

CAADS FALL CONFERENCE

2021

November
16-18



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CA Association for Adult Day Services

ADULT DAY SERVICES:

**Embracing
the Future
Together**

**VIRTUAL
CONFERENCE**



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CA Association for Adult Day Services

ADULT DAY SERVICES: EMBRACING THE FUTURE TOGETHER

While 2021 continues to create challenges and changes for our work in Adult Day Services, it also creates room for new possibilities. Join us from the comfort of your own desk to look at lessons learned and listen to presenters share fabulous information-filled content as we move forward through the end of this year and into 2022. Let our Virtual Fall Conference make an impact in your work. Don't miss an exciting opportunity to learn, collaborate, and network with fellow Adult Day Service Colleagues, Managed Care Partners, California State Agencies, and others who make our work possible. Join us as we embrace the future together!

Current and Prospective Providers:

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

New & Seasoned Providers:

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

Managed Care Health Plan Staff:

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

2021 CONFERENCE PLANNING GROUP

CAADS EDUCATION COMMITTEE

CHAIR

Tatyana Kheifets, MA
Program Director
Golden Castle ADHC Center
Palo Alto, CA

MEMBERS

Lin Benjamin, MSW, MHA
Health Program Specialist
CBAS Branch, California
Department of Aging
Sacramento, CA

Kristina Lugo, LCSW
Vice President
Individual and Family Services
Avenidas Rose Kleiner Center
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GENERAL INFORMATION

Upon registering for the conference, depending on the package you select, CAADS will send you a confirmation email to include a link to each presentation for the day(s) you are registered for. It is IMPORTANT that each registrant registers with their own, unique email address in order to join each session. If you have any questions or concerns, reach out to CAADS Director of Education and Events, Pam Amundsen, at pam@caads.org.

CAADS MEMBERS SAVE!

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

- Discounted registration rates
- Access to Members Only Meeting on Tuesday, November 16

Learn more about CAADS and how membership will benefit you. Visit our website at www.caads.org or reach out to CAADS Director of Membership and Communications, Danielle Hanlon, at danielle@caads.org.

CERTIFICATE OF PARTICIPATION

You will receive a Certificate of Participation post conference by email for each session you participated in.

SUBSTITUTIONS, CANCELLATIONS, REFUNDS

Substitutions will be accepted with advance notice to CAADS by emailing pam@caads.org by November 12, 2021. No registration package can be split or shared among multiple substitutes.

Cancellations must be made in writing by 5:00 PM, October 27, 2021, to receive a refund, less a \$50 Registration Cancellation Fee. All cancellations must be written request to be valid and emailed to pam@caads.org.

Refund requests will be reviewed and processed after the conference. Refunds will not be granted if you attend a portion of the event, send a substitute, or fail to cancel in writing by October 27, 2021. No exceptions. After October 27, 2021, NO REFUNDS will be granted.

MEMBER REGISTRATION RATE

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

Each registrant must register with their own, unique email address in order to join each session. CAADS will use GoToWebinar (this is CAADS standard format) for the Virtual Fall Conference.

CONTINUING EDUCATION (CE)

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

CAADS CE Fees Per Session:

By October 27:

\$15 Members | \$30 Non-members

By November 5:

\$25 Members | \$40 Non-members

By November 12:

\$35 Members | \$50 Non-members

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

CAADS is a Continuing Education provider for: California Board of Registered Nursing (BRN)

CE Provider Number 11021 for the stated contact hours.

- Registered Nurse (RN)
- Licensed Vocational Nurse (LVN)

California Association of Marriage and Family Therapists (CAMFT)

CAADS is approved to sponsor continuing education and maintains responsibility for this program/course and its content.

Course meets the qualifications for 10 hours of continuing education credit for LMFTs, LCSWs, LPCCs, and/or LEPs as required by the California Board of Behavioral Sciences.

CE Provider Number 69718.

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

California Board of Occupational Therapy (BOT)

CE Provider Number not required.

- Occupational Therapist (OT)

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

CE Provider Number not required.

- Adult Day Program Administrator and Staff

ANTI-DISCRIMINATION POLICY STATEMENT

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

CONFERENCE SCHEDULE

Tuesday, November 16, 2021

9:30 AM-12:00 PM

CAADS and ALE Annual Membership Meeting

(Open to CAADS Members Only) [No CE Hours]

Becky Duffey, Executive Director, CAADS

Jennifer Hurlow-Paonessa, LCSW, President, CAADS Program Director, The Neighborhood House Association, Adult Day Health Care Center

Lydia Missaelides, MHA, Executive Director, ALE

Jill Sparrow, Chief, Field Operations, California Department of Aging (CDA), Community-Based Adult Services (CBAS) Bureau

Seton Bunker, LCSW, Chief, California Department of Social Services (CDSS), Policy and Process Management Bureau, Community Care Licensing Division

Tina Sadarangani, PhD, RN, ANP-BC, GNP-BC, Assistant Professor, New York University Rory Meyers College of Nursing

1:00 PM-1:45 PM

KEYNOTE: Embracing the Future Together – California's Master Plan

[No CE Hours]

California Department of Aging (invited)

2:15 PM-3:45 PM

SESSION 1: Mealtime Safety: A Hard Pill to Swallow

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

Susan Kohler, MS, CCC-SLP, Speech-Language Pathologist, Cedars-Sinai Medical Center Marina Del Rey

For our elderly population, sometimes getting them to eat enough and consume food and liquids safely is challenging. It's important to implement specific precautions with our seniors to ensure safety when swallowing food, liquids and taking medications. These precautions are utilized because often, the elderly and many persons with medical conditions are at risk of having food travel into the lungs, developing pneumonia or respiratory problems, choking hazards, dehydration, or malnutrition. This lecture will provide ways to identify potential problems and instruct how to keep participants safe with mealtime, snacks, and special circumstances such as food for oral gratification.

Learning Objectives: After this session, attendees will be able to:

- Learn the definition of dysphagia (swallowing problem)
- Learn the stages of the swallowing process
- Understand the many causes of dysphagia
- Learn the signs and symptoms of a swallowing problem
- Understand how swallowing problems put people at risk of malnutrition and risk of aspiration
- Learn how to modify food and liquid consistencies that will keep our seniors safe and well nourished

Wednesday, November 17, 2021

9:00 AM-10:30 AM

SESSION 2: Will It Ever End: Exploring & Mitigating COVID's Impact on Mental Health

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

Suzie Gruber, MA, NARM Practitioner

COVID and its impact on our physical and mental health continue. As staff and participants alike face ongoing uncertainty, supporting mental well-being becomes more essential. Learn how we can nurture healing in ourselves, our participants, and our communities by understanding how COVID directly impacts mental health. Together we will explore how trauma amplifies this impact, especially for older adults and people with disabilities.

Learning Objectives: After this session, attendees will be able to:

- Describe the direct impact of COVID on mental health
- List 3 ways that previous trauma enhances the pandemic's impact
- Use this understanding of trauma and COVID to promote resilience and well-being in yourself, your teams and your participants

CONFERENCE SCHEDULE

11:00 AM-12:00 PM

SESSION 3: An Elder Justice Perspective on COVID-19

[1.0 CE Hour: RN, LMFT, LCSW, CCL]

Lisa Nerenberg, *Executive Director, California Elder Justice Coalition and author of Elder Justice, Ageism, and Elder Abuse (Springer, 2019)*

The COVID-19 pandemic revealed glaring disparities among Americans that go far beyond infection and death rates. It revealed differences in the prevalence of chronic diseases and other risk factors that increased the likelihood of hospitalization and death as well as inequities in access to health care, legal assistance, protective services, and resources for mitigating the pandemic's financial and social impacts. The racial reckoning and calls for reimagining policing that occurred in tandem with the pandemic has further revealed a need to reappraise traditional approaches to elder abuse prevention and prompted growing interest in restorative justice. This session will explore the convergence of these forces and how plans for the COVID recovery can be crafted to achieve greater equity in access to services, restore trust in institutions, and protect the rights of all older Californians.

Learning Objectives: After this session, attendees will be able to:

- Give examples of challenges that COVID posed to elders' rights and social equity
- Describe the differential impacts of the pandemic on BIPOC (Black, indigenous, people of color) and elders who reside in nursing homes or are low income or incarcerated
- Consider steps that can be taken to enhance elders' rights at the individual, interpersonal, community, and societal levels

12:30 PM-1:30 PM

Lunch and Learn with Colleagues **NEW!**

New to the 2021 Fall Virtual Conference, CAADS' Education Committee is excited for this unique opportunity to network with others in your same career field such as nurses, social workers, program directors/administrators, etc. During this one hour time block, grab your lunch and login to a link CAADS will provide and talk to colleagues from other centers to discuss what you have learned during the conference so far and share ideas of things happening at your centers. On the registration form, you will see a place to select the group you want to be in. If you don't fit exactly into one of the groups listed, just select the one you would like to join and network with.

2:00 PM-3:00 PM

SESSION 4: Never Too Old - Considering Diabetes Management in Older Adults

[1.0 CE Hour: RN, LMFT, LCSW, CCL, OT]

Talin Bchakjian, *PharmD, USC PGY-2 Ambulatory Care Pharmacy Resident*

Tatyana Gurvich, *Pharm.D., BCGP, Assistant Professor of Clinical Pharmacy, USC School of Pharmacy, Adjunct Assistant Professor of Family Medicine, UCI Medical Center*

This presentation will review important considerations for managing diabetes in older adults. By 2030, 20% of the population in the United States will be 65 years and older. 3 out of 4 older adults have at least one chronic medical condition; one of the most common being diabetes. Diabetes carries its own set of risk factors for older adults, in addition to being on multiple medications. Pharmacists can play an important role in promoting the de-escalation of medication therapy and safe management of older adults with diabetes in line with the 5M's of geriatrics.

Learning Objectives: After this session, attendees will be able to:

- Compare and contrast medications used for treatment of diabetes in older adults
- Identify potentially safe and unsafe medications for older adults for the treatment of diabetes
- Utilizing a patient case, apply principles from current guidelines and literature to a patient case with diabetes

CONFERENCE SCHEDULE

3:30 PM-4:30 PM

SESSION 5: Advocacy 101

[NO CE Hours]

Becky Duffey, Executive Director, CAADS
Kristina Bas Hamilton, KBH Advocacy

Learn effective, simple advocacy tactics you can implement to make meaningful changes in policy that support ADS participants, families and staff.

There is an emerging awareness of aging and disability that may usher in new opportunities, not seen for decades. Find out how the collective voice of CAADS is already making a difference and what you can do to support this work. By leveraging your community network to connect with people with influence you can become a reliable resource and build relationships with local legislative representatives.

Learning Objectives: After this session, attendees will be able to:

- Know how to effectively build legislative relationships
- Define issues, challenges and solutions for ADS
- Distinguish between public education and advocacy
- Identify three actions you can take to get to know your legislatures and local officials, as an ADS advocate!

Thursday, November 18, 2021

9:00 AM-10:30 AM

SESSION 6: The Evolution of Pharmacist's Services in Adult Day

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

Adrian Wong, R.Ph., Touro University California
Neeloufar Fakourfar, PharmD
Elika Hefazi, PharmD

This presentation will cover the evolution of pharmacists' involvement beginning with traditional site inspections, transitioning to patient care services and finally offering a glimpse of potential for new areas of development to improve the care of our elder adults.

Learning Objectives: After this session, attendees will be able to:

- Know how the role of the pharmacist has changed in recent years and how that may be applicable to Adult Day Services
- Describe ways that pharmacists can improve medication management of center participants
- Know what some challenges are for inclusion of pharmacists in Adult Day Centers
- Understand the future possibilities for further development of services

11:00 AM-12:00 PM

SESSION 7: Process Makes Perfect – Understand the End-to-End Process from Participant Enrollment to Billing and Claims Management to Increase Efficiency and Cash Flow for Your Center

[NO CE Hours]

Renee Nashtut, CEO & Founder, TurboTAR, Inc.

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

Learning Objectives: After this session, attendees will be able to:

- Understand the revenue cycle in ADHC/CBAS from start to finish
- Know how to Identify Unpaid Services and how to get them paid
- Understand best practices for revenue cycle management operations
- Implement a revenue-cycle process that maintains profitability

CONFERENCE SCHEDULE

1:00 PM-2:00 PM

SESSION 8: Managing Agitation and Aggressive Behaviors in People with Dementia – Non-Pharmacological Approaches

[1.0 CE Hour: RN, LMFT, LCSW, CCL, OT]

Linda Ercoli, PhD, Director of Geriatric Psychology, UCLA Institute for Neuroscience and Human Behavior, David Geffen School of Medicine

Agitation and aggression are common non-cognitive behavioral problems that occur in people with dementia. Agitation and aggression pose challenges for family caregivers as well as professional/paid caregiving staff. Aggressive behaviors and agitation are associated with caregiver burden, early nursing home placement, lower job satisfaction, staff turnover, stress, and poorer psychological health. Clinical guidelines now recommend nonpharmacological interventions as the first choice for managing behavioral problems, including agitation and aggression. This course will provide the learner with an understanding of possible underlying causes of agitation and aggression, pathophysiological and neurotransmitter underpinnings, and non-pharmacological (behavioral) interventions for preventing or reducing agitation and aggressive behaviors.

Learning Objectives: After this session, attendees will be able to:

- Define agitation vs aggression
- Name the major area(s) of the brain implicated in agitation and aggression
- Name internal and external triggers of patient behavioral problems
- Discuss how to develop a behavioral plan to prevent or reduce aggression

2:30 PM-3:30 PM

SESSION 9: CDSS COVID-19 Support for Adult Day Programs and Updates

[1.0 CE Hour: CCL]


NOTE: This session is specifically for Adult Day Programs Licensed by the CA Dept of Social Services Community Care Licensing Division. It is being held concurrently with SESSION 10, so please be sure to select the correct session on your registration form.

Seton Bunker, LCSW, Chief, and **Claire Matsushita**, California Department of Social Services (CDSS), Policy and Process Management Bureau, Community Care Licensing Division

This presentation will discuss the latest Provider Information Notices giving guidance to licensees on COVID-19 issues. CDSS will also provide updates to the new CARE Tool, regulations and statutes.

Learning Objectives: After this session, attendees will be able to:

- Understand the latest guidance on COVID-19
- Understand the status of the adult facilities CARETool
- Understand the status of regulation changes and new statutes



WHO WE ARE

CAADS is a 501 (c) 6 not-for-profit membership association that supports adult day services programs.

We are the oldest and largest adult day services association in the nation, providing industry leadership through quality improvement and training activities.

OUR CORE PURPOSE

CAADS purpose is to inspire, provide leadership and facilitate the success of its members who support and assist people with long-term health, functional, cognitive, or mental challenges to realize their individual potential and maintain their independence.

OUR PRIORITIES

- Promote quality care and common standards
- Achieve fair reimbursement rates
- Build strategic partnerships
- Expand the model beyond center walls

CAADS MEMBERS RECEIVE

- Timely COVID-19 updates
- Reduced Rates at CAADS Conferences for Attendees & Exhibitors
- Representation before the CA Legislature and Administrative Agencies
- State Budget, Legislative & Policy Alerts
- Monthly Webinars on New Trends & Developments
- Access to CAADS Members Only web portal
- Technical Assistance and Training
- And much more!

Join today @ www.caads.org

CONFERENCE SCHEDULE

2:30 PM-4:30 PM

SESSION 10: Back to Basics: Next Steps in the Transition to In-Center Congregate Services

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

NOTE: This session is specifically for Adult Day Health Care / Community Based Adult Services Centers Licensed by the CA Dept of Public Health and Certified by the CA Dept of Aging. It is being held concurrently with SESSION 9, so please be sure to select the correct session on your registration form.

Jill Sparrow, Chief, Field Operations, Community-Based Adult Services (CBAS) Bureau, California Department of Aging (CDA)

Denise Peach, Retired Chief, CDA CBAS Bureau

Renee Nashtut, CEO & Founder, TurboTAR, Inc.

This presentation will provide training on current policy directives for safely transitioning CBAS participants to in-center congregate services while adhering to public health guidance to protect the health and safety of CBAS participants and staff. The primary goal of this training is to continue to prepare participants and staff for an eventual full return to in-center congregate services when the Public Health Emergency (PHE) and CBAS Temporary Alternative Services (TAS) remote services end.

Since a date for conclusion of the PHE and the flexibilities allowed under CBAS TAS is not yet known, CDA believes it is important to clarify expectations to ensure that remote services are delivered appropriately for the remainder of time that flexibilities continue to apply. This includes providing guidance on the following:

- Standards for billable remote services,
- Examples of billable and non-billable remote services,
- Requirements for documentation in the Individual Plan of Care (IPC) and the health record

If you participated in last year's CAADS Conference CDA/TurboTAR Course, you know that the presenters will bring this subject matter to life. Guaranteed to make you laugh while you learn. Per the conference theme, we're embracing the future together with light spirits and strong backs to take on the challenges ahead. Join us in this conversation about the good work we do in CBAS, caring for the health, safety, and well-being of participants and their caregivers.

Learning Objectives: After this session, attendees will be able to:

- Understand the policy expectations for the provision of billable CBAS TAS remote services and supports and by whom
- Identify the criteria for billable remote services to ensure they are delivered in accordance with policy expectations for the remainder of time the flexibilities apply
- Provide examples of billable and non-billable remote services
- Describe documentation requirements for completion of the IPC, progress notes, and other health record documentation that clearly identify the services provided (remote and in-center services) and participant outcomes

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Our Purpose

To change the way the world defines and views disability by making profound, positive differences in people's lives every day.

Service Area and Staffing

- We serve 13,000+ people with developmental disabilities & other special needs
- 2,600 employees
- 60+ service sites
- Service area includes LA, OC, San Diego, Imperial, Kern, San Bernardino, Riverside, Ventura, Santa Barbara, San Luis Obispo Counties.

Service Lines

- Autism Therapy Services
- Child Development Services
- Adult Day Services
- Living Options
- WorkFirst
- Bob Hope Veterans Support Program

Donor Dollars Used Wisely

- At Easterseals, 88% of our income is put directly into services.



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Because You're Different

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