *Community Care Behavioral Health*
Shari Hutchison, MS, PMP | *Community Care Behavioral Health*
Tracy Carney, CPS, CPSS | *Community Care Behavioral Health*

Room: Empire D

Peer-provided behavioral health services are associated with high engagement rates and positive outcomes. Thus, calls to develop the behavioral health workforce include strategies to recruit and retain qualified peer staff. This workshop will describe a multi-pronged approach from a behavioral health managed care organization, state and county stakeholders, and providers to enhance peer services and the peer workforce. Initiatives include an evaluation, development of service performance standards, and a learning collaborative to support implementation of peer supervision strategies. To date, findings show a marked increase (19%) in the number of group supervision sessions and increase in the number of peer staff with supervision plans. The presentation will conclude with a discussion of lessons learned by peer support supervisors and the collaborative.

Tracks: IDD, VR

W56 | Capital Area Employment First Coalition – Embracing Employment First through Collaboration

Dan Sausman, BS - Panel Moderator | *Case Management Unit (CMU)*
Mark Evans, BS | *Cumberland/Perry Mental Health-Intellectual Developmental Disabilities Program*
Adam Wiener | *Dauphin County Mental Health/Autism/ Developmental Program*
Heather Berra, MEd | *Central Dauphin East High School*
Christine M. Roggenbaum, BA | *Goodwill Keystone Area*
Kelly Arnold | *Office of Developmental Programs, Central Region*

Room: Magnolia C

Representatives will present a panel discussion to share learning, collaboration, and successes that have been achieved through the Employment 1st Coalition in Cumberland, Perry, and Dauphin counties.

Tracks: CH, LD, MH

W57 | Rural Trauma-Informed System of Care in Pennsylvania: A 15,000 Square Mile View

Chris Minnich, MEd | *Behavioral Health Alliance of Rural Pennsylvania*
Judy Davis, BA | *Behavioral Health Alliance of Rural Pennsylvania*
Monica Payne, MA | *Youth and Family Training Institute*
Samantha Pulleo, BS | *Youth and Family Training Institute*
Margaret Ennis, JD | *Wayne County Behavioral and Developmental Programs & Early Intervention*

Room: Magnolia D

The BHARP System of Care (SOC) Project is comprised of twenty-three rural counties in central Pennsylvania spanning more than 15,000 square miles. BHARP was successful in acquiring a SAMHSA grant which focused on core activities, including developing youth and family driven systems of care, cross systems county leadership teams, and trauma informed systems of care. This session will provide an interactive experience while the BHARP SOC leaders discuss how goals were set and accomplished related to the core activities. Also discussed will be the importance of relationships, best practices, and evaluation across different systems — with a particular focus on advancing trauma-informed care — all while promoting the "Commonwealth" approach to governance. The approaches and successes of the primary implementation counties will be highlighted.

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WORKSHOPS

Tracks: DA, ExL, MH

W58 | Transitioning to The ASAM Criteria: The Underlying Principles

Dorothy J. Farr, LSW, LADC, CCDP-D |
Farr Consulting, LLC

Room: Magnolia AB

The Pennsylvania Substance Use Disorder (SUD) system of care is moving to a more client-centered, outcomes-driven, evidence-based approach to level-of care-determination and clinical decision making with our transition to the ASAM Criteria. During this session, we will explore how The ASAM Criteria builds on and enhances the concepts underlying the Pennsylvania Client Placement Criteria. We will look at how the ASAM Criteria advances access to treatment for individuals seeking services who experience co-occurring challenges, and delve into the importance of language and how it impacts our ability to successfully engage individuals in a recovery process. We will also discuss key strategies remaining current with any updates. This workshop will serve as an introductory overview to the ASAM criteria, but it will not suffice to replace required clinical training.

> *"Never underestimate the valuable and important difference you make in every life you touch. For the impact you make today has a powerful rippling effect on every tomorrow."*
>
> *- Anonymous*

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WORKSHOPS

SESSION I | 2:15 pm – 3:45 pm

Tracks: CH, LD, MH

W59 | ESFT: A systemic approach for traumatized families

John Muehsam, MSW, PhD(c), LSW, CAADC, CPRP | *Elwyn*
Gabrielle Desnouee, MS, LPC, BCBA | *Elwyn*

Room: Magnolia D

Ecosystemic Structural Family Therapy (ESFT) is a treatment orientation that recognizes the role social systems and trauma have in individuals' lives. This presentation will explore relevant sociological theories related to how social systems affect individuals and families. Participants will engage with the theories in an accessible and interesting manner with particular attention to their relevance for human services. This will include a discussion of Bloom's work on traumatized human service systems. The second half of the presentation will discuss how ESFT takes these insights seriously in our clinical work. The presenters will discuss the basic concepts of ESFT as well as their work implementing this treatment in the context of a large behavioral health agency with diverse program offerings for children and adults.

Tracks: CO, ExL, HRF, LD

W60 | One Agency's Lesson Learned – Workplace Violence

Fran Sheedy Bost, MEd | *TCV Community Services*
Casey Monaghan | *TCV Community Services*
Ed Shea | *Babb, Inc.*

Room: Crystal A

On November 11, 2016, TCV Community Services experienced a major incident of workplace violence. This experience has catapulted the executive director into a mission of prevention, preparation, and response for senior managers of fellow community-based service providers. The presenter will challenge you to examine your current safety climate and culture, and drive change within your organization. Experiences and knowledge, as they relate to roles and responsibilities, prioritization of safety across all organizational levels from the board of directors to the front line staff, key elements for prevention, ways to effectively manage catastrophic events inside your buildings, and how to minimize a provider's exposure to loss will be shared.

Tracks: ExL, HRF, IDD

W61 | Managed Care Quality Measures for I/DD Services

Joan W. Martin | *Wojdak Government Relations*
Alissa Eden Halperin, Esq. | *Halperin Butera*
Donna Martin, MEd | *ANCOR*

Room: Wild Rose AB

This session will highlight the national health care industry with respect to developing and validating quality measures used in I/DD managed care programs. This workshop will discuss different kinds of health care measures that are currently in use and ones being developed, including HEDIS measures, I/DD and LTSS specific measures, and National Core Indicators.

Tracks: ExL, HRF, LD

W62 | Meet Me in the Middle

Suzanne Daub, LCSW | *Health Management Associates*
Marsha Johnson, LCSW | *Health Management Associates*
Andrew Kind-Rubin, PhD | *Child Guidance Resource Centers*

Room: Empire B

In 2019, leaders of most health care organizations face a "VUCA" world (Volatile, Uncertain, Complex and Ambiguous). For this reason, organizations often invest in leadership support for executive teams as they respond to ever-emerging opportunities and challenges. However, the organization's strategic priorities, values, and culture are driven at the care delivery level by middle managers and supervisors of frontline staff. The role and potential of the middle manager/supervisor will be explored using key principals from frameworks such as Learning Health System, Hive Mind, Troika Consulting, and leadership coaching. Best practices that middle managers can use to create processes and feedback cycles that promote continuous learning, improvement, and resilience in the workforce will be presented.

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WORKSHOPS

Tracks: DA, MH

W63 | Are We Doing Our Very Best? Exploring the Challenges Caused by Co-occurring Conditions

Dorothy J. Farr, LSW, LADC, CCDP-D | *Farr Consulting, LLC*

Room: Empire C

It is not always easy to recognize the difference between a substance induced condition, and the presence of a co-existing mental health issue. Yet, research has clearly demonstrated that if we hope to help individuals enter and sustain long-term recovery, it is essential to do so. This distinction is critical in the development of an individualized treatment plan designed to achieve recovery goals. This workshop will review the importance of offering integrated treatment services for persons with co-occurring mental health, physical health, and substance use conditions. We will review the expectations of our 2006 COD Bulletin, discuss efforts underway to further our competency, and examine the advances in this industry since the Treatment Improvement Protocol (TIP 42) was last published in 2013.

Tracks: IDD, PDA

W64 | Evaluating for Dementia with the Intellectually Disabled Population

Lisa M. May, PhD | *Safe Harbor Behavioral Health of UPMC*

Room: Empire A

Dementia is estimated to be two to three times more common with the ID population, yet many clinicians do not feel comfortable assessing for or diagnosing cognitive changes with this population. This workshop will review important issues related to the assessment of individuals with an intellectual disability, including the clinical manifestations of dementia, diagnostic challenges, diagnostic overshadowing, and assessment methods. Special considerations related to environment and communication style will be reviewed.

> *"The only limit to your impact is your imagination and commitment."*
>
> *- Tony Robbins*

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FRIDAY, SEPTEMBER 27

SESSION J | 9:00 am – 10:30 am

Tracks: CH, ExL, IDD

W65 | ANCOR Update: What's Happening in Washington, DC

Gabrielle Sedor | *ANCOR - the American Network for Community Options and Resources*

Room: Crystal A

ANCOR is proud to represent disability service providers as their national trade association in Washington, DC. Join ANCOR for an informative session detailing the latest of what is happening in Congress, the federal agencies, and the White House that impacts people with disabilities and their service providers. From Medicaid reform efforts to new positions on state flexibility, a revised approach to issuing rules and regulations, and policies that impact workforce, there is much to share! ANCOR COO Gabrielle Sedor will delve into the federal relations work that ANCOR does in the heart of the nation's capital and share insider knowledge about what policies are making their way from Washington, DC to your agency or organization!

Tracks: MH

W66 | Behavioral Health National Policy Update and Trends Overview Including PA Behavioral HealthChoices as a "Keystone" for the Future of Whole-Person Care

Chuck Ingoglia, MSW | *National Council for Behavioral Health*
Charles Curie, MA, ACSW | *The Curie Group, LLC*

Room: Red Ballroom

This workshop will include federal updates on behavioral health policy issues from the National Council. The presenters will then delve deeply into the current status of Behavioral Health (BH) Medicaid Carve-outs vs Carve-ins, with a particular focus on the successes of Pennsylvania's Carve-out, and how it has accelerated the efforts in achieving integrated care, addressing social determinants of health, and implementing value-based purchasing. A focus on the adverse outcomes realized in states that have moved from successful BH Carve-outs to Carving in BH will be considered. You are invited to join the discussion as behavioral health services continue to be at a crossroads of change in health care delivery.

BI – Brain Injury | BO – Business Operations | CH – Children's Services | CO – Compliance/Risk Management | DA – Drug and Alcohol | ET – Ethics | ExL – Executive Level (CEOs, CFOs, COOs) | FM – Financial Management | HRF – Health Reform (CCBHC, Population Health, ACOs and PCMH) | HR – Human Resources | IDD – Intellectual/Developmental Disabilities | LD – Leadership | MH – Mental Health | MR – Medical Rehabilitation | PDA – Physical Disabilities and Aging | VR – Vocational Rehabilitation/Employment

SPONSORS

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HH Horizon House

Est. 1852 Elwyn

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Opening the doors to independence and opportunity

enkompas

innovaTel telepsychiatry
re-imagining psychiatric care

HOPE

HOTEL INFORMATION

HERSHEY LODGE

325 University Drive, Hershey, PA 17033

WELCOMES...

Rehabilitation and Community Providers Association

IMPACT

September 24 – 27, 2019

Rates: $179 per night, single/double occupancy

Sales/local occupancy taxes of 11% are added to room rates. The resort is a smoke-free facility. More information about the resort, including activities, can be found at www.hersheylodge.com.

The room block for the RCPA 2019 Conference at the Hershey Lodge has been set up for online reservations at https://book.passkey.com/event/49558349/owner/12056/home. Guests who prefer to call to make reservations can call 855-729-3108 and ask for the room block for RCPA 2019 Conference at the Hershey Lodge, September 23 – 28, 2019.

Rooms are reserved on a first-come, first-served basis. Remaining rooms within the block will be released September 3, 2019. A three day notice is required for cancellation. If it is less than three days, a charge of one night's room and tax will be deducted from the account.

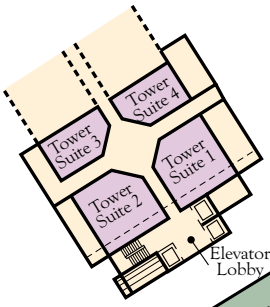
Check-in time: 4:00 pm

Check out time: 11:00 am (a surcharge is added for late check-out)

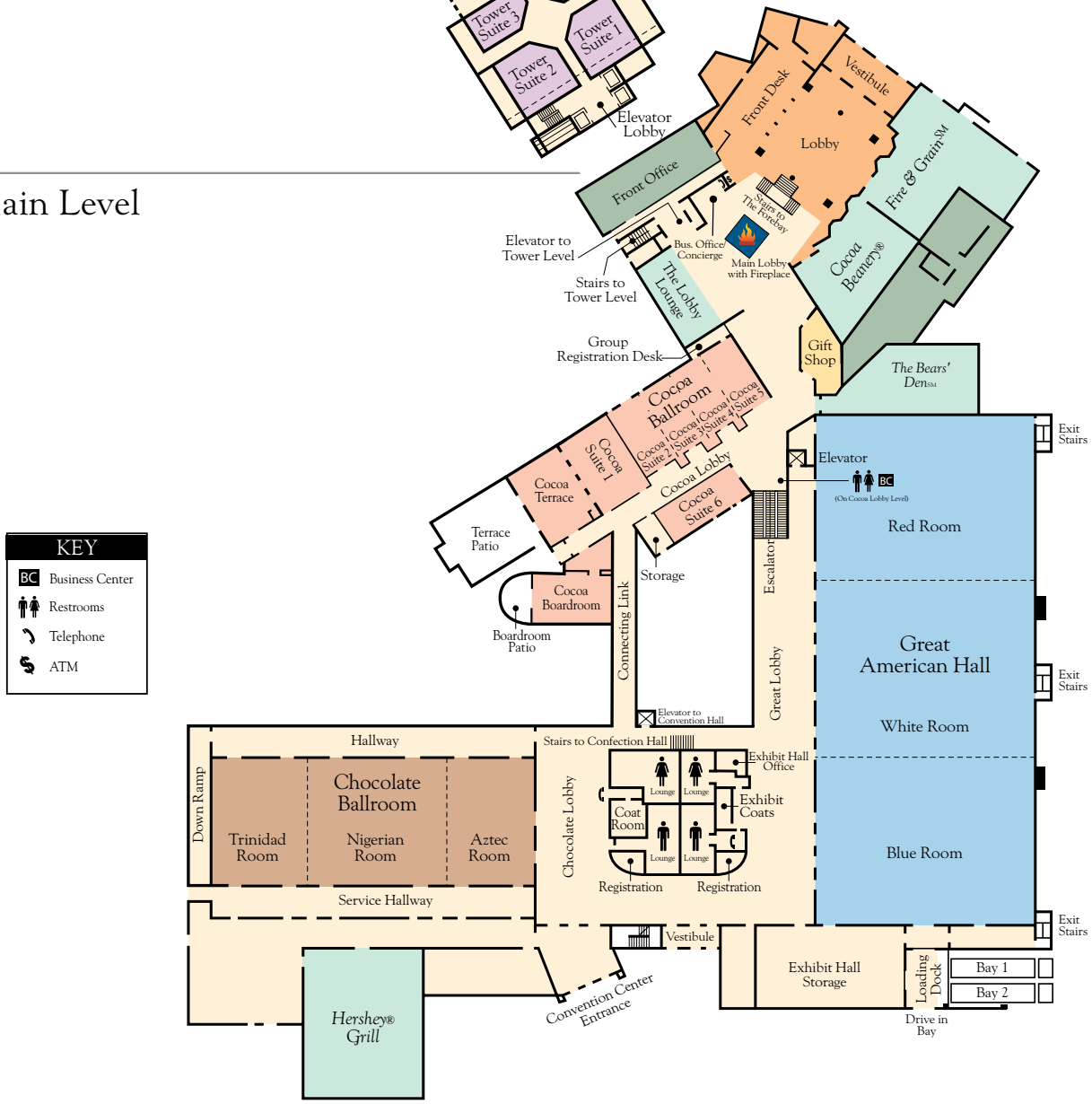
Hershey Lodge is a trademark used with permission.

HOTEL MAP

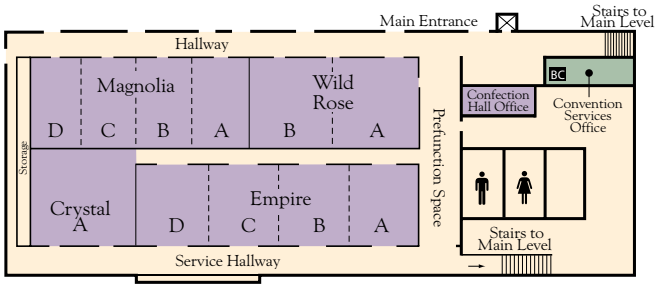
Tower Level



Main Level



Confection Hall Level



EXHIBITORS AND SPONSORS

Accumedic

www.accumedic.com

Accumedic's EHR & Practice Management application offers customized workflow based on your agency's requirements, from first contact through discharge. AccuMed includes custom templates, eRx, and eLabs. Our single database solution provides an enterprise scheduler and complete practice management capabilities. Some additional modules that may make sense for your agency include eligibility verification, auto remittance posting, appointment reminder, and credit card processing. We also provide our SaaS clients with clinical and fiscal dashboards. Accumedic supports HIEs and HL7 Interfaces. Accumedic's Pennsylvania clients include agencies that provide services for mental health, substance abuse, intellectual and developmental disabilities, and OTP Clients.

ACHIEVA Family Trust

www.achievafamilytrust.org

ACHIEVA Family Trust has served as corporate trustee for special needs trusts for individuals with all types of disabilities for more than 20 years. Our core focus is working with individuals with disabilities and their families to help them plan for the future. We provide the peace of mind that comes with having experienced, trusted experts by your side who help to enhance your loved one's quality of life. We believe that people living with disabilities can achieve more, soar higher, and have equal opportunities for success, today and in the future. Please visit our website, www.achievafamilytrust.org, for more information.

Alkermes, Inc.

www.alkermes.com

Alkermes PLC is a fully integrated, global biopharmaceutical company, developing innovative medicines for major clinical conditions with a focus on the treatment of central nervous system (CNS) diseases. The company has a diversified commercial product portfolio, and a substantial clinical pipeline of product candidates, for chronic diseases that include schizophrenia, depression, multiple sclerosis, and cancer. Headquartered in Dublin, Ireland, Alkermes PLC has an R&D center in Waltham, Massachusetts; a research and manufacturing facility in Athlone, Ireland; and a manufacturing facility in Wilmington, Ohio. For more information, please visit Alkermes' website at www.alkermes.com.

Allegheny HealthChoices, Inc.

www.ahci.org

Allegheny HealthChoices, Inc. is an innovative nonprofit which supports quality, cost-effective behavioral health care that promotes positive clinical outcomes, recovery, and resiliency. We do this through information systems design and development, quality and outcomes management, implementation of evidence-based practices and fidelity adherence, training and technical assistance, and business and fiscal analytics.

AmeriHealth Caritas Community HealthChoices

www.amerihealthcaritaschc.com

AmeriHealth Caritas Pennsylvania (PA) Community HealthChoices (CHC) is one of the three Pennsylvania CHC managed care organizations that will coordinate physical health care and LTSS (for those who are eligible) for older persons, persons with physical disabilities, and Pennsylvanians who are dually eligible for Medicare and Medicaid.

Beacon Health Options

www.beaconhealthoptions.com

Beacon Health Options (Formerly Value Behavioral Health of PA) coordinates behavioral health services for HealthChoices members living in 12 counties throughout Western Pennsylvania. Our vision employs the principles of Recovery and Resiliency in developing a unique array of services and providers for each county that targets its members' service needs and strengthens its existing delivery system, while controlling costs and improving the quality of care and health outcomes for HealthChoices members. Our Engagement Center houses a full continuum of departments, including Member and Provider Services, Network Management, Provider Relations, Prevention, Education and Outreach, Utilization Management, Quality Management, Claims Processing, Finance, and Information Systems.

Brain Injury Awareness Booth

www.paproviders.org

The RCPA Brain Injury Committee seeks to advance the understanding of the needs of people who have sustained a brain injury and the provision of services to meet those needs. People who have sustained brain injuries often have multiple needs and may seek services in a variety of areas, to include mental or behavioral health, drug and alcohol, intellectual disability, or vocational services. We need to be able to recognize and address the unique issues that a brain injury poses in accessing and participating in services. Enhance your ability to assess if an individual may have a brain injury and learn about the brain injury resources available in Pennsylvania.

Brown & Brown of Lehigh Valley

www.bbinslv.com

Brown & Brown is the premier business insurance consultant for behavioral health care providers in Pennsylvania and nationwide. Brown & Brown's specialized knowledge and experience translates into unmatched asset protection and pricing not found in the general insurance marketplace. We are also the largest volume broker for the PCPA Group Workers' Compensation Insurance Trust. More than 75 Pennsylvania providers have experienced the difference. Call to see how Brown & Brown of Lehigh Valley can help you succeed. Visit www.bbinslv.com for details.

Butler Human Services Furniture

www.butlerhumanservices.com

Butler Human Services offers a wide range of furniture collections specially designed and priced to meet the needs of community residences, residential treatment programs, and supportive housing providers. We work with each client to ensure you receive high quality, durable furnishings at a price that fits your budget. Butler features a broad selection of seating, 1000+ fabric and vinyl options, bed bug resistant beds, and a 10-year warranty on most products. For clients that need their furniture quickly, we offer over 300 products in our QuickShip program. For more information, visit our website.

CapGrow Partners LLC

www.capgrowpartners.com

CapGrow Partners helps organizations provide safe and appropriate housing for individuals with a brain injury, behavioral health needs, and intellectual and developmental disabilities. We provide tailored lease programs and develop long-term relationships that allow our partners to focus greater time and resources on fulfilling our operational goals and objectives. CapGrow Partners owns hundreds of homes in dozens of states across the country and enables organizations to improve the lives of those individuals they help. To learn more about CapGrow Partners, and our leasing solutions, please visit www.capgrowpartners.com or call 773-327-7691.

CareLink Community Support Services

www.carelinkservices.org

Since 1959, CareLink Community Support Services has been dedicated to helping people with disabilities live in the community with dignity and independence. CareLink's services embody the principles of psychosocial rehabilitation, which promote achievable outcomes, community integration, and highly individualized care. Our professional staff provides the supports that people with serious mental illness, physical disabilities, and other developmental challenges need to be active, productive members of their communities, including residential services, care management, and education and employment assistance. CareLink currently serves more than 1,000 participants in 32 community programs throughout Southeastern Pennsylvania and Southern New Jersey.

Childhelp

www.childhelp.org

The Village of ChildHelp provides residential treatment for children ages 5–14 on a 270-acre horse farm. ACTV is a VA, MD, NJ, PA, and WV Medicaid provider and is also accredited by The Joint Commission. ACTV serves 67 children in our PRFT and 13 in our day school program. The Village provides a therapeutic program utilizing an interdisciplinary approach specializing in the treatment of mild to severe trauma or neglect, psychiatric disorders, and sensory disorder, and has two full-time child psychiatrists as well as 24-hour nursing staff. Therapeutic programs include Music, Art, Equine, Small Animal, Horticultural, and OT.

Community Care Behavioral Health Organization

www.ccbh.com

Community Care Behavioral Health Organization (Community Care) is a nonprofit behavioral health managed care organization that is part of the UPMC Insurance Services Division. Based in Pittsburgh, Community Care was created in 1996 to support Pennsylvania's HealthChoices program for Medicaid recipients. Our mission is to improve the health and well-being of the community through the delivery of effective and accessible behavioral health services, with a focus on recovery. Today, Community Care manages mental health and substance use disorder services in over half of Pennsylvania's counties, with one million HealthChoices members.
Community Care on the signage and posters and Community Care Behavioral Health Organization in the formal program/brochure

Community Data Roundtable

www.communitydataroundtable.org

Community Data Roundtable (CDR) is an award-winning nonprofit organization dedicated to the development of data-driven behavioral health and child welfare systems. With our proprietary CANS/ANSA/FAST software (The DataPool™), and advanced analytic and implementation science, we work with payers, purchasers, providers, and parents to build an optimal system for patient care.

Community Services Group

www.csgonline.org

Finding the right provider for you or someone you care about starts, and ends, with CSG. Since 1972, we've set the standard of care in each of our four service areas: mental health, intellectual and developmental disabilities (IDD), autism, and child and youth services. We are over 1,600 professionals providing the highest quality care to the individuals we serve throughout central and northeastern Pennsylvania. We invite you to see how our network of services provides a world of opportunities for those in need at our website.

Contract Pharmacy Services

www.contractpharmacy.com

Contract Pharmacy Services is dedicated to serving the behavioral health industry with medication fulfillment and pharmacy services. We understand the imperative to deliver compliance packaging and service to improve outcomes. While we are proud to have the innovative mindset, technology, and resources equal to that of larger national pharmacies, clients tell us that they continue to value our personal neighborhood feel. If you are looking for a pharmacy with exemplary service — one that's committed to partnership with our customers, as well as accessible and responsive at every level — you will be interested in Contract Pharmacy Services.

Core Solutions, Inc.

www.coresolutionsinc.com

Core Solutions, Inc. (Core) is a trusted electronic health records (EHR) vendor (Cx360) that uses technology and data, to help provider organizations improve whole person care and quality of life for all people touched by the extraordinary challenges of behavioral health and human conditions. We design our EHR solutions based on a combination of real-world challenges and big picture considerations, leveraging the input of statewide implementations and care providers, and operating as a partner first and vendor second to our customers. Ultimately, Core's mission is to provide complex care communities with the technology solutions they need to meet the demands of today's clinical and regulatory environments.

Credible Behavioral Health Software

www.credibleinc.com

With over 19 years of innovation and experience, Credible is committed to improving the quality of care and lives in behavioral health for clients, families, providers, and management. Since being founded in June 2000, Credible has partnered with over 435 partner agencies in 36 states. Credible is proud to provide secure, proven, easy-to-use, web-based software for clinic, community, residential, and mobile care providers, leveraging a true partnership approach.

DATIS HR Cloud

www.datis.com

DATIS, a National Council Strategic Partner, provides a completely unified HR and Payroll software solution that empowers Health and Human Services organizations to better achieve their mission. DATIS connects employees, aligns departments, and transforms organizations by uniting all aspects of workforce management within a single platform that includes payroll, timekeeping, recruiting, benefits, talent management, analytics, and more. Our end-to-end solution enables organizations to increase visibility, maximize resources, and make an impact.

Devereux Advanced Behavioral Health

www.devereux.org

Devereux Advanced Behavioral Health is one of the largest and most advanced behavioral health care organizations in the country. Founded in 1912 by special education pioneer Helena Devereux, we serve as a national nonprofit partner for individuals, families, schools, and communities, serving many of the most vulnerable members of our society in areas of autism, intellectual and developmental disabilities, specialty mental health, and child welfare. We are guided by our mission: To change lives by unlocking and nurturing human potential for people living with emotional, behavioral, or cognitive differences. To learn more, visit devereux.org.

Elwyn

www.elwyn.org

Elwyn, a nonprofit human service agency established in 1852, has a long and rich history in providing services to the most vulnerable people in Pennsylvania. Services are innovative, person-centered, and evidence-based. We engage, empower, and enrich over 12,000 individuals annually through partnerships with over 2,700 dedicated staff. Our services range from early intervention to adult day care and are managed through the following service areas: behavioral health, education, supports for living, early childhood, employment and adult day services, and health services. For more information please visit us online or call 610-891-2021. Employment opportunities are also available through https://www.elwyn.org/careers/.

enkompas Technology Solutions

www.enkompas.com

enkompas Technology Solutions is an SOC certified IT Managed Services Provider that delivers a scalable end-user and infrastructure support model along with complementary solutions. With expert staff in the areas of Microsoft Office 365, Private Cloud Voice and Data Collaborative Infrastructure, Disaster Recovery, Cyber Security, and Software as a Service, enkompas has the ability to design a customized set of services to cater to your company's specific needs. With a mission to "Improve the Lives of People," enkompas goes beyond providing IT services to create lasting relationships with valued clients.

eVero Corporation

www.evero.com

All across New York, eVero Corporation provides trusted technology solutions to our partners in the Health and Human Services (HHS) marketplace. Founded by brothers Christos and Constantine Morris in 2000, eVero is committed to ensuring that all individuals in need get access to quality, long-term care — especially those living with intellectual and developmental disabilities (I/DD). We combine our industry insight and technical mastery to custom-fit your agency with a software solution that works for you — and the people you serve. To learn more, please visit www.evero.com.

Familylinks

www.familylinks.org

For more than 50 years, Familylinks has been proudly serving individuals and families in western Pennsylvania. Last year alone, Familylinks served nearly 11,000 people. These individuals range from children to seniors, in a variety of neighborhoods, income groups, and beliefs. However, they all have one thing in common – Familylinks is there during their time of need. To accomplish this level of support, Familylinks offers a variety of family-centered services in the areas of Behavioral and Mental Health, Youth and Family Services, Support Coordination, and Senior Care. To learn more, visit our website.

Firetree, Ltd. Conewago Drug and Alcohol Treatment Programs

www.firetree.com

Firetree, Ltd.'s Conewago Treatment Programs offer a range of programs addressing the needs of chemically addicted individuals. Programs for men and women 18 and older include: Conewago Place, Conewago Pottsville, Conewago Snyder, Conewago Indiana, and New Way of Life. Our mission statement, "Together Building a New Way of Life," is exemplified by our progressive programs and our dedicated, professional staff. We work as a team with our clients to help them change their thinking and behavior in order to maintain their sobriety. We believe that change is possible, but will only take place though acceptance of personal responsibility and accountability.

First Nonprofit

www.firstnonprofit.com

First Nonprofit provides state compliant, individually insured, cost-saving options to satisfy SUI (State Unemployment Insurance) requirements for nonprofit, government, and tribal entities. Nationally, over 2,000 organizations rely on us to reduce, manage, and safeguard their budgets from uncertain unemployment insurance expenses. Our new 2019 customers in Pennsylvania saved an average of 35% on SUI taxes. Member benefits include: fixed annual cost, budgetary certainty, insurance protection, improved cash flow through equal quarterly payments, professional claims management, cost audits, and posting of collateral.

Foothold Technology

www.footholdtechnology.com

With origins and roots in social services, AWARDS is a complete Electronic Record that also supports administrative activities, including facilities maintenance, human resources, scheduling and alerts, reports for audits and quality assurance, and automated billing. AWARDS is fully interoperable with other federally certified systems for participation in Health Information Exchanges, and is the only record-keeping system that is certified as both a Behavioral Health EHR and a Homeless Management Information System (HMIS).

Genoa Healthcare

www.genoahealthcare.com

Genoa Healthcare is the largest provider of pharmacy, outpatient telepsychiatry, and medication management services dedicated to serving the needs of those in the behavioral health and addiction treatment communities and those with other complex, chronic health conditions. You change lives for the better. We can help. Visit our website to learn more.

Hearten Workers' Compensation

www.heartenworkcomp.com

At the heart of social services are individuals who are passionately committed to helping others. Hearten, a member-owned workers' compensation captive program, was developed by organizations just like yours. It addresses the specific needs of social services when traditional approaches might not be the best fit. Hearten offers a common-sense approach that is rooted in a deep understanding of alternative insurance solutions and offers a solution that's right for you. Program benefits include stable rates and competitive pricing, proactive claims handling, and potential program dividends.

Hope Enterprises, Inc.

www.hopeability.org

Hope Enterprises, Inc. is a seven-county provider for adults with intellectual disABILITIES throughout central Pennsylvania. Our large footprint allows us to serve individuals from Lycoming, Clinton, Northumberland, Columbia, Montour, Snyder, and Union counties. With an individualized approach, we work with community partners to find opportunities and experiences that allow a person to grow within their own community. Through comprehensive services and supports such as integrated employment, community participation, residential options, and employment support, our mission is to enhance the lives of the people we serve!

Horizon House

www.hhinc.org

Horizon House assists adults who desire to live independently and be fully engaged in their communities. By offering community-based supports in three areas — Behavioral Health, Intellectual and Developmental Disabilities, and Homeless Services — we create opportunities for men and women to manage their lives in environments that emphasize individual strength and choice. Over the years, Horizon House has expanded both geographically and programmatically, in response to individual and community needs. Annually, we provide services and hope to more than 5,000 individuals. Today, Horizon House continues to be a pioneer recognized for our innovative services and quality of care.

iCentrix Analytics

www.icentrix.com

The transformation of behavioral health care from fee for service to value-based service is impacting behavioral health organizations across the country. iCentrix Analytics has been collaborating with leading behavioral health providers across the country to address specific problems in the value-based service environment, including clinical data analytics, revenue and cost of service analysis, revenue cycle, population health management, outcomes analytics, quality benchmarking, and predictive analytics. Talk to one of our consultants about how we can help you better prepare for value-based reimbursement reporting using our Business Intelligence driven analytics – dashboard platform.

Inglis

www.inglis.org

For more than 140 years, Inglis has enabled people with disabilities, and those who care for them, to achieve their goals and live life to the fullest. Serving nearly 1,000 people daily in the Greater Philadelphia Region, Inglis supports independent, community living through innovative day programming, adapted technology, certified peer support, care management, resident service coordination, job coaching, employment services, and wheelchair-accessible, safe and affordable independent living housing. Inglis also provides long-term, residential living — including occupational, physical, and recreational therapies for adults (18 and older) with significant physical disabilities and complex health care needs. Visit www.inglis.org for more information.

innovaTel Telepsychiatry

www.innovatel.com

With a growing demand for behavioral health services and a shortage of providers, access to care is challenging. Telepsychiatry is a solution to bridge this gap in care. innovaTel has a nationwide network of psychiatrists, nurse practitioners, and licensed clinical social workers that connect to organizations virtually through telemedicine.

Inperium, Inc.

www.inperium.org

Inperium, Inc., a 501(c)(3) and 509(a)(3), provides approaches that facilitate access to business and professional shared services, allowing organizations to focus on the advancement and sustainability of their unique missions through affiliation, as an alternative to traditional mergers. Inperium's network includes nonprofits/for-profits, providing person-centric, health related supports and other business services to the organizations it aids. We support the affiliated companies to foster an array of quality services, financial diversity, and continuity of care by maximizing all of our collective resources. We are Affiliation Architects, using a network of entrepreneurial organizations, talent, systems, and orchestration to benefit missions and communities.

Insight Telepsychiatry

www.insighttelepsychiatry.com

InSight is the leading national telepsychiatry service provider organization, with a mission to transform access to quality behavioral health care through innovative applications of technology. InSight has two decades of experience with telepsychiatry, and serves hundreds of organizations across the country with its on-demand, scheduled, connected services and Inpathy divisions. InSight is uniquely positioned to offer scalable telepsychiatry services in settings across the continuum of care. InSight enables behavioral health organizations to expand their psychiatric capacity, and works to build long-term relationships between its telepsychiatry providers and partner organizations.

Keystone Community Resources

www.keycommres.com

Keystone Community Resources is a leader in the provision of community-based services for individuals with intellectual and developmental disabilities. We are an agency committed to quality and dedicated to our mission statement; "We provide people with autism and developmental disabilities diverse opportunities to lead fulfilling lives." Keystone offers an array of services, including both full and part time supports. We operate over 60 community-based group homes and nine day and vocational programs, in addition to supported employment, life sharing, and supported living opportunities. Currently, Keystone is celebrating 55 years of caring and is very proud to serve over 1,300 individuals. Our primary services are strengthened through the availability of other supportive resources, including clinical, health services, and quality management. We invite you to learn a little more about the work we do.

LearnWell

www.learnwelleducation.com

LearnWell helps hospitals by providing high-quality educational programs for K-12 school-age patients. Working closely with your team and the school district, we customize each student's studies to keep him/her on track academically. We help normalize the patient experience, making integration of the educational component as seamless as possible. Since 1995, we have delivered over a quarter-million teaching hours in over 75 US health care facilities. Moreover, our programs are typically low or no cost to your health care organization. For more information, visit our website or contact us at info@learnwelleducation.com or 877-732-9101.

Life Tree Pharmacy

www.lifetreecares.com

Life Tree Pharmacy's mission is to provide the most accurate, timely, and professional care available with a focus on the unique needs of the individuals we serve with integrity, dedication, and compassion. With the ability to provide the personal attention of a family pharmacy and the technology of a national provider, Life Tree currently serves individuals in multiple states from our four locations: Collegeville, Sharon Hill, and Coraopolis, PA, as well as our most recent addition of Broussard, LA. We provide customizable packaging, technology solutions, and services models to accommodate the unique needs of the diverse populations we serve.

Lintons Food Service Management

www.lintonsfoodservice.com

Lintons is known for its excellent customer service, outstanding service ethic, and innovative solutions, whether starting a food service program or enhancing your current program. Our mission is to present personalized food service programs which benefit our clients, customers, associates, and the communities we serve. While remaining flexible and accommodating, our main goal is to meet the specific needs of each and every client. We understand how to make a difference, and our team approach to providing superior personalized service is recognized nationally. Lintons' services include food service management, food service delivery, clinical nutrition management, and Lintons360.

Lockton Healthcare Network

www.lockton.com

Lockton's Healthcare Network prides itself on helping more than 600 clients across all 50 states and abroad manage their operations through loss benchmarking, Workers' Comp claim pattern, facility assessment, loss projection, and other health care analytics. For more than five decades, our clients have depended on our health care risk management expertise, helping them grow and prosper. To learn how we can help you create a successful health care management strategy for your business, please contact Tim Folk, Executive Vice President, Lockton Companies. Office: 215-583-9203, Cell: 215-200-3292, tfolk@lockton.com.

Magellan Behavioral Health of Pennsylvania, Inc.

www.MagellanofPA.com

Magellan Behavioral Health of Pennsylvania, Inc. manages behavioral health services for HealthChoices members in PA counties that include: Bucks, Cambria, Delaware, Lehigh, Montgomery, and Northampton. Learn more at our website.

Merakey

www.merakey.org

Merakey, a leading developmental, behavioral health, and education nonprofit provider offering a breadth of integrated services to individuals and communities across the country, is proud to celebrate their 50th anniversary this year. We leverage our size and expertise to develop innovative solutions and new models of care to meet the needs of individuals, their families, public and private healthcare funders, and community organizations. We recognize that complex needs require a holistic approach. With our experience, expertise, and compassion, we empower everyone within our communities to reach their fullest potential. For 50 years, Merakey has been providing exceptional care and services.

Millin Associates, LLC

www.millinmedical.com

Millin has provided revenue cycle management services and software to health and human service agencies since 1982. With the continuous regulatory and reimbursement changes in Pennsylvania, the MillinPro billing software has become not just valuable, but essential, to ensuring proper payments and increased efficiencies. Millin works with over 200 agencies, many of them leaders in the I/DD and behavioral health world. Our customizable dashboards and reporting, along with our EMR integration capabilities, make us a popular choice among agencies in the industry.

MITC

www.mitcagencies.com

Designed specifically for providers serving I/DD and behavioral health communities, Agency Workforce Management by MITC supports all the needs of agencies, including time & attendance, EVV, scheduling, HR, workforce analytics, payroll and billing integration, and more. Whether your agency manages group homes, HCBS, day, vocational, or supported employment programs, MITC delivers more cost-effective and affordable solutions that contain payroll costs, boost productivity, and ensure compliance with state and DOL regulations.

NAMI Keystone Pennsylvania

www.namikeystonepa.org

NAMI Keystone Pennsylvania is a 501(c)(3) nonprofit organization dedicated to improving the lives of children, adolescents, adults, and families affected by mental illness. Located in Pittsburgh, NAMI Keystone Pennsylvania is the state organization in Pennsylvania for the National Alliance on Mental Illness, the nation's largest grassroots mental health organization. NAMI Keystone Pennsylvania offers free support groups and delivers free educational programs and presentations in schools and workplaces. NAMI Keystone Pennsylvania also helps people through personal advocacy by informing individuals of their rights and through legislative advocacy at the local, state, and federal levels.

Netsmart

www.ntst.com

Netsmart innovates electronic health records, solutions, and services that are powerful, intuitive, and easy-to-use. Our platform provides accurate, up-to-date information which is easily accessible to care team members in behavioral health, post-acute, and social services. We make the complex simple and personalized, so our clients can concentrate on what they do best: provide much needed services and treatment that support whole-person care.

New Vitae Wellness and Recovery

www.newvitaewellness.com

New Vitae Wellness and Recovery offers a variety of behavioral health outpatient services, co-occurring addiction services, brain injury supports, and residential treatment facilities for adults. Emphasizing integrated and holistic healing options, services are provided using the recovery model to ensure trauma-informed, strengths-based support. Our innovative, intensive care models blend clinical services with residential assistance to promote individualized wellness. New Vitae offers a continuum of housing options. Treatment is customized to the unique needs of individuals, including veterans, young adults ages 18 to 25, and through our Action Recovery services, individuals diagnosed with brain injuries, autism spectrum disorders, or intellectual disabilities.

Odyssey Software

www.tosg.com

Odyssey Software has been providing information technology services for the administrative functions of behavioral health agencies for over 20 years. Odyssey Software solutions include financial management, HCM, and budgeting and planning tools to help you monitor and improve your operational outcomes.

Optum

www.optum.com/solutions/government/state.html

Optum is a leading health services innovation company dedicated to helping make the health system work better for everyone. With more than 160,000 people worldwide, Optum combines technology, data, and expertise to improve the delivery, quality, and efficiency of health care. Optum uniquely collaborates with all participants in health care, connecting them with a shared focus on creating a healthier world. Hospitals, doctors, pharmacies, employers, health plans, government agencies, and life sciences companies rely on Optum services and solutions to solve their most complex challenges and meet the growing needs of the people and communities they serve.

PA Health and Wellness

www.pahealthwellness.com

PA Health & Wellness (PHW) is one of the Community HealthChoices managed care providers offering long-term services and supports to residents in southwest Pennsylvania. Community HealthChoices is Pennsylvania's mandatory managed care program for dually eligible individuals and individuals with physical disabilities. PHW is a wholly owned subsidiary of Centene Corporation (www.centene.com). For more information about PA Health & Wellness, visit our website.

PA Office of Vocational Rehabilitation

www.dli.pa.gov/individuals/disability-services/ovr/pages/default.aspx

The Pennsylvania Office of Vocational Rehabilitation (OVR) serves people who have disabilities that present a substantial impediment to employment. Services are provided to individuals to prepare for, enter into, engage in, or retain employment. OVR has 21 district offices located around the state. Our employees work every year with thousands of persons, including increased outreach to transition age youth who have physical, mental, and emotional disabilities, to assist them towards competitive integrated employment. Interested individuals can get additional information at the OVR website.

PCPA Workers Compensation Self-Insurance Group Trust

The PCPA Group Workers' Compensation Insurance Trust has provided coverage to Pennsylvania human services organizations since 1994. Licensed by the Pennsylvania Department of Insurance, the trust is owned and governed by its members, with a board of directors elected from its member organizations. Both RCPA member and non-member organizations may apply for membership, utilizing the broker of their choice. A non-refundable capital deposit is not required to join. The trust offers members a robust risk management program, possible return on investment in the form of dividends, and a grant program offering employers up to $5,000 to enhance employee safety.

PerformCare

pa.performcare.org/index.aspx

PerformCare, founded in 1994 by a group of leading behavioral health providers, was originally known as Community Behavioral HealthCare Network of Pennsylvania. It has grown into a nationally known leader in providing innovative behavioral health solutions to its members. In 2008, PerformCare became a member of AmeriHealth Caritas, the largest family of Medicaid managed care organizations in the United States. PerformCare expanded its public and private sector business, achieving success through a partnership approach to contract, a mission-driven philosophy, and an unwavering commitment to quality. In addition to cutting edge programs in managed behavioral health, PerformCare offers an industry-leading program in a statewide System of Care model, and integrated medical and behavioral health programs.

PharmBlue

www.pharmblue.pharmacy

PharmBlue is a specialty pharmacy that understands each organization, their staff, and their clients are unique. We offer a comprehensive host of pharmacy service solutions that can be customized to fit the needs of any size organization. Developing a partnership with PharmBlue provides support and assistance to your staff and helps improve outcomes for your clients. Please stop by our booth to learn more about how PharmBlue can help create a pharmacy program for you.

Pyramid Healthcare, Inc.

www.pyramidhealthcarepa.com

Pyramid Healthcare, Inc. is a premier provider of behavioral health care founded in 1999 and headquartered in Altoona, Pennsylvania. Pyramid Healthcare operates over 80 treatment facilities and schools throughout Pennsylvania, New Jersey, North Carolina, Maryland, and Georgia, offering a full continuum of mental health, chemical dependency, and eating disorder treatment for teens and adults. Pyramid's facilities are nationally accredited by the Council on Accreditation of Rehabilitation Facilities (CARF) or the Joint Commission, and staffed by licensed and qualified professionals.

Qualifacts Systems

www.qualifacts.com

Qualifacts is the largest Cloud provider of EHR and billing systems for behavioral health and human services providers. Qualifacts' CareLogic Enterprise is Stage 2 Meaningful Use Certified and includes comprehensive, integrated clinical, financial, reporting, and administrative information management capabilities. Qualifacts recently launched CareLogic IMPACT, a comprehensive outcomes management tool that integrates dozens of standardized instruments into the clinical workflow.

Rehabilitation and Community Providers Services Organization

www.rcpso.com

The Rehabilitation and Community Providers Services Organization's (RCPSO) aim is to assist its members with the demands and changes necessitated by Pennsylvania's Community HealthChoices. In addition, RCPSO will help its members leverage the single signature authority, provide mission-critical data aggregation, analysis, and reporting services, as well as align the interests of the MCOs, providers, and clients. RCPSO will establish access to partners with proven and affordable solutions and services, while providing its members with the data crucial to maintaining superior levels of services.

Salisbury Behavioral Health

www.salisb.com

Salisbury Behavioral Health, Inc., is committed to providing person-centered services that are culturally competent, flexible, coordinated, accountable, and focused on individuals' strengths and values. Our goal is to work in partnership with people to empower them to make choices, attain life goals, build relationships, and participate in community life in the most integrated and independent manner possible. Each individual is treated with respect, dignity, courtesy, and equality. Salisbury Behavioral Health, Inc., seeks to provide the opportunity for people to recover with the recognition that the recovery process is unique for each individual.

Scioto Properties

www.scioto.com

Since 1999, Scioto has been helping provider organizations of all sizes to acquire and manage their real estate needs. We are a national real estate company that is committed to developing and investing in quality housing and related health care facilities for people with disabilities. Scioto Services include real estate, sale leaseback & financing, and mergers and acquisitions.

Step by Step, Inc.

www.stepbystepusa.com

Step By Step, Inc. is a private, nonprofit corporation providing community support services to children and adults in Pennsylvania with intellectual disabilities, behavioral health difficulties, autism spectrum disorders, and physical disabilities since 1977. Today Step By Step, Inc. provides services to over 2,000 individuals throughout multiple Pennsylvania counties in the Northeast, Lehigh Valley, Southeast, and Greater Pittsburgh areas. Step By Step, Inc. fulfills its mission by providing a broad spectrum of programs, administered by a multi-disciplined staff of professionals, with a singular focus on improving the quality of life and supporting independent living for individuals in the community.

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www.freedom.mystream.com

Stream Energy opened its doors in 2004 as a result of energy deregulation. Instead of traditional marketing, Stream used a direct sales model, saving millions of dollars in advertising, marketing, and brick and mortar expenses. This approach enabled Stream to provide a lower energy supply cost to its customers. Moreover, Stream rewards its qualified associate partners by paying them a monthly residual for referring customers to the company. 501Cs benefit additionally through their tax-exempt status. Service, billing, and delivery remain with your local energy distributor in PA and MD.

Streamline Healthcare Solutions

www.streamlinehealthcare.com

Since 2003, Streamline Healthcare Solutions has been developing and implementing software solutions to behavioral health care organizations nationwide. Our web-based software solutions are well suited for organizations that wish to have one system that can map and incorporate its entire business processes to a single solution, and then continue to evolve as business needs develop. Our proposed solution, SmartCare™, is a web-based browser based enterprise-wide application built for the delivery, management, and coordination of behavioral health care services. The SmartCare application has obtained ONC HIT 2015 CERT and is deployed at all service levels.

The Echo Group

www.echobh.com

The Echo Group empowers behavioral health organizations to be clinically effective and financially strong by providing industry leading visual EHR and billing software, and Revenue Cycle Management. We help customers become more effective, improve their aged receivables, and quickly obtain the information they need to optimally operate their complex businesses through dashboards and powerful reporting.

Therap Services

www.therapservices.net

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UPMC Community HealthChoices

www.upmchealthplan.com

The integrated partner companies of the UPMC Insurance Services Division — which include UPMC Health Plan, UPMC WorkPartners, LifeSolutions (EAP), UPMC for You (Medical Assistance), and Community Care Behavioral Health — offer a full range of group health insurance, Medicare, Special Needs, CHIP, Medical Assistance, Community HealthChoices, behavioral health, employee assistance, and workers' compensation products and services to nearly 2.3 million members. Our local provider network includes UPMC as well as community providers, totaling more than 125 hospitals and more than 11,500 physicians throughout Pennsylvania and parts of Ohio, West Virginia, and Maryland.

WellCare

www.wellcare.com

At WellCare, we serve individuals with diverse and complex needs. Over 80% of our 4.5 million Medicaid and Medicare Advantage members qualify for health care coverage because of a disability or low income. We provide government-sponsored managed care health plans to ensure that these members have access to the best care at each step in their health journey. By focusing on the whole person, including their medical, behavioral, pharmaceutical, LTSS, and social service needs, we are able to deliver better outcomes for our individual members, as well as contributing to the better health and well-being of the communities we serve.

Welligent

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Patient interactions are personal. We believe your EHR should be, too. At Welligent, we provide a personally tailored software platform with high-touch implementation and support teams so you can spend less time in your EHR and more time with the people in your care. Welligent offers a cloud-based EHR and mobile apps to help you work smarter. As partners, we aim to streamline your organization's workflows and offer mobile solutions that manage your caseload, schedule, and documentation anywhere, even when you don't have WiFi. We serve behavioral health, human services, foster care, I/DD, and student health communities across the country.

XtraGlobex, Inc.

www.xtraglobex.com

XtraGlobex, Inc. Strategic Business Development: Creating Your Exceptional and Sustainable Competitive Advantage. We provide strategy, analytics, and communications services to organizations at the inflection of change. Specializing in health care and community-based organizations serving the Medicare and Medicaid populations and long-term services and supports, XtraGlobex works with national clients to create exceptional and sustainable competitive advantage, turning challenges into positive solutions and future hurdles into launchpads for growth. XtraGlobex is a Women's Business Enterprise and Certified Disability-Owned Business, and proud of our heritage in advocacy for people with disabilities 856-397-5040.

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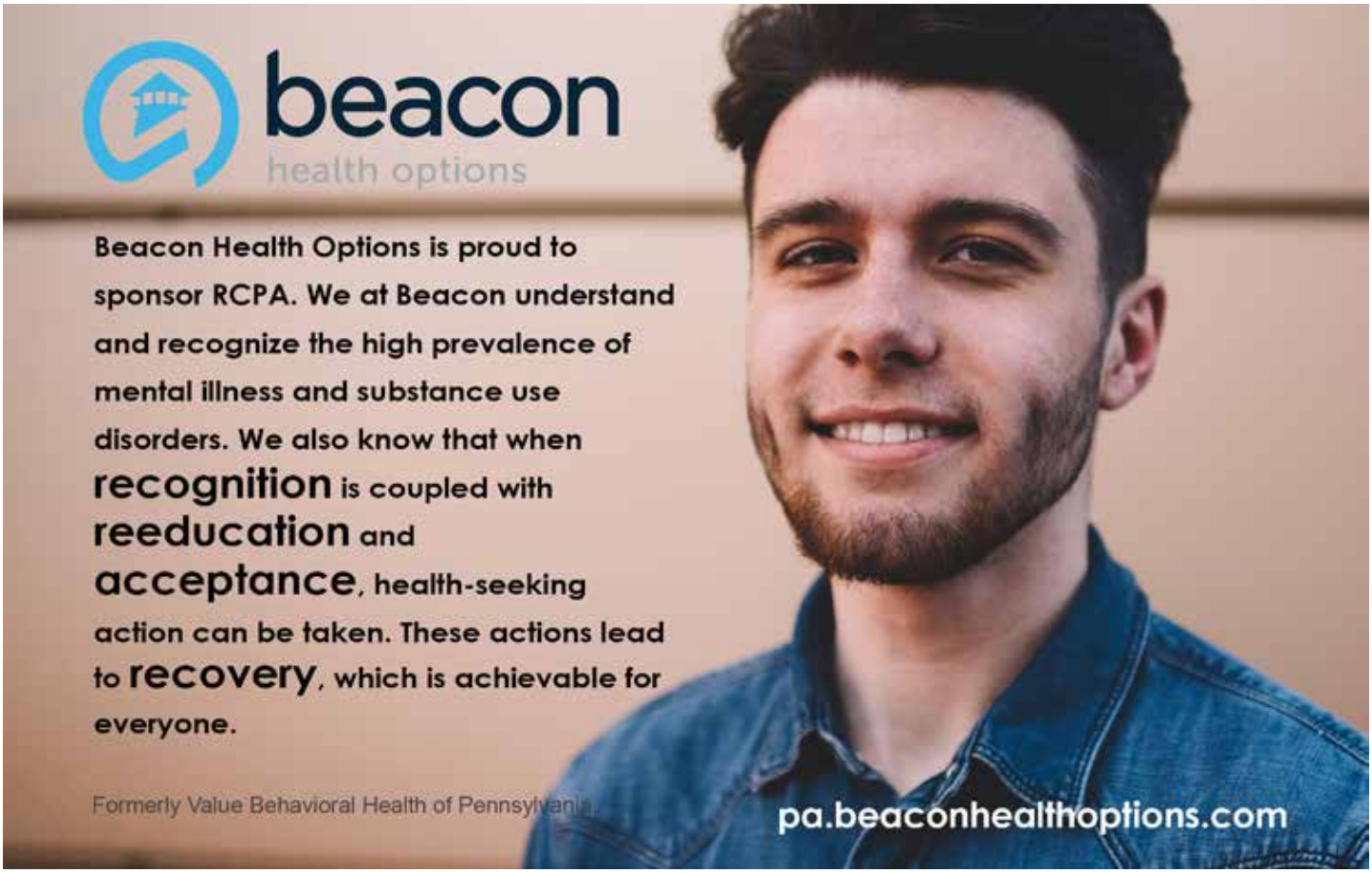

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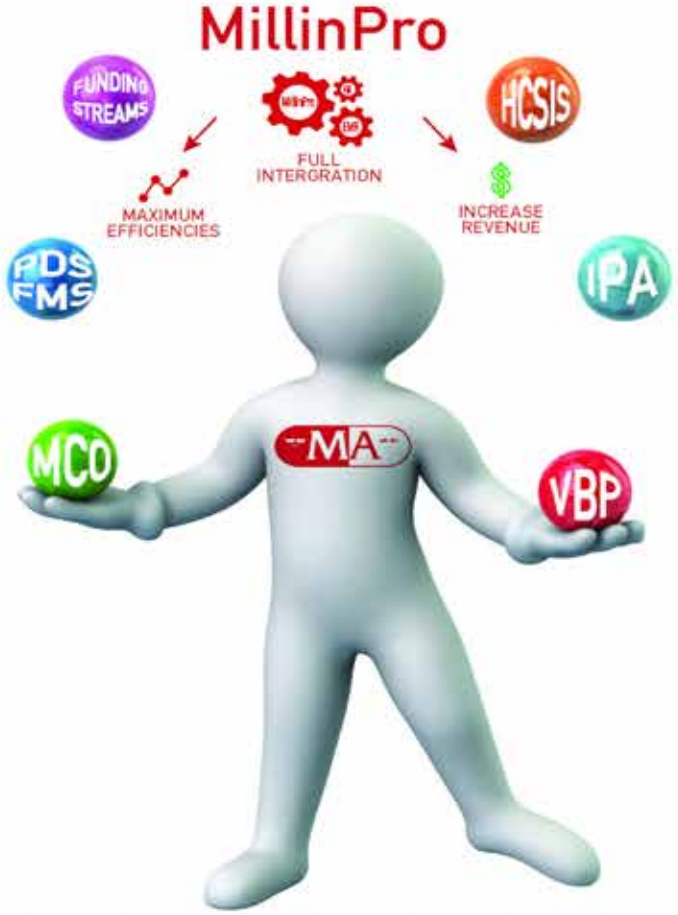

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PerformCare commends RCPA in its work advocating for those in need, working to advance effective state and federal public policies, and providing professional support to members.

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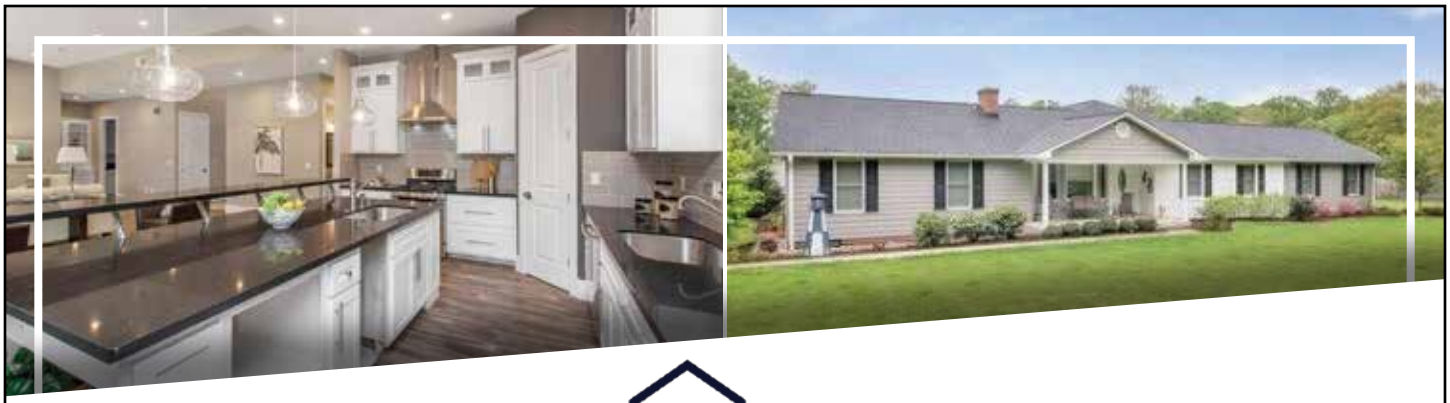

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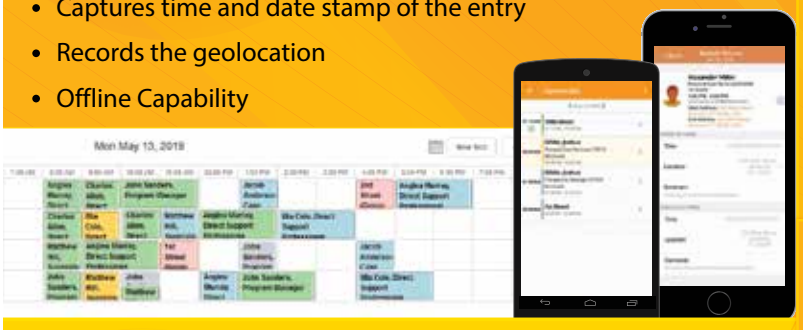

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