



caads

CA Association for Adult Day Services

# Empowering Lives: Adult Day Services in Action

**April 15 - 16, 2024**

Embassy Suites -  
Sacramento Riverfront Promenade

**April 17, 2024**

Legislative Visits Day

2024 CAADS SPRING CONFERENCE

## ***EMPOWERING LIVES: ADULT DAY SERVICES IN ACTION!***

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

This conference is the place to be for. . .

### **Current and Prospective Providers**

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

### **New & Seasoned Providers**

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

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

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

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

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

\*Check out the ***Invitation to Exhibit*** and ***Sponsorship Opportunities*** [HERE](#)

*“Great information regarding policy development, future planning, advocacy for day programs and connections with the CDA and health plans. The information was inspiring, easy to understand and useful for strategic planning at the local level.”*

~ Anonymous Attendee  
2022 Fall Conference



*“I feel very fortunate to be able to attend with this group. Thank you for the opportunity and excellent selection of presenters.”*

~ Anonymous Attendee  
2023 Fall Conference

CAADS SPRING CONFERENCE AND "DAY AT THE CAPITOL" LEGISLATIVE VISITS  
April 15 – 17, 2024 | The Embassy Suites Sacramento Riverfront Promenade, Sacramento CA

**CONFERENCE SPONSORS**

(At time of Print)

**PLATINUM**



[www.choose.anthem.com](http://www.choose.anthem.com)

**GOLD**



[www.easterseals.com/southernca](http://www.easterseals.com/southernca)

**SILVER**



**CONFERENCE EXHIBITORS**

(At time of Print)

**SETWORKS**

[www.setworks.com/california](http://www.setworks.com/california)

**DAYBREAK ADULT CARE**

[www.daybreakac.org](http://www.daybreakac.org)

**CADCare by RTZ Systems**

[www.cadcare.com](http://www.cadcare.com)

**CONFERENCE HOTEL AND INFORMATION**



**The Embassy Suites  
Sacramento Riverfront  
Promenade**

100 Capitol Mall

Sacramento, CA 95814

Telephone: (916) 326-5000

**Website:**

[www.sacramento.embassysuites.com](http://www.sacramento.embassysuites.com)

**Hotel Reservation Deadline: April 1, 2024**

**Reservations Online:**

[CAADS 2024 Spring Conference Hotel Reservations](#)

**Reservations by Telephone: (916) 326-5000**

(Must mention CAADS 2024 Spring Conference)

**Room Rate: \$219 Single/Double plus room taxes\***

Rates are guaranteed IF a reservation is made **on or before April 1, 2024, AND IF** space is still available at the CAADS conference rate.

There are a limited number of rooms available in the block, so make your hotel reservations early. Reservation requests made after the cut-off date of **April 1, 2024**, will be based on availability at the hotel's prevailing rates.

Regardless of when you make your hotel reservation, please be sure to mention "CAADS Spring Conference."

*\*Rates subject to applicable state and local taxes (currently 12% Occupancy tax, 4% Sacramento Tourism Assessment, and .195% CA Tourism Assessment per night) Rates displayed on group reservation page are inclusive of Tourism Assessment charges, but not Occupancy Taxes.*

*\*\*By reserving a room under the CAADS group block, you agree to share your reservation information with CAADS.*

**HOTEL PARKING**

Valet Parking: **\$36.00 daily rate**

Self-parking available in the city garage adjacent to hotel

City Garage Daily Rate: **\$15.00/day\***

City Garage Overnight: **\$24.00/night\***

*\*subject to change*

**GENERAL INFORMATION**

**Assistance and Special Accommodations:**

Do you have special needs (i.e., physical, dietary) that we can address to make your participation more enjoyable? Please notify CAADS in advance for assistance at:

**(916) 552-7400** or [education@caads.org](mailto:education@caads.org).

**Attire is Business Casual. Please refrain from using fragrant products.**

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## **CAADS MEMBERS SAVE!**

You need **NOT** be a CAADS Member to attend the conference; however, only CAADS Members are invited to attend our “Day at the Capitol” Legislative Visits on April 17, 2024. Membership has its benefits! Join to take advantage of:

- **Discounted registration rates**
- **“Day at the Capitol” Legislative Visits on April 17, 2024**  
**(Separate Registration Required, Register [HERE](#))**

Learn more about CAADS and how membership will benefit you. Visit our website to [JOIN](#) or call us at **(916) 552-7400**.

## **CERTIFICATE OF ATTENDANCE**

You will receive a **Certificate of Attendance** via email after the conference.

## **SUBSTITUTIONS, CANCELLATIONS, REFUNDS**

**Substitutions** will be accepted with advance notice to CAADS by emailing [nicole@caads.org](mailto:nicole@caads.org), by **April 8, 2024**. No registration package can be split or shared among multiple substitutes.

**Cancellations** must be made in writing by **5:00 PM, March 22, 2024**, to receive a refund, less a \$50 Registration Cancellation Fee. Telephone cancellations must be followed by a written request to be valid.

**Refunds** will not be granted if you attend a portion of the event, send a substitute, or fail to cancel in writing by **March 22, 2024**. ***No exceptions.*** After March 22, 2024, **NO REFUNDS** will be given. ***Refund requests will be reviewed and processed after the conference.***

## **COMPLAINTS AND GRIEVANCES**

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

## **ANTI-TRUST POLICY STATEMENT**

It is the policy of the California Association for Adult Day Services and its members to comply with laws and regulations applicable to their activities. Since most association activities bring together groups of competitors, there are opportunities for anti-trust violations to occur.

CAADS members and leaders are subject to antitrust laws that prohibit fixing prices, allocating geographic markets, unfair or deceptive practices, setting profit levels, boycotts, and most other anticompetitive actions. For example, two or more people cannot discuss profit levels, selling prices, discounts, or dividing up markets.

CAADS will neither permit nor condone anti-competitive behavior, whether willful or inadvertent, in connection with any CAADS activity.\* Download the full policy [HERE](#).

## **MEMBER REGISTRATION RATE**

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

## **CONTINUING EDUCATION (CE) FEES**

Please see CE Order Form for the 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 COURSE:**

<b>By April 8:</b>	<b>\$15 Members   \$31 Non-members</b>
<b>After April 8:</b>	<b>\$25 Members   \$51 Non-members</b>

To purchase CE credits, check the appropriate option on the CE 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 for CAADS courses.**

- *Occupational Therapist (OT)*

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

**CE Provider Number not required for CAADS courses.**

- *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.\*

***\*Report suspected Anti-trust violations and/or suspected discrimination to the CAADS Executive Director.***



# CAADS SPRING CONFERENCE AND “DAY AT THE CAPITOL” LEGISLATIVE VISITS

April 15 – 17, 2024 | The Embassy Suites Sacramento Riverfront Promenade, Sacramento CA

## SCHEDULE IN DETAIL

### Monday, April 15, 2024

7:30 AM – 7:30 PM

Registration and Exhibits Open

7:30 AM – 9:00 AM

Breakfast for Hotel guests

9:00 AM – 10:30 AM

Coffee Service for Attendees

9:30 AM – 11:45 AM

#### OPENING SESSION: Updates from State Departments

[No CE Hours]

**Susan DeMarois**, Director, CA Department of Aging

**Mark Beckley**, Chief Deputy Director, CA Department of Aging

**Kim Johnson**, Director, CA Department of Social Services

**Michelle Baass**, Director, CA Department of Health Care Services

**Cassie Dunham**, Deputy Director, Center for Health Care Quality,  
CA Department of Public Health

**Chelsea Driscoll**, Chief, Public Policy & Prevention Division,  
CA Department of Public Health

Take advantage of the Spring Conference location in California’s capitol city to hear directly from your state department leaders. The spotlight will be center stage as they share insights into their vision and strategies for better understanding today’s complex challenging environment. Don’t miss this chance to be part of this opportunity to hear from and be heard by your government policymakers.

12:00 PM – 1:15 PM

Networking Luncheon

[No CE Hours]

1:30 PM – 3:00 PM

#### SESSION 1 COURSES [No Break]

##### 1-A CBAS Surveys: Secrets to Creating a Successful Plan of Correction [No CE Hours]

**Crystal Harmon**, CBAS Field & Policy Support Manager,  
CA Department of Aging

**Patrick Hills**, CBAS Field & Policy Support Analyst,  
CA Department of Aging

This session is designed for providers seeking a more comprehensive understanding of the CBAS Plan of Correction process. The CBAS survey team will provide an overview of this process, including Frequently Asked Questions plus Do’s and Don’ts. Join us to explore this process in detail to establish best practices and leave with actionable insights to boost your knowledge and, as a result, gain confidence in addressing and resolving deficiencies during the Plan of Correction process.

*After this session, attendees will be able to:*

- Understand the Plan of Correction process
- Develop strategies for a successful Plan of Correction
- Navigate the Peach Portal to submit a Plan of Correction with supporting documentation

### Monday, April 15, 2024

#### 1-B Empowering Personal Advocacy; Facilitating Person-Centered Planning Meetings

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

**Amber Carey-Navarrete**, Director of Person-Centered Services, ADS, Easterseals Southern California

**Kristina Lugo, LCSW**, Vice President, Programs, Avenidas Rose Kleiner Center

The creation of a person-centered plan is dependent upon a person feeling empowered to advocate for the dreams they have for their life. We are allies in their advocacy, and as a facilitator of planning meetings, it is necessary to ensure that the person has a voice. It is our responsibility to consistently role-model a person-centered process; where the person is not just considered at the center of the plan but is the driver and executor of it. Educating loved ones and caregivers may also be needed to promote person-centered concepts and an understanding of the importance of personal empowerment.

*After this session, attendees will be able to:*

- Apply their understanding of the person-centered concepts at the heart of advocacy, as well as our role as allies
- Apply techniques to facilitate person-centered planning meetings; where the person is empowered to advocate for the dreams and goals they have for their life
- Recognize and respond to disempowering or “non” person-centered attitudes within the planning meeting

3:00 PM – 4:30 PM

Coffee Service for Attendees

3:15 PM – 4:45 PM

#### SESSION 2 COURSES [No Break]

##### 2-A Emergency Remote Services (ERS) Best Practices

[No CE Hours]

**Jennifer Jaeger**, Field & Policy Support Bureau Chief,  
CA Department of Aging

**Tatyana Kheifets, MA**, Program Director, Golden Castle ADHC Center

With the first anniversary of Emergency Remote Services (ERS) behind us, join us as we celebrate last year’s accomplishments and discuss various challenges while navigating through this new and added component to the CBAS benefit together. During this session, CDA and CBAS providers will join forces to examine last year’s data trends, review and clarify ERS policy, reflect on lessons learned, and share ERS best practices.

*After this session, attendees will be able to:*

- Understand ERS data trends over the past year
- Accurately apply ERS policy to ensure that all participants who meet the criteria for ERS have full access to this component of the CBAS benefit
- Apply take-away lessons learned and shared best practices to their center ERS operations

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**Monday, April 15, 2024**

## **2-B Creative Marketing: Finding New Customers (and Revenue Streams)** [1.5 CE Hours: CCL]

**Stephanie Wilson**, Recreation Superintendent, Older Adult Services & Access Leisure, City of Sacramento  
**Kristina Lugo, LCSW**, Vice President, Programs, Avenidas Rose Kleiner Center

This session will cover how to diversify your revenue stream by increasing the number of customers you attract to your program through marketing, with a focus on new market segments such as private pay. We'll dive into creating a marketing strategy, marketing on a tight budget, understanding your customer's values, and using the quality of your program as your greatest marketing tool.

*After this session, attendees will be able to:*

- Create a Marketing Plan
- Understand how to use the quality of your program as your strongest marketing tool
- Identify your customer's values
- Use low-budget marketing ideas to promote your program

5:00 PM – 6:00 PM

## **SESSION 3 COURSES** [No Break]

### **Peer Perspective Exchange: Stories, Questions, and Insights** [No CE Hours]

Join us for an engaging and interactive session where attendees will come together to foster meaningful connections and exchange valuable insights. During these peer-led sessions you will have the opportunity to share your personal stories, pose thought-provoking questions, and contribute valuable information within a collaborative and supportive environment. *(Facilitators listed below)*

#### **3-A Clinical Staff**

**Kristina Lugo, LCSW**, Vice President, Programs, Avenidas

#### **3-B Program Directors / Administrators**

**Lena Haroutunian, MSW**, Program Director, New Sunrise ADHC

**Tatyana Kheyfets, MA**, Program Director, Golden Castle ADHC/CBAS

#### **3-C Activity Directors and Aides** TBD

6:00 PM – 7:00 PM

## **Welcome Reception & Raffle Among the Exhibits**

This lively event is a fundraiser for the Alliance for Leadership and Education (ALE), our 501 (c) 3 organization providing research and education to further the public's understanding of adult day services and the vital role these services play in local communities.

Evening

**Dinner-On-Your-Own**

**Tuesday, April 16, 2024**

7:30 AM – 3:00 PM

## **Registration & Exhibits Open**

7:30 AM – 9:00 AM

## **Breakfast for Hotel guests**

8:00 AM – 9:30 AM

## **Coffee Service for Attendees**

8:30 AM – 10:00 AM

## **GENERAL SESSION KEYNOTE: Advocacy in Action!**

[No CE Hours]

**Kristina Bas Hamilton**, Founder, KBH Advocacy

**Abigail Alvarez**, Lobbyist, Everyday Impact Consulting

CAADS' incredible lobbying team of Kristina Bas Hamilton and Abby Alvarez will share the latest on the state budget and predictions for a growing deficit. Find out what this means for CAADS' *Raise Our Rates* campaign, your participants, and local communities. Together, how will we navigate these familiar yet stress-inducing deficit waters? Learn what CAADS is doing to advocate for rate relief for ADHCs and vendorized ADPs; understand the newly released proposed Department of Public Health Licensing Fees for ADHCs and how CAADS is pushing back; what you can do to support all these efforts and raise awareness of your critical services at the local level while adding your voice to CAADS messages.

10:15 AM – 11:45 AM

## **SESSION 4 COURSES** [No Break]

### **4-A Community Care Licensing: Hot Topics**

**for Adult Day Programs** [1.5 CE Hours: CCL]

**Stephenie Doub**, Regional Manager, CA Department of Social Services

**Brenda Barner**, Branch Chief, CA Department of Social Services

Adult Day Programs often feel like they have been passed over when it comes to Community Care Licensing (CCL). This session aims to change that because it is designed to address your interests and questions as ADPs. Whether you are not yet licensed, new to ADP, or an experienced provider, you will explore with experts from CCL the latest hot topics in licensing starting with a general overview of licensing requirements to an in-depth look at what DSS surveyors are looking for when they visit. You will learn how to get technical assistance and work with your surveyor when you feel something cited doesn't seem like the regulation as you understand it.

*After this session, attendees will be able to:*

- Describe how general licensing regulations and ADP-specific requirements apply to your facility
- Understand the difference between residential care regulations and ADP regulations
- Reach out to DSS for technical assistance to get answers to compliance questions
- Prepare an emergency plan that will comply with DSS regulations
- Navigate the new employee fingerprinting process

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**Tuesday, April 16, 2024**

## 4-B Working with ADHC Veterans Administration

**Coordinators** [No CE Hours]

**Kay Lee, JD, MPH**, Executive Vice President,  
Commonwealth Adult Day Health Center

**Diane Alumno, LCSW**, Adult Day Health Care Program  
Coordinator, VA Palo Alto Healthcare System

**Christiane Swartz LCSW**, Social Work Coordinator, VA San  
Francisco Healthcare System

Whether you are already contracted with the VA or are just curious what it is like working with VA coordinators, this session is for you. Join us as we discuss Adult Day Programs engaging with veterans from the perspective of a VA Adult Day Health Care Coordinator.

12:00 PM – 1:15 PM

**Networking Luncheon** [No CE Hours]

1:30 PM – 3:00 PM

## SESSION 5 COURSES [No Break]

### 5-A Understanding and Responding to Challenging Dementia Behaviors [1.5 CE Hours: BRN, CCL, CAMFT]

**Tami Anastasia, MA**, Alzheimer's and Dementia Counselor  
and Educator

Interacting with people living with dementia can be complex, unpredictable, and challenging. In this session, you will learn the 4 Ds of dementia care, why you may react the way you do, and effective practical ways to manage and respond to behaviors that often can be perplexing and frustrating.

*After this session, attendees will be able to:*

- Better understand why people with dementia behave the way they do
- Handle challenging behaviors using best practices
- Identify triggers that may cause challenging behaviors to occur

### 5-B New Opportunities for Improving Care: CalAIM's Enhanced Care Management, and Community Supports Benefits [No CE Hours]

**Facilitator: Lena Haroutunian, MSW**, Program Director,  
New Sunrise ADHC

**Eric Schwimmer**, ECM Director, Anthem

**Lois Sones, LCSW**, Community Bridges Elderday

**Jessica Bautista, MSW**, Community Based Programs,  
Manager, Community Based Care Management, Santa Clara  
Family Health Plan

Join us to explore how CalAIM is reshaping the landscape of California's Medi-Cal program for people with long-term needs through a new benefit called Enhanced Care Management program. Our panel of managed care experts and CBAS providers will share insights, success stories, and innovative approaches that aim to improve care and outcomes. Whether you have a contract now or want to gain invaluable knowledge to be at the forefront of this transformative model, don't miss this chance to be part of the conversation shaping the future of ECM.

*After this session, attendees will be able to:*

- Describe what ECM is and what it is not

- Name what is required to become an ECM provider and how to contract with managed care plans
- Give examples of emerging best practices and how to comply with ECM rules

**Wednesday, April 17, 2024**

## Day at the Capitol Legislative Visits

(Open to CAADS Members only, Separate Registration Required, Register [HERE](#))

8:30 AM – 10:45 AM

**Issues Briefing by CAADS**

**Throughout the day (Lunch on your own)**

**Legislative Visits followed by Debriefings**

CAADS Staff and lobbyists will be available to answer questions, receive feedback about your visits, and provide notecards for you to use to thank those with whom you visited.



# caads

CA Association for Adult Day Services

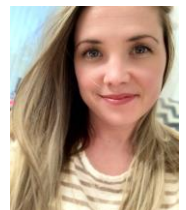
COMMUNITY | CONNECTION | CHOICE

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

## Meet Your CAADS Staff Team



**Lydia Missaelides**  
Interim Executive Director



**Nicole Moureaux**  
Director of Education



**Danielle Hanlon**  
Director of Membership and Communications



**Kathy Atkinson**  
Finance and Operations



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2024 Conference Planning Group

## CAADS EDUCATION COMMITTEE

### CHAIR

**Tatyana Kheifets**

Program Director  
Golden Castle ADHC Center  
Palo Alto

### MEMBERS

**Amber Carey-Navarrete**

Director of Person-Centered Services  
Easterseals Southern CA  
Cerritos

**Crystal Harmon**

CBAS Field & Policy Support Manager  
California Department of Aging

**Lena Haroutunian**

Program Director  
New Sunrise ADHC  
Northridge

**Jennifer Jaeger**

Field & Policy Support Bureau Chief  
California Department of Aging

**Kristina Lugo**

Program Director  
Avenidas Rose Kleiner Center  
Mountain View

**Sofia Martinez**

Chief Executive Officer  
Reimagine  
Santa Ana

**Maria Nicolacoudis**

Chief Executive Officer  
Hearts & Minds Activity Center  
San Jose

**Mary Ann Ratto**

Adult Day Services Director  
Building Hope Adult Day Center  
Camarillo

**Stephanie Wilson**

Program Director  
Triple 'R' Adult Day Programs  
Sacramento

