BE THE DIFFERENCE

May 23 - 25, 2016
The Saratoga Hilton & Saratoga Springs City Center, Saratoga Springs
The DIFFERENCE is YOU

YOU expand the world of possibilities for aging every day – making a difference in the lives of millions of people in long term care across the country. YOU have shown an outstanding dedication to enhancing their lives so that they may thrive as they age. Join your peers for an exceptional education experience to explore how YOU and your organization can continue to excel and “Be the DIFFERENCE.”

SCHEDULE OF EVENTS

Monday, May 23, 2016

9 a.m. – 2 p.m. Pre-Conference Registration
10 a.m. – 5:45 p.m. Full-Day Pre-Conference Intensive
10 a.m. – 12:45 p.m. Half-Day Pre-Conference Intensive
12:45 – 1:30 p.m. Lunch (for Full-Day Pre-Conference attendees)
1:30 – 5:45 p.m. Half-Day Pre-Conference Intensives
4 – 7 p.m. Conference Registration
6:30 – 7:30 p.m. LeadingAge New York “Party with a Purpose”
7:30 – 9 p.m. Film Screenings and Discussion
9 – 11 p.m. Leadership Academy Mixer (by invitation only)

10 – 10:45 a.m. Golf registration and contests
11 a.m. Shotgun start for 18-hole golf tournament
2 p.m. Registration for pro-golf clinic
2:30 p.m. Pro-clinic and driving range
4 p.m. Golf tournament prizes and reception

Tuesday, May 24, 2016

7:30 a.m. – 5 p.m. Conference Registration
8 – 9:30 a.m. Continental Breakfast in Exposition Hall
8 a.m. – 2:45 p.m. Connection Center Open
9:30 – 10:30 a.m. Welcome/Keynote Address
10:30 – 11:30 a.m. Exposition
11:30 a.m. – 1 p.m. Concurrent Sessions
1 – 2:45 p.m. Lunch in Exposition Hall (prizes awarded at 2:15 p.m.)
3 – 5 p.m. Concurrent Sessions
5 – 6 p.m. Chair’s Appreciation Reception
8 p.m. Provider Evening Gatherings

Wednesday, May 25, 2016

7 a.m. – 4 p.m. Conference Registration
7:30 – 9 a.m. Breakfast Briefing
8 – 9 a.m. Breakfast Briefings
8:30 – 9 a.m. Continental Breakfast
9 – 9:30 a.m. LeadingAge New York Annual Meeting
9:30 – 10 a.m. Leadership Academy Graduation
10 – 11 a.m. Plenary Session
11:15 a.m. – 12:45 p.m. Concurrent Sessions
12:45 – 2 p.m. Awards Luncheon
2 – 4 p.m. Concurrent Sessions
4 – 5 p.m. Closing Plenary Session
FEATURED SPEAKERS

Monday, May 23
Pre-Conference Intensives
10 a.m. – 12:45 p.m.

Why Do They Do THAT? – Understanding Symptoms and Behaviors
1:30 – 5:45 p.m.

Reframing Challenging Behaviors When Dementia Is In the Picture
Teepa Snow, MS, OTR/L, FAOTA, dementia care and training specialist, Positive Approach, LLC, Efland, NC

As one of America’s leading educators on dementia, Teepa Snow’s philosophy is reflective of her education, work experience, available medical research and firsthand caregiving interactions. Working as a registered occupational therapist for over 30 years her wealth of experience has led her to develop Positive Approach™ care techniques and training models that now are used by families and professionals working or living with dementia or other brain changes throughout the world. Her hands-on caregiving experiences include providing direct care in community and wellness centers, day programming sites, home care settings, assisted living and CCRC communities, long term care facilities, out-patient clinics, hospitals and rehabilitation settings. She has served in a wide variety of leadership and advisory positions in professional organizations at both state and national levels, including the Alzheimer’s Association, Alzheimer’s Foundation of America, AOTA and NBCOT.

Tuesday, May 24
9:30 – 10:30 a.m.

Keynote Address: Finding Solutions in Challenging Times: Making an Impact Together
Katie Smith Sloan, president and chief executive officer, LeadingAge, Washington DC

Katie Smith Sloan is president and chief executive officer of LeadingAge. At LeadingAge, Katie is responsible for building stronger and more effective relationships among the association's key stakeholders, including state associations and their leadership, member organizations and strategic affiliates. She leads the Association’s consumer strategy. She is also responsible for managing the operational aspects of the Association to enable it to grow and ensure its financial strength. She joined LeadingAge in April 2002 after having served in a number of key leadership positions at AARP.

Wednesday, May 25
8 – 9 a.m.

Wellness Learning Lounge: Self-Care for Better Resident Care
10 – 11 a.m.

Plenary Session: Applied Imagination
Richard Hight, CSP, founder and CEO, Visual M pact, Tulsa, OK

What If Your Life Could Be A Masterpiece?
Richard Hight is an international speaker who inspires audiences to re-imagine possibilities and discover their creative processes. From the moment Richard steps onto a stage, he captures the attention of each individual by combining powerful illustrations, compelling music and inspiring messages, to challenge people to think like an artist and act like a leader. Richard will encourage the audience to expand their creativity and the message is shared through an interactive visual display of art. The audience will be astonished as they watch a beautiful image revealed, as Richard uses his artistic talents to create an amazing original illustration within minutes. As a Certified Speaking Professional (CSP), Richard has appeared on CBS, NBC, ABC and FOX networks and his artwork is placed in museums and over 50 universities around the country.

Wednesday, May 25
4 – 5 p.m.

Closing Plenary Session: Be The Difference With Your Workplace
Jean Steel, president, Happy People Win, Nipomo, CA

Born the oldest of five children, Jean spent her formative years, ages seven to 17, in Africa and Asia. She graduated from the University of California at Santa Barbara with a degree in Sociology. For ten years, Jean worked as a health educator in a variety of settings where a chance conversation with one of her students led Jean to a jolting epiphany about the ways in which our minds affect our physical well-being. She returned to school and earned her Master’s Degree in Wellness. Jean Steel founded Happy People Win to promote a unique and revolutionary approach to living life well, through workshops, webinars and speaking engagements. Her client list includes long term care facilities, hospitals, first responders, educators, mental health professionals, the hospitality industry and more.
CONFERENCE INFORMATION

Who should attend?
Chief executive officers, executive directors, administrators and department executives who work in a skilled nursing, adult care, assisted living, home care, senior housing or community service environment.

Continuing education credit
From our plenary and concurrent sessions to our learning lounges you will find new, highly-acclaimed speakers on the most pressing and daunting issues you are facing. Earn credit over coffee at our Breakfast Briefings, Film Screenings, CEO Roundtable, or by getting a jump on the conference by attending our Pre-Conference Intensives.

The Annual Conference is sponsored by the Foundation for Long Term Care (FLTC). The FLTC is a certified sponsor of professional continuing education with the National Association of Boards of Examiners for Long Term Care Administrators (NAB). This conference has been approved for 19.5 hours of continuing education credit for nursing home administrators under its sponsor agreement with NAB/NCERS. State licensure boards, however, have final authority on the acceptance of individual courses. These 19.5 CEUs are inclusive of the full-day Pre-Conference Session and the evening Film Screenings and Discussion on Monday.

A certificate of completion for up to 19.5 hours will be sent to adult care facility and assisted living administrators upon verification of the hours attended.

This conference has been approved for 12.5 hours of continuing professional education credit for certified public accountants.

This conference offers 10 hours of continuing education for Licensed Master Social Workers (LMSW) and Licensed Clinical Social Workers (LCSW).

There is no additional fee to apply for continuing education credit.

Hotel accommodations
The Saratoga Hilton has provided reduced room rates for conference attendees. See page 23 for a list of supplemental hotels.

Ground transportation
The Saratoga Hilton does not provide transportation to and from the Albany Airport. Taxi/limousine service is available outside the terminal.

Dress
Casual attire is welcome and for your comfort, we recommend keeping a sweater or jacket handy.

Session materials
Session materials are accessible on our website and mobile app. Materials are posted as we receive them from the presenters and not every session has a handout. Prior to the conference you will receive a link to the materials that you may download to your laptop or mobile device. All session materials will remain on our website and mobile app after the conference for your reference. Printed materials are not available.

LeadingAge New York Mission Statement: To create the future of aging and continuing care services in New York State.

Our national partner, LeadingAge, is an association of 6,000 not-for-profit organizations dedicated to expanding the world of possibilities for aging. Together, we advance policies, promote practices and conduct research that supports, enables and empowers people to live fully as they age.
Monday, May 23, 2016

Pre-Conference Intensives
One half-day program from 10 a.m. – 12:30 p.m., and two half-day programs from 1:30 – 5:45 p.m. are available for an additional registration fee. Do a deep dive into these critical topic areas.

Foundation for Long Term Care Golf Tournament  11 a.m. shotgun start
Don’t miss the Golf Tournament on Monday, May 23 at the Ballston Spa Country Club. The fun, 18-hole tournament is back in addition to the invaluable pro-clinic. Proceeds will create a new scholarship fund to promote the development of leadership in aging services. The Foundation for Long Term Care (FLTC) is registered as a 501(c)(3) not-for-profit organization. A portion of the contribution to the FLTC is tax-deductible to the extent permitted by law. Registration deadline is May 9. Click here or go to page 21 for golfer registration and sponsorship details.

Leadership Academy Mixer
Attention graduates and fellows! Join your peers at the Parting Glass Pub on Monday from 9 – 11 p.m. (By invitation only.)

Tuesday, May 24, 2016

The Annual Exposition
Your morning coffee and lunch breaks will be served in the Exposition Hall. Take this opportunity to view the products and services beneficial to you as long term care providers. Discover solutions to your challenges and find ways to make your job easier!
Your attendance at the Exposition is extremely important. The more traffic in the Exposition, the more exhibitors we attract and the lower your conference fee can be.
Prizes awarded at 2:15 p.m.! Some exhibitors will be collecting your business cards for a chance to win their prizes. Others, along with LeadingAge New York, will be awarding prizes through our exhibitor “Be the Difference” game. The prize drawing will occur immediately following lunch in the Exposition Hall. You must be present to win.
Interested in exhibiting? Click here for the Exhibitor Prospectus.

Wednesday, May 25, 2016

LeadingAge New York’s Annual Meeting/Leadership Academy Graduation 9 – 10 a.m.

Awards Luncheon  12:45 – 2 p.m.
Join us in honoring the very best of New York’s nonprofit senior living and service providers and the people who contribute their time, energy and professionalism to the field of aging.

Sponsored by:
COOL SeniorCare INSURANCE MADE SIMPLE
1) Wellness Feature: Self-Care for Better Resident Care

This learning lounge session is dedicated to improving your personal wellness.

Facilitated by Richard Hight, our Wednesday plenary session presenter, discussion will focus on how we can reframe our busy lives to improve our self-care.

Wednesday, May 25
8 – 9 a.m.

2) CEO Roundtable: Vision Leadership

Tuesday, May 24, 3 – 5 p.m. and
Wednesday, May 25, 11:15 a.m. – 12:45 p.m.

A focused leader-to-leader dialogue with our state’s thought-leaders as they share insight on what excites them about the future of our field. Hear their thoughts on managing change, evaluating risks, making big decisions and their secrets for innovation and taking ideas to implementation and success. (Each session limited to 11 attendees.)

3) Film Screenings and Discussion

Monday, May 23, 7:30 – 9 p.m.

Films are a powerful medium for storytelling that can inspire new ideas, prompt dialogue and evoke emotion. New this year will be an opportunity to watch documentaries on issues related to the seniors we serve. You choose which one. Two different films will be shown simultaneously in separate locations. Continuing education credit will be available for each film.

4) Provider Evening Gatherings

Interested in enjoying the company of others who do the same work you do? Plan to attend either the Assisted Living or Affordable and Retirement Housing gatherings on Tuesday evening.

- Assisted living members will meet at The Saratoga Hilton’s outdoor fire pit on Tuesday at 8 p.m. LeadingAge NY policy staff member Diane Darbyshire and the assisted living cabinet members will be there to welcome you.

- Affordable and retirement housing members will meet at Gaffney’s, 16 Caroline St., Saratoga Springs on Tuesday at 8 p.m. Drink specials for $1 off standard beer and wine prices when you display your conference name tag. John Broderick of LeadingAge NY and the housing cabinet members will be there to welcome you.
OTHER CONFERENCE FEATURES

Stay in touch with our dynamic mobile app!

Have up-to-the-minute conference resources at your fingertips; including information on speakers, sessions, events, exhibitors, sponsors and the Saratoga Springs area. You will be able to access session handouts and even take notes! This app will greatly enhance your conference experience while reducing the environmental impact of printed materials.

Get CHARGED UP in the SOLUTIONS CENTER

Located in the Gallery outside the Exposition Hall, use the station in the Solutions Center to recharge your devices. While you wait, find Solutions to your toughest problems. Services Solutions has focused on the most pressing member concerns and expanded the resources available to you through a suite of comprehensive, integrated, competitively-priced solutions. Meet your Solutions partners and learn about their well-priced products and services.

Connection Center Hours

Tuesday, May 24, 8 am – 2:45 pm

Our goal is to provide you with the best conference experience possible! Don’t know how to find a member or business partner you would like to meet? We can help you make that contact at the Connection Center. Staff will be on hand in the hotel gallery to assist you. We contact the person and ask them to get in touch with you.
## PROGRAM SCHEDULE AT-A-GLANCE

<table>
<thead>
<tr>
<th>Time</th>
<th>Description</th>
<th>Nursing Home</th>
<th>ALP/ACF/Assisted Living</th>
<th>Housing</th>
<th>Community Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon., May 23</td>
<td>Pre-Conference Intensive Concurrent Sessions:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10 a.m. – 12:45 p.m.</td>
<td>Why Do They Do THAT? – Understanding Symptoms and Behaviors</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>1:30 – 5:45 p.m.</td>
<td>1 Reframing Challenging Behaviors when Dementia Is in the Picture</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>2 Operational Concerns for Today’s Post-Acute Providers</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>7:30 – 9 p.m.</td>
<td>Film Screenings and Discussion: Being Mortal and Cyber-Seniors</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>9:30 – 10:30 a.m.</td>
<td>Concurrent Sessions:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11:30 a.m. – 1 p.m.</td>
<td>1 Defending Against Multiple Governmental Investigations</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>2 Value-Based Payments: Where Are We Now?</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 SNF Collaboration with Acute Care to Develop an Innovative and Profitable Service Line ... A Win-Win Situation</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 Senior Housing with Services in New York</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5 ALP Transition to Managed Long Term Care</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>6 Addressing Employment Law Concerns Arising from Employee Use of Technology</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7 Repositioning Your Senior Community</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>8 Telehealth – Delivering Quality Care from Anywhere</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>9 <strong>LEARNING LOUNGE</strong> – What Would You Do? Challenging Behaviors in Aging Services</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>10 LeadingAge New York Board of Directors Meeting (by invitation only)</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 – 5 p.m.</td>
<td>Concurrent Sessions:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>Using Medical House Calls to Reduce Hospitalizations and Readmissions</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Care Management for All: A Post-Acute Care Provider Perspective</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>DOH Home Care and Managed Care Update</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>The Future of Independent Senior Housing in New York State</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Improving Outcomes in Assisted Living</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Institutional Special Needs Plans (I-SNIPs)</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 <strong>LEARNING LOUNGE</strong> – Sexual Intimacy in Long Term Care and Assisted Living Facilities</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>The Employer of Choice Advantage for Senior Communities</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Succeeding Under Bundled Payment <em>(Note: 3 – 4 p.m.)</em></td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td><strong>CEO ROUNDTABLE</strong> – Vision Leadership</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* = LEARNING LOUNGE
** = CEO ROUNDTABLE
= LEADERSHIP LOUNGE
## PROGRAM SCHEDULE AT-A-GLANCE

<table>
<thead>
<tr>
<th>Weds., May 25 7:30 – 9 a.m.</th>
<th>Breakfast Briefing: LeadingAge New York Reimbursement Update</th>
<th>Nursing Home</th>
<th>ALP/ACF/Assisted Living</th>
<th>Housing</th>
<th>Community Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 – 9 a.m.</td>
<td><strong>Concurrent Breakfast Briefings:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 Adult Day Health Care Update</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 Best Practices in Assisted Living</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 HCBS Update</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 <strong>LEARNING LOUNGE</strong> – Self-care for Better Resident Care</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>10 – 11 a.m.</td>
<td><strong>Plenary Session:</strong> Applied Imagination</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>11:15 a.m. – 12:45 p.m.</td>
<td><strong>Concurrent Sessions:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 Innovative Memory Care Programs and Services</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 Implementation of Activity-Based Cost Accounting and Analytics</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 Uniform Assessment System – New York (UAS-NY)</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 Value-Based Purchasing and Market Rate Housing</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5 <strong>LEADERSHIP LOUNGE</strong> – Be the Difference in Aging Services</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6 Bad People Want Your Data</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7 Reverse Session: ACF and Assisted Living Issues</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>8 <strong>CEO ROUNDTABLE</strong> – Vision Leadership</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>2 – 4 p.m.</td>
<td><strong>Concurrent Sessions:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 Quality Outcomes and Data Collection in a Changing</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Data-Driven LTC Environment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 New York Legislative and Budget Update</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 Key ACF/AL Issues; DOH Update</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 How to Safely Navigate the River of Cash</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5 Medicaid Managed Long Term Care Services and Supports (MLTSS)</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4 – 5 p.m.</td>
<td><strong>Closing Plenary Session:</strong></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Be the Difference With Your Workplace</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Key Dates

<table>
<thead>
<tr>
<th>April 25</th>
<th>May 23</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early bird registration and payment deadline</td>
<td>Annual Golf Tournament</td>
</tr>
</tbody>
</table>

| May 13      |
| Refund deadline (less a 25 percent administrative fee) |
Monday, May 23

9 a.m. – 2 p.m.

Pre-Conference Registration

Pre-Conference Intensives

Those who select the morning and an afternoon pre-conference intensive should register for the full-day rate that includes lunch.

Sponsored by:

10 a.m. – 12:45 p.m.

Why Do They Do THAT? – Understanding Symptoms and Behaviors

This session is designed to help health care providers and staff members appreciate some of the newer information we have available in understanding dementia so you can work more effectively with people living with the condition. This session will explore the relationship of dementia to delirium and depression in complex care situations, as well as the symptoms of various forms of dementia that impact assessment, treatment and care. We will look at the links between what is happening in the brain and new behaviors, changes in reactions and responses, different language comprehension and speech patterns and ability to take in, process and use sensory information in all five areas. This session will be very hands-on and interactive. It will provide practical and valuable strategies and skills to make a difference. It will help you to see and understand things differently and to provide better care and support to those you serve. Get ready to step to the ‘other side of the mirror’ so that you can move from mistakes and frustration to understanding and competence – ‘Ah Oh’ to ‘AH HA’.

Teepa Snow, MS, OTR/L, FAOTA, dementia care and training specialist, Positive Approach, LLC, Efland, NC

12:45 – 1:30 p.m.

Lunch for Full-Day Pre-Conference Attendees

1:30 – 5:45 p.m.

1) Reframing Challenging Behaviors

When Dementia Is In The Picture

This session is designed to help care providers better understand why the dementia resident frequently exhibits difficult or challenging behaviors that makes care assistance problematic or even impossible to deliver. The first part of the session will help learners more accurately understand many of the commonly occurring ‘behaviors’ displayed by the dementia resident; with a focus on looking beyond the disease for factors that may be causing or contributing to the challenging behavior. Key factors such as life-long personality traits and life experiences and preferences, environmental conditions and cues, other medical, sensory, or psychological conditions, the structure and flow of the day and caregiver skills and approaches will be discussed; with some selected examples demonstrated and provided. Finally a problem-solving approach will be presented to help learners reduce the intensity, frequency, or occurrence of challenging behaviors.

Teepa Snow, MS, OTR/L, FAOTA, dementia care and training specialist, Positive Approach, LLC, Efland, NC

2) Operational Concerns for Today’s Post-Acute Providers

Managed care organizations and long term care providers continue to struggle with reimbursement issues, regulatory changes and changes in labor and employment law that have a direct impact on cash flow and financial results. Join us for an in-depth discussion on how these issues can impact your bottom line.

Part 1: Reimbursement in the Age of Managed Care

Sponsored by:

FASTTracker®

The first half of this session will discuss the latest trends in reimbursement that managed care organizations, nursing homes and home care agencies are managing today. In addition, we will discuss the potential reimbursement impacts that key regulatory initiatives such as value based purchasing, nursing home transition to managed care, quality incentive payments and bundled payments may have into the future. CEOs, COOs, CFOs and anyone interested in the reimbursement trends will benefit from this discussion.

Kay Dever, principal, Nancy Lisy, senior health care consultant; Loeb & Troper LLP, NYC

Part 2: Wage and Hour Issues

Sponsored by:

Career Center

The second half of the program will discuss the latest in wage and hour issues; minimum age, workers compensation, Family Medical Leave Act, Fair Labor Standards Act and overtime adjustments impacting hiring and scheduling.

Joseph Dougherty, principal, Hinman Straub, Albany

4 – 7 p.m.

Conference Registration

6:30 – 7:30 p.m.

LeadingAge New York “Party with a Purpose”

Sponsored by:

LOEB & TROPER LLP

7:30 – 9 p.m.

Film Screenings and Discussion

Films are a powerful medium for storytelling that can inspire new ideas, prompt dialogue and evoke emotion. New this year will be an opportunity to watch documentaries on issues related to the seniors we serve. You choose which one – two different films will be shown simultaneously in separate locations. Continuing education credit will be available for each film.

1) Being Mortal

Join experts from The Community Hospice as they facilitate an open discussion following the showing of the PBS premiere of Frontline’s documentary, Being Mortal.
Discussion topics include:
- Empowering residents/patients and families to take control of this life stage;
- Knowing when your role moves from prolonging life to prolonging quality of life;
- Having difficult conversations; and
- Managing differing expectations of residents/families, friends, caregivers and staff.

Facilitator: Michelle Kumar, RN, regional director, The Community Hospice, Albany, Schenectady and Rensselaer Counties

2) Cyber-Seniors

This humorous and heartwarming documentary feature chronicles the extraordinary journey of a group of senior citizens as they discover the Internet through the guidance of teenage mentors.

Facilitator: Ami J. Schnauber, vice president, Advocacy and Public Policy, LeadingAge New York, Latham

---

Tuesday, May 24

7:30 a.m. – 5 p.m.
Conference Registration

8 – 9:30 a.m.
Continental Breakfast in Exposition Hall

8 a.m. – 2:45 p.m.
Connection Center Open

9:30 – 10:30 a.m.
Welcome/Keynote Address:
Finding Solutions in Challenging Times: Making an Impact Together

Sponsored by: sodexo

Sodexo Quality of Life Services
Right now we are in a vortex, with the forces of change all around us. We are facing changes in health care, the economy, consumer expectations and technology, among others. The pace of change is getting faster and faster, giving us a shorter time to adapt. These changes can and WILL rock our world in times of transformation; therefore, we must re-define reality – or it will be re-defined for us. The challenge for LeadingAge and its members is to stay one step ahead of these changes; to drive transformation and help pave the way for a successful old age – financially, emotionally, socially and physically. We have the opportunity to change the conversation about aging and in doing so, to expand the world of possibilities.

Katie Smith Sloan, president and chief executive officer, LeadingAge, Washington DC

---

10:30 – 11:30 a.m.
Exposition Hall Open

11:30 a.m. – 1 p.m.
Concurrent Sessions:

1) The New Paradigm: Defending Against Multiple Governmental Investigations and a Lawsuit Arising Out of the Same Incident ... How to Avoid a Three-Ring Circus

Long term care providers are frequently being investigated by multiple governmental agencies for the same incident at the same time. One incident can spawn investigations by the state Department of Health, Attorney General's Medicaid Fraud Control Unit, Department of Education, U.S. Department of Justice, and others. Each agency comes with its own agenda and jurisdiction; whether civil, criminal or administrative. And just when the long term care facility or home care agency thinks it has the investigations under control, the resident's family sues the facility or agency and its licensed professionals. Defending in multiple legal forums has become all too common for facilities, home care agencies and their professionals. Defending in multiple legal forums has become all too common for facilities, home care agencies and their professionals; adding to compounded risk for all. Winning in one forum may sabotage you and your professionals in other forums. Learn how to manage multiple legal proceedings and minimize the risk to the facility, agency and/or staff.

Margaret Surowka Rossi, counsel, Barclay Damon LLP, Albany

Eric C. Naegely, partner, Barclay Damon LLP, Buffalo

2) Payments: Where Are We Now?

Sponsored by: FASTracker™

Medicare and Medicaid value-based payment initiatives are rapidly transforming the environment from rewarding volume to value, leading to narrowing of networks and rapid evolution of expectations for improved outcomes and lowered costs. New York State policies are accelerating Medicare and private sector trends already underway. This session will build upon previous educational efforts and leverage the LeadingAge New York value-based readiness guide by exploring the latest implications of New York’s Value-Based Payment Roadmap implementation, efforts to align Medicare and Medicaid, as well as the growth in approaches; such as bundling and accountable care organizations. Provider and plan attendees will learn about case studies of actual value-based payment models and recent policy initiatives such as the Comprehensive Care for Joint Replacement and Home Health Value-Based Purchasing models. Come away with the motivation and tools to flourish in a value-based world.

Brian Ellsworth, MA, director, Payment Transformation, Health Dimensions Group, Higganum, CT

Beth Carlson, EdD, MHA, BSN, senior consultant, Health Dimensions Group, Minneapolis, MN

3) SNF Collaboration with Acute Care to Develop an Innovative and Profitable Service Line … A Win-Win Situation

Sponsored by: PROCARE

This session will focus on creating a collaborative, innovative business model within a senior care organization that also enhances strategic partnerships with acute care. We will focus on our development, implementation and continued operation of the Rochester Regional Health (RRH) Wound Healing Center. It is the first outpatient wound care center housed within a skilled nursing facility and the first to be managed collaboratively between an acute care
4) Senior Housing with Services in New York
Housing with Services or housing plus services are terms used to describe the supportive services frequently provided to residents of senior housing. Join a panel of senior housing experts who have launched Housing with Services models who will discuss these models and how they reduce costs and improve health outcomes and quality of life.

Panel TBA

5) ALP Transition to Managed Long Term Care
During this session, participants will be given the latest information from the Department of Health regarding the State’s plan to transition the Assisted Living Program (ALP) population and services into the Managed Long Term Care (MLTC) benefit. This session will be useful for ALPs and MLTC providers. Time will be provided to allow for questions and answers.

Mark Kissinger, director, Division of Long Term Care, Margaret Willard, director, Bureau of Managed Care, Division of Long Term Care; New York State Department of Health, Albany

6) Addressing Employment Law Concerns Arising from Employee Use of Technology
This presentation will address pressing labor and employment issues arising from evolving technology, including those that arise from employee misuse of technological devices (e.g., HIPAA violations), employee use of technology in service to the employer, as well as off-duty activities that couldn’t be less in the interest of the employer. Topics for discussion include:
• Limiting wage and hour exposure when employees are connected when “off-duty;”
• Addressing issues related to employee misconduct when using their own technological devices;
• Ensuring employees cannot “hijack” your organization’s online presence; and
• Complying with the National Labor Relation Boards’ recent decision concerning employee use of employer email for organizing activities.

John M. Bagyi, Esq., SPHR, SHRM, partner, Bond, Schoeneck & King, PLLC, Albany

7) Repositioning Your Senior Community
Today, our independent and assisted living communities are facing competitive pressures and higher expectations from incoming residents to meet their wants and needs. In this collaborative session, an executive director and architect will facilitate a discussion about the factors and potential responses to reposition your community for ongoing success. With input from the attendees, these specific issues will be identified and solutions will be “brainstormed.” Lastly, a case study will be presented describing one community’s response to these factors, including community involvement, large group gathering spaces, interior refurbishment, flexible dining options, new amenities within existing space and a new wellness program.

Greg Garrett, VP/administrator of Health Services, Peconic Landing, Greenport

Thomas R. Gears, AIA, principal, SWBR Architects, Rochester

Richard Rosen, principal, Perkins Eastman, New York City

Lloyd R. Theiss, executive director, Highlands at Pittsford, Pittsford

8) Telehealth – Delivering Quality Care from Anywhere
Regardless of your setting or budget, a telehealth strategy may be just what the doctor ordered. During this session we will address the questions we hear most frequently from caregivers who are considering adopting a telehealth strategy. We’ll explain the various telehealth options and review how caregivers are using these technologies to improve health outcomes and reduce costs. Discussions will focus on how telehealth solutions are:
• Connecting rural facilities to hard-to-reach specialists;
• Improving health outcomes through earlier diagnosis;
• Reducing healthcare costs by improving care management and eliminating the need for patient transfers; and
• Addressing the shortages of healthcare providers in remote and underserved communities.

Shawn Farrell, vice president of clinical operations, Avizia, New York City

Dennis O’Connell, director of healthcare solutions, Custom Computer Specialists, New York City

Steve Wasserman, regional manager, Avizia, New York City

9) LEARNING LOUNGE – What Would You Do?
Challenging Behaviors in Aging Services
Discussions will focus on the role of the chief executive officer and administrator as part of the behavioral management team. Based on case studies, how can you support your staff to be successful in dealing with the dementia resident, psychiatric issues of residents and the personality disorders of family members?

Facilitator: Jeanne M. Devine, Ph.D., chief of staff, PsychAssociates Group LLC, New York City

10) LeadingAge New York Board of Directors Meeting (by invitation only)

1 – 2:45 p.m.

Lunch in Exposition Hall
Prizes awarded at 2:15 p.m. You must be present to win.

Sponsored by:

ncb

Concurrent Sessions:

1) Using Medical House Calls to Reduce Hospitalizations and Readmissions Among Elderly Medicaid Recipients
Home-based primary care can help older adults age in place and delay costly institutionalized care. The presenters will discuss Parker At Your Door (PAYD), an innovative geriatric mobile care management program that provides free medical house calls and case management to elderly...
Medicaid recipients in Queens, New York. The session will focus on the program’s unique structure, delivery of care, outcomes and program sustainability. Particular attention will be given to the program’s impact on hospitalizations, hospital readmissions, emergency room utilization and nursing home placements among the elderly Medicaid patients served.

Michael N. Rosenblut, president and chief executive officer, Lorraine Breuer, senior vice president, Research and Grants; Parker Jewish Institute for Health Care and Rehabilitation, New Hyde Park

2) Care Management for All: A Post-Acute Care Provider Perspective

This program will focus on the need for effective care coordination by providers with managed care plans to achieve optimum outcomes for plan members. In this program we will provide participants with the methods and strategies to build an internal care coordination program to partner with managed care plans. Topics will include a discussion of the core components of an effective care coordination program such as, data systems and analysis, clinical practice guidelines, transitions in care, prevention of avoidable hospital readmissions and establishing communication systems to support provider/payer relationships.

Steven Herbst, director of managed care; Joanne Jones, director of clinical consulting; and Deborah Lynch, principal, Loeb & Troper, New York City

3) DOH Home Care and Managed Care Update

DOH staff will provide an update on the latest issues impacting home care and managed care.

Mark Kissinger, director, Division of Long Term Care, New York State Department of Health, Albany (invited)

4) The Future of Independent Senior Housing in New York State

The number of seniors needing affordable rental housing and supportive services is expected to skyrocket in the coming years. New York State’s stock of affordable senior housing will not nearly meet the projected demand. What is being done to fill this gap? How are the government, banks and developers (for-profit and non-profit) working together to address this huge and growing need? Join a panel of affordable senior housing experts from government, the private sector and LeadingAge NY members, to discuss policy and budget objectives necessary to protect and grow New York’s affordable senior housing infrastructure.

Panel TBA

5) Improving Outcomes in Assisted Living

During this session, you will learn about how an Assisted Living Program (ALP) has developed a comprehensive and integrated approach to resident centered care and service delivery. By maximizing their own resources and collaborating with other community providers, the ALP has been able to improve outcomes for their residents, including a reduction in unnecessary hospitalizations and frequency of falls. The presenters will share information to help participants consider how they may utilize similar strategies in their own adult care and assisted living facilities.

Nicole F. Atanasio, MS, RN-BC, president and chief executive officer, Dr. Alec Pruchnicki; Lott Assisted Living Residence, New York City

6) Institutional Special Needs Plans (I-SNPs): The New Opportunity for Skilled Nursing

Managed care is rapidly assuming a major role in SNF reimbursement. Traditional Medicare Advantage (MA) penetration now exceeds 30 percent nationally, with some counties in New York exceeding 60 percent enrollment. While traditional MA primarily covers short-term stays, MA I-SNPs are now gaining traction in managing long-term beneficiaries as well. Over the years, contract terms have changed significantly, offering providers the opportunity to share in risk (and savings) with the insurance companies. This program will cover all facets of MA and I-SNPs evolution; including clinical issues, financial risk and the Independent Provider Association (IPA) movement that is reshaping MA (short-term and long-term) throughout the country.

Marc Zimmet, president, Zimmet Healthcare Services Group, LLC, Morganville, NJ

Jay Gormley, chief strategy and planning officer, MJHS, New York City

David Asher, executive director, Alpha Healthcare, New York City

7) LEARNING LOUNGE – Sexual Intimacy in Long Term Care and Assisted Living Facilities

Aging does not mean a loss of sexual intimacy and in support of this truth, RiverSpring Health has been on the forefront regarding sexual rights policy for older adults in health care settings. This learning lounge will be a provider-to-provider dialogue on issues regarding the sexual needs of older adults. Discussions can include residents rights, staff consent, organizational responsibilities and special concern for the Alzheimer and dementia resident. Bring your case situations for discussion.

Facilitator: Daniel Reingold, president and chief executive officer, RiverSpring Health featuring the Hebrew Home at Riverdale, Riverdale

8) The Employer of Choice Advantage for Senior Communities

Morrison Community Living offers an Employer Brand model to help senior communities attract, engage and retain talent for long term success. Just as successful senior communities define and develop their external brand to improve occupancy and build financial performance, communities now need to focus on elevating their employer brand to help attract, engage and retain top talent. Session topics include:

- Key factors affecting recruitment, turnover and retention among senior communities;
• The Employer Brand model: rationale for this model and implementation in your community; and
• Self-assessment for determining your community’s Employer Brand advantage.
Gene Dolloff, chairman, Morrison Community Living, Atlanta, GA
Kileen Stark, director of business development, Flik Lifestyles, Rye Brook

9) Succeeding Under Bundled Payment: The New Role of Post-Acute Care in Emerging Health Networks (Note time: 3 - 4 p.m.)

Sponsored by:

ReadingAge Quality Metrics
Discussion in this session will include:
• The strategies to successfully partner with acute care providers to participate in bundled payment initiatives;
• Implementation of clinical strategies and business models to succeed under bundled payment; such as changes in health care spending, ACA development and bundled payment development and implementation for care improvement;
• Development of SNF and acute care provider partnerships, narrowing networks and IPAs;
• Development of clinical pathways that touch each patient transition point along the continuum;
• New Bundled Payments for Care Improvement initiative (BPCI) mandates (Comprehensive Care Joint Replacement (CCJR) as of 4/16) and what it means to post-acute care providers; and
• Successful participation in BPCI, using data and defined metrics to evaluate success.
Maureen E. McClusky, MA, LNHA, FACHE, Jewish Home in New York, New York City

Wednesday, May 25

7 a.m. - 4 p.m.
Conference Registration
7:30 - 9 a.m.
Breakfast Briefing: (A continental breakfast will be served.)
LeadingAge New York Reimbursement Update
Sponsored by:

LeadingAge New York
This briefing will provide information on current reimbursement issues affecting long term care providers.
Darius Kirstein, director of financial policy and analysis, LeadingAge New York, Latham

3) HCBS Update
This session will provide the latest developments in home and community-based services.
Cheryl Udel, policy analyst, LeadingAge New York, Latham

4) LEARNING LOUNGE – Self-Care for Better Resident Care
More than ever before, we need to know how to take care of ourselves and give the best of ourselves, without giving so much that there's nothing left. Join in this facilitated discussion on how we can reframe our thinking on our busy lives in order to improve our own self-care.
Facilitator: Richard Hight, CSP, founder and CEO, Visual M pact, Tulsa, OK

8:30 - 9 a.m.
Continental Breakfast
9 - 9:30 a.m.
LeadingAge New York Annual Meeting
9:30 - 10 a.m.
LeadingAge New York Leadership Academy Graduation

10 - 11 a.m.
Plenary Session: Applied Imagination
Everyone has an idea, but not everyone makes their idea come to life. Following through and bringing an idea to fruition is the hardest part; and it's what separates the leaders from the rest of the pack. The source of ideas is what we call imagination; the drive to make them real we call persistence, it is also a lesson in thinking outside of the box, changing the game and choosing to lead. Your idea is waiting … apply today!
Richard Hight, CSP, founder and CEO, Visual M pact, Tulsa, OK

8 - 9 a.m.
Concurrent Breakfast Briefings:
(A continental breakfast will be served.)
1) Adult Day Health Care Update
This session will provide an update on the latest issues in adult day health care.
Anne Hill, executive director, Adult Day Health Care Council, Latham

2) Best Practices in Assisted Living
Learn from your peers! Come ready to share all the great programs and services you are implementing at your organization.
Facilitator: Diane Darbyshire, LCSW, senior policy analyst, LeadingAge New York, Latham

5 - 6 p.m.
Chair’s Appreciation Reception
The LeadingAge New York Board of Directors invites the entire membership to thank Emma DeVito for her dedication as LeadingAge New York Chair.

10 - 11 a.m.
Leadership Academy Graduation

10:30 - 11 a.m.
Continental Breakfast

11 - 12 a.m.
Leadership Academy Graduation
11:15 a.m. – 12:45 p.m.

Concurrent Sessions:

1) Start With a Need: Innovative Memory Care Programs and Services
Memory care is a rapidly expanding service in the senior living industry. Hear how The Osborn renovated six independent apartments to make 13 individual memory care units. The H.O.P.E. Center for memory care is comprised of small individual rooms with private bathrooms, large community areas and a secure outdoor garden. Learn the reasons for this change, how the organization financed this project and trained the staff for this special environment. We’ll share the benefits to the residents and their families, as well as the bottom line.
Matthew Anderson, president and chief executive officer, The Osborn, Rye
Andrew Nesi, executive vice president, Herbert J Sims & Co., Inc., Fairfield, CT
Michael J. Smith, president & CEO, Alzheimer’s Resource Center of Connecticut, Plantsville, CT

2) Implementation of Activity-Based Cost Accounting and Analytics to Prepare for Value-Based Payment Negotiations
In 2014, Jewish Senior Life (JSL) implemented an activity-based cost accounting solution, Costflex, in preparation for value-based payments and bundling negotiations. JSL will share their experiences with how to properly implement a solution, organize and capture the necessary data and develop meaningful and useful reports to aid in bundling and negotiations.
Debbie McIlveen, senior vice president and chief financial officer, Travis Masonis, CIO and vice president of information technology, Patricia Hughes, assistant director of finance; Jewish Senior Life, Rochester
Representative from Costflex

Sponsored by: EQUIP 3.0
ReadingAge Quality Metrics
It has been more than two years since the UAS-NY went live and in 2016 our user-base will expand significantly with the expansion of the application to include additional assessment and screen instruments. Our presenters will provide a high level overview of the 2016 expansion, share tips on best practices, quality performance measurement of the MLTC program and respond to questions related to the UAS-NY application.
Raina E. Josberger, director, Bureau of Special Populations Evaluation, Office of Quality and Patient Safety, New York State Department of Health, Lisa M. Howard, project staff, Uniform Assessment System for New York (UAS-NY), Office of Health Insurance Programs, Division of Long Term Care; New York State Department of Health, Albany

4) Value-Based Purchasing and Market Rate Housing
As the senior care market transitions to new payment models that reward value over volume of health care services, how will this affect the retirement housing provider? How do you maintain and gain strategic partnerships? Is your organizational structure ready to help your residents meet their care and insurance requirements? Join in the discussion.
Brian Ellsworth, MA, director, Payment Transformation, Health Dimensions Group, Higganum, CT

5) LEADERSHIP LOUNGE – Be the Difference in Aging Services
In this interactive session, participants will have the opportunity to discuss how leaders in aging services find ways to “be the difference” in the lives of the people they serve, the communities they work in and the staff who provide the services.
Facilitators: Ruth Tietz, director of marketing and development, Baptist Health Nursing and Rehabilitation Center, Scotia
Kenneth Allison, accountant, LeadingAge New York, Latham

6) Bad People Want Your Data
Data security breaches used to be what happened in other industries. Unfortunately, hackers are selling stolen health information several times more often than information from stolen credit cards. As more and more facilities are realizing an increased reliance on IT, the resulting losses from a breach can cripple a facility and conventional property and casualty insurance coverage won’t be enough. This session will teach you how to mitigate risk of a security breach while insuring you’re protected if it happens.
John Snow, senior vice president for Cool Insuring Agency’s Healthcare Division, Latham
Dennis O’Connell, director of healthcare solutions, Custom Computer Specialists, New York City

7) Reverse Session: ACF and Assisted Living Issues
Do you want the opportunity to learn from each other and take home practical tips you can implement right away? If so, this reverse session is for you. It’s “reverse” because everyone participates and information comes from not just the facilitators, but everyone in attendance. Come with an idea for discussion and see what you learn or share with your peers.
Diane Darbyshire, LCSW, senior policy analyst, LeadingAge New York, Latham
Leanne Kontogiannis, principal, Meghan McNamara, principal; Hinman Straub, Albany
8) CEO ROUNDTABLE – Vision Leadership

Sponsored by:

This session will be a focused leader-to-leader dialogue with our state’s thought-leaders as they share insight on what excites them about the future of our field. Hear their thoughts on managing change, evaluating risks, making big decisions and their secrets for innovation and taking ideas to implementation and success. (This session is limited to 11 attendees.)

Facilitator: Patricia Tursi, chief executive officer, Elizabeth Seton Pediatric Center, Yonkers

12:45 – 2 p.m.
Awards Luncheon

Sponsored by:

2 – 4 p.m.
Concurrent Sessions:

1) Quality Outcomes and Data Collection in a Changing Data-Driven LTC Environment
Currently, data collection is primarily obtained through the MDS and impacts the facility’s quality rating system, the regulatory survey process and the financial performance through the NY Medicaid Nursing Home Quality Initiative. Data collection includes hospital readmission data; as well as specific clinical and functional outcomes for all Medicare beneficiaries that will be used to affect Medicare reimbursement. We will review the current data collection process through both the MDS process and Medicare claims submission and discuss the methodology for key quality measures that will impact Medicare/Medicaid reimbursement, the CMS Five-Star rating and how to analyze data through Quality Assurance & Performance Improvement (QAPI).

Joanne Jones, director of clinical consulting, Loeb & Trapper LLP, New York City

2) New York Legislative and Budget Update
Join LeadingAge New York staff as they discuss current legislative and budget issues facing members.
Daniel J. Heim, executive vice president, Ami Schnauber, vice president of advocacy and public policy, LeadingAge New York, Latham

3) Key ACF/AL Issues: DOH Update
Participants will hear directly from the Department of Health’s leadership on key issues in adult care facilities and assisted living. Time will be dedicated for questions.
Valerie Deetz, director, Divisions of Assisted Living and Community Transitions Program, Center for Health Care Quality and Surveillance, NYS Department of Health, Albany

4) How to Safely Navigate the River of Cash
Navigating down the River of Cash can be as rough as rafting through white water rapids. Knowing how to safely maneuver around obstacles like sweepers (audits), strainers (authorizations), eddies (collections) and hydraulics (denials) will help to ensure a smooth journey. This session will identify some key operational and financial strategies that are designed to prevent reimbursement delays, minimize your risk of audits and improve your cash flow.
Andrea Hagen, director, Paula Santiago, manager; Bonadio Receivable Solutions, Pittsford

5) Medicaid Managed Long Term Services and Supports (MLTSS), the Evolution and Lessons Learned
State interest in MLTSS has grown significantly in the last five years with some 20 or more states now having, or implementing soon, MLTSS programs that serve individuals in excess of 400,000. While there is significant state variation in services covered, geographic coverage and whether enrollment is voluntary or mandatory; there are some common themes and lessons learned regarding payments, effectiveness in improved care and other factors. This session will summarize state approaches, highlight challenges and success in the way of policies and practices by states and their plans and offer insights and observations to guide future efforts.
Shawn Bloom, president and chief executive officer, National Pace Association, Alexandria, Virginia

4 – 5 p.m.
Be the Difference With Your Workplace

Workforce issues are front and center for all organizations in the staff-intensive aging services field. Simply finding enough staff is a challenge in this day and age. But an even bigger question may be what can we do to encourage talented individuals to stay when there are so many job opportunities, and so much competition for workers? What can you as a leader do to “be the difference” in creating a more welcoming, nurturing workplace, a place where talented individuals want to work – and want to stay?

Join us as Jean Steel offers her perspective on this big question and discusses strategies that we can employ – as individuals and organizations – to work cooperatively with our colleagues as a true team, to embrace differences and to build happier, more productive working environments.
Jean Steel, president, Happy People Win, Nipomo, CA
# REGISTRATION INFORMATION

**LeadingAge NY Member**: To take advantage of the early bird registration offer and save $100 off the conference registration fee, the form and payment in full must be received on or before April 25.

**Payment in full must be received by Monday, May 23, to ensure your entry to the conference.**

**Cancellations** received by May 13 are refundable, less a 25 percent administrative fee. After that, the fee will not be refunded. Cancellations must be sent in writing to Michelle Mahoney at mmahoney@leadingageny.org or fax: 518.867.8386. Those who are registered and do not comply with the cancellation policy will be billed. Substitutions are permitted.

### Registration Fees:

<table>
<thead>
<tr>
<th></th>
<th>LeadingAge NY Member</th>
<th>Non-member</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On/before April 25</td>
<td>After April 25</td>
</tr>
<tr>
<td><strong>Pre-Conference Intensives: Mon., May 23</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full-Day (both morning and afternoon sessions) Includes: Lunch, Refreshment Break and access to online session materials.</td>
<td>$199</td>
<td>$279</td>
</tr>
<tr>
<td>Half-Day Session (10 a.m. – 12:30 p.m.) OR (1:30 – 5:45 p.m.) Includes: Refreshment Break and access to online session materials. Lunch is on your own.</td>
<td>$149</td>
<td>$229</td>
</tr>
<tr>
<td><strong>Conference: Mon. evening, May 23 – Weds., May 25</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Includes: attendance at all sessions on Tuesday and Wednesday, online conference materials, the Monday evening Film Screenings and Discussion, the “Party with a Purpose,” Chairman's Appreciation Reception, access to the Connection Center, entry to the Exposition and Continental Breakfast and Lunch on both days.</td>
<td>$499</td>
<td>$599</td>
</tr>
<tr>
<td><strong>Tues., May 24 Only</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Includes: Continental Breakfast, Lunch, Refreshment Break, access to online session materials, entry to the Exposition, access to the Connection Center and attendance at all sessions on Tuesday.</td>
<td>$299</td>
<td>$349</td>
</tr>
<tr>
<td><strong>Weds., May 25 Only</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Includes: Continental Breakfast, Awards Luncheon, access to online session materials and attendance at all sessions on Wednesday.</td>
<td>$299</td>
<td>$349</td>
</tr>
</tbody>
</table>

---

*“One person can make a difference, and everyone should try.”*  
— John F. Kennedy
REGISTRATION (PAGE 1 OF 3)

Print or type. Please use one registration form per attendee. Be sure to complete all six steps of this form.

step 1: ENTER YOUR INFORMATION

Name: _________________________________________________________________________________________________________
Title: __________________________________________________________________________________________________________
Organization: ___________________________________________________________________________________________________
Address: _______________________________________________________________________________________________________
City/State/Zip: __________________________________________________________________________________________________
Phone: (____) ___________________________________________________________________________________________________
Email Address (required): __________________________________________________________________________________________

___ I am a new member of LeadingAge New York or a first-time attendee.
___ I require specific aids or services pursuant to the Americans with Disabilities Act. Our staff will contact you to make further arrangements.

How many years of experience do you have in long term care? ____________

In case you have an emergency during the conference, whom may we contact:
_______________________________________________________________________________________________________________
(Name, phone and relationship)

What is your age range? This information will help us in planning future conferences.

☐ Under 35 years old  ☐ 35-44 years old  ☐ 45-54 years old  ☐ 55-64 years old  ☐ 65 years or older

step 2: SELECT YOUR REGISTRATION FEE:

<table>
<thead>
<tr>
<th>Registration Fees: Check the box(s) of your choice</th>
<th>LeadingAge NY Member</th>
<th>Non-member</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>On/before April 25</td>
<td>After April 25</td>
</tr>
<tr>
<td>Pre-Conference Intensives: Mon., May 23</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full-Day (both morning and afternoon sessions)</td>
<td>☐ $199</td>
<td>☐ $279</td>
</tr>
<tr>
<td>Half-Day Session (10 a.m. – 12:45 p.m.) OR (1:30 – 5:45 p.m.)</td>
<td>☐ $149</td>
<td>☐ $229</td>
</tr>
<tr>
<td>Conference: Mon. evening, May 23 – Weds., May 25</td>
<td>☐ $499</td>
<td>☐ $749</td>
</tr>
<tr>
<td>Tues., May 24 Only</td>
<td>☐ $299</td>
<td>☐ $399</td>
</tr>
<tr>
<td>Weds., May 25 Only</td>
<td>☐ $299</td>
<td>☐ $399</td>
</tr>
</tbody>
</table>

Early bird registration: Registration form and payment in full must be received by April 25.

Missed early bird registration?: Group discounts available, email Michelle Mahoney at mmahoney@leadingageny.org for details.

Registration after April 25: Payment in full must be received by May 23 to ensure your entry.

Cancellations received by May 13 are refundable, less a 25 percent administrative fee. After that, the registration fee will not be refunded. Cancellations must be sent in writing to Michelle Mahoney at mmahoney@leadingageny.org or fax: 518.867.8386. Those who are registered and do not comply with the cancellation policy will be billed. Substitutions are permitted.

step 3: MEAL OPTIONS

Special Meal Request(s): Kosher _____ Vegetarian _____ Gluten-free _____

Extra Meal Tickets for Guests: Meal tickets are non-refundable.

“Party with a Purpose” on Monday: #____ @ $45 ea. = $________

Lunch with exhibitors on Tuesday: #____ @ $40 ea. = $________

Awards Luncheon on Wednesday: #____ @ $40 ea. = $________

* Please email guest names to Michelle Mahoney at mmahoney@leadingageny.org.

(Continued to step 5 on page 19)
### REGISTRATION (PAGE 2 OF 3)

Name: ______________________________________________________________________________________________

<table>
<thead>
<tr>
<th>step 5: SELECT THE SESSIONS YOU PLAN TO ATTEND: (make one selection per time slot)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monday, May 23</strong></td>
</tr>
<tr>
<td>10 a.m. – 12:45 p.m. (additional fee)</td>
</tr>
<tr>
<td>☐ Pre-Conference Intensive: Why Do They Do THAT? – Understanding Symptoms and Behaviors</td>
</tr>
<tr>
<td>1:30 – 5:45 p.m. (additional fee – choose one)</td>
</tr>
<tr>
<td>☐ Pre-Conference Intensive: Reframing Challenging Behaviors When Dementia Is In the Picture</td>
</tr>
<tr>
<td>☐ Pre-Conference Intensive: Operational Concerns for Today's Post-Acute Providers</td>
</tr>
<tr>
<td><strong>CONFERENCE BEGINS</strong></td>
</tr>
<tr>
<td>6:30 – 7:30 p.m.</td>
</tr>
<tr>
<td>☐ LeadingAge New York “Party with a Purpose” (included in full conference fee)</td>
</tr>
<tr>
<td>☐ Not attending</td>
</tr>
<tr>
<td>7:30 – 9 p.m.</td>
</tr>
<tr>
<td>☐ Film Screening and Discussion: Being Mortal (included in full conference fee)</td>
</tr>
<tr>
<td>☐ Film Screening and Discussion: Cyber-Seniors (included in full conference fee)</td>
</tr>
<tr>
<td>☐ Not attending</td>
</tr>
<tr>
<td><strong>Tuesday, May 24</strong></td>
</tr>
<tr>
<td>9:30 – 10:30 a.m.</td>
</tr>
<tr>
<td>☐ Welcome/Keynote Address: Finding Solutions in Challenging Times: Making an Impact Together</td>
</tr>
<tr>
<td>☐ Not attending</td>
</tr>
<tr>
<td>11:30 a.m. – 1 p.m.</td>
</tr>
<tr>
<td>☐ Not attending a session during this time</td>
</tr>
<tr>
<td>☐ The New Paradigm: Defending Against Multiple Governmental Investigations</td>
</tr>
<tr>
<td>☐ Value-Based Payments: Where Are We Now?</td>
</tr>
<tr>
<td>☐ SNF Collaboration with Acute Care to Develop an Innovative and Profitable Service Line</td>
</tr>
<tr>
<td>☐ Senior Housing with Services in New York</td>
</tr>
<tr>
<td>☐ ALP Transition to Managed Long Term Care</td>
</tr>
<tr>
<td>☐ Addressing Employment Law Concerns Arising from Employee Use of Technology</td>
</tr>
<tr>
<td><strong>Wednesday, May 25</strong></td>
</tr>
<tr>
<td>7:30 – 9 a.m. (Breakfast Briefings)</td>
</tr>
<tr>
<td>☐ Not attending a session during this time</td>
</tr>
<tr>
<td>☐ LeadingAge NY Reimbursement Update</td>
</tr>
<tr>
<td><strong>The following begin at 8 a.m.:</strong></td>
</tr>
<tr>
<td>☐ Adult Day Health Care Update</td>
</tr>
<tr>
<td>☐ Best Practices in Assisted Living</td>
</tr>
<tr>
<td>☐ HCBS Update</td>
</tr>
<tr>
<td>☐ LEARNING LOUNGE – Self-Care for Better Resident Care</td>
</tr>
<tr>
<td>10 – 11 a.m.</td>
</tr>
<tr>
<td>☐ Plenary Session: Applied Imagination</td>
</tr>
<tr>
<td>☐ Not attending</td>
</tr>
<tr>
<td>11:15 a.m. – 12:45 p.m.</td>
</tr>
<tr>
<td>☐ Not attending a session during this time</td>
</tr>
<tr>
<td>☐ Innovative Memory Care Programs and Services</td>
</tr>
<tr>
<td>☐ Implementation of Activity-Based Cost Accounting and Analytics</td>
</tr>
<tr>
<td>☐ Uniform Assessment System – New York</td>
</tr>
<tr>
<td>☐ Value-Based Purchasing and Market Rate Housing</td>
</tr>
<tr>
<td>☐ LEADERSHIP LOUNGE – Be the Difference in Aging Services</td>
</tr>
<tr>
<td>☐ Bad People Want Your Data</td>
</tr>
<tr>
<td>☐ Reverse Session: ACF and Assisted Living Issues</td>
</tr>
<tr>
<td>12:45 – 2 p.m. (select one)</td>
</tr>
<tr>
<td>☐ Awards Luncheon</td>
</tr>
<tr>
<td>☐ Not attending</td>
</tr>
<tr>
<td>2 – 4 p.m.</td>
</tr>
<tr>
<td>☐ Not attending a session during this time</td>
</tr>
<tr>
<td>☐ Quality Outcomes and Data Collection in a Changing Data-Driven LTC Environment</td>
</tr>
<tr>
<td>☐ New York Legislative and Budget Update</td>
</tr>
<tr>
<td>☐ Key ACF/AL Issues: DOH Update</td>
</tr>
<tr>
<td>☐ How to Safely Navigate the River of Cash</td>
</tr>
<tr>
<td>☐ Medicaid Managed Long Term Services and Supports (MLTSS)</td>
</tr>
<tr>
<td>4 – 5 p.m.</td>
</tr>
<tr>
<td>☐ Closing Plenary: Be the Difference With Your Workplace</td>
</tr>
<tr>
<td>☐ Not attending</td>
</tr>
</tbody>
</table>

(Continued to step 6 on page 20)
Name: ______________________________________________________________________________________________
Organization: _______________________________________________________________________________________

Payment Method:
Please select: ☐ MasterCard  ☐ Visa  ☐ Discover  ☐ Amex
Card number: ___________________________________________________________________________ Exp.: __________________
Cardholder’s name (exactly as on card): ____________________________________________________________________________
Authorized signature: _______________________________________________________ Security code: _______________________

Payment in full must be received by May 23 to ensure your entry to the conference.

Payment Questions? Contact Mark Klender at mklender@leadingageny.org or 518.867.8383, ext. 118.

Send completed form and payment to:
Mail: Foundation for Long Term Care 13 British American Blvd., Suite 2, Latham, N.Y. 12110-1431
Fax: 518.867.8386

Questions? Contact Michelle Mahoney at mmahoney@leadingageny.org or 518.867.8385, ext. 154
Golf Tournament to benefit FLTC

Foundation for Long Term Care

May 23, 2016
1366 Amsterdam Road
Ballston Spa, NY 12020

Golf and sponsorship donations are tax-deductible to the extent permitted by law. Registration deadline is Monday, May 9, 2016. Golfers will not be able to register after this date.

GOLFER(S) NAME

Name: Address: Email:
1. ____________________________________________________________________________________________________
2. ____________________________________________________________________________________________________
3. ____________________________________________________________________________________________________
4. ____________________________________________________________________________________________________

GOLFER REGISTRATION

☐ Golf registration $125 per golfer
☐ Pro-clinic $50 per golfer
☐ Cocktail reception (only) $25 per ticket
Total golfer registration $_______

DON’T FORGET TO SPONSOR YOUR TEE-SIGN!

SPONSORSHIP

☐ Golf Cart Sponsor $3,000
☐ Hole-in-One Sponsor $2,500
☐ Eagle Sponsor $1,500
☐ Prize Sponsor $500
☐ Tee-sign Sponsor $250

SUMMARY OF CHARGES

Golfer registration fees: $_______
Sponsorship: $_______
Fully tax-deductible donation: $_______
TOTAL: $_______

For more information on sponsorship or any other aspects of the Golf Tournament please go to our website at www.leadingageny.org. The Foundation for Long Term Care (FLTC) is registered as a 501(c)(3) not-for-profit organization.

(Continued on page 2)
Name: ______________________________________________________________________________________________

Payment Method:

Please select: □ MasterCard  □ Visa  □ Discover  □ Amex

Card number: ____________________________________________ Exp.: ________________

Cardholder’s name (exactly as on card): ____________________________________________

Authorized signature: ___________________________ Security code: ____________________________

Payment Questions? Contact Mark Klender at mklender@leadingageny.org or 518.867.8383, ext. 118.

Fax, email or mail your completed contract to Michelle Mahoney

Mail: LeadingAge New York, 13 British American Blvd., Suite 2, Latham, N.Y. 12110-1431
Email: mmahoney@leadingageny.org | Fax: 518.867.8386 | Phone: 518.867.8385, ext. 154
Supplemental Hotels

Supplemental rooms have been reserved at the hotels below. To receive discounted rates, please specify that you are attending LeadingAge New York’s Annual Conference and Exposition.

The Marriott Courtyard
11 Excelsior Avenue, Saratoga Springs, NY, 518.290.9090
Rate: $164 single/double
Check-in time: 3 p.m., Check-out time: 11 a.m.
Rooms available: 10 rooms for Monday, May 23, 35 rooms for Monday, May 23, and 30 rooms for Tuesday, May 24
Policies: Cancellations must be received 48 hours prior to arrival date. Reservations are on a first-come, first-served basis.

How to make your reservation: Call 866.210.9325 and identify yourself as part of LeadingAge NY/Foundation for Long Term Care to receive the group rate.

Cut-off date: April 22, 2016

Holiday Inn Saratoga
Broadway at Circular Street, Saratoga Springs, NY
Group code: LA8
Rate: $159 single/double
Check-in time: 2 p.m., Check-out time: 11 a.m.
Rooms available: 10 rooms for Sunday, May 22, 10 rooms for Monday, May 23, and 10 rooms for Tuesday, May 24
Policies: Rooms are held until 6 p.m. unless guaranteed by a major credit card or one night deposit. Guaranteed no-shows will be charged for one night’s stay and subsequent night’s reservation will be canceled.
Individual reservations may be canceled 48 hours prior to arrival. After this time, deposits will not be refunded.

How to make your reservation: Call 518.584.4550 or 1.855.592.8367 and indicate your group code, or go to hiltongardeninn.hilton.com/en/gi/groups/personalized/A/ALBSSGI-LEAD-20160522/index.html?WT.mc_id=POG and identify yourself as being with LeadingAge NY.

How to make your reservation: Call 518.584.1775 or 888.242.2390 and identify yourself as being with LeadingAge NY.

Policies: Cancellations must be received 72 hours prior to arrival date.

Cut-off date: April 22, 2016

Embassy Suites
86 Congress Street, Saratoga Springs, NY, 518.290.9090
Rate: $159 single/studio
Check-in time: 3 p.m., Check-out time: Noon
Rooms available: Five rooms for Sunday, May 22, 10 rooms for Monday, May 23, and 10 rooms for Tuesday, May 24.
Policies: Cancellations must be received 24 hours prior to arrival date.

About the hotel: Guests may enjoy complimentary daily cook-to-order breakfast, evening cocktail reception, high-speed and wireless Internet access in all guest rooms and lobby, and spacious suites; each with modern amenities including a spacious work surface, microwave, refrigerator and two HDTVs. When making a reservation, identify yourself as being with LeadingAge NY.

Cut-off date: May 1, 2016

The Saratoga Arms
497 Broadway, Saratoga Springs, NY
Rate: $165 single/$185 double; without breakfast
Rooms are available Sunday, May 22 and Monday, May 23 only
Check-in time: 3 p.m., Check-out time: 11 a.m.
About the hotel: This is a concierge hotel under the personal supervision of the Smith Family. Across the street from the City Center, this historic building has been recently renovated and decorated as an upscale property. Each room is unique. All rooms have a private bath, cable TV, voice mail, free WI-Fi, complimentary Saratoga Water, and most have refrigerators. All rooms are nonsmoking.

How to make your reservation: Call 518.584.1775 or 888.242.2390 and identify yourself as being with LeadingAge NY.

Reservations accepted up to conference dates at above rate are dependent upon availability.

Hampton Inn and Suites Saratoga Springs Downtown
25 Lake Avenue, Saratoga Springs, NY
Group code: LAN
Rate: $169 single/double (Includes breakfast, parking garage and Internet.)
Check-in time: 3 p.m., Check-out time: 11 a.m.
Rooms available: Thirty rooms for Monday, May 23 and Tuesday, May 24 and Wednesday, May 25
Policies: Cancellations must be received 24 hours prior to arrival date.

How to make your reservation: Call 518.584.2100 and identify yourself as part of LeadingAge NY to receive the group rate.

Cut-off date: April 22, 2016

Union Gables Inn
55 Union Avenue, Saratoga Springs, NY 12866
Rate: $125 king/queen
Check-in time: 3 – 7 p.m., Check-out time: 11 a.m.
About the hotel: Union Gables is a historic Victorian mansion Inn with elegant large guest rooms equipped with king beds, flat screen TV’s, gas fireplaces, private bathrooms, mini-refrigerators, desks and seating areas.
As part of their experience, guests enjoy complimentary wine, an appetizer and cookies in the evenings, a full cooked-to-order breakfast every morning, bikes for their use around Saratoga, and a heated outdoor pool. The Union Gables is a 15 minute walk or a three minute drive to The Saratoga Hilton.

How to make your reservation: Call 518.584.1558 and identify yourself as part of LeadingAge NY to receive the group rate.

Reservations accepted up to conference dates at above rate are dependent upon availability.